



Chautauqua Area Regional Transit System

Service Animal Policy

Drivers are required to permit any customer with a service animal to ride CHQ Transit buses. This includes animals-in-training accompanied by a trainer or person with a disability.

Service animals for persons with disabilities ride for free. No permit is required, but the driver may ask the following if it is not obvious what service an animal provides:

1) Is the animal a service animal required because of a disability?

2) What work or task has the animal been trained to perform?

Staff **cannot** ask about the person's disability, require medical documentation, require a special identification card or training documentation for the animal, or ask that the animal demonstrate its ability to perform the work or task. Additionally, staff cannot require service animals to board the bus in a certain way or require the person traveling with a service animal to sit in a particular seat on the bus.

Service animals must remain on the floor without blocking the aisle or on their owners lap. If this is not an option, the service animal may occupy a seat provided one is available.

Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

A person with a disability cannot be asked to remove his service animal unless:

- 1) The animal is out of control and the handler does not take effective action to control it.
- 2) The animal is not housebroken

When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain transportation without the animal's presence.