



United Service Animal Users, Supporters, and Advocates<sup>1</sup>  
*Partnering for reasoned advocacy*

## **Assistance animal airport accessibility survey report**

*July 2019*

by Bradley W. Morris, MA, CPhil with Jenine Stanley

### *Introduction*

We intend this survey report to assist airport operators and regulators in making policy decisions related to animals in airports. This is not a comprehensive guide, but a presentation of feedback from users of assistance animals<sup>2</sup>.

The impetus for this survey is the authors' participation on a presentation panel for FAA's<sup>3</sup> tenth annual National Civil Rights Training Conference for Airports, but its timing may be especially fortuitous in helping to assess access going forward. We are at a point in history where newly revised service animal relief area (SARA) guidance has been in effect for a couple of years<sup>4</sup> and we begin to see some airports considering the use of new wayfinding technologies to supplement their core disability assistance methods.<sup>5</sup>

1 USAUSA is an informal collaboration of diverse stakeholders. See <https://www.psychdogpartners.org/usausa>

2 Here, by "assistance animal" we mean either a service animal or an emotional support animal (ESA). Both types assist a person with a disability. Typically, an ESA does not have specialized training for disability assistance or public access, but helps through its presence as a pet. Service animals are individually trained to do work or perform tasks to mitigate the user's disability and are typically extensively trained to behave well in public.

3 FAA is the Federal Aviation Administration, a division of the US Department of Transportation (DOT).

4 FAA Advisory Circular: "Access to Airports by Individuals with Disabilities" (Dec. 6, 2017); see Appendix A [https://www.faa.gov/documentLibrary/media/Advisory\\_Circular/150-5360-14A.pdf](https://www.faa.gov/documentLibrary/media/Advisory_Circular/150-5360-14A.pdf)

5 For people who are deaf/hard of hearing, this technology can include electronic signs employees can

Our survey covers SARAs, wayfinding, and general access on airport property. Our survey is carefully worded to try to exclude experiences with TSA<sup>6</sup> and airline employees and focus only on issues more directly under the purview of airport operators.<sup>7</sup>

This survey report is organized into the following four sections.

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## §1. *Survey highlights and recommendations*

In this section, we provide highlights and recommendations based on survey responses in the areas of SARAs, wayfinding, and general access. This is the main section we expect the casual reader to scan. For airport operators interested in a more professional perusal, beyond reviewing the quantitative breakdowns in §3, we browsing through the qualitative feedback in §4 for better insight into how assistance animal users think about the access issues. These results provide a handy reference to come back to when renovating or rethinking access.

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use to convey PA system announcements. For people who are blind/have low vision, this can include maps that are either tactile or offer auditory interface, as well as Aira (pronounced "EYE-ruh"), a service that allows smartphone users to link with an assistant who can tell the user what their camera shows. Aira should not be considered as a total replacement for in-airport assistants. (Disclosure: One of this report's authors is employed by Aira.) For more information on Aira, go to: <https://aira.io>

<sup>6</sup> TSA is the Transportation Security Administration, a division of the Department of Homeland Security.

<sup>7</sup> This met with limited success, since assistance animal users have a lot to say about TSA and airlines.

### §1.a. SARA feedback

Our SARA highlights and recommendations are not meant to replace the FAA Advisory Circular footnoted above. Airport operators should consult that document as the primary source, with this report and resources from organizations like Open Doors<sup>8</sup> as complements to FAA's circular.

Airports vary significantly in their layout, resources, and SARA possibilities. As FAA advises, airports should also consult with at least one disability-related organization for guidance on what would work in their particular settings.

We recommend consulting more than one organization, and that the consulted organizations specialize in service dogs, with a diversity of disability types covered from the actual users' perspectives. It is very difficult for any single organization to cover all the angles that should be considered, just like it is difficult for non-disabled service dog program employees to understand the first-hand perspectives of various service dog users.

**Our survey indicates the greatest need for assistance animal airport access improvement lies with service animal relief areas (SARAs). On a 1–5 scale, with 1 being "horrible" and 5 being "great", SARA ratings had a mean of 2.538 and a median of 2.**

Of course, these ratings are across all US airports in respondents' experience. There are significant differences among individual airports' SARAs.

Respondents frequently cited Charlotte, North Carolina's airport (CLT) as having exemplary SARAs in the sterile area,<sup>9</sup> with easily found,



<sup>8</sup> The Open Doors Organization has created two notable resources in this area:

• SARA guide from Open Doors (updated 2011): <https://opendoorsnfp.org/wp-content/uploads/2011/08/ReliefGuideRev.pdf>

• SARA design presentation from Open Doors (2016): [https://www.faa.gov/about/office\\_org/headquarters\\_offices/acr/eeo\\_training/past\\_conferences/airport\\_civil\\_rights\\_training\\_seventh\\_national\\_2016\\_conference/media/ADA/ADCP\\_ODO\\_PPT\\_SARAs.pdf](https://www.faa.gov/about/office_org/headquarters_offices/acr/eeo_training/past_conferences/airport_civil_rights_training_seventh_national_2016_conference/media/ADA/ADCP_ODO_PPT_SARAs.pdf)

<sup>9</sup> The "sterile" area is the area past TSA's security screening.

open-air, three-sided stainless steel containers serving as SARAs.<sup>10</sup> JetBlue's "Wooftop" area in Queens, New York (JFK) was also mentioned as an exceptional space, with a small dog run and large relief area on the rooftop.<sup>11</sup>

More than one respondent cited the Los Angeles, California (LAX) airport as sub-optimal. Assistance animal users tend to dislike small, enclosed spaces, strong chemical smells, and wet surfaces, which can obviate the purpose of the space since these factors can keep animals from relieving themselves.

It is important to note that some service dogs are trained or accustomed to only eliminating on certain types of surfaces, like natural grass, soil, and/or mulch. Such surfaces may be highly impractical in SARA spaces within the sterile area, yet some assistance animal users may not realize this. Consequently, airport operators should not expect to please everyone, but there are still best practices to consider to optimize their SARAs.

Survey feedback and our experience lead us to list the following as aspirational SARA factors. Ideally, SARAs should have or be:

- open-air (best are outdoors, or at least not in a re-purposed closet without upgraded ventilation and filtering)
- free from olfactory deterrents (like strong chemical smells from non-specialized cleaning chemicals or odorizers, or animal waste smells from waste buildup, non-specialized cleaning, or the use of absorbent materials)
- relatively dry, easily cleaned, and quick-drying relief substrate
- non-absorbent, sufficiently high walls when indoors (stainless steel works, probably not vinyl and definitely not drywall, at least three feet on three sides)
- accessible features (easy-open doors, grab bars where applicable, hard surface for wheelchair users; do not require wheelchair users to traverse the "business" surface to have their service animal use the relief area—

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<sup>10</sup> Pictures of and feedback on these SARAs are in an excellent post on Dr. Veronica Morris's blog, "Dr. V's Service Dog Adventures". <http://www.doctorv.xyz/2019/06/15/airport-service-animal-relief-areas/>

<sup>11</sup> Two articles from July 1, 2015 give details about JetBlue's "Wooftop", including pictures.

