

Transcript for 3-Minute How-To: Service Animals

[Video link](#)

00:05: So you heard that Lyft drivers like yourself should always accept service animals.

00:09: It's Lyft's policy and the law, like buckling your seatbelt or stopping at a stop sign.

00:14: You're really more likely to get a passenger who's an opera singer than a rider with

00:18: a service animal.

00:19: But we want you to feel prepared if it happens.

00:22: A note about how to spot a service animal: Most animals are guide dogs who help the blind

00:27: navigate safely and independently.

00:30: They're not required to wear tags or vests, and aren't always golden retrievers.

00:34: From bulldogs to Jack Russell mixes, they come in all shapes and sizes.

00:39: 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.

01:24: Their dedication to the safety of their owner is stronger than chasing cars, tennis balls,

01:29: and all the dog bones in the world, combined.

01:32: Given all this training, a ride in your car is like a walk in the park for them.

01:37: Once they're there, you probably won't even notice them.

01:40: They usually sit on the floor - especially helpful if it's a Line ride.

01:44: (yes, service animals can ride in Lyft Lines).

01:46: So it all goes swimmingly, and you're left with a few stray hairs.

01:50: About those stray hairs: Remember that under Lyft's policy, riders with service animals

01:55: won't be charged cleaning fees for normal shedding.

01:58: To sum it up: Lyft's policy and the law require all drivers to accept service animals regardless

02:03: of allergies, fear, religious, or cultural objections.

02:07: It's important to remember that this is a two-way street: A driver's refusal to

02:12: accept a service animal will result in permanent deactivation from the Lyft platform.

02:17: Likewise, if a passenger deceives their driver, they'll be at risk of deactivation.

02:22: If something about a service animals seems off, we recommend you note the ride information

02:27: and contact us after.

02:29: We take fraudulent service animals very seriously and will investigate if necessary.

02:33: If the dog is misbehaving, you can ask your rider two questions:

02:37: Is your animal required because of a disability?

02:40: and

02:41: What tasks has your animal been trained to perform?

02:44: When in doubt, remember that you're empowering these passengers to live more independent

02:49: lives in an often difficult-to-navigate, fast-paced world.

02:53: It's a great example of when a welcoming in-car experience can lead to good ratings

02:58: and tips.

02:59: 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 lyft.com/service-animals