

# Open Doors Organization

- Chicago-based non-profit founded in 2000
- Mission—to make goods and services more accessible to people with disabilities
- Primary Focus—Travel, Transportation & Tourism
- Airlines, Airports, Amtrak, Cruises, Uber/Lyft, Motorcoach, etc...



ODO Director Eric Lipp

# Service Animals

- Final Rule – Service Animals in Air Transportation (January 2021)
  - Emotional support animals are no longer recognized as service animals and may be treated as pets by the air carriers
  - Psychiatric service animals fall under same category as other trained service animals
  - Only dogs are recognized as service animals
  - Limit is a maximum of 2 dogs
  - Carriers may require up to 48 hours advance notice and require travelers to submit US DOT Service Animal Air Transportation Form

**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**

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

Name of Animal Trainer or Training Organization: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ has been trained to behave in a public setting.  
[Insert Animal's Name]

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 \_\_\_\_\_ shows that it has not been properly trained to behave in public, then the airline may treat \_\_\_\_\_ as a pet by charging a pet fee and requiring \_\_\_\_\_ to be transported in a pet carrier.  
[Insert Animal's Name] [Insert Animal's Name]

To the best of my knowledge, \_\_\_\_\_ 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 would also charge passengers without disabilities to repair the similar kinds 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.

Signature of the Service Animal Handler: \_\_\_\_\_ Date: \_\_\_\_\_

# Service Animal Forms - The Challenges

- Different airline, different process
- Service Animal Registries misleading people
- No paperwork at day of travel
- Different animal than listed on their form
- “You can’t ask me the task!”
- Bad behaviors
  - Peeing/Defecating in public
  - Eating ppl food
  - Not housebroken in public/nervous

# Service Animals – What To Look For

- Unsafe Behaviors – important for everyone!
  - See something, say something
  - Aggression – growling, barking, biting
  - Bad “manners” – jumping, lunging, relieving themselves outside of a SARA
- What can we ask?
  - Is this your service animal?
  - What task or function has the animal been trained to perform?
- Handling incidents and bad behaviors
  - Establish process for reporting and communicating incidents
  - Inflight
    - Move the misbehaving dog away from other people or dogs
    - Distractions (offer a cup of ice, etc. to break the spell)
  - Document, document, document!

# Trainer Lookup

- Search For Trainer
  - Valid, Invalid, Pending

#	Trainer/Compan...	Main Contact	Status	Website URL	Added on	View	Delete
1	Guide dog foundati...		Valid		03/19/2024		

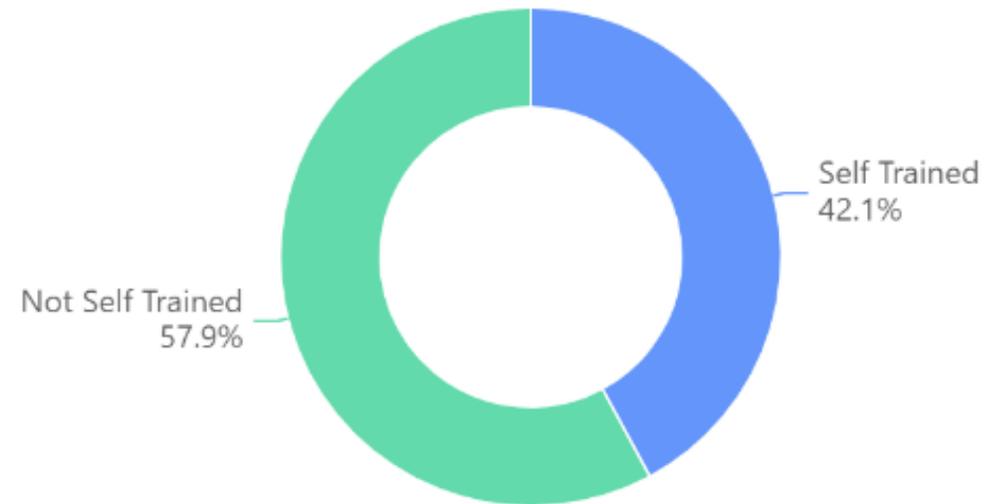
<b>Trainer Status</b> Valid	<b>Trainer/Company Name</b> Guide dog foundation for the blind/americas vet dogs
<b>Preferred Contact Method</b> Email	<b>Primary Phone Number</b> United States / Canada (+1) (516) 479-4873
<b>Main Contact</b> Enter Main Contact Name	<b>Primary Email</b> gradsupport@guidedog.org
<b>Secondary Email</b> Enter Secondary Email	<b>Email Frequency</b> Weekly - (send on 7 AM (CST) every sunday)
<b>Website URL</b> Enter website URL	<b>Additional Info</b> Email is sent weekly to verify

# Service Animal Forms

- Total DOT Forms Submitted: 92,787
- DOT Forms Submitted YTD: 9,126
- DOT Forms Submitted Last Year: 38,239
- Active DOT Forms: 62,138
- Fraudulent Forms: 179
- Travel Requests Submitted: 196,698
  
- Most Common SVANs/Tasks:
  - Guide dogs
  - Diabetic alert dogs
  - Seizure alert dogs
  - Mobility assistance dogs

[www.serviceanimalts.com](http://www.serviceanimalts.com)

Self-Trained Forms %



# Service Animal Forms – The Cheaters

- Obedience Trainer vs. SVAN Trainer
- SVAN Trainer denied providing any training for the dog
- Breeders transporting dogs
- Multiple people traveling with the same dog as their service animal
- Task denied? Self-Trained!

# Questions?

For additional information:

**Open Doors Organization**

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**Thank You!**