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

- 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.”

Better Serve Your Community

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.

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

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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