

WESTERN OAKLAND TRANSPORTATION AUTHORITY

SERVICE ANIMAL POLICY

Western Oakland Transportation Authority (WOTA), in compliance with the Americans with Disabilities Act, must allow people with disabilities to bring their service animal into all areas where passengers are normally allowed to go.

As defined in 49 CFR §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.

WOTA acknowledges that we may:

- Ask if an animal is a service animal.
- Ask what tasks the animal has been trained to perform.
- Charge a passenger with a disability for damage caused by his or her service animal.

WOTA also acknowledges that we cannot:

- Require special ID cards for the animal.
- Ask about the person's disability.
- Charge extra fees for the service animal.
- Treat a person with a disability that uses a service animal less favorably than other passengers.
- Ask a person with a disability to remove their service animal from the bus unless the animal is out of control and the owner does not take effective action to control it OR if the animal poses a direct threat to the health and safety of others*.

*Allergies or fear of animals are generally not valid reasons for denying access or refusing service to passengers with service animals.

WOTA is not required to provide care or food for a service animal nor provide a location for it to relieve itself.

Any questions regarding this policy should be directed to:

Kim Viener
WOTA
(248) 887-4979 or director@ridewota.org