

Service Animal Policy

Service animals, such as guide dogs, may accompany persons with disabilities in the facilities of and in the vehicles operated by or for Clay County Transportation.

The ADA (Americans with Disabilities Act) 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. The ADA takes priority over any county health department or state or local laws regarding service animals.

A CCT employee may not ask to see certification or identification that the animal is a service animal.

If the operator has a doubt that the animal is a service animal, the operator may ask the customer if the animal is a service animal. If the customer says it is, the operator must allow the animal to board the bus.

Service animals are not pets, they are working animals, CCT employees should never pet a service animal or treat it like it is a pet.

CCT employees may not ask for a demonstration from the animal.

CCT employees will use the following criteria to ensure compliance with the ADA concerning Service Animals:

- ✓ The care and supervision of the service animal will be the sole responsibility of the owner.
- ✓ Service animals will be permitted to accompany the individual with a disability to all areas of a CCT vehicle or facility where customers are normally allowed to go.
- ✓ Individuals with service animals will not be segregated from other CCT clients.
- ✓ CCT will not charge higher fares or fees for transporting individuals with disabilities and their service animals than they charge to other persons for the same or equivalent service.

While riding in a vehicle, the animal will be required to sit or stand on the floor of the bus, and may not block the aisle.

If an animal misbehaves, then the passenger will be asked to remove his or her animal from the vehicle. If there are multiple occurrences of misbehavior, the animal's riding or entry privileges may be revoked. Examples of misbehavior include unprovoked growling or attacking passengers, the bus driver, other CCT ride employees or other service animals.

Passengers of CCT are required to notify the dispatcher/scheduler that the animal will be accompanying them when they book their