

RTEC Reasonable Modification Policy Statement:

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

This statement will be made available to the Public via marketing and communication including (but not limited to): Brochure(s) and Web Site. Reasonable Modification requests may be made in advance via phone to 1-800-321-7832 or 606-256-9835, or in writing to:

RTEC
100 Main Street
Mount Vernon, KY 40456

RTEC will respond to a request within 21 days. A written decision will be sent by RTEC Administration to the requestor.

Examples of reasonable modification:

- ✓ Assisting a Customer with fare placement into fare box.
- ✓ Allowing food and drink on a vehicle if medically necessary (i.e. diabetic persons). However, no food or drink should be consumed while the vehicle is in motion. Request the driver to pull over somewhere safely if this becomes necessary.
- ✓ Reasonable Assistance: Curb-to-Curb or Door-to-Door

Reasonable Modification DOES NOT include:

- Any modification that would be a fundamental alteration of the service provided.
- Any modification that would expose the requestor or others to a "Direct Threat."
- Any modification that is not necessary for the individual to actually use the service.

Reasonable Assistance

Reasonable assistance includes:

- The operator will come to the curb of a residence or pick up location.
- The operator will assist passengers in boarding and exiting the van if needed.
- The operator will deliver the passenger to the curb of his/her destination.
- Additional Door to Door assistance if requested.
- Assisting passengers up and/or down ramps at residence or destination if Origin to Destination is requested.

Reasonable assistance DOES NOT include:

- Assisting a passenger through the doorway or threshold of residence. (Drivers are not permitted to cross the threshold.)
- Assisting getting in or out of a wheelchair.
- Assistance in getting ready for the trip (dressing, feeding, etc.)
- Administering medication or oxygen.

RTEC reserves the right to refuse passenger assistance to areas deemed unsafe.