



Rider Responsibilities

1. Give all pertinent information needed to the broker, including a request for an escort required or special needs.
2. Be ready for your scheduled pick-up at least 15 minutes before scheduled pickup. RTEC drivers are allowed to wait up to 15 minutes on passengers with unavoidable delays, but keep the driver informed.
3. Remain seated and keep your seatbelt on at all times while the vehicle is moving. Keep all cargo secure while vehicle is moving (i.e. oxygen tanks).
4. Smoking in the vehicle is not allowed.
5. Please do not eat or drink on the vehicle.
6. No weapons of any kind are permitted on the vehicle.
7. Provide a federally approved child safety seat for children riding with you less than 40 inches in height that meets Kentucky Child Restraint Laws and Regulations. Request any special Needs.
8. Know your mobility aid measurements and weight of device. (We can accommodate at least 30" wide x 48" long; up to 600 lbs. when occupied). Request wheelchair accessible vehicle when making reservation. Request any special Needs.
9. Keep service animals (ADA permissible) under control.
10. Pay proper fare if you are a cash paying customer.
11. Treat driver and other passengers with courtesy and respect.
12. Passengers shall not be under the influence of alcohol or illegal drugs.

If you have any questions or comments regarding your ride or need to schedule additional rides, please feel free to contact our office at our toll free number



RTEC
P.O. BOX 746
Mount Vernon, KY 40456
www.ridertec.org



Need a Ride?
"The Way to Go is Transit!"

Just Dial

1-800-321-7832

For Scheduling Information



RTEC provides public transit services for the residents of Adair, Bell, Clinton, Cumberland, Green, Knox, Laurel, McCreary, Monroe, Pulaski, Rockcastle, Russell, Taylor, Wayne, and Whitley Counties in Kentucky



Wheelchair accessible vehicles available

Are you a Medicaid recipient? Call RTEC at 1-800-321-7832 for trip eligibility verification and requirements if you need transportation for Medical Services.

Tel: 1-800-321-7832

Notice: Language Assistance At No Cost

With Kentucky Relay, dialing 7-1-1 will connect you to a free service which allows communication with people who are hearing, vision, or speech impaired. RTEC also has a TTY phone available.

Get to know RTEC!



RTEC's Mission is to make transportation affordable, available and accessible to everyone living in the service area.

Rural Transit Enterprises Coordinated, Inc. d/b/a RTEC was organized for the sole purpose of coordinating and operating public transportation. Providing transportation is our only business. We are glad to help!

RTEC operates lift-equipped vehicles for wheelchair users and provides affordable and efficient community transportation services. RTEC constantly works toward accessing new equipment to upgrade its fleet and to increase services.

RTEC provides reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities.

Through the Empower Kentucky initiative, as Region 12 Broker of Human Service Transportation Delivery, RTEC subcontracts with qualified providers in the region. Eligible recipients can request a ride ticket and transport carrier by calling the Broker Office toll free at 1-800-321-7832.

RTEC is the Broker for Kentucky Region 12

Visit us Online at www.ridertec.org!

RTEC 1-800-321-7832 or (606) 256-9835
100 E. Main St. Mt. Vernon, KY 40456-0746
State Coordinator Toll Free #: 1-888-941-7433

Human Service Transportation Delivery

If you are a Medicaid recipient, call RTEC at 1-800-321-7832 for trip eligibility verification and requirements if you need transportation to Medical Services.

RTEC is the HSTD Broker for Region 12 Transportation in Kentucky, which includes the following counties: Bell, Clinton, Cumberland, Knox, Laurel, McCreary, Monroe, Pulaski, Rockcastle, Russell, Wayne, and Whitley County. A local referral is required for travel outside the service area and not the closest facility.

RTEC provides transit service designed to meet the special needs of its passengers for non-emergency medical transportation. Reservations are accepted with 72-hour advance notice required when payment for the transportation is made through HSTD. The early notice is needed in order to establish eligibility, check for referrals or other information required by the State.

Public Transportation

RTEC accepts cash fares so that people can go shopping, to job training, medical appointments and even to employment. A 24-Hour advance notice is required. Call us today at 1-800-321-7832 and our friendly staff will be happy to tell you about the current coverage areas and cash rates!

Passenger Assistance

RTEC drivers are trained and certified in providing passenger assistance in boarding and unloading from the vehicle. Passenger assistance may include: guiding the passenger to and from the vehicle, lend a steady arm for passenger balance, finding a seat, and securing a wheelchair.

Scheduling and Reservations
To schedule an appointment call
1-800-321-7832

Scheduling Service Hours:

(Local Time)

Monday – Friday 8:00 a.m. – 4:30 p.m.

Saturday 8:00 a.m. – 1:00 p.m.

Scheduling and business functions may be closed for New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day, except urgent care transportation.

RTEC requires a 72-hour notice to schedule appointments for HSTD transportation, except for urgent care requests. Cancellations should be made 24-hours in advance if possible.

Hours of Operation

Transportation services will be offered between 6:00 a.m. to 8:00 p.m. Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturday (Local Time).

Urgent Care

Urgent care shall be provided twenty-four (24) hours a day, seven (7) days a week, including any holiday. Urgent care may be scheduled or requested anytime. RTEC's toll free number allows for paging services after hours. The need for Urgent Care may be confirmed by Reservation Staff.

RTEC's New MyTrip Module

Where's My Bus

Visit www.ridertec.org and

Click on "Where's My Bus" Button

Username: Receive from RTEC Office

Password: 1234

Just call 1-800-321-7832
for more scheduling information.