



Service Animal Policy

A Service Animal is an animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability. Service animals guide or support a user because of the blindness, deafness or physical handicap of the user. The task or job performed by a Service Animal must be directly related to the individual's disability.

Service animals may accompany persons with disabilities, or handlers or trainers of such animals, in the facilities of and in the vehicles operated by or for the Butler Transit Authority, as long as the below guidelines and policies are followed:

1. The animal must be on a lead that does not interfere with the other passengers or driver.
2. The animal must be under the constant supervision and control of the person with disabilities, handler or trainer.
3. The animal must not block the walkways, and must sit or stand on the floor of the bus.
4. Customers accompanied by service animals are expected to promptly clean up after their animals whenever necessary and without being requested.
5. Jumping up, barking, or aggressive behaviors represent a safety concern for other Butler Transit riders and will not be tolerated.
6. If a service animal causes damage or soiling to any Butler Transit vehicle or facility, the animal's owner may be charged for damage caused by his/her service animal.

Consistent with the U.S. Dept. of Transportation ADA regulations, animals whose sole function is to provide comfort, therapy, companionship or emotional support do not qualify as "service animals" for purposes of public transportation, and therefore cannot ride on Butler Transit Authority vehicles. For this reason, an individual wishing to utilize BTA transportation services may be asked about the animal and the services it provides to you.