

PUERTO RICO INTEGRATED TRANSPORTATION AUTHORITY

SERVICE ANIMAL POLICY STATEMENT-ADA



A service animal is any guide dog, signal dog, or any 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 alert individuals with seizure disorders to an oncoming seizure or respond to a seizure, and animals that are trained to remind a person to take medication.

Although most service animals are dogs, DOT's definition recognizes the possibility of other animals that are individually trained to work or perform tasks. This training can be by an organization or by an individual, including the individual with the disability. According to ADA, emotional support or comfort animals are not considered service animals because they would not fall under the regulatory training-based definition of a service animal.

Service Animals are welcomed at the Puerto Rico Integrated Transportation Authority (PRITA) facilities and vehicles.

- A person traveling with a service animal cannot be required to provide documentation for the service animal to access a transportation facility or vehicle. Operators may ask riders only the following two questions:
 1. Is the animal a service animal required because of a disability?
 2. What work or task has the animal been trained to perform?
- Cannot be segregated from other customers and the service animal must be permitted to accompany its owner on the vehicle. However, service animals cannot block aisles and/or exits and must always be under the owner's control. Operators may not handle or take charge of the service animal.
- Will not be charged an additional fee for the service animal to access a transportation facility or vehicle.
- There are no limits to the number of service animals that accompany a rider on a single trip.
- On complementary paratransit or other demand responsive services, riders must notify their intent to ride with a service animal to help ensure adequate space is available.
- Operators may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders; create a seriously disruptive atmosphere; or are otherwise not under the owner's control. Other riders or personnel's allergies or fear of animals would not be grounds for denying service to a person accompanied by a service animal.



Josué L. Menéndez Agosto
Executive Director



Date