




BRANDEIS UNIVERSITY PUBLIC SAFETY DEPARTMENT

Transportation & Service Animals

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Policy:

The Brandeis Department of Public Safety is responsible for ensuring that all riders on the Brandeis University transportation system are treated fairly and in accordance with the U.S. Department of Transportation regulations regarding "service animals."

In accordance with the U.S. Department of Transportation regulations, "service animal" is defined as any guide dog, signal dog, or another 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 and sounds, pulling a wheelchair, or fetching dropped items.

Riders are expected to comply with the following:

- If asked, you must confirm that your animal is a service animal.
- Do not ask drivers or other riders to hold or control your animal.
- Service animals must be under your control. Threatening or aggressive behaviors will not be tolerated. *(Exception: when a seizure alert animal is trained to alert by jumping up and pushing the owner down.)*
- Service animals must not block the vehicle aisle or path of travel.
- Service animals must not occupy passenger seating.
- Animals must be insect-free.
- Service animals that appear abused or mistreated may be reported to the appropriate organizations or Public Safety.

An animal that solely provides emotional support, well-being, comfort, or companionship is not a service animal. These "companion animals" are considered pets, and pets are allowed aboard

Brandeis transportation vehicles and only in secured and fully enclosed carriers. Pets are subject to the rules above regarding service animals.

Driver Responsibility:

- Every operator or employee who serves people with disabilities must provide non-discriminatory service in an appropriate and respectful way.
- Operators must allow all service animals on board.

Drivers may not:

- Ask for proof of service animal certification or the customer's disability.
- Require a customer traveling with a service animal to sit in a particular seat on a vehicle.
- Threaten to charge a cleaning fee for customers who bring their service animals onto a vehicle unless the animal causes damage

Reference: *Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3.*