<https://www.usatoday.com/picture-gallery/travel/flights/2015/07/01/jetblues-new-t5-rooftop-lounge-at-new-york-jfk/29561931>

<https://www.cntraveler.com/stories/2015-07-01/jetblue-debuts-new-terrace-and-wooftop-at-jfk-airport>

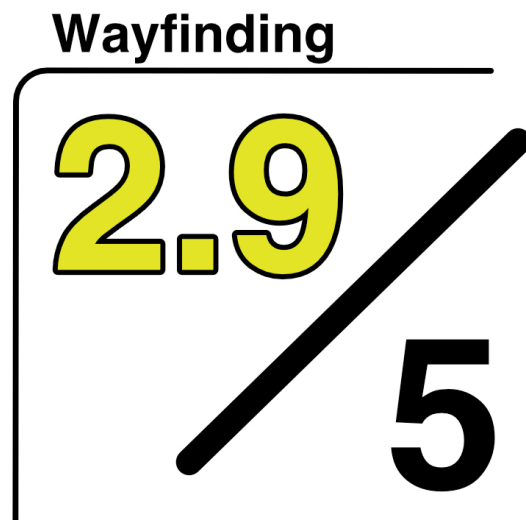
some fenced SARAs have their hard surface in the middle of the SARA, but none at the gate)

- sufficiently large relief area size (big enough for a large dog to move around, but also to allow for capacity in relation to the use frequency)
- restricted number of dogs allowed (usually limiting "stranger" dogs to one at a time for safety; very large areas like JetBlue's "Wooftop" at JFK may have different considerations)
- visibility (if enclosed, have a way to see in that is visible from a wheelchair user's perspective as well)
- waste disposal bags and receptacles and hand sanitizing method available (pooper-scoopers may be made available, but do not rely on exclusively since they are not accessible to some people with disabilities)
- located near commonly traversed areas and numerous enough for all to easily reach in large airports
- regularly maintained (preventing trash buildup or running out of waste bags, hand sanitizer, or sink soap and paper towels)

#### §1.b. *Wayfinding feedback*

**Our survey indicates significant room for improvement when it comes to wayfinding and signage. On a 1–5 scale, with 1 being "horrible" and 5 being "great", wayfinding ratings had a mean of 2.877 and a median of 3.**

As with other ratings, this evaluation is across all US airports in respondents' experience. There are significant differences among the experiences individual airports provide at different times, especially when human assistance is involved.



A common complaint under the wayfinding topic is that SARAs are often difficult to find—so difficult, in fact, that employees do not even know of

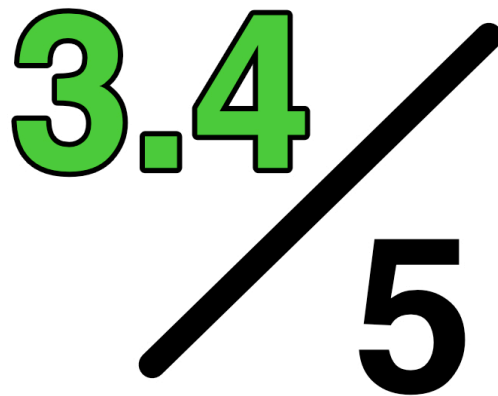
their existence or location. In addition to the wayfinding technology advice footnoted in the Introduction, we advise airport operators to make SARAs easier to find. This includes placing SARAs on in-airport and online maps, ensuring clear signage especially for pathways traveled after exiting a plane, and training assistance providers regarding SARA location and use.

### §1.c. *General access feedback*

**The best rating of our survey pertains to general access considerations, such as not having too much or too little scrutiny of assistance animal users. On a 1–5 scale, with 1 being "horrible" and 5 being "great", general ratings had a mean of 3.426 and a median of 4.**

Once again, this evaluation is across all US airports in respondents' experience. This rating invites respondents to consider what may be the most subjective and day-to-day-variable factors, but the message is positive overall.

### General access



3.4 / 5

Our advice to airport operators and, by extension, to concessionaires, is to balance *risk and rights* when considering animal access. Airports sit at a unique confluence of legal and practical responsibilities.<sup>12</sup>

Regardless of whether an animal is the most highly trained service dog from the most reputable program or the least trained pet from a backyard breeder, the most important factor is to ensure that apparent aggressive or violent behavior is not allowed to persist. Persistent aggression—and the real potential for traumatic injury—should be much more of a concern than litigation threats from someone whose animal is properly denied access.<sup>13</sup>

On the other side of the balance is respect for people's rights. When

<sup>12</sup> On the legal front, ADA regulations under Title I, II, or III may apply, as may §504 of the Rehabilitation (Rehab) Act, local/state laws, and the Air Carrier Access Act (ACAA).

<sup>13</sup> It is helpful to have employees document interactions in the most sensitive way possible. If an animal is acting aggressively, this can include using a cell phone to record the behavior from afar, before and after any request that the animal be safely controlled. Objective evidence can help settle prospective disputes about the reasonableness of any access denial, where stories often greatly diverge and willing witnesses may be in short supply.

someone needs an assistance animal to be in public, and especially if the person's disability and the animal's assistance are apparent, any questioning related to the animal should be only what is necessary. Otherwise, people with disabilities end up easily harassed by having to answer personal questions from multiple parties when they just want to be on their way like anyone else.

The main complaint from service dog users is the risk of losing their independence due to injury to their animal from the ill behavior of unchecked other animals. This can put them out of commission for over a year, which means it is no small matter when airport employees are unwilling (or untrained) to act in a reasonable capacity as authority figures. Those in charge should take steps to ensure diffusion of responsibility does not prevent employees from doing what is right.

## §2. *Survey methodology*

In this section, we relay the details of our survey distribution and the survey content (the latter through both text and image).

### §2.a. *Distribution*

Between June 6th and July 10th, 2019 (35 days), we surveyed individuals who identify as service animal users or ESA users who have been to a US airport with their animal within the last few years. We advertised the survey via social media, websites, email lists, and directly via email to approximately 50 sets of individuals associated with a diversity of disability-related groups.

We encouraged individuals to distribute our survey advertisement by including a message amenable to social media and by attaching a graphic. The graphic is below, followed by the alt-text description we included for screenreaders.<sup>14</sup>

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<sup>14</sup> The leader of one group was worried that distributing our message and graphic might give the impression of supporting emotional support animal access. While we did not share this view, we created a special graphic and message for their use that did not mention ESAs. Another group's leader takes exception to the use of the term "psychiatric service dog", which has previously led her to avoid directing people to the site of Psychiatric Service Dog Partners (PSDP) to take the survey we embedded on that site. We accommodated this issue by sending her a message containing a direct link to take the survey via Google Forms, rather than a link to the PSDP page on which the survey was embedded.





*Graphic with text. Text: "How is airport access with a service animal or ESA? Tell us what you want airport operators to know in a brief survey. We're telling them in July of 2019." Black and white picture: In an airport, a man in a tie stands facing two women with small service dogs. The woman on the left shakes the man's hand as her service dog sits and looks up toward the man.*

## §2.b. Survey page content, text

The survey was created through Google Forms<sup>15</sup> and embedded in a webpage on Psychiatric Service Dog Partners' website.<sup>16</sup> In §2.c., we provide a screenshot image of the survey portion of the page from when the survey was open. Below, we reproduce the content of the survey page in text. This content includes the relevant text on the site's page and, from the embedded survey itself, the introductory survey information and the full survey text.

[survey advertisement graphic, as shown and described in §2.a. above.]

## Now–July 10, 2019: Airport accessibility survey

<sup>15</sup> <https://docs.google.com/forms/u/0/>

<sup>16</sup> <https://www.psychdogpartners.org/usausa>



The survey below is about access on *airport property*. This feedback will go to different people than the survey we ran in May, which resulted in chapter 6 for our new 358-page compilation handbook, "[The path to responsible air travel governance: A recent history of service animal recommendations](#)".

[The embedded survey form content follows. The prompts are not numbered on the form, but we number them here for convenient reference.]

