

Service Animal Pilot Program

John Ahlen, Lane Transit District

Service and Problem Animals Can Look the Same



Transit Agencies may face litigation as a result of service animal policies that are too restrictive, or too lax.



Conflicts can arise when a driver and rider disagree about the status of an animal.



A busy boarding area isn't always an ideal location to discuss the status of an animal.

The "Paw Print" Program



A paw print symbol on a passenger's rider card lets the driver know that this passenger has already been asked about the status of their animal.

Program Goals:

- Minimize driver ambiguity and confusion about the status of an animal.
- Create a more consistent experience for service animal handlers.
- Promote expedited boarding.

Preliminary Results

Program participants were surveyed regarding their experiences in the paw print program compared to before:

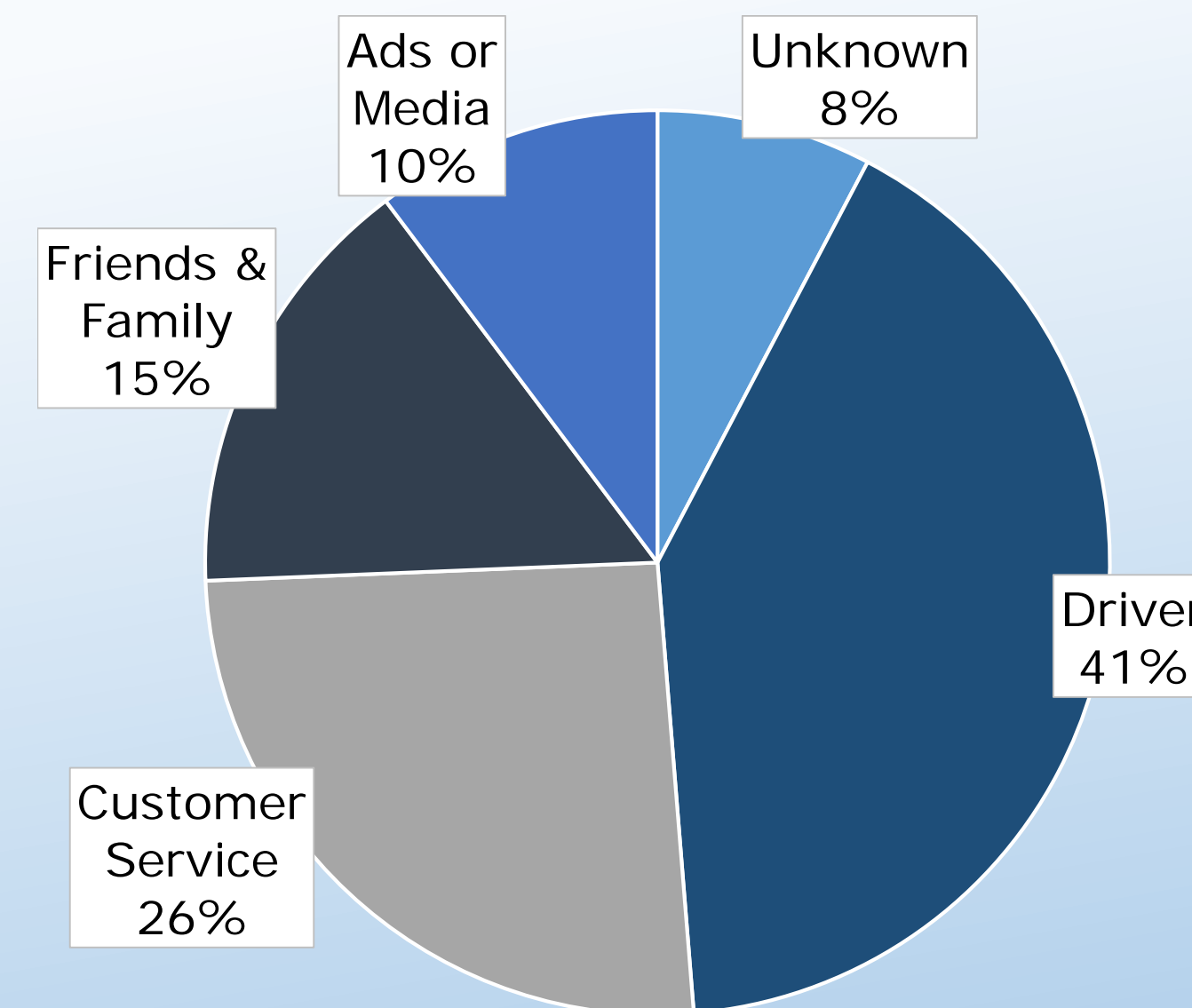
122 Riders

- 92.0% overall program satisfaction rate
- 93.2% of riders perceived faster boardings
- 91.3% of riders perceived reduction in conflicts
- 77.3% of riders choose public transit more often

197 Drivers

- 80.1% overall program satisfaction rate
- 90.7% of drivers perceived faster boardings
- 78.0% of drivers perceived reduction in conflicts
- 72.7% of drivers gave a passenger a referral

Program Referrals by Type



Riders volunteered to participate after being encouraged by their drivers, because everyone benefitted from the program.

Data reflects high satisfaction rates from all participants and an overall improvement to service.

Better Serve Your Community

Rider Feedback:

"As an elderly person with an invisible disability, who has sometimes not gone out of the house for weeks following an altercation regarding my dog, I am extremely grateful for this positive and creative solution. Thank you so much."

Supervisor Feedback:

"The program is a big help for our operators and security staff."

Driver Feedback:

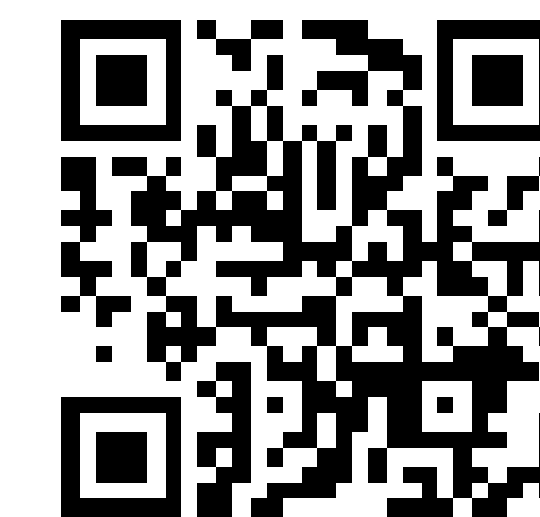
"The nice thing about the program is that it gives people peace of mind."

Rider Feedback:

"Kudos to LTD for having this program, as well as other services for making public transit in Eugene/Springfield area easier for persons with disabilities."

Additional Information

Please help yourself to a "Service Animal Pilot Program: Best Practices, Policies and Procedures" guidebook available here, or download an electronic copy at www.ltd.org/service-animals/ or by using the QR code below:



Inside you'll find:

- Tips to help navigate tricky situations
- Policy guidance
- Learn to avoid common mistakes

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