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London Transit Service Animal Policy

Definitions

A **Service Animal** as defined by the AODA, is a service animal for a person with a disability if,

a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

b) the person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability:

London Transit Services are defined as any service or facility operated by London Transit.

Policy

1. Service animals are permitted on LTC buses and in LTC facilities if working in aid of the customer.

2. Service animals must remain in the care and control of the owner at all times. The owner must be prepared to demonstrate how this requirement will be achieved (i.e. leash, cage, etc.).

3. All animals travelling on London Transit services must:
    a. Be up to date on all necessary vaccinations and be free of any communicable diseases; and
    b. Be non-aggressive, well-behaved and respond to the instructions of the customer

4. Animals showing signs of aggression and those who cause disruption will not be allowed to board London Transit vehicles.

5. Seats are allocated for customers, service animals/guide dogs/emotional support animals are welcome to sit on the floor beside the customer, or on the customer's lap.

Exceptions

Exceptions to these requirements will be considered by London Transit on a case-by-case basis.

October 2026

Kelly Paleczny
General Manager