



CITY OF AZUSA SERVICE/EMOTIONAL SUPPORT ANIMAL POLICY

1. Introduction

Individuals with disabilities may use service/emotional support animals for a variety of reasons. This policy provides an explanation of how major Federal civil rights laws govern the rights of a person requiring a service animal and subsequently formalizes the City of Azusa's policy regarding the use of service/emotional support animals in Transit vehicles.

2. Service Animal Defined by Title II of the ADA

A service animal means any guide dog, signal dog, or other service animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Tasks performed can include, among other things, pulling a wheelchair, retrieving dropped items, alerting a person to a sound, reminding a person to take medication, or pressing an elevator button. Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II of the ADA. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals either.

3. Transportation

A person traveling with a service animal cannot be denied access by Azusa Transit. In addition, the person with a service animal cannot be forced to sit in a particular spot; no additional fees can be charged because the person uses a service animal; and the customer does not have to provide advance notice that s/he will be traveling with a service animal. When a person with a service animal embarks on public transportation, the person is not required to provide documentation or proof that the animal has been certified, trained or licensed as a service animal. Only two questions may be asked:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

These questions should not be asked if the animal's service tasks are obvious.

4. Handler's Responsibilities

The handler is responsible for the care and supervision of his or her service animal. If a service animal behaves in an unacceptable way and the person with the disability does not control the animal, the animal does not have to be allowed. Uncontrolled barking, jumping on other people, or running away from the handler are examples of unacceptable behavior for a service animal.

5. Emotional support and psychiatric animals

Individuals who travel with emotional support animals or psychiatric service animals may need to provide specific documentation to establish that they have a disability and the reason the animal must travel with them.

6. Complaints

Title II of the ADA applies to public transportation. Section 504 of the Rehabilitation Act applies to federal entities and recipients of federal funding that provide transportation. Title II and Section 504 Complaints – These may be filed with the Federal Transit Administration’s Office of Civil Rights. For more information, contact:

Director, FTA Office of Civil Rights
East Building – 5th Floor, TCR
1200 New Jersey Ave., SE
Washington, DC 20590
FTA ADA Assistance Line: 1-888-446-4511 (Voice)
1-800-877-8339 (Federal Information Relay Service)
http://www.fta.dot.gov/civil_rights.html