



Board Adopted Policy	
Policy Title: Service Animal & Transporting Animals	
Effective Date: 08/02/2008	Review Cycle: Three (3) Years
Board Approval Date: 08/02/2008	Review Date: 12/20/2017
Review Date: 12/15/2020	Review Date: 01/16/2024

I. Application: Authority wide

II. Intent: The Benzie Transportation Authority (BTA), in compliance with the Americans with Disabilities Act, allows people with disabilities to bring their service animals into all areas where customers are normally allowed to go.

III. Procedure: Animals, with the exception of service animals, are allowed only in a carrier that fits on the passenger's lap, or on the floor in front of or under the rider's seat. For purposes of this policy a service animal will be defined as – Animals that are individually trained to perform tasks for people with disabilities – such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets. This may include, but is not exclusive to, cats, dogs, monkeys, birds, snakes etc.

The BTA acknowledges that we may;

- 1) ask if an animal is a service animal
- 2) ask what tasks the animal has been trained to perform
- 3) charge a customer with a disability for damage caused by his or her service animal.

The BTA also acknowledges that we cannot;

- 1) require special ID cards for the animal
- 2) ask about the person's disability
- 3) charge extra fees for service animals
- 4) treat a person with a disability that uses a service animal less favorably than other patrons.
- 5) ask a person with a disability to remove their service animal from the premises unless:

- a. the animal is out of control and the animal's owner does not take effective action to control it
- b. the animal poses a direct threat to the health or safety of others. **

** Allergies and fear of animals are not valid reasons for denying access or refusing service to people with service animals.

The BTA is not required to provide care or food for a service animal or provide a special location for it to relieve itself.