### **Feedback on airport accessibility for service animal users**

**Who:** This survey invites feedback from service animal users and ESA users who've been to a US airport with their animal within the last few years

**What:** This short survey is your way to give feedback to the people with the power to change or maintain access at airports

**Why:** Leaders from the United Service Animal Users, Supporters, and Advocates (USAUSA) coalition are giving a presentation to airport operators and FAA officials (\*\*not airlines\*\*) in July of 2019; they want to be sure they're representing the community by including your voice

**When:** This survey closes Wednesday, July 10, 2019

**How/where:** Just answer whatever questions below you have an answer for—\*\*\*don't enter anything where you don't have an answer or opinion!\*\*\*

We plan to make answers public. For more on USAUSA, see [psych.dog/usausa](http://psych.dog/usausa)

Screenreeder note for those running older iOS opening systems or certain screenreaders: Trying to tab from a text field to the next item may skip the rating question in between and jump to the next text field. The first three of four questions are rating questions with text fields after each rating to add your optional explanation. So if you encounter the "jumping" issue, you may here to navigate back to enter your rating. This survey is embedded on USAUSA's main page, but some individuals may find it easier to take the survey via

the direct link: <https://forms.gls/mu4cjNJtvD2ZTKLQ7>

**1. Rate your experience with the availability and nature of service animal relief areas (with 1 being 'horrible' and 5 being 'great'). This includes both inside and outside of the secure area of the airport.**

Do not answer this question if you have no opinion. After giving your rating, below please give any positive and/or negative explanation of your answer that might help an airport operator or government official understand and improve or maintain things. It may be especially helpful to discuss one or more specific airports or experiences.

horrible 1      2      3      4      5      great  
[radio button integer selection]

Optional explanation:  
[text field]

**2. Rate your experience with airport signs and finding your way (with 1 being 'horrible' and 5 being 'great'). Consider (A) finding out where things are and (B) getting there, either of which may include assistance.**

Do not answer this question if you have no opinion. After giving your rating, below please give any positive and/or negative explanation of your answer that might help an airport operator or government official understand and improve or maintain things. It may be especially helpful to discuss one or more specific airports or experiences.

horrible 1      2      3      4      5      great  
[radio button integer selection]

Optional explanation:  
[text field]

**3. Rate your experience with access with an animal on airport property (with 1 being "horrible" and 5 being "great". Do \*not\* consider experiences with TSA or airlines. Instead, think of any challenges or ease of being with a service animal or ESA from parking lot to lobby to airport businesses, like shops and restaurants. Include any experiences with other animals.**

Do not answer this question if you have no opinion. After giving your rating, below please give any positive and/or negative

explanation of your answer that might help an airport operator or government official understand and improve or maintain things. It may be especially helpful to discuss one or more specific airports or experiences.

horrible 1 2 3 4 5 great  
[radio button integer selection]

Optional explanation:  
[text field]

**4. Optional extra feedback about having a service animal or ESA at an airport: What else do you want airport operators (not airlines) to know? What else do you want non-TSA government officials to know? What needs to be improved—and how? What works well now?**  
[text field]

[submission button and general survey information from Google]

Thanks to community members for participating in the survey. Anyone who wants to help us get this information to the people in power in a DC presentation can share the survey on social media or [donate here](#).

#### *§2.c. Survey page content, image*

Below is an image of the survey webpage described above, ending at the point where the survey information ends. The image is split at the vertical scrolling midpoint, with the page portion's top half on the left side and the bottom on the right.

**Rate your experience with the availability and nature of service animal relief areas (with 1 being "horrible" and 5 being "great"). This includes both inside and outside of the secure area of the airport.**

Do not answer this question if you have no opinion. After giving your rating, below please give any positive and/or negative explanation of your answer that might help an airport operator or government official understand and improve or maintain things. It may be especially helpful to discuss one or more specific airports or experiences.

	1	2	3	4	5	
horrible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	great

Optional explanation:

Your answer

**Rate your experience with airport signs and finding your way (with 1 being "horrible" and 5 being "great"). Consider (A) finding out where things are and (B) getting there, either of which may include assistance.**

Do not answer this question if you have no opinion. After giving your rating, below please give any positive and/or negative explanation of your answer that might help an airport operator or government official understand and improve or maintain things. It may be especially helpful to discuss one or more specific airports or experiences.

	1	2	3	4	5	
horrible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	great

Optional explanation:

Your answer

**Rate your experience with access with an animal on airport property (with 1 being "horrible" and 5 being "great"). Do \*not\* consider experiences with TSA or airlines. Instead, think of any challenges or ease of being with a service animal or ESA from parking lot to lobby to airport businesses, like shops and restaurants. Include any experiences with other animals.**

Do not answer this question if you have no opinion. After giving your rating, below please give any positive and/or negative explanation of your answer that might help an airport operator or government official understand and improve or maintain things. It may be especially helpful to discuss one or more specific airports or experiences.

	1	2	3	4	5	
horrible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	great

Optional explanation:

Your answer

**Optional extra feedback about having a service animal or ESA at an airport: What else do you want airport operators (not airlines) to know? What else do you want non-TSA government officials to know? What needs to be improved--and how? What works well now?**

Your answer

**SUBMIT**

Never submit passwords through Google Forms.

Google Forms    This content is neither created nor endorsed by Google.

Thanks to community members for participating in the survey. Anyone who wants to help us get this information into the hands of people in power in a DC presentation can share the survey on social media or [donate here](#).

mean. The ratings are alternatively represented by bar graphs, which do not contain significant information beyond what is given in text format.

The survey received 96 responses overall. There are fewer responses for individual questions because each question was optional. The prompts and quantitative results are below.

1. Rate your experience with the availability and nature of service animal relief areas (with 1 being “horrible” and 5 being “great”). This includes both inside and outside of the secure area of the airport.

93 responses

Range: 1–5 (integers)

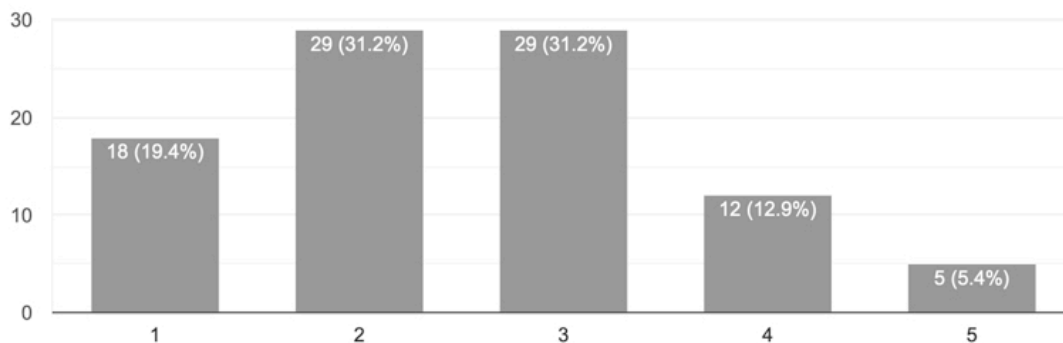
1 = "horrible", 5 = "great"

Mean: 2.538

Median: 2

1: 19.4% (18)  
2: 31.2% (29)  
3: 31.2% (29)  
4: 12.9% (12)  
5: 5.4% (5)

*graphically represented in a bar graph below*



2. Rate your experience with airport signs and finding your way (with 1 being “horrible” and 5 being “great”). Consider (A) finding out where things are and (B) getting there, either of which may include assistance.

