

THANK YOU FOR CHOOSING US FOR YOUR TRANSPORTATION NEEDS.

HAPPY WITH OUR
SERVICE? TELL
ANOTHER VET!



UNHAPPY? PLEASE
CONTACT OUR TRAVEL
COORDINATOR AT
(715) 532-1000



Policies & Procedures:

- * Wheelchair vans must be requested at time of call.
- * Seat belts must be worn at all times.
- * No smoking, eating or drinking
- * No drive-through or diverted trip request will be honored
- * Service cannot be provided to areas where driveways or roads have not been cleared of snow.
- * Drivers will only wait up to 3 minutes at pick-up site.

Behavior –In order to ensure the safe & orderly use of transit has a zero tolerance for inappropriate behavior. Disciplinary action shall be determined by the Transit Director.
Disciplinary Actions / Suspension Policy.

SERVICE ANIMALS

Service animals are welcome on our buses & vans. Your animal must be on a leash unless handler is unable because of a disability. Non-service animals/comfort animals are allowed in an enclosed carrier that fits on passengers lap.



Transit Manager, Sheryl Kisling
Mobility Manager, Sheli Sheffield



RUSK COUNTY VETERANS TRANSPORTATION PROGRAM



MAIN OFFICE
1101 BARNETT ROAD
Ladysmith, WI 54848
(715)532-1000
www.rctc.online

TO SCHEDULE A RIDE: Minneapolis VA Center

Please contact our office at (715)532-1000 to schedule a ride at least 24 hours in advance.

When scheduling your appointments with the MPLS VA please try to schedule no later than 1:30 pm. We would like to leave the center by 3:30pm.

You will be contacted with your pick-up time the work day prior to your appointment between 2:00-2:30 pm.

PICK-UP LOCATIONS:

Ladysmith - Municipal lot
(south side of County Government Center)
Bruce - Dairyland Bank lot
Weyerhaeuser - Cenex Station

Please arrive at your pick-up location 15 minutes prior to your pick-up time.

TO SCHEDULE A RIDE TO A COMMUNITY BASED OUT-PATIENT CLINIC:

- Rice Lake
- Hayward
- Chippewa Falls
- LaCrosse
- Madison
- Superior

Please contact our office at (715)532-1000 to schedule a ride at least 24 hours in advance for door to door service.

Rusk County Veteran
Service
(715)532-2299 Or
(715)532-2293



VEHICLES:

Our drivers use both private and agency vehicles. Agency vehicles are equipped with wheelchair accessibility. Please advise trip coordinator when scheduling your transportation



Please advise our staff when scheduling your transportation if you will have an additional rider and/or service animal traveling with you.

PAYMENTS:

Payments are to be given to the driver. Payments can be made by cash or check.

Payable to:
RCTC

Supportive Services for Veteran Families
Case Manager, serving Rusk, Taylor, Clark and
Price Counties

Office Located at:

ICAA Food Pantry and Head Start
624 College St., Medford, WI 54551
715-748-3063

**Connections Thrift Store / ICAA Food
Pantry**
500 W 9th St N, Ladysmith, WI 54848
Phone: (715) 532-7542