

# Handi-Wheels

## *Jefferson City's Paratransit Bus Service*

**Hours of Operation: 6:30 AM to 5:50 PM**

**Handi-Wheels Dispatch Hours: 8:00 AM to 5:20 PM**

**Scheduling Hours: 8:00 AM to 4:30 PM**

### **About Handi-Wheels**

Handi-Wheels is a curb-to-curb, origin to destination paratransit transportation service. **The service provides transportation to individuals who because of disability cannot travel to or from a fixed route bus stop.** Handi-Wheels service is dedicated to safely transporting disabled and special needs passengers. ADA-compliant Handi-Wheels vans feature raised roofs, wheelchair lifts and restraint systems, as well as comfortable ambulatory seating for attendants and companions. **An application to determine eligibility is required.**



### **Applications**

- Applications can be obtained at:
  - [www.jeffcitymo.org/transit](http://www.jeffcitymo.org/transit)
  - City Hall, 320 E. McCarty St. at the Finance Window on the upper level
  - The **JEFFTRAN** Transfer Facility at 820 East Miller at the Customer Service Window

### **Fare Information**

- The cost of our paratransit service is \$2.00 for each ride.
- A Handi-Wheels 10 Ride Pass is also available for \$20.00 at:
  - City Hall, 320 E. McCarty St. at the Finance Window on the upper level or
  - At the **JEFFTRAN** Transfer Facility at 820 East Miller at the Customer Service Window
- From any Handi-Wheels driver

### **Handi-Wheels Service**

**In order to schedule Handi-Wheels service, please call Dispatch from 8:00 AM to 4:30 PM.** While **JEFFTRAN** does take general phone calls up to 5:20 PM each day, after 4:30 PM Handi-Wheels service cannot be scheduled for the next day. This limitation is necessary to allow time for Dispatch to prepare Handi-Wheels drivers' schedules for the following day. **Same day (scheduled) service is not offered by Handi-Wheels.**

### **How to Schedule Service**

If time slots are available, **Handi-Wheels patrons can schedule paratransit service up to 14 days prior to the date transportation is needed.** It is recommended patrons call **JEFFTRAN** as early as possible.

**JEFFTRAN** makes every reasonable attempt to accommodate Handi-Wheels customers, even when time slots are unavailable. If at all possible, in these instances **JEFFTRAN** offers “On Call Service” On Call Service means even though the schedule is full, **JEFFTRAN** staff will do their best to accommodate a patron’s transportation need. Please be patient and bear with us during these times.

**Handi-Wheels patrons are asked to ready at least 5 minutes prior to pick-up time.**

### **Passenger Assistance**

- When needed, drivers can aid passengers to board as well as disembarking from the bus.
- Drivers will secure all wheelchairs.
- If a passenger requires additional help, i.e., getting into a business or office, Handi-Wheels will provide transportation for an attendant (provided by the passenger) with no additional charge.

### **Other Formats**

Handi-Wheels applications and detailed service descriptions are available in standard print and accessible formats at either of these locations:

#### **JEFFTRAN**

Transfer Facility-Customer Service Window  
820 E. Miller Street  
Jefferson City, Missouri 65101  
573-634-6477, 1-800-735 -2966 - TDD users  
[www.jeffcitymo.org/transit](http://www.jeffcitymo.org/transit)  
Hours: 6:45 AM – 5:30 PM

#### **City Hall**

Finance Window (upper level)  
320 E. McCarty Street  
Jefferson City, Missouri 65101  
573-634-6320  
Hours: 8:00 AM – 5:00 PM

**JEFFTRAN** does not discriminate based on political affiliation, race, color, religion, national origin, sex, age, income level or disability. If you feel you have been discriminated against, please contact **JEFFTRAN** for the Title VI Complaint Procedure and a Title VI Complaint Form, also available on the website.

*Individuals should contact the ADA Coordinator at (573) 634-6570 to request accommodations or alternative formats as required under the Americans with Disabilities Act. Please allow 72 business hours to process the request.*

**Thank you for your patronage!**

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***JEFFTRAN’s** mission is to improve the community’s overall quality of life by providing convenient, reliable, accessible and affordable transportation.*