



CCD Transportation Taskforce Service Animals Principles

The members of the Consortium for Citizens with Disabilities (CCD) Transportation Task Force and allied disability advocacy partners adopt the following principles regarding service animals, handler's rights and requirements on Amtrak, public and private transportation, including subways, fixed route buses and rail, paratransit, taxis, shuttles, limousine services and transportation network companies (TNCs). CCD is the largest coalition of national organizations working together to advocate for Federal public policy that ensures self-determination, independence, empowerment, integration and inclusion of children and adults with disabilities in all aspects of society.

Without the ability to travel, people with disabilities who use service animals may be unable to work, receive needed health care, or travel for pleasure like other Americans. Service animals are as important to people who rely on them to accommodate their disabilities as are wheelchairs to people who rely on them to get around.

Amtrak, public transit and private transportation providers must consider the following principles to ensure riders' civil rights are upheld:

- Transportation providers must permit passengers with disabilities who use service animals, including psychiatric service animals, to travel with those animals without encountering barriers to access.
- A requirement to notify Amtrak, or fixed route bus or rail transportation providers in advance that a passenger with a disability intends to travel with a service animal is an unlawful barrier to access. Paratransit or other demand responsive providers may ask riders for advance notice to ensure space is available.
- Passengers with disabilities should be permitted to alert Amtrak or a fixed route bus or rail public transportation provider at any time that they are traveling with a service animal. Failure to disclose this information in advance of showing up at the train station, public transit vehicle or facility must not be grounds to prohibit people with disabilities from accessing ground transportation.

- If a person (driver or rider) is at risk of an allergic reaction to an animal, it is the responsibility of the business or government entity to find a way to accommodate both the individual using the service animal and individual with the allergy.
- Transportation providers, both public and private, shall not ask or require an individual with a disability to pay a surcharge for a service animal. The person with a service animal may not be forced to sit in a particular spot.
- Transportation providers must treat all service animals equally. They must not be allowed to require third-party documentation about the need for a service animal, proof of the service animal's training, or other advance notifications.
- Allowable species of service animals must not be unjustly limited. Places of public accommodation must allow all service dogs of any breed, as well as miniature horses that do not cause undue hardship.
- Public transportation, as well as Amtrak, must allow any service animal trained to work or perform tasks with the exception of primates and exotic snakes. Any limitations must preserve access for all species and sizes of dogs, cats, rabbits, miniature horses, capuchin monkeys, and other species that can be trained to behave appropriately and be safely brought on public transit and rail. ADA regulations do not prohibit a transit agency from choosing to accommodate pets and emotional support animals. Some state and local laws define service animal more broadly than the ADA.
- Amtrak, public and private transportation providers and their contractors must train their employees how to interact with people with disabilities, including those who use service animals, and how to observe animal behavior. Specifically, these personnel, including reservation agents, ticket counter agents, gate agents, conductors and drivers must be trained to know the rules governing service animals and how to interact with these passengers. Passengers who use service animals must not be harassed regarding the nature of their animal in any way that unnecessarily questions the legitimacy of the animal.
- Service animals must be required to behave appropriately to accompany a passenger with a disability on Amtrak, public or private transportation.
- Transportation personnel and contractors must be trained on how to interact with passengers with disabilities to ensure that misbehaving animals, whether legitimate service animals or not, are either brought under control or in the alternative not allowed to travel at that time. An individual traveler cannot be denied access to transportation if their service animal is denied access.

We hope that all transportation providers will take these principles into account while working to ensure that the civil rights of all service animal users are preserved and strengthened across modes.

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