



Request a ride with PACS Transportation



If you are needing to schedule a ride with PACS, you may now register at our self-service page and then request a ride using our new online application. If you have never ridden with PACS, please call the appropriate number below in order to complete the initial setup in our system.

Caldwell or Lyon Counties: ----- (270) 365-1647

Christian or Trigg Counties: ----- (270) 886-7999

Crittenden or Livingston: ----- (270) 498-9332 or (270) 839-4156

Hopkins County: ----- (270) 821-3232 or (270) 821-9173

Muhlenberg County: ----- (270) 931-5119 or (270) 931-5118

Todd County: ----- (270) 265-2147

Logan or Simpson Counties: ----- (270) 717-5438

IF YOU ARE ALREADY A CLIENT AND USE PACS TRANSPORTATION:

Click on the [Schedule a Ride](#) link on the Transportation page of the PACS website (www.pacs-ky.org). If you have previously ridden with PACS but have never registered with the self-service option, select [New User Registration](#). If you have previously registered, click on the [Schedule a Ride](#) link, select [Portal Home](#), login in and then request your ride.

Please note the following restrictions: (1). This online function does not apply to the city bus services: Hopkinsville Transit or Madisonville Transit. (2). All trips requested online must be submitted a minimum of 4 days in advance.

NEW USER REGISTRATION



RouteMatch™ Portal

Welcome to the RouteMatch Customer Web Portal. Please visit the PACS website <http://www.pacs-ky.org/> for fare details and information.

[Portal Home](#)

[New User Registration](#)

1. Create an Account

- a. Select '**New User Registration**'
- b. Enter the following information
 - i. **User Name** for the Web Portal account (Required)
 - ii. **Password** for the account (Required)
 - iii. Confirm the Password (Required)
 - iv. Select a Recovery Phrase from the drop-down menu. The Web Portal will ask you the selected question if you forget your password (Required).
 - v. You must enter the Answer to this question (Required).
 - vi. Select Language for the Web Portal (Required). English is the default
 - vii. You have the option to enter a valid Email to receive confirmations and updates for their trips via email. (Recommended)

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- c. Click **'Next'**
- d. Enter the following information
 - i. First Name
 - ii. Middle Initial (Optional)
 - iii. Last Name
 - iv. Social Security Number xxx-xx-xxxx
 - v. Sex
 - vi. Mobility Type
 - vii. Address

- e. Click 'Next'

Portal User Registration Completed

Your user name XXXXXXXXXX Is successfully registered for RouteMatch Portal

Click 'Enter Content Portal Area' to begin requesting your rides with PACS Transportation.

REQUEST YOUR TRIP(S)

If you are not already logged into the PACS Transportation Self-Service Portal, you should do so at this time using the name and password you entered when registering as a new user. If you have forgotten your password, see the steps listed under 'I Forgot My Password' at the end of this document. If you wish to cancel a previously scheduled trip, see the steps listed under 'Cancel a Trip' at the end of this document.

After you have successfully logged in, you will receive a 'Welcome' screen that will show any previously requested, but not yet taken or cancelled, trips. At this point you may update your user profile, view any previously scheduled trips, update an un-confirmed trip request, cancel a trip or Book a Trip to request a ride.

Welcome (User Name)!

Upcoming Trips

(List of requested and/or confirmed trips will show here)

OR you will see the following:

No trips found between mm/dd/yy and mm/dd/yy.

Request Your New Trip

Select whether this is a single trip or a recurring trip

One time or recurring trip?

One Time

Recurring

What date is your trip on?

Trip Date

Select Cancel to end or Next to Continue

NOTE: If reserving a Recurring Trip, you will need to select the appropriate days of the week for the trip. You must also choose the First Date on which the recurring trip will begin, as well as a Last Date, if applicable.

Select the pickup location and the drop off location for your trip

Pickup Address

XX
XX

Search for pick up address or Select from your list of favorites

Drop off Address

XX
XX

Search for drop off address or Select from your list of favorites

Select one of the available timing preference options based on if you need to be dropped off by a certain time, need to be picked after a certain time, or both.

Time

- Pick Up Time** **Drop Off Time**

XXXX XX Time

If you plan on calling when you are ready to be picked up, please select yes below.

Will call for pickup

- Yes No

Please complete the required (*) fields below

Mobility Type

Please Select Mobility Requirement Type

Service Needs

Please select any additional assistance you may need or special circumstances that will apply to this particular trip, from the provided list.

Trip Purpose

From the drop-down menu, please select the primary purpose of this trip: Medical, Recreational, Veteran, etc.

of Guests

of Attendants

Please select the number of guests or attendants that will accompany you on this trip. **Be aware that, depending upon the number of additional riders, some charges may apply.**

Please enter any additional comments that will assist PACS Transportation with the completion of this request.

PENNYRILE ALLIED COMMUNITY SERVICES, INC. (PACS) DO-IT-YOURSELF RIDE REQUESTS

The system will now display a summary of the information you have provided for this trip request. Please review carefully and make any necessary corrections.

After you are satisfied that you have correctly entered all the necessary information, please select one of the displayed options: [Save and Add Another Trip](#), [Save and Add Return Trip](#) or [Book Trip](#) to complete this one trip. **At this point it is IMPORTANT TO NOTE that a scheduled trip is ALWAYS one-way! A return trip must be requested separately!**

Once your trip request(s) are Booked, the system will display a list of your trips. ALL requested trips must be approved by PACS Transportation.

After verifying that your Trip Request was successfully entered, we recommend that you make a note of the reservation number, for each trip you requested, for future reference.

When you have finished using the PACS self-service system, please logout to prevent possible unauthorized use of your login.

Cancel A Trip

- a. Log in and click on 'My Trips' from the home page.
- b. Click the trip you would like to cancel to view the trip details
- c. Select 'Cancel this Trip'
- d. Click 'Yes' in answer to the question "Are you sure you want to cancel this trip?"
- e. Click 'No' to exit the cancellation process and leave the trip.

I Forgot My Password

- a. From the Login screen, click on the 'Forgot Password' link
- b. Enter the User Name you are registered with or your registered Email address.
- c. Provide the answer to the Recovery Phrase. (You set this up during your original registration process.)
- d. After you have correctly input all of the requested information, you will be presented with the "Password Reset" window. Enter and verify your new password and click on 'Submit'