

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**



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; 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)"

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.

**Veterans
Crisis Line**
1-800-273-8255 **PRESS 1**

Help for Homeless Veterans
877-4AID-VET
va.gov/homeless (877) 424-3838

Transit Manager, Sheryl Kisling
Mobility Manager, Shannda Ladwig



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.

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.

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
- La Crosse
- 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