

Service Animals and Pets

Capital Transit recognizes the critical role service animals have in promoting mobility and independence for people with disabilities. We follow requirements of the Americans with Disabilities Act (ADA). Permits and registration are not required but bus operators may inquire about the tasks the animal performs.

Service animals are not limited to guide dogs. A service animal may be any type of animal that has been individually trained to perform tasks to assist an individual with a disability.

Service animals may not be denied boarding because another passenger has allergies or fear of the animal.

Therapy, comfort or emotional support animals are not considered service animals for the purpose of using public transportation. These animals and pets may board in animal kennels or carriers.

Passengers should not pet or feed a service animal. These animals are working and should not be distracted.

Animals must behave appropriately and remain under the owner's control. Service animals may not sit on a vehicle seat but should remain in the owners lap or at their feet and must not block the aisle.

Owners are responsible for any damage caused by the animal. Owners may be asked to remove their service animal if it is not under the owner's control or poses a direct threat to the health and safety of others.

For more information visit https://www.ada.gov/service_animals_2010.htm. If you have questions about service animals on public transportation call 907-789-6901.

The International Association of Assistance Dog Partners (IAADP) and Assistance Dogs International (ADI) recommend the following minimum standards for service animals in public:

1. Public appropriateness

- Animal is clean, well-groomed and does not have an offensive odor.
- Animal does not urinate or defecate in inappropriate locations.

2. Behavior

- Animal does not solicit attention, visit or annoy any member of the general public.
- Animal does not disrupt the normal course of business.
- Animal does not vocalize unnecessarily, i.e. barking, growling or whining.
- Animal shows no aggression towards people or other animals.
- Animal does not solicit or steal food or other items from the general public.

3. Training

- Animal is specifically trained to perform three or more tasks to mitigate aspects of the client's disability.
- Animal works calmly and quietly on harness, leash or other tether.
- Animal is able to perform its tasks in public.
- Animal must be able to lie quietly beside the handler without blocking aisles, doorways, etc.
- Animal is trained to urinate and defecate on command.
- Animal stays within 24" of its handler at all times unless the nature of a trained task requires it to be working at a greater distance