DOT – 2021 Service Animal Regulation changes

Guide Dogs for the Blind / Alaska Airlines webinar!

Ray Prentice, Alaska Airlines - Director of Customer Advocacy
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Rule change summary - effective January 11, 2020
11 major changes - we’ll focus on the service animal form

1. DOT’s new regs defines a service animal as a **dog** that is individually trained to do work or perform tasks for the benefit of a person with a disability;

2. No longer considers an emotional support animal to be a service animal;

3. Requires airlines to treat psychiatric service animals the same as other service animals;

4. Allows airlines to limit the number of service animals traveling with a single passenger with a disability to two service animals;
Major Regulation Changes

5. Allows airlines to require a service animal to **fit within its handler’s foot space on the aircraft**;

6. Allows airlines to require that service animals be harnessed, leashed, or tethered at all times in the airport and on the aircraft;

7. Continues to allow airlines to refuse transportation to service animals that exhibit aggressive behavior and that pose a direct threat to the health or safety of others; and

8. Continues to prohibit airlines from refusing to transport a service animal solely based on breed.

9. **Check in requirements for individuals traveling with a service animal**
   - Airlines **can’t** require passengers to physically check-in at the airport, rather than using the online check-in process.
   - Airlines **can** require passengers to provide the service animal form(s) at the departure gate on the date of travel.
Major Regulation Changes - continued

10. Service Animal Forms (two forms):

   Allows airlines to require the following two forms - developed by DOT
   Form 1: Attesting to a service animal’s health, behavior and training, and
   Form 2: If taking a long flight (8 or more hours) attesting, that the service animal can either not relieve itself, or
   can relieve itself in a sanitary manner;

When must individuals traveling with service animals complete/present the form?

Answer: **Up to 48 hours in advance** of the date of travel if the passenger’s reservation was
made prior to that time;  (Check with your airlines website or call center)

**For bookings less than 48 hours** in advance, airlines may require a person with a disability
to provide the DOT service animal form(s) at the passenger’s departure gate on the date of travel;

Note  Alaska’s Service Animal in Puppy training program remains unchanged.  Service animal form isn’t required!
For more: See Alaskaair.com/Accessible services (Traveling with a service animal in training)
Service Animal Air Transportation Form;

According to the Department of Transportation, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB control number for this information collection is 2120-0034.

Warning: It is a Federal crime to make materially false, fictitious, or fraudulent statements, entries, or representations knowingly and willfully on this form to secure disability accommodations provided under regulations of the United States Department of Transportation (18 U.S.C. § 1001).

U.S. Department of Transportation Service Animal Air Transportation Form

Service Animal Handler’s Name: ____________________________ Phone: ____________________________
Service Animal User’s Name (if different from Handler): ____________________________ Phone: ____________________________
Service Animal Handler’s Email: ____________________________ Animal’s Name: ____________________________
Description of the Animal (including weight): ____________________________

Animal Health
☐ [Insert Animal’s Name] is vaccinated for rabies. Date of last vaccination: ______ Date vaccination expires in the dog: ______.
☐ [Insert Animal’s Name] does not have fleas or ticks or a disease that would endanger people or other animals.

Veterinarian’s Name (signature not required): ____________________________ Phone: ____________________________

Animal Training and Behavior
☐ [Insert Animal’s Name] has been trained to do work or perform tasks to assist me with my disability.
Name of Animal Trainer or Training Organization: ____________________________ Phone: ____________________________

☐ [Insert Animal’s Name] has been trained to behave in a public setting.

I understand that a properly trained dog runs on the control of its handler. I understand that a properly trained dog does not aggressively by biting, barking, jumping, lunging, or injuring people or other animals. It also does not unseat or deter the aircraft or in the gate area.

I understand that if [Insert Animal’s Name] shows that it has not been properly trained to behave in public, then the airline may treat it as a pet by imposing a pet fee and requiring it to be transported in an FAA-approved pet carrier.

To the best of my knowledge, [Insert Animal’s Name] has not behaved aggressively or caused serious injury to another passenger.

If you cannot check the box above, please explain: ____________________________

Other Assurance
☐ I understand that [Insert Animal’s Name] must be housebroken, leashed, or tethered at all times in the airport and on the aircraft.

☐ I understand that if [Insert Animal’s Name] causes damage, then the airline may charge me for the cost to repair it, as long as the airline would also charge passengers without disabilities to repair the similar kinds of damage.

