



Service Dog User Survey



92.6% 
encountered fraud

Over 1 in 4 service dog teams have encountered a fake, questionable or uncontrolled service or emotional support dog **more than 10 times in the past 12 months**



Half of teams encountered fraudulent service dogs in grocery stores and airports

"[After being attacked] my service dog would no longer do work, even in the home."

48.3% have been denied access

or asked to leave a business where pets are not allowed



2 in 3

service dog users feel fraudulent service dogs have negatively impacted quality of life or independence

"There are some places I just do not go to any more."

Nearly 4 in 5

have had an uncontrolled dog snap at, bite, vocalize at, or otherwise interfere with their service dog



59% of airport incidents

occurred in the terminal past security.

24% of teams encountered uncontrolled dogs during a flight

"Because of multiple attacks, my dog became fear aggressive."