

Policy for Service Animals

Guide dogs, signal dogs, and other service animals are allowed to board Shenango Valley Shuttle Service (SVSS) buses. A “service animal” is any animal specifically trained to work or perform tasks for an individual with a disability, including guiding individuals with impaired vision, alerting individuals with impaired hearing to sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. If an operator is unsure that an animal performs a service function, the operator may ask the passenger if the animal is trained to provide a service.

For safety reasons, SVSS recommends service animals do not ride the passenger lift platform. Their tails, paws, head, or equipment may catch in the lift mechanism.

Service animals are permitted to accompany individuals with disabilities in SVSS vehicles. The animal must be on a lead, leash, or in a carrier, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices

The service animals must not interfere with other passengers and must be under the constant supervision and control of its owner. If a service animal misbehaves, the passenger will be asked to remove his or her animal from the vehicle or facility. If there are multiple occurrences of misbehavior, the animal’s boarding privileges may be revoked. Some examples of misbehavior would be soiling the vehicle, growling at or harassing passengers, the operator, or other service animals.



Jill Boozer, Executive Director