



**CITY OF HELENA
ADA Compliance Committee
May 19, 2026 Meeting**

ADA GRIEVANCE INVESTIGATION REPORT

DATE: May 11, 2026

TO: ADA Compliance Committee

FROM: Anne Pichette, Housing Coordinator

RE: ADA Complaints Status Report

One (1) Title II ADA issue was raised to the City between March 4, 2026, and May 10, 2026, for discussion at the May 19, 2026 ADA Compliance Committee meeting.

Date of Complaint Receipt: April 12, 2026

Topic of Complaint: City Dog Licensing Complaint

A complaint was submitted pertaining to the City charging dog license fees for a dog the complainant states is a service animal.

Through our investigation, we have drawn the following conclusions:

- Upon investigation of the complaint, the City of Helena requires licenses for dogs over the age of six months.
- Individuals who have service animals are not exempt from local animal control or public health requirements.
- State/Local Governments can require service dogs to be licensed and vaccinated, if all dogs are required to be licensed and vaccinated.
- As service animals are subject to local dog licensing and registration requirements, the City can charge the same license fees for a dog that is a service animal as for a dog that is a non-service animal. The City cannot charge an additional or extra fee to license the dog as a service dog.

Per the City's ADA grievance procedures, the complainant may request reconsideration of the issues within thirty (30) days of receipt of the City's determination in writing, which was issued May 11, 2026 (e.g., June 10, 2026).