



Allied Coordinated Transportation Services, Inc. (ACTS)
Transportation & Fleet Maintenance Facility
701 North Mercer Street
New Castle, PA 16101
724.652.5588
www.lccap.org/ACTS

Policy for Service Animals

A 'service animal' is individually trained to do work or perform tasks for a person with a disability.

When an individual with a service animal boards an ACTS' bus, enters any ACTS' building/facility or is scheduling a ride, only two questions may be asked regarding the service animal:

1. Is this a service animal?
2. What work or task has the animal been trained to perform?

A service animal is permitted to travel with an individual to any destination defined under ACTS' Service Area.

All service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective control. Service Animals may board/deboard the bus in whichever manner the owner prefers so long as the vehicle operator does not have to handle the animal.

A person with a disability cannot be asked to remove his service animal from the premises/vehicle unless:

1. The service animal displays any aggression or seriously disruptive behavior or that animal's behavior poses a direct threat to the health or safety of others, or
2. The animal is not housebroken.

When there is a legitimate reason to ask that a service animal be removed, staff must offer the individual the opportunity for services without the service animal's presence.

All service animals must be house-broken. Staff are not required to provide care or food for a service animal. The service animal must be vaccinated and licensed in accordance with all state and local laws.

DOT ADA regulations 49 C.F.R. Section 37.3 & 49 C.F.R. Section 37.167(d)



ACTS is a proud member of the Lawrence County Community Action Partnership