

Hele-On Bus Service Animal Information

Service animals perform tasks that remove barriers people with disabilities experience in the community. Service animals are individually trained to assist persons with disabilities. For example, guide dogs assist people who are blind navigate streets safely and avoid walking into obstacles. Some service dogs assist persons who use wheelchairs by fetching things for them, opening and closing doors, turning lights on and off.

The Americans with Disabilities Act (ADA) allows Hele-On operators to ask this question:

“What is your service animal trained to do?”

You should be prepared to answer this question when you want to ride the Hele-On bus with your service animal. If you do answer the question, and your answer satisfies our operator, your animal will be considered a service animal. Your service animal will be allowed entry to the bus.

If you refuse to answer the question, or if our operator determines that the animal does not perform a task for you, your animal will be considered a pet. In addition, emotional support animals, comfort animals and therapy animals are not considered service animals under the ADA. In such cases, the rules for transport of pets on Hele-On buses apply:

- ✓ **Pets are allowed provided they are kept in an enclosed container or cage.**

The Hele-On bus welcomes service animals that are under the care and control of their handlers at all times. Regardless of the tasks they perform for individuals with disabilities, any animals that bark incessantly, sniff passengers, roam around the bus, urinate, defecate, growl, nip, bite or jump on passengers are not under the control of their handlers and may pose a threat to others. In such cases, the Hele-On bus operator will tell the handler that the animal must leave the bus. This will be documented and reported to head office.

Our operators will not violate the ADA by asking to see certification or any other documentation to confirm that an animal is a service animal. The fact that an animal wears a vest is irrelevant and does not prove that it is a service animal.

Service animals in training are not considered service animals under the ADA. The Hele-On rules for pets apply to service animals in training.

For more information about service animals visit the Americans with Disabilities web page at www.ADA.gov. You may telephone the ADA Information Line, 1-800-514-0301, or go to the FAQs (Frequently Asked Questions) page of www.projectaction.easterseals.com and click on service animals.

Aloha and have a good ride!