90 responses

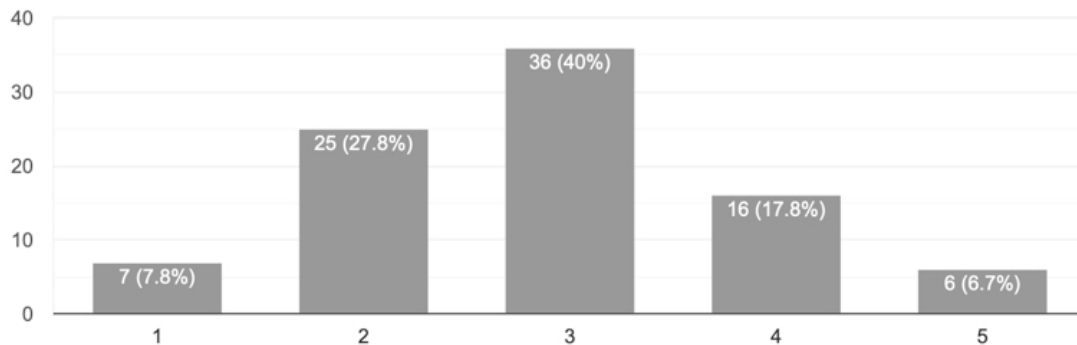
Range: 1–5 (integers)



1 = "horrible", 5 = "great"  
Mean: 2.877  
Median: 3

1: 7.8% (7)  
2: 27.8% (25)  
3: 40% (36)  
4: 17.8% (16)  
5: 6.7% (6)

*graphically represented in a bar graph below*

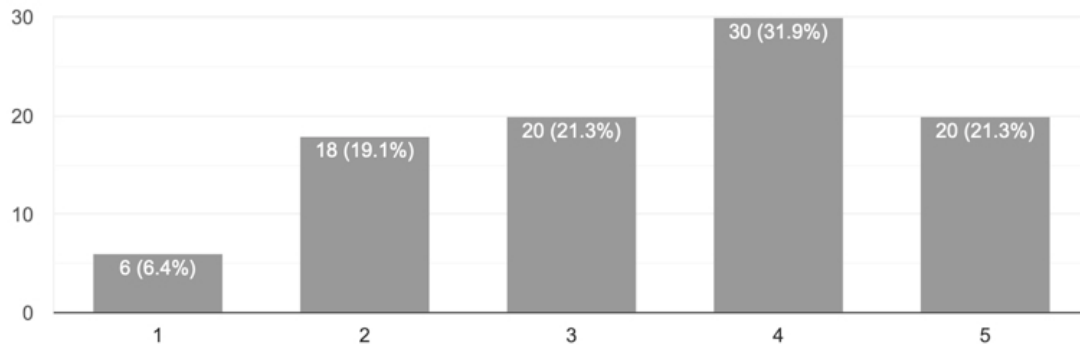


3. Rate your experience with access with an animal on airport property (with 1 being “horrible” and 5 being “great”). Do *\*not\** consider experiences with TSA or airlines. Instead, think of any challenges or ease of being with a service animal or ESA from parking lot to lobby to airport businesses, like shops and restaurants. Include any experiences with other animals.

94 responses  
Range: 1–5 (integers)  
1 = "horrible", 5 = "great"  
Mean: 3.426  
Median: 4

1: 6.4% (6)  
2: 19.1% (18)  
3: 21.3% (20)  
4: 31.9% (30)  
5: 21.3% (20)

*graphically represented in a bar graph below*



#### §4. *Qualitative results*

This final section contains respondents' qualitative responses. Immediately after giving each quantitative rating, respondents were given the option of explaining their quantitative ratings. In addition to those three sets of qualitative feedback tied to the ratings, there was a fourth prompt encouraging open-ended feedback.

##### §4.a. *Prompt 1 qualitative feedback—SARAs*

Fifty-six (56) respondents gave qualitative feedback for the first prompt. For easy reference, the prompt is below, followed by an enumerated reproduction of the qualitative responses that is parenthetically cross-referenced with the qualitative rating the respondent provided. The responses are arranged in chronological order of receipt.<sup>18</sup>

Rate your experience with the availability and nature of service animal relief areas (with 1 being “horrible” and 5 being “great”). This includes both inside and outside of the secure area of the airport.

1. (2) My dog refused to use the poorly located and gross pet relief areas! We left security and went outside on a few occasions.
2. (3) Atlanta airport relief area was great once we got there, but way too far from where we needed to be.
3. (3) They're sometimes a challenge to find and are sometimes

<sup>18</sup> This does not entail that respondents can be tracked across other prompts without the raw data, since not everyone who responded (quantitatively or qualitatively) to one prompt responded to all other prompts. The enumeration is simply among those who did give the feedback in question. For such tracking and prospective relational analysis, we can make the raw data available to interested parties. This data is anonymous—we did not request any personally identifying information.

outside of security which requires you to go through security again on a layover.

4. (1) In most airports they are either so very far away, it's overwhelming to find them. Or the indoor ones smell horrible. Even worse to my dog.

5. (3) Not enough of them

6. (1) They are always too far away and usually when outside I have to go through the smokers area to get to the dog relief area and there are very few signs or personnel who know where they are.

7. (2) They're in way out of the way areas and sometimes clearly designed only for small dogs

8. (2) Jetblue's Wooftop in nyc is incredible!!! It's after security at jfk and is an outdoor space that includes a small dog run. It makes it so much easier for my dog to go to the bathroom than other airports that have stinky rooms. While jfk isn't the closest airport, I try to fly JetBlue through jfk whenever possible (even if it costs extra money) because the ease of mind that it gives me is really helpful. On the other end of spectrum was Orlando who doesn't have any relief area inside the airport and you have to take a train to get outside after you get off the plane. Another terrible experience I was led to a room that was totally barren and given a wee wee pad. My dog has no clue what to do there.

I find the relief areas outside the airport to be very difficult to find and to be honest, I often end up having my dog pee on the curb or a patch of dirt somewhere because I can't find the outdoor area and it's sometimes hard to get to with heavy luggage when it's a long walk away.

9. (2) Indoors and chemical smells make it so my dog will not eliminate there

10. (1) Had to ask multiple airport employees WHERE the relief area was - no one seemed to know. Finally ran into a Sheriff's Deputy that was patrolling and he was able to take me to it. It was a very tiny, smelly, dirty spot. I didn't even want my dog to walk in there!

11. (3) Some are great, but some are exceptionally small and have

surfaces that my dog doesn't like to use.

12. (4) I've seen definite improvements, particularly within the last 3 years of traveling with a dog guide. These days, it seems that more airport personnel are aware of where the relief areas are, relief areas are more consistently available within the security cordon, and relief areas are generally more well-kept and conscientiously stocked with necessities. Major props to the Charlotte, N.C. airport, which has the cleanest relief area I've ever encountered.

13. (4) The ones that do have nice potty areas for dogs are typically only one pet airport and if you need to take your dog outside you have to go through security again. Convenience is not there quite yet.

14. (2) I don't like how many airports have only indoor relief areas because my guide dog will refuse to go since he's been taught to never relieve indoors.

15. (4) I think relief areas are a big help. My dog refuses to use indoor relief areas, as to her they are still 'inside' and going potty inside is a great sin. But I appreciate that there are areas after TSA in case of an emergency. We have found relief areas in both the Las Vegas airport and CTAC. Outdoor areas are extremely nice to use for us. Especially when they are close to the ticket counters for easy access. The outdoor relieving area in the Carson city airport was fantastic!

