

Service Animals

Exhibit "A"

Service Animals are welcome on all BFT buses. If the Service Animal does not have visually identifiable apparel, apparatus, or other visual evidence that the animal is a service animal, the driver may ask to confirm that your animal is a service animal.

You are responsible for the care and supervision of your animal while onboard. If you are planning to ride BFT with a service animal, please follow these guidelines:

- Your service animal must be on a leash at all times, remain under your control, and behave appropriately. The animal must not be aggressive toward people or other animals. Illustrative examples of inappropriate behavior includes: growling and/or show of teeth, biting or attempting to bite other customers and employees, persistent and loud barking without provocation, and jumping up on customers and employees.
- Your service animal must remain at your feet or on your lap. Service animals may not occupy a passenger seat unless because of its size it will not fit at your feet or on your lap, and may not block the aisle.
- One service animal is allowed per eligible rider unless the rider can demonstrate a need for more than one service animal.
- Customers using a service animal onboard are responsible for the animal and may be held liable for the behavior and action of the animal.

NOTE: regardless of training or certification, service animals may be denied transportation if the animal is out of control or exhibits inappropriate behavior as set forth above and if effective action is not taken to control the animal, or if the animal's behavior poses a direct threat to the health or safety of others.

Pets

All pets must be enclosed in a carrier that will remain secured and the pet and carrier may not exceed 25 pounds.

Policy 1-2010 adopted by Resolution XX-2010 January 14, 2010