



## Service Animals Welcome Aboard

Service animals are welcome on all LCTA fixed route buses and paratransit vans. The driver may ask to confirm that your animal is a service animal.

**Service Animal Owner Responsibilities:** The rider is responsible for the care and supervision of their service animal while on board. We require all riders to follow these guidelines at all times while on board an LCTA vehicle:

1. Your animal must be on a leash or in a container, remain under your control and behave appropriately.
2. Your animal must not continuously bark or cause a distraction to other passengers or the vehicle operator.
3. Your animal must remain at your feet out of the way of foot or wheel traffic, or on your lap. It may not sit on a vehicle seat.
4. The animal must not be aggressive toward people or other animals.
5. You are responsible for any damage or soiling caused by the animal.

**System Response to Non-Compliance:** A LCTA operator or employee may exclude or remove any service animal if the service animal displays disruptive, vicious or aggressive behavior or constitutes a direct threat to the health or safety of others. Alternatively, a LCTA operator may require any disabled patron who does not comply with this policy to disembark the fixed-route bus, paratransit vehicle or leave a transportation facility, and LCTA shall transport the patron and their service animal to their destination separately. Because a service animal is the full responsibility of its owner, repeated behavioral issues on the part of the animal may lead to temporary service exclusions.

For more information concerning the transportation of service animals, please contact LCTA at (570) 288-9356 or:

Luzerne County Transportation Authority  
c/o ADA Compliance Officer  
315 Northampton St.  
Kingston, PA 18704