16. (3) There are more than when I first began flying with my guide dog, but all too many of them are far off and I must go way out of my way to give my dog an opportunity to go. Most, are in small rooms and smell uncomfortable. The one in CLT's airport, however, is in an open part of the building and smells not at all.

17. (3) It can be difficult to find or far away outside the airport

18. (3) They can be difficult for blind people to locate.

19. (2) Many connecting hubs have minimal if any rest areas. The rest areas are typically at the end of an obscure gate area or require leaving the airport.

20. (2) Not enough inside relief areas

21. (3) Usually they are not clean, smelly and too small
22. (2) Difficult to find in any airport. Made for small froo froo dogs. Don't really accomodate large breed guide dogs.
23. (4) Good overall. Ohar airport indoor area was overwhelmingly dirty to the point where I had to get out fast just to take a breath.
24. (2) The inside ones were not useful, a small pee pad or 2 which is useless for my lab cross. There was no way for him to believe he was in a place ok to toilet. Outside spaces I generally end up curbing him in a parking lot since any designated spaces are so far away and generally unsafe navigation to get to
25. (1) Very difficult to find. Frequently not available past TSA.
26. (2) The only reason why I gave it too you is because in Newark airport my dog refused to use the Relief area and to be honest if I was him I won't use it either it's stunk really bad
27. (2) many still do not have after security relief areas, most that do are fine but a few have been absolutely disgusting (Southwest terminal at San Diego, for example).
28. (2) they are small and the smell is overwhelming in some airports...i generally will find a place outside for convenience...
29. (3) My dog wouldn't use it
30. (5) IAH has 2 currently and 2 in progress.
31. (3) Providence has one inside security clearance, Orlando does not
32. (3) Most airports don't have relief areas inside and if they do most of them are not all that clean
33. (1) Absolute worse pet relief area ever been in was at Denver, Colorado airport-small, no ventilation and reeked of urine and cigarette smoke!
34. (1) These are never in an accessible location, always filthy.
35. (3) More outside relief areas would be great (Some are only



outside arrivals or only outside departures, outside both locations would be great)

36. (3) All airports consistently need relief areas indoors & outside. And bigger airports should have a set on each end.

37. (1) A stinky linoleum floor with a drain in it or a really rocky area outside the airport were some of the only options we had at LAX.... pretty big airport for such poor facilities.

38. (3) Having to go outside to the relief area at some airports and then having to go back through security checkpoint lines puts a burden on us to connect to flights timely, while making sure our dogs can relieve themselves.

39. (3) Some are great and some are awful. Many airports still do not have them available inside the security areas.

40. (2) It is difficult to find indoor relief areas. Many major airports still do not have them.

41. (3) Too small of an area for a larger service dog like a lab to use.

42. (2) Not all are behind security and if they are after security they're aren't very many.

43. (2) Hard to find in some airports...

44. (5) I was SO happy to easily spot a service animal relief area between my two flights when I had a very short layover. While I was happy to have found it, I would have been nice to be able to spot it before I flew as I was very concerned. Potentially we had 14 hours without a relief break for either of us. But - they were side by side!

45. (2) Relief areas need to be widely known, clearly marked and easy to access for connections. Airport websites should make this information easily available; airport staff should be trained

46. (3) Every airport needs a relief area, especially inside each secure area / terminal, especially for those who need to change planes.

47. (3) Las Vegas airport you have to physically leave the building &

walk to the end of it to the pet relief area. Then you have to go back through security. It is NOT an easy task. It would be so much easier if it was inside so that you didn't have to go back through security.

48. (3) Service dogs are trained to eliminate on command; the basic service animal relief areas are a tremendous boon. Thank you, airports. One thing that negates the benefit of the relief areas is when they're outside of security or on the other side of the airport while travelers with service animals are on brief layovers or must toilet their dogs with limited time. The presence of multiple relief areas in one airport is very helpful.

49. (1) Every airport should have a fenced in grass area within each Concourse. Having to go outside with our service dogs then go back thru security is not convenient.

50. (4) It is very helpful when there is an indoor relief area on each concourse. I often need to believe my dog just before boarding an airplane Poor when just on writing.

51. (3) It would be nice to have more signs. Or even a separate relief area for service dogs separate from the pet one. My service dog was attacked by a pet while in a pet relief area.

52. (2) Often times they're hidden with very few signs to find them, even staff doesn't know where they are. Some airports have only one inside area and it is outside the secure zone. Was locked out and forced to go through security a second time.

53. (2) They're often difficult to access, and my service animal will not use indoor ones, especially if they smell very chemically

54. (1) Relief areas are often hard to find and tiny. Also made out of artificial grass which can spread disease/illness to other dogs.

55. (3) I really wish there were outdoor relief areas inside of security. That would really be ideal. The artificial turf isn't great, but I understand using it. Check out scoopmasters, who do relief areas for guide dog conventions. They use a wood chip with mesh covering so that pee goes right through and poop is easy to pick up without mess. You could get someone to change the woodchips and mesh every day or two. This might work out well. Another important thing is that the relief areas should be in open spaces, not

closed rooms. I particularly like the Charlotte, NC relief areas, they are out in the open so they do not have an intense smell.

56. (2) Chemicals too liberally used— were a half inch deep at LAX

#### §4.b. *Prompt 2 qualitative feedback—wayfinding*

Thirty (30) respondents gave qualitative feedback for the second prompt. For easy reference, the prompt is below, followed by an enumerated reproduction of the qualitative responses that is parenthetically cross-referenced with the qualitative rating the respondent provided. The responses are arranged in chronological order of receipt.

Rate your experience with airport signs and finding your way (with 1 being “horrible” and 5 being “great”). Consider (A) finding out where things are and (B) getting there, either of which may include assistance.

1. (1) This was the most stressful part of our trip that included 4 airports.
2. (3) Airport employees don't always know where relief areas are.
3. (4) Signs in general are good except for signs for service animal relief areas. Hi
4. (3) It takes a while sometimes, but I figure it out
5. (1) Very few signs if any
6. (2) I find that most airport staff don't know where relief are or whether they even exist.
7. (2) Always lost, and try finding elevators!!!
8. (3) I have difficulty navigating strange places. Some of the signage is very confusing and it's easy to get lost and then to find someone that's capable of taking the time to explain where I should go, what signs to look for & how to get there.
9. (3) Getting to gates with assistance is generally fine, but finding anything else, like food, is problematic, even with assistance. Sometimes it's possible, but often it isn't. The worst is trying to find

out where dog relief areas are and get to them. That's almost never possible. Assistants don't know where to go or say there isn't enough time to get there from my location.

10. (2) I usually try to get directions and figure out where things are while I'm moving around an airport but some people will insist on escorting you without respecting your choice. I wish airport/airline personnel would be trained better and provide us with good directions if we ask for them rather than escorting/grabbing us. I had a horrible experience where a lady who was there to escort me to the next gate over since my flight had moved, told me I was walking too fast and put her hands on my dog's harness and on my backpack without asking and tried to pull us. I actually never asked for assistance to the next gate and was fine to get there myself.

11. (2) I have never had any luck finding braille or large print signs and usually have to rely on assistance to get around. I am fully capable of following signs that are accessible to me, but I have never found any.

12. (2) Without the use of an app or asking TSA, who only occasionally know, it would be impossible to locate the rest area.

13. (2) A lot of airports are still outside of TSA security and not near every terminal

14. (2) Needed to ask for assistance. Distance between gates was difficult to navigate with a guide dog and the large crowds. More than once had to rely on a sky cap to ferry us from one gate to another.

