

# Handi-Wheels

## Jefferson City's Paratransit Bus Service

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

**Handi-Wheels Dispatch Hours: 6:30 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 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.**



### BACKGROUND AND INTRODUCTION

The City of Jefferson's Handi-Wheels service is a complimentary paratransit service provided to individuals with disabilities meeting ADA Paratransit Eligibility in accordance with provisions of 49 CFR Part 37 of the Federal Transit Administration's final rule implementing the Americans with Disabilities Act of 1990.

All forms and information for the City's paratransit service are available in the following accessible formats: braille, large print, audio cassette, and on CDROM.

### HOW TO APPLY FOR HANDI-WHEELS

An individual wishing to use the Handi-Wheels service should complete an application by filling out and returning the "City of Jefferson Request for Certification of ADA Paratransit Eligibility" form (hereafter referred to as application).

The application is available on the JEFFTRAN website at [www.jefftran.org](http://www.jefftran.org) as well as in standard print, Braille, large print, audio cassette, and on CDROM. It consists of a series of questions intended to determine an individual's functional abilities. The applicant is required to provide professional verification.

- **Applications can be obtained at:**
  - [www.jefftran.org](http://www.jefftran.org)
  - City Hall, 320 E. McCarty St. at the Finance Window on the upper level
  - **JEFFTRAN** Transfer Facility at 820 E. Miller St. at the Customer Service Window.
  
- **Fare Information:**
  - Cost of paratransit service is \$2.00 for each ride
  - Payment is due at the time of service
  - Handi-Wheels 10 ride pass is available for \$20.00

## **HOW ELIGIBILITY IS DETERMINED**

Eligibility is determined in accordance with ADA requirements and notification is made in writing within 21 days of receipt of application. Individuals determined to be ineligible are entitled to appeal the determination. The City's appeals process information may be obtained by requesting forms through the Transit Division office by phone at (573) 634-6477.

Individuals determined to be eligible will be issued a City of Jefferson Certificate of Eligibility for ADA Paratransit Service. This certificate includes a client identification number and condition(s) of eligibility.

## **VISITORS TO THE CITY**

Visitors to Jefferson City with disabilities may use the Handi-Wheels service on a temporary basis (up to 21 days of service) without completing the City's application process for determination of disability. Visