

SERVICE ANIMAL POLICY

Service animals, such as guide dogs, may accompany persons with disabilities in the facilities of and in the vehicles operated by or for Macon County Transit, if the animal is on a lead that does not interfere with the other passengers on the bus and the animal is under the constant supervision and the control of the person with disabilities.

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 sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. If the operator has a doubt that the animal is a service animal, the operator may ask the customer if the animal is a service animal. If the customer says it is, the operator must allow the animal to board the bus. If the customer says it is not a service animal, the operator should tell the customer that the animal is not allowed on the bus.

While riding in a vehicle, the animal will be required to sit or stand on the floor of the bus, and may not block the aisle.

If an animal misbehaves, then the passenger will be asked to remove his or her animal from the vehicle. If there are multiple occurrences of misbehavior, the animal's riding or entry privileges may be revoked. Examples of misbehavior include unprovoked growling or attacking passengers, the bus driver, other Macon County Transit employees or other service animals.

Passengers of Macon County Transit are required to notify the dispatcher/scheduler that the animal will be accompanying them when they book their ride.