

**THANK YOU FOR  
CHOOSING US  
FOR YOUR  
TRANSPORTATION  
NEEDS.**



**HAPPY WITH OUR  
SERVICE? TELL  
ANOTHER VET!**

**UNHAPPY?  
PLEASE**

**CONTACT TRAVEL  
COORDINATOR AT  
(715) 532-1000**



**Barron Food Pantry-  
Thrift Shop**

**Address: 411 E La Salle Ave  
Barron, WI 54812  
Phone: (715) 637-3499  
Hours: open daily - 9AM-5PM**

Transit Director, Sheryl Kisling  
Mobility Manager, Shannda Ladwig

**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 five 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.

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.

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**BARRON VETERANS  
TRANSPORTATION  
PROGRAM**



**MAIN OFFICE**  
1101 Barnett Road  
Ladysmith, WI 54848  
(715)532-1000  
[www.rctc.online](http://www.rctc.online)

## TO SCHEDULE A RIDE:

### Minneapolis VA Center

Please contact your VA Representative to schedule a ride.

(715) 537-6290

or  
(715) 537-6291

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:

**Cameron** – St. Peters Church

**Barron** – Municipal Lot  
(behind McDonalds)

**Almena** – Holiday Station

**Poskin** - Village Hall

**Turtle Lake** - Holiday station  
(Across from the Casino)

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



## VEHICLES:

Our drivers use both private and agency vehicles. Agency vehicles are equipped with wheelchair accessibility.



**Please advise our staff** when scheduling your transportation if you will have an additional rider, in need of accessible vehicle, 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**

## 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.

