U.S. will limit service animals on planes to dogs only

BY NEIL VIGDOR The New York Times

The federal government gave its final approval Wednesday to a set of rules that clamp down on the types of service animals allowed on U.S. flights, reserving the designation for dogs and freeing airlines from having to accommodate a variety of emotional-support animals.

The changes, which drew more than 15,000 public comments since the Department of Transportation proposed them at the beginning of the year, will take effect next month.

They have kindled an intense debate among the airlines, advocates for people who rely on service animals and passenger-

rights groups, and came as a growing number of travelers have taken a variety of animals on flights in recent years.

Most recently, transportation regulators had said that dogs, cats and miniature horses should be prioritized as service animals by airlines. But passengers have tried to travel with monkeys, birds and rabbits.

Federal transportation officials said Wednesday that disruptions caused by taking unusual species aboard airlines had "eroded the public trust in legitimate service animals" and that there were increasing cases of travelers "fraudulently representing their pets as service animals."

The new rules require airlines to treat psychiatricother service animals. The owners of those service animals must provide documentation developed by the Transportation Department attesting to the animal's health, behavior and training.

Passengers traveling with service animals will no longer be required to physically check in at the airport instead of online.

The new rules stopped short of banning emotional-support animals outright, but proponents said that airlines would no longer have to accommodate nonservice animals in the cabin.

The lobbying group Airlines for America, which includes all of the major U.S. carriers, welcomed the changes.

"The Department of service animals the same as Transportation's final rule will protect the traveling public and airline crew members from untrained animals in the cabin, as well as improve air travel accessibility for passengers with disabilities that travel with trained service dogs,' the group's president, Nicholas Calio, said in a statement Wednesday.

Some advocates for people with disabilities said the new rules were too rigid and did not take into account travelers with special needs.

'There's a large number of people with intellectual and emotional disabilities that benefit from having that kind of support on a trip," Curt Decker, the executive director of the National Disability Rights Network, said in an in-terview Wednesday night.

Decker said travelers with disabilities were being penalized because of other people abusing the system and that airlines had brought the problem on themselves by charging costly fees for transporting

pets in cargo holds. "There's no one in the disability community that thinks a turkey is a service animal," Decker said.

worked well," Brandes said. "You had essentially total system failure for weeks on end, and a lack of leadership that required the governor to replace the executive in charge of the

Florida's poor performance Mexico and Massachusetts, More than 2.1 million Flormid-March, when the pandemic hit, compared to more than 1.6 million in Massachusetts.

Contact Lawrence Mower atlmower@tampabay.com. Follow @lmower3.



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FROM PAGE 23A UNEMPLOYMENT

But two other states that rolled out Deloitte-created unemployment systems around 2013 performed far better than Florida did, the federal data shows.

New Mexico and Massachusetts were able to get initial unemployment payments out within three weeks about 68% of the time, above the national average.

But both states improved their systems in ways that Florida officials didn't. Massachusetts moved its system to the cloud in 2017, allowing it to easily scale up to handle more claims.

New Mexico, like Florida, kept its system on its own servers, but it kept Deloitte on contract to make improvements to the system.

"We have continued to reinvest in our system infrastructure, and as a result we were able to scale our system this year to address an exponential increase in claims caused by the pandemic," New Mexico Department of Workforce Solutions spokeswoman Stacy Johnston said in a statement Thursday.

Deloitte hasn't had any involvement with Florida's unemployment system since its initial contract ended in 2015. Since then, the state has failed to make changes to CONNECT despite repeated warnings from state auditors that fixes were needed.

The Department of Economic Opportunity is going to ask lawmakers next year for potentially tens of millions of dollars to either shift CONNECT into the cloud or replace the system.

State Sen. Jeff Brandes, R-St. Petersburg, who on Thursday was named to a newly-created Senate committee to address pandemic issues, including unemployment, said DeSantis inherited a broken system.

"Nobody thinks the unemployment system

agency.' But he partly defended when compared to New noting that Florida's size and tourism-driven econo-

my made the crisis worse. idians have filed unemployment claims since





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