

**POLICY AND PROCEDURE**  
**SERVICE ANIMALS AND PETS**



Approved By Board of Public Works and Safety on:

**June 13, 2014**

Amended By Board of Public Works and Safety on:

Alternate/accessible formats available upon request to: Transit Manager, 166  
Lincolnway, Valparaiso, IN 46383. 219.462.1161

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## SERVICE ANIMALS AND PETS

1. An individual with a disability may be accompanied by a service animal in public transit vehicles.
2. The service animal must be under the control of its handler. A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control e.g., voice control, signals, or other effective means.
3. A bus operator is not responsible for the care or supervision of a service animal.
4. Neither the transit agency nor the bus operator may impose a surcharge or special fee for a person with a disability who is accompanied by a service animal.
5. A vehicle operator may ask an individual with a disability to remove a service animal from the vehicle if:
  - a. The animal is out of control and the animal's handler does not take effective action to control it; or
  - b. The animal is not housebroken and creates problems on a regular basis. An individual incident occurring with an otherwise compliant service animal shall not be the basis for removing the animal.
6. Valparaiso public transit may require the service animal's owner to pay for any damage that a service animal causes.
7. Pets are not permitted on Valparaiso public transit vehicles. This includes, but is not limited to pets on leashes, unleashed, in carriers, purses, or carried on an individual.
8. Valparaiso public transit staff and managers must be familiar with and understand the following ADA regulatory definition of a service animal:

### ***ADA Regulation §35.137 - Definition of Service Animal:***

*Service animal means any 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. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to*

*the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this Definition.*  
§35.136

9. No special harness, garment, permit, tag, or certification for service animals is required under the Americans with Disabilities Act (ADA).

10. A bus operator may not ask the passenger about the nature or extent of his or her disability.

11. If it is not clear to the driver that an animal is a service animal, the driver may make two inquiries of the passenger with the animal:

- a. Whether the animal is a service animal
- b. If so, what service the animal provides.

12. If a passenger refuses to respond or if the driver is not clear if the responses qualify the animal as a service animal, the driver should immediately contact the General Manager for instructions.