

## NEED A PRIVATE TRIP?

Ask about our Volunteer Driver Program!

### City Service Hours:

Monday-Friday: 6:00am-6:00pm

Last Call 5:30pm

Saturday: 8:00am-1:00pm

Last Call 12:30pm

Sunday City Church 8a.m –12p.m.

### County Service Hours:

Monday - Friday

9:00 a.m.—3:00 p.m.

### 5 Easy Steps for Ride Reservation:

1. Please call **(715)532-1000** as soon as you know you need a ride, 24 HR notice is helpful.
2. Provide rider information, and number of riders.
3. Inform dispatch where you are going, appointment times, and how this trip will be paid.
4. Inform dispatch if you use a mobility device or if you require a personal attendant to assist you.
5. Please advise our staff when scheduling your transportation if any additional riders and/or service animal will be traveling with you.
6. You will be given a “window of time” for your pick-up, the driver will wait 3 minutes.

**\*Cancel reservation as soon as you know you don't need the ride.**

## Policies & Procedures:

- Seat belts are available and are recommended within the City limits. County Routes seat belts use is required.
- No smoking, eating or drinking
- Safety seats required for children 8 and under – provided by passenger
- 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.
- Service animals are welcome. Must be leashed unless handler unable because of disability. Comfort animals are allowed in a carrier that fits on passengers lap.
- **Passenger Behavior:** In order to ensure the safe & orderly use of transit, RCTC has a zero tolerance for inappropriate behavior.

The Rusk County Transit Commission operates its programs and services without regard to race, color, and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Rusk County Transit Commission. For more information on the Rusk County Transit Commission's civil rights program, and the procedures to file a complaint, contact Sheryl Kisling, Transit Manager, at 715-532-1000 or email [sheryl.kisling@rctc.online](mailto:sheryl.kisling@rctc.online); or visit our administration office at 1101 Barnett Rd, Suite 108, Ladysmith WI 54848, or visit the website – <http://rctc.online>. A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE Washington, DC 20590. If information is needed in another language, contact 715-532-1000. Si se necesita informacion en otro idioma de contacto 715-532-1000.

"This Project is funded in part by the Federal Transit Administration (FTA) as authorized under 49 U.S.C. ss.5310 Enhanced Mobility of Seniors and Individuals with Disabilities (CFDA20.513) and 49 U.S.C ss 5311 Formula Grants for Rural Areas (CFDA 20.509)"



## Rusk County Transit Commission





715-532-1000

### What can a Mobility Manager do for YOU !

- ◆ A Mobility Manager can meet with you, discuss your travel plans, asses your needs using a wide range of transportation options and service providers. They can help coordinate these services and providers to achieve the most efficient transportation service tailored to you.



NOTE: "Up to 80% of the cost of this project is expected to be covered by federal funding provided by the Federal Transit Administration under 49 USC SS 5317 (CFDA 20.521)

### TRIP OPTIONS

- ◆ **Volunteer Driver Program:**  
Drivers use their own vehicles to transport riders, door through door service, they wait for rider at the appt, and return them to their residence. Wheelchair vans are available if required.
- ◆ **Ladysmith City Bus Service:**  
Call for a reservation to travel within the city, buses are wheelchair lift equipped.
- ◆ **County Bus Service:**  
Call for a reservation to travel on our county routes, buses are wheelchair lift equipped.

**Mobility Manager: Shannda Ladwig**  
**RCTC**  
**1101 Barnett Road, Suite 108**  
**Ladysmith, WI 54848**  
**Tel: 715-532-1000**  
**Web: www.rctc.online**

### Free Training Sessions

- ◆ **Becoming Bus Buddy**



- ◆ **Transitioning to Transit**



KEY to *Transition*

Helping the Elderly

Preserve Their Independence

- ◆ **Bike Rack Use**



- ◆ **Travel Training**



- ◆ **Transportation Awareness for Area Agencies and Facilities, Families, Care Managers, Elderly Living Centers.**

