



SAFETY GUIDE

Dog Transport & Pet Taxi Safety Guide

A toolkit to help you evaluate pet transport and taxi services to make more informed decisions about your **silly goose**'s safety on the road.

Created in partnership with the families of Kali and Esmee





This guide was created in honor of Kali and Esmee, and in partnership with the families who loved them. After losing both dogs to an unsafe transport situation in 2024, their families chose to turn that pain into something that could help other dogs and the families who love them.

When you drop your dog off at daycare, you think about the facility. The staff. The play areas. **But the van that brings them home? It's easy for that to be an afterthought.** Daycare shuttles, pet taxis, and transport services are a growing part of how dogs are cared for every day, and right now, there are almost no rules in Texas governing how any of it works. **The regulations that do exist weren't designed for this.**

That's why this guide matters. Every question in it carries Kali and Esmee's names and legacy forward. They're the reason these pages exist, and the reason you'll know what to ask before your dog ever gets in that vehicle.



UNDERSTANDING THE SERVICE

What type of transport service is being offered?

Local pet taxi (short trips)? Long-distance ground transport? Airport shuttle? Vet appointment rides? Understanding the scope helps you ask the right questions.

Is this an individual operator, a company with multiple drivers, or a platform connecting you with drivers?

Are drivers employees or independent contractors?

Does the service carry commercial auto insurance that covers animals in transit?

Are there any local permits, state permits, or licenses required for pet transport in your area?



VEHICLE SAFETY

Is their vehicle climate-controlled and is the AC fully functioning?

How do they monitor the temperature where the dogs actually are? Is there a thermometer visible in the area where the dogs ride, not just the driver's cabin?

How are dogs secured during transport?

Crate? Harness seatbelt? Barrier? Loose in the back seat? Understand the containment method and whether it is appropriate for your dog's size.

Is the vehicle equipped with proper ventilation and temperature control for all seasons?

Texas heat is a serious risk. Ask specifically about AC capability where dogs will be located and ensure they have their own dedicated vents. Ask them what happens if the vehicle breaks down or the AC stops working during a route.

Is the vehicle regularly cleaned and sanitized between transports? Is it free of debris, trash or hazards?

Will other dogs be in the vehicle at the same time as yours?

If yes, how are the dogs separated? Are reactive or anxious dogs transported separately?

Are crates or carriers crash-tested or secured to prevent movement during sudden stops?

How are dogs supervised during transport? Will other staff be present in the vehicle with the dogs?

Will the provider give you a walk through of their vehicles and how your dog will be transported?

How long will your dog be in the car between pick up and drop off?

What type of vehicle is used – van, bus, or car? When was the vehicle last serviced?



DRIVER SCREENING & QUALIFICATIONS

Has the driver undergone a background check?

Does the driver have experience handling dogs, including dogs that may be anxious, reactive, or motion-sick?

Is the driver or staff trained on identifying an overheated dog and how to intervene?

Is the driver trained in canine first aid or CPR?

Does the driver have a clean driving record?

Will the same driver handle your dog for the entire trip, or could there be handoffs?



COMMUNICATION & TRACKING

Will you be able to track the vehicle or receive location updates during transport?

How and when will the driver communicate with you before pickup, during transit, and at drop-off?

What is the protocol if the driver is delayed, rerouted, or involved in an accident?

Will you receive confirmation when your dog has been picked up and dropped off?

How will you be notified if your dog becomes ill, injured, or distressed during transport?

Will they share if a dog has died or been seriously injured in their care?

How did they handle the situation and communication with the owners?



EMERGENCY PREPAREDNESS

Does the driver carry a pet first aid kit?

What is their plan if the vehicle breaks down or is involved in an accident?

How will your dog be kept safe and contained? Is there a backup vehicle or plan?

Does the driver know the location of emergency veterinary clinics along the route?

What happens if your dog escapes during pickup, drop-off, or a rest stop?

Does the service have a written emergency response plan?



PREPARING YOUR DOG FOR TRANSPORT

Ensure your dog is wearing a secure collar with up-to-date ID tags and is microchipped.

If your dog has a GPS collar, make sure it is charged, active and that drivers know to not remove it.

Provide the driver with your dog's medical records, vet contact information, and emergency contacts.

Pack familiar items (blanket, toy) to reduce stress during the ride.

Discuss your dog's temperament with the driver – especially anxiety triggers and motion sickness history.

Confirm the exact pickup and drop-off locations and times in writing.



Remember: This guide is not a checklist. It's a tool. Not every question will apply to every situation. Focus on the factors most important to you and your silly goose.

OUR PHILOSOPHY

*Asking questions is an act of love. This guide exists to help you ask the ones that matter most for the care of your **silly goose**.*

ABOUT ROLAND'S SILLY GOOSE CREW

Roland's Silly Goose Crew is an Austin, Texas 501c3 nonprofit founded after our dog Roland was killed at a local dog daycare in October 2022. He escaped through an unsecured door and was hit by a car. There were no consequences, no required reporting, and no required proactive disclosures to other families.

We started RSGC so no other family would face what we did without information, resources, or recourse. Through free evaluation guides, community partnerships, and legislative advocacy, we're working to bring transparency and accountability to the dog care industry.

Support Our Mission

Every guide we create and distribute is free. Your tax-deductible donation helps us reach more families, develop new resources, and advocate for stronger protections for dogs in Texas.

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SOURCES

The families of Kali and Esmee • avma.org • humanesociety.org • akc.org • centerforpetsafety.org • vcahospitals.com • redcross.org

