

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

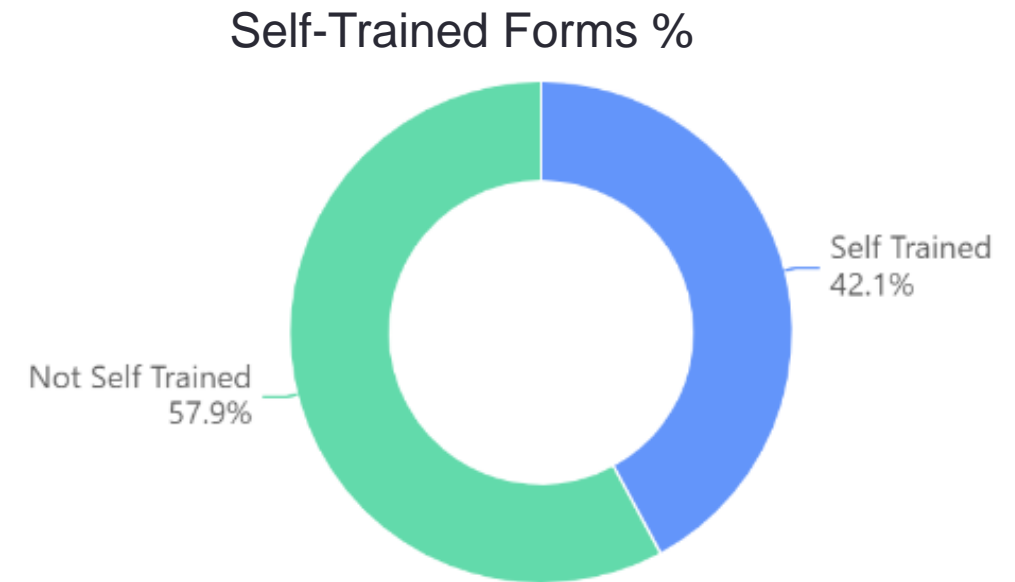
- Search For Trainer
 - Valid, Invalid, Pending

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

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



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!