

Overview of Service Animal Practices on OC ACCESS

January 2022





PERTINENT FEDERAL REGULATIONS

- Transit Service Requirements – DOT ADA regulations at 49 C.F.R. Section 37.167(d)
 - OC ACCESS must permit service animals to accompany individuals with disabilities in vehicles and facilities.
- Service Animal Definition - DOT ADA regulations at 49 C.F.R. Section 37.3
 - **”Service animal means 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.”
 - This definition is specific to transportation – the federal definition for ADA Titles II & III only permits dogs to qualify as service animals
- Per FTA, service animals may only be excluded if they’re out of control or if the animal poses a direct threat to the health and safety of others
- Regulations do not limit the number of service animals a passenger may have



PERTINENT FEDERAL REGULATIONS (CONT.)

- Only service animals that meet the federal definition must be allowed to accompany passengers
 - “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability”
- **Emotional Support Animals (ESAs) do not meet the federal definition of a service animal and are not protected by federal regulations**
- Vehicle Operators may inquire about whether an animal is a service animal or what tasks the animal is trained to perform, but cannot require ID or other verification



OC ACCESS POLICIES

OC ACCESS Rider's Guide (2018)

- Service animals must be:
 - under the complete control of the passenger they serve
 - leashed and harnessed
 - kept with their owners at all times
- Service animals cannot occupy seats or block the aisle, doors, or lift
- OC ACCESS may refuse service if a service animal is disruptive, or displays aggressive or dominant behavior



COMPLAINT/COMMENT PROCESS

- Complaints are filed through Customer Relations
- All complaints are investigated. Cases are closed out following the investigation and corrective action, if necessary
- Customers may request a response to their complaint. OCTA will follow up regarding the investigation and corrective action
- Contact information – Customer Relations
 - Phone: (800) 636-7433
 - TDD: (714) 636-4327
 - Hours: 8 AM to 5 PM, Monday through Friday