

Noble Transit System
Passenger Policy Manual
561 South Main Street, Kendallville, IN 46755

SUBJECT: SERVICE ANIMALS

SECTION: CUSTOMER SERVICE

EFFECTIVE DATE: 08/15/2023

REPLACES: 01/01/2011

APPROVED BY: Board of Directors

APPROVAL DATE: 08/15/2023

DIRECTIVE:

To provide guidelines for the transport of service animals on transit vehicles.

DEFINITIONS:

Service Animal - The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for himself or herself. "Seeing eye dogs" are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. There are service animals that assist persons with other types of disabilities in their day-to-day activities. Some examples include:

- Alerting persons with hearing impairments to sounds.
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.
- Assisting persons with mobility impairments with balance.

PROCEDURE:

Service animals are permitted to accompany individuals with disabilities in the vehicles and agency facilities. The passenger must be in direct control of the service animal at all times.

It is the responsibility of the passenger to inform the scheduler when scheduling a ride that a service animal will be present. This information is then relayed to the driver through a notation on the manifest.

Dispatchers may ask the following questions:

Is the animal a pet or a service animal?

What service has the animal been trained to perform?

Dispatchers/Drivers may **NOT** ask the following questions:

What is the passenger's disability?

Does the passenger have proof of certification or other documentation for the service animal?

If a situation occurs, contact the dispatcher immediately for further direction concerning animals.

RESPONSIBILITIES:

It is the responsibility of the Dispatcher/Scheduler and Driver to ensure compliance with this procedure.