15. (1) Just not accessible. Even if there is signage, it isn't easily explained or offered.

16. (3) Assistance getting through security and to my gate is generally good. After that point it's often lacking. I hate traveling alone because of the lack of assistance or accessibility (though as more places become Aira hotspots that may change), I'm always afraid they will change my gate and no one will tell me. Usually after getting off the plane I've learned it's faster and more efficient to have my guide dog follow a fellow passenger to baggage claim or the exit rather than try to wait around for airline specific assistance.

17. (3) Are you saying it's OK I mean Newark airport is just packed to

begin with

18. (3) Not always clear. Have to ask but once asked easy to find

19. (3) Hard to find signage in Orlando

20. (3) Not clearly marked and personnel don't always know and direct us the wrong way.

21. (2) In some airports there are no signs at all.

22. (3) Signs are good, but for someone profoundly deaf since birth like me, verbal announcements are horrible. We need more electronic signs instead of verbal announcements. Electronic signs may also benefit those who do not speak English as they may be able to read some of it.

23. (4) I love the inside pet relief area in Denver but it was hard to find. The signs were not easy to find. I had to ask a maintenance person where to go.

24. (2) In my experience the signs are few and far between (understandable as the number of those with service dogs is low as well, and there is perhaps some reluctance on the part of the airports to put up more signs out of concern that those traveling with pet animals will increase in number). This is a blessing and curse. Most airport staff have not known where the relief areas are and have thus been unable to advise me when asked.

25. (3) Airport assistance has improved in general over the past few years. Also, I may now use AIRA when it is offered in the airport as a free service. This is a tremendous help. The one persistent problem for me is locating the elevators. There should be clearly marked signage for elevators near the escalators.

26. (3) I think having more staff to help would be nice. Especially for those who are blind

27. (3) Some airports are great. Giant ones are so confusing that even staff is no help finding things.

28. (3) It can be very difficult to find someone to ask for guidance.



29. (2) Often very hard to find relief areas, especially when long flights and short connection times.

30. (4) The relief areas really need to be on the airport maps, both inside the airport and on the websites.

#### *§4.c. Prompt 3 qualitative feedback—general access*

Thirty-six (36) respondents gave qualitative feedback for the third prompt. For easy reference, the prompt is below, followed by an enumerated reproduction of the qualitative responses that is parenthetically cross-referenced with the qualitative rating the respondent provided. The responses are arranged in chronological order of receipt.

Rate your experience with access with an animal on airport property (with 1 being “horrible” and 5 being “great”). Do *\*not\** consider experiences with TSA or airlines. Instead, think of any challenges or ease of being with a service animal or ESA from parking lot to lobby to airport businesses, like shops and restaurants. Include any experiences with other animals.

1. (4) The only issue was crowded areas but my SD is small, so I carried him at times.

2. (4) I haven't had any access issues- mostly use Seatac in Wa state.

3. (3) I've been flying with a service dog for about 10 years and my experience at airports has improved. One challenge I still face is the long distances you have to quickly walk which is a challenge if you have a small service dog. She has a hard time keeping up and I can't carry her very far. At most airports even if there are “rides”, they're hard to get and you usually have to wait a long time to get them. If you have a layover, there's not enough time to wait for a ride.

A second issue is especially a problem if you are changing planes. Its access and distance of service dog relief areas. Before your trip, you have to go online and search for the relief areas at the airport because they're usually not listed on the maps at the airport. It can take a lot of walking and time to get to them which you don't have much of between flights. Secondly, the relief areas are usually outside of security. This means you have an extra long walk and

then have to go back through security which can have really long lines. It's just not practical.

One improvement though is that I no longer have access issues at the shops or restaurants.

4. (5) The airport itself is usually fine. No one seems to even notice us.

5. (2) Too many times TSA wants to separate my SD from me since I will set off the metal detector with my artificial joints.

6. (4) Almost inevitably there's either a problem member of the public or a dog who, as based on temperament or behavior, has no business being in a place like an airport.

7. (3) I've had positive experiences with shop owners in the airport. However, I've had several negative experiences where I've gotten off a plane and the taxi driver refused to take me and my service driver from the airport to my home. One time it was a yellow nyc taxi so the taxi dispatcher yelled at my driver and explained to him the laws re service dogs and told him he was required to take me. One time when I used Uber though I didn't have anyone to advocate for me so my driver just canceled on me once he knew I had a service dog.

8. (2) Lots of confusion about who is allowed access

9. (5) For the most part, I was able to keep moving - fast - and prevented unwanted attention that always leads to education which takes up valuable time. But it is easy to get from the lot to the terminal, get a cup of coffee, visit the gift shop, and then then usually have to ask for help in getting to the right terminal, correct gate for the flight.

10. (5) I have never been denied. But i have come across ESAs who have tried to attack my service dog in an airport. Otherwise, i no issues with access.

11. (5) No one has ever told me that I couldn't bring my guide dog into shops/restaurants.

12. (2) It is not the layout of the airports that are the problem, it is the number of aggressive animals that we encounter that is very

disturbing. We have had dogs bark, growl, lunge at, and run towards us on every trip we have ever taken. It is quite stressful as a blind person with a guide dog to hear barking and snarling and to not know where it is coming from or if the other handler has their dog in appropriate restraints. We have also never had an airport employee want to help or try to control the situation for us. It puts us in a very difficult spot. I do not feel comfortable in airports when it is so common to allow animals that are dangerous to professional working animals and their handlers.

13. (2) People respected the rules back in 2012/2014, when I first started flying. going to the airport was no more stressful than a day at a mall or other crowded place. People kept pets contained in carriers and dogs didn't lunge at my Seeing Eye dog or bark on and on and on at us as we calmly walked by. ESAs should be required to be in a carrier or on leash. I know those are the rules, but a few months ago, a dog came running at us, not attached to its person. the leash was dragging on the ground. Nothing happened, because the person called their dog away, but it was something that should not have happened. if ESAs are going to be traveling on airplanes, they should be held to the same standards as guide dogs/ service dogs. If the dog is disruptive, then consequences will follow. They should be required to remain quiet and know basic obedience. I'm so sick of a person claiming their pet as an ESA, and the huge, 70 pound dog, be taken to the airport for the first time in its life and not know how to act. Its so confused at all the new sites and sounds and when it sees a dog, that it might just be able to play with, or worse it might want to harm, it goes crazy. This has got to stop before someone gets hurt.

14. (4) Our experiences with moving through airports, parking lots, and baggage claim have been pleasant.

15. (5) No barriers.

16. (3) Well being barked and lunged at by other animals multiple times isn't fun or safe but beyond that access with my service animal is generally fine

17. (1) The only reason I gave that answer is because the last time I was in an airport everything was fine until a woman who had a dog serviceshe said was a service dog attacked my dog because she wasn't holding on to its leash and when I stepped between them to keep my dog from being bitten she accused me of kicking her dog.

Luckily I had a witness -a stranger who came up and asked if I needed assistance, so kind. And I asked her to tell the airport personnel what really happened and she did. They handled it fine and kept me safe from this woman and her dog. But in my opinion the real problem is we should all have to go through training and get some sort of certification to say that are animals really are service animals. everyone should have to have a certification with them. Showing that their animal has passed tests to show that they're good with other animals, children, and adults.

18. (2) Most airports lets ESAs walk around outside of a carrier. Since ESAs are not required to have training, I worry about my trained service animal. I have had multiple ESAs bark or lunge at my service animal throughout airports.