☐ I am attaching an official document of the U.S. Department of Transportation. My answers are true to the best of my knowledge. I understand that if I knowingly make false statements on this document, I can be subject to fines and other penalties.

Signature of the Service Animal Handler: ____________________________ Date: ____________________________
Warning: It is a Federal crime to make materially false, fictitious, or fraudulent statements, entries, or representations knowingly and willfully on this form to secure disability accommodations provided under regulations of the United States Department of Transportation (18 U.S.C. § 1001).

U.S. Department of Transportation Service Animal Air Transportation Form

Service Animal Handler’s Name: ____________________________ Phone: ____________________________

Service Animal User’s Name (if different from Handler): ____________________________ Phone: ____________________________

Service Animal Handler’s Email: ____________________________ Animal’s Name ____________________________

Description of the Animal (including weight): ____________________________

Animal Health

☐ Is vaccinated for rabies. Date of last vaccination: ______ Date vaccination expires in the dog: ______

[Insert Animal’s Name]

☐ To my knowledge, _______________________ does not have fleas or ticks or a disease that would endanger people or other animals.

[Insert Animal’s Name]

Veterinarian’s Name (signature not required): ____________________________ Phone: ____________________________
Animal Training and Behavior

☐ [Insert Animal’s Name] has been trained to do work or perform tasks to assist me with my disability.

Name of Animal Trainer or Training Organization: ___________________________ Phone: ______________________

☐ [Insert Animal’s Name] has been trained to behave in a public setting.

☐ I understand that a properly trained dog remains under the control of its handler. I understand that a properly trained dog does not act aggressively by biting, barking, jumping, lunging, or injuring people or other animals. It also does not urinate or defecate on the aircraft or in the gate area.

☐ I understand that if [Insert Animal’s Name] shows that it has not been properly trained to behave in public, then the airline may treat [Insert Animal’s Name] as a pet by charging a pet fee and requiring [Insert Animal’s Name] to be transported in an FAA-approved pet carrier.

☐ To the best of my knowledge, [Insert Animal’s Name] has not behaved aggressively or caused serious injury to another person/dog.

[Insert Animal’s Name]

If you cannot check the box above, please explain: ____________________________________________________________
Other Assurance

☐ I understand that ________________ must be harnessed, leashed, or tethered at all times in the airport and on the aircraft.
   [Insert Animal’s Name]

☐ I understand that if ________________ causes damage, then the airline may charge me for the cost to repair it, as long as the airline
   [Insert Animal’s Name]
   would also charge passengers without disabilities to repair the similar kinds of damage.

☐ I am signing an official document of the U.S. Department of Transportation. My answers are true to the best of my knowledge. I
   understand that if I knowingly make false statements on this document, I can be subject to fines and other penalties.

Signature of the Service Animal Handler: ________________________________ Date: ________________________________
Relief Attestation Form

United States Department of Transportation Service Animal
Relief Attestation Form

Service Animal Handler’s Name ___________________________ Phone: ___________________

Service Animal User’s Name (if different Handler): ___________________________ Phone: ___________________

Email: ________________________________________________________________

Animal’s Name: ______________________________________ Estimated Flight Length: __________

Flight Date: ___________ Departure Airport: ___________ Arrival Airport: ___________

Check one or both boxes:

☐ _______________ will not need to relieve itself while on the aircraft.
[Insert Animal’s Name]

☐ _______________ can relieve itself on the aircraft without creating a health/sanitation issue.
[Insert Animal’s Name]

Describe how _______________ will refrain from relieving itself, or relieve itself without posing a
health/sanitation issue (e.g., the use of a dog diaper):

_________________________________________________________________________

☐ I understand that if _______________ causes damage, then the airline may charge me for the cost to
repair it, as long as the airline would also charge passengers without disabilities to repair the same kind
of damage.
[Insert Animal’s Name]

☐ I am signing an official document of the U.S. Department of Transportation. My answers are true to the
best of my knowledge. I understand that if I knowingly make false statements on this document, I can
be subject to fines and other penalties.
Where can I learn more?

1. Check with your airline (website or call center)

2. U.S. Department of Transportation
   [https://www.transportation.gov/individuals/aviation-consumer-protection/service-animals](https://www.transportation.gov/individuals/aviation-consumer-protection/service-animals)

3. Check with your service animal focused disability service organization

4. You can always ask for help from an airline CRO!
Questions?