



Traveling with a Service Animal on Cottonwood Area Transit / Verde Lynx

In accordance with the requirements set forth in the Americans with Disabilities Act (ADA), a “service animal” is defined as any dog or other animal individually trained to do work or perform tasks for the benefit of a qualified individual with a disability, including psychiatric, cognitive, or mental disabilities.

Tasks that service animals perform include, but are not limited to, guiding individuals who are blind or have low vision, alerting individuals who are deaf or hearing impaired to the presence of people or sounds, pulling a wheelchair, fetching dropped items, assisting an individual during a seizure, retrieving medicine or alerting an individual to a telephone call, providing physical support to assist with balance and stability to individuals with mobility disabilities and assisting individuals, including those with cognitive disabilities, with navigation.

Pets and companion animals (also referred to as comfort animals and therapy animals) are not considered service animals and are not permitted in Cottonwood Area Transit facilities or on Cottonwood Area Transit buses unless they can be stowed within an enclosed pet carrier that fits on the customer’s lap or on the floor beneath the customer’s seat.

Individuals traveling with service animals are welcome in all Cottonwood Area Transit facilities and onboard all Cottonwood Area Transit buses.

A service animal must be under the verbal and/or physical control of its handler at all times. The service animal must sit or lie at its owner’s feet or may be held in the owner’s lap. A service animal may not occupy a seat or block any aisle, vehicle entrance, or exit.

A service animal may be barred from Cottonwood Area Transit facilities or buses when:

- The animal’s handler is unable to maintain verbal or physical control over the animal.
- The animal is barking, growling, lunging at other passengers or other service animals, jumping on seats, or acting in a way that is threatening or disruptive for other passengers or employees.

- The animal's behaviour or hygiene poses a direct threat to the health or safety of other passengers or employees.
- The animal causes damage to Cottonwood Area Transit facilities or buses.

In keeping with the requirements of the Americans with Disabilities Act (ADA), employees of Cottonwood Area Transit may ask the following questions to verify that an animal traveling with a Cottonwood Area Transit passenger is a service animal:

- "Is your animal a service animal?"
- "What task is your service animal trained to perform?"

For more information, contact Cottonwood Area Transit Customer Service at (928) 634-2287.