19. (1) TSA in Newark airport is horrible with service dogs I've seen better airports and I've heard of better airports they're just down flat horrible with service dogs they don't know how to react to working dog and they always ask me to take all of his gear when legally I don't have to and there'd be no way for me to control him if I took off his prong so there Hass to be better training with TSA

20. (5) SeaTac and O'Hare are great

21. (3) Parking lots were a little hard to navigate through with speeding vehicles and waiting on elevators.

22. (2) It is so obvious that non-disabled people (unless you consider idiots disabled!) are claiming that their untrained pet dog is a service dog. Those despicable things instigate my bona fide service dog, who does her best to ignore them, as well as the idiot non-disabled humans who should be escorted out of the airport for their jeopardizing the well-being of people with disabilities and their service dogs. Disgusting.

23. (3) I've encountered lots of poorly trained "service dogs" and ESAs that lunge at my hearing dog. Some areas of airports are hard to navigate with a SD as they are very narrow such as bathrooms

24. (3) I would like the folks who provide wheelchair transportation to and from the gate to be more familiar with service dog etiquette. For example, I had a wheelchair aid who repeatedly pushed my wheelchair into my dog's space and tried to give my dog commands, rather than communicating to me which direction we'd

be going so that I could effectively handle my dog and help her navigate the space.

25. (3) Pre security, there aren't very many grassy spots

26. (5) We've had no issues.

27. (3) Pets who are traveling should remain in their kennels and not be walking around inside the airport prior to being checked in at counter

28. (2) Pet dogs that were not in their travel crates have gone after my CCI Service Dog. Pet dogs have also barked at my dog.

29. (4) Most of the people in the airports have been quite accomodating.

30. (3) The "great" aspect comes from the understanding shown by airport staff, from those driving shuttle buses to those operating airport facilities. When they are able to proceed with their business (not distracting my service dog or denying us access) this means I am able to use and enjoy the airport as any other customer or traveler would. The frustrating aspect comes from the presence of travelers with other animals, in particular those with poorly behaved and poorly controlled dogs (on flexileads, not attending to their handler, self-grooming, soliciting attention, seeking food on the floor, pulling handler, etc.) - these dogs often fixate on my service dog and their owners either take little action to curtail this or are entirely unaware and absorbed in other pursuits, which is unnerving for me and rattles my dog. I believe this also heavily erodes the public trust in those with legitimately trained service animals since there is such widespread misunderstanding and misconception these days in airport and airline environments by the lay public with regard to what construes a service animal versus an emotional support animal (pet).

31. (3) Some employees are not aware of service dog public access rights, or exhibit the proper etiquette when interacting with a service dog/handler team

32. (1) ESAs and Pets need to be kept in a carrier at all times until on your flight in your seat. Too many pets and unruly ESAs making my life harder as now I have to keep looking behind my back to make sure there are no dogs that could potentially hurt me or my



service dog.

33. (4) Often times when approaching a check in staff for help while having a panic attack I'm sent away. When someone, especially someone with a disability is trying to find help, to be shoved away and trying to work up courage to approach another person is almost impossible

34. (2) Facilities are often unsanitary & too small. Please increase size and make them easier to find. Also clean area with bleach to prevent spread of parvo and other diseases.

35. (4) I do get some issues since I have an invisible disability and a small service animal. Some employees assume I am a faker or ESA user and treat me poorly. But for the most part, access is OK. The biggest problem is other dogs in the airport. Regardless of if dogs in airport spaces are service dogs, ESAs, or pets, if they are misbehaving, they should be kicked out immediately!

36. (2) One word: flexi-lead. Untrained or stressed dogs on too long leads.

#### *§4.d. Prompt 4 qualitative feedback—miscellany*

Fifty-three (53) respondents gave qualitative feedback for the fourth prompt. For easy reference, the prompt is below, followed by an enumerated reproduction of the qualitative responses. The responses are arranged in chronological order of receipt.

Optional extra feedback about having a service animal or ESA at an airport: What else do you want airport operators (not airlines) to know? What else do you want non-TSA government officials to know? What needs to be improved—and how? What works well now?

1. More pet relief areas, outside areas, clean them please, more signs, train staff to ignore that cute little puppywuppy.

2. More outdoor relief areas

3. The shuttle busses from long term parking usually have stairs which is hard to navigate with suitcases and a service dog. So, I now usually get a ride. I understand that you need to keep traffic

moving outside of check-in, but a bit more patience with people trying to unload or load suitcases while assuring that their service dogs are safe from other cars would be appreciated.

4. More relief areas for dogs would be great. Otherwise, all the airports I've been in have been pretty accessible

5. Only animals that are well-trained and responsive should be allowed in airports. Just because somebody says they have an ESA, what does it mean when a dog has been trained in any way shape or form and that puts train service Animals & other passengers in Danger

6. Universal training on existing policies and have people tsa to be ready to do pat downs. I never want to be separated from my dog again just because tsa wants to be lazy and not do a pat down of me and/or my dog. Last time we were separated and my dog went looking for me inside body scanner because tsa agent dropped his leash and let him wander the area.

7. I don't fly because of the issues involved having a service dog. Until I see improvement I won't fly.

8. Please allow service dogs to fly with ease and please stop allowing ESAs to fly at all.

9. To have more dog relief areas with lots of signage for easier locating. Relief areas that are CLEAN, MAINTAINED, and not the size of a cubicle. I've heard the horror stories which is why my dog hasn't used them.

10. All airport workers should know exactly where the animal relief areas (inside & outside of security area) are. They should be more accessible. They should be bigger and a LOT cleaner. There should be the hospital type "candy-stripers" available to help guide people to the correct terminal and gate.

11. I like that most airport officials know to ask me how exactly to best work with myself and my guide.

12. The implementation of more service dog relief areas would be nice. Implementing signage that clarifies only certain airlines accept ESAs. And all service animals are welcome.

13. I have had airports try to insist I sit in a wheel chair and that they will not help me unless I do just that. I am blind, but am fully capable of using my legs, and prefer to either grab an assistant's arm or else have my guide dog follow them. I would prefer that we are not forced to sit in a wheelchair while receiving help. I appreciate the help very much, but after sitting on a plane for a few hours, the last thing I want to do is sit down again.

14. Please, if you think there's something off about a dog, or if it might be doing something wrong, please say something. Report it to someone, if you don't feel comfortable speaking to the person with the dog. People won't stop bringing poorly behaved dogs if others keep turning a blind eye. Please, speak up for the safety of people who have a leget survice dog. I hate that I'm scared to go to the airport now, because of dogs. I use to love flying all kinds of places with my seeing eye dog, and now, I dred it. How many dogs are going to harass us today at the airport? Please, speak up.

15. As a blind person, navigation would be much easier if the Aira service were always available. Airport contractors who provide navigation assistance lack training and respect for passengers.

16. Please ensure all staff I ow to not interact or distract a working service animal. When attempting to have a layover meal, please do not try to isolate us because we have a service animal. Learn to recognize "fake" service animals and treat those who have needs with respect, a service animal is a medical adaptive piece of equipment not a pet.

17. A lot of us are disabled and need assistance, but get overlooked bc we are young, not typical old person with a wheelchair. We need help getting to and from relief area, so pick us up on the golf cart and don't sciff or give us attitude bc we need assistance and/or cannot walk long distances

18. That sitting in bulk head is not what every service animal users choice seat and we should never be given a difficult experience because of the choice Nottingham sitin bulk head.

19. No ESA. They are not trained and are a danger to trained service animals.

20. I really don't know of any guide dogs that are trained to "go" or

eliminate inside on a little square of artificial grass. Need bigger rest stations for the dogs. You obviously cannot go outside the terminal between flights so do more to help people with service dogs.

