

City of Ionia Dial-A-Ride Service Animal Policy

A service animal as defined by Title II and Title III of the ADA. A service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Miniature horses are allowable as service animals.

Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA. A doctor's letter does not turn an animal into a service animal.

In accordance with ADA, FTA, and MDOT; service animals are permitted on all Ionia Dial-A-Ride vehicles and in our facilities.

The service animal and handler are not required to sit in a specific spot and are not charged an additional fee to ride IDART.

The IDART employee may ask the handler "Is the animal required because of a disability?" and "What work or task has the animal been trained to perform?" The handler does not have to provide identification or certification for the animal.

The service animal must be under the control of the handler at all times. This does not mean a leash or harness is required, but the service animal must be under the handler's control. The service animal is not required to be in a carrier.

If a service animal behaves in an unacceptable way towards other transit riders or towards transit employees such as uncontrollable barking, growling, contact with other people, etc.; the service animal will not be allowed to ride the transit vehicles.