



Service Animal Policy

In accordance with the Americans with Disabilities Act (ADA), all transit passengers will be permitted to travel with a service animal trained to assist them. ADA regulations at 49 C.F.R. Section 37.3 define a service animal as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.”

Please notify Big Bend Transit, Inc. in advance if you intend to bring a service animal with you.

Animals that are not trained to do work or perform tasks are **not** considered to be service animals (49 C.F.R. Section 37.167(d). For example, emotional support animals, which provide emotional support, well-being, comfort, or companionship to an individual with disabilities, but are not trained to do work or perform tasks, are not considered to be service animals.

If you are planning on riding on Big Bend Transit, Inc. with a service animal, please follow these guidelines:

- Service animals are to be properly leashed and/or harnessed and under the control of their handlers at all times.
- The service animal must remain at your feet or on your lap. The service animal may not sit on a vehicle seat.
- The service animal must not be aggressive toward people or other animals.
- You are responsible for any damages or soiling caused by the service animal.
- The rider may be asked to remove his/her service animal from the vehicle if:
 - The animal is out of control and the rider does not take effective action to control it.
 - The animal poses a direct threat to the health or safety of others.
- You are responsible for the care and supervision of your service animal while on board the vehicle.