21. better training for staff. Dog goes first or person first? do not split dog from dog-user. it seems like everytime is a big deal with lots of confusion.

22. I want them to know the proper protocol for my dog and I going through security. No I'm not taking his harness or leash off. I want them to know and enforce asking others with dogs behaving aggressively or threatening to put their animal in a crate or leave. I want them to know how to give left, right, straight ahead, behind you directions or how to properly sighted guide. I want them to know where animal relief areas are and that trained dogs aren't going to go in an area that to the dog still feels like inside, a pee pad doesn't cut it.

23. More training for the people taking tickets as you get on the plane. In my situation that person said "there is nothing I can do" when I said I was going to be afraid to get on the plane because of the woman and her dog. I asked him to please get the supervisor which he did. The supervisor came and asked what alkedhappened. We told him. I said I didn't want her to not be able to fly (even though she had a dog that was untrained I felt bad for her because she was clearly unstable. She actually laughed when her dog attacked mine because her dog was smaller and mine is large). The supervisor went and talked to her and resolved the problem by having her get on the plane first and go all the way to the back then had me go to the bulkhead with my dog (and the nice woman that helped me)

If I hadn't felt strong enough to ask for a supervisor I would have had to miss that flight. How can someone say "there's nothing I can do" when someone has allowed their dog to attack another dog."

24. I would like to see the airports enforce the rules which only allow trained service animals in public places. I understand that they are allowed under the FHA and ACAA but since thw airports fall under the ADA, ESAs should not be allowed in and uncrated.

25. Well for starters the airlines could teach their employees all the same about service dogs I've seen so many employees that say so

many different banks they don't communicate with each other and one flight attendant actually told me to move to the window seat because it's a hazard dangerous sitting in the aisle with my service dog and that it was a rule or law or something when it's not and that if I did it in the aisle the person sitting in the middle won't be able to get out in time when in fact one and honestly matter because shouldn't the person with the service dog be the one that gets out first

26. For TSA, continue to promote TSA cafes i don't believe enough people with disabilities and especially service dog handlers know it exists. It's a blessing and makes getting through security so easy.

27. Access and availability of dog relief areas, and size of these and cleanliness

28. There needs to be relief areas inside all airports. Also tsa needs to be taught about them.

29. Too many FAKE dogs in airports. If you need an ESA stay home! For years people flew without their dogs or didn't go. I'm evacuations, having too many animals on board and especially ones not TRAINED can be a TEAL problem. Dogs in training from specific SERVICE DOG ORGANIZATIONS should be allowed so the trainers can assess their attitudes towards flying and handle any problems BEFORE the TRAM is placed

30. Talk to me, NOT my service dog!

31. People need to know that there is no national service dog registry and it's illegal to ask for registry papers.

32. Keep ESA and pets out of airports.

33. The new indoor pet relief areas (should be called service dog relief areas) are good but often dirty. Outdoor ones are WAY too far away. Fake dogs are making people doubt and even attack working dogs. Pups in training programs need the access as much as working dogs. They help us prepare a working dog for flying with their new partners. ESA's are very questionable. No issues with businesses at the airport. We fly a lot with puppies in training.

34. I want them to be familiar with the Air Carrier Access Act inside and out, so they're automatically familiar with my rights. I'd also like

them to know what behaviors are unacceptable in a service dog or ESA, so that they can intervene when another dog is acting aggressively toward mine. For example, it would be great if airport operators stepped in if they saw a dog growling, lunging, barking at, or otherwise attempting to interfere with a working service dog.

35. We have gone through Oakland, LAX, and Houston with a service dog. The overall experience was fine at each of them. TSA was kind & helpful. We had the dog, a wheelchair & a walker, & I'm covered in braces that must be swabbed. They did great managing our pack. Inside we found the relief station for the dog pretty easily, & it was by the restrooms which was handy. But finding the outdoor relief stations was more tricky, & they were pretty far away.

36. Airports are getting darn good at ADA compliance.

37. Strict rules on ESA's which most are pets! These fake dogs are putting our well trained service dogs and us at risk.

38. We truly need service animal relief stations in EVERY airport WITHIN the security area. For those of us using wheelchairs pushed by airport personnel, it is not an option to go back through security to relieve our dogs during a layover.

39. More clarity on the laws and what questions are appropriate to ask under the ADA. Too much confusion between laws governing service animals vs. ESAs. For example, ticket agent didn't even ask me the two questions allowed under the ADA about my hearing dog but jumped right into you have to purchase a seat (ticket) for her.

40. Consider benches or seating that makes it easy for a dog to "under", including restaurants.

41. I usually call and let the airline know that I will be bringing my service dog, and then let them know again at check-in. So far, the airline I have used (Alaska) has been very accommodating.

42. I would appreciate easily accessed information re pet relief areas prior to going to the airport.

43. Do not point or interrupt working dogs to ask questions out of curiosity and especially do not ask handler about their disability out of curiosity, even if you "mean well"

44. I will admit that with the exception of United Airlines, most Airlines have been respectful of me and of my service animal. United needs to step up their game big time.

45. Please have plenty of signs showing where the pet relief areas are. Do NOT ask me to let go of my animal's leash.

46. Whether it is actually a service dog. I didn't think ESAs were allowed on flights? THAT is a slippery category.

47. The more education of airline professionals and airport staff about the task training and required impeccable behavior of service animal teams, the better. At this time I am deeply concerned that there are far too many inappropriately behaved animals (read: dogs) in airports and this is significantly eroding the understanding and trust of the lay public that service dogs are a necessary and reasonable disability-related accommodation. Until our Western culture moves the needle on standardizing and expecting impeccable behavior from all dogs and owners in all public places, there should be more stringent division of private and public travel for pets and Emotional Support Animals should be significantly curtailed or limited to ground transportation instead of in the enclosed spaces of airlines and in the public domain of airports. In airport settings, I would hope that airport staff and other employees feel empowered to step in and act on inappropriate behavior by dogs and owners (whether these present themselves as service animal teams or not).

48. There is NO EXCUSE FOR ALL AMERICANS DO NOT KNOWING THE ADA LAWS! I'm sick of FAKE SERVICE DOGS BEING GIVEN MY ACCOMODATIONS TO ONLY BE FACED WITH SNARLING DOGS, barking dogs and being attacked by by these completely untrained dogs. We are given a license. You need to figure out the real service dog organizations and issue legal to fly passes to these organizations. And stop playing stupid

49. Other dogs, whether pets, emotional support animals, or security animals, may be a distraction to my dog'S ability to guide me effectively. All dogs should be under tight control by their handler's.

50. If it was mandatory and actually enforced it would be great to have all non service dogs to be kept in crates. Staff should be trained on how to distinguish real service dogs from fakes. I also

dont think ESAs should be allowed to be on flights at all. They do not require training and they are literally pets. Part of the problem is that people think an ESA is a SD, its confusing when they are allowed in an airport and airport shops but not allowed out in non pet friendly places. It doesnt make sense at all. All ESAs are are glorified pets. They don't need training and thus they put real SDs and people in danger. I think we have proof of that with all the attacks.

51. If possible the availability of single occupant restrooms should be expanded. It's the easiest way to use the restroom with a service animal. The handicap stall is almost always full and so are the single occupant rooms

52. That psych server dogs are not esa.s

53. Overall I think things are going well. Relief areas should be in open spaces, and need to be marked on maps. Dogs that are misbehaving, regardless of if they are service animals, ESAs, or pets, should be kicked out. This keeps everyone safe.