

Eddy SeniorCare

CATEGORY: Safety
NUMBER: 720
SUBJECT: Transportation Services
POLICY NAME: ESC – Service Animals on PACE Vehicles

Purpose:

To support the use of a service animal on PACE vehicles by an individual with a disability consistent with the Title III of the Americans with Disabilities Act (ADA) and the Federal Civil Rights Statute Section 504 of the Rehabilitation Act of 1973.

Definition:

Per [§ 37.3](#), a service animal is: 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.

Policy:

DOT ADA regulation 49 C.F.R. Section 37.167(d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities. Control over the animal can be verbal and does not necessarily involve a leash or harness. In some cases, a service animal may be trained to provide assistance without a leash or harness. The requirement is that the animal be under control of the rider. Beyond that, there is no requirement that the animal be on a leash or harness.

Drivers are not required to take the leash or harness of a service animal. As a customer service, a driver could choose to provide this assistance when requested (for example, by a rider using a wheelchair who also uses a service animal), but FTA has stated that such a request may be denied because caring for a service animal is the responsibility of the rider or a personal care attendant (PCA) (Example 15 in [Appendix E to 49 CFR Part 37](#) as well as [FTA ADA Circular 4710.1](#)).

More than one service animal may accompany a rider on a single trip. Different service animals may provide different services to a rider during trips or at the rider's destination. Transit agency personnel are permitted to ask the following two questions for each animal: (1) Is the animal a service animal required because of a disability? and (2) What work or task has the animal been trained to perform? [Section 2.6 of [FTA ADA Circular 4710.1](#)].

Eddy SeniorCare cannot deny service to a person accompanied by a service animal on the basis of another individual's allergies. Encounters with service animals should be recognized as a normal part of public life, especially in a transit environment. As such, allergies to service animals are not grounds for denying service to a person accompanied by a service animal.

Created: September 2025

Author: Michael Flaherty, Executive Director