So you heard that Lyft drivers like yourself should always accept service animals.

It’s Lyft’s policy and the law, like buckling your seatbelt or stopping at a stop sign.

You’re really more likely to get a passenger who’s an opera singer than a rider with a service animal.

But we want you to feel prepared if it happens.

A note about how to spot a service animal: Most animals are guide dogs who help the blind navigate safely and independently.

They’re not required to wear tags or vests, and aren’t always golden retrievers.

From bulldogs to Jack Russell mixes, they come in all shapes and sizes.

Just as you wouldn’t judge a book by its cover, don’t judge a service animal by its breed.
00:44: OK.

00:45: So you’re riding along, making money, and you pull up to a passenger with a service dog.

00:50: First, you’d welcome them like any other rider.

00:53: Now what?

00:54: Let’s rewind to when you prepared for just this situation.

00:58: Blanket.

00:59: Cleaning wipes (also good for baby drool)

01:01: Non-drowsy allergy medicine (if you need it!)

01:04: Lint brush (humans shed, too)

01:07: Phew.

01:08: Well done.

01:09: Service animals may seem unfamiliar at first, but they’re extremely well-trained and can

01:13: perform all sorts of essential tasks for their owner, like pressing medical alert buttons,

01:18: responding to panic attacks, and detecting low blood-sugar levels.

01:21: They can even cuddle on cue.
Their dedication to the safety of their owner is stronger than chasing cars, tennis balls, and all the dog bones in the world, combined.

Given all this training, a ride in your car is like a walk in the park for them.

Once they’re there, you probably won’t even notice them.

They usually sit on the floor - especially helpful if it’s a Line ride.

(Yes, service animals can ride in Lyft Lines).

So it all goes swimmingly, and you’re left with a few stray hairs.

About those stray hairs: Remember that under Lyft’s policy, riders with service animals won’t be charged cleaning fees for normal shedding.

To sum it up: Lyft’s policy and the law require all drivers to accept service animals regardless of allergies, fear, religious, or cultural objections.

It’s important to remember that this is a two-way street: A driver’s refusal to accept a service animal will result in permanent deactivation from the Lyft platform.
Likewise, if a passenger deceives their driver, they’ll be at risk of deactivation.

If something about a service animals seems off, we recommend you note the ride information and contact us after.

We take fraudulent service animals very seriously and will investigate if necessary.

If the dog is misbehaving, you can ask your rider two questions:

Is your animal required because of a disability?

and

What tasks has your animal been trained to perform?

When in doubt, remember that you’re empowering these passengers to live more independent lives in an often difficult-to-navigate, fast-paced world.

It’s a great example of when a welcoming in-car experience can lead to good ratings and tips.

Judo Bronze Medalist and Lyft passenger Christella explained it best when she said,
03:04: “I've really enjoyed how much the Lyft drivers have allowed me to live my life as independently as possible."

03:11: For more information, visit lft.to/service-animals