



1-888-LAKETRAN | [www.laketran.com](http://www.laketran.com)

555 Lakeshore Blvd. Painesville Twp., OH 44077

## Laketran Service Animal Policy

According to the Americans with Disabilities Act (ADA), a service animal is defined 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.

Laketran will permit service animals to accompany individuals with disabilities in vehicles and facilities.

A passenger's request that the driver take charge of the service animal may be denied. Caring for the service animal is the responsibility of the passenger. The passenger or their personal care attendant must keep their service animals under control at all times.

Laketran staff may ask just two questions about the animal.

- Is the service animal required because of a disability?
- What work or task has the animal been trained to perform?

Laketran will not ask for any documentation regarding the service animal.

The only reason Laketran would deny a service animal would be if the animal is a direct threat to the health and safety of Drivers or other riders. Other passengers being allergic to that specific type of animal is not a valid reason to deny the animal on the bus because the person could be exposed to the animal in a public setting.

Comfort animals are not considered service animals and are not allowed on board Laketran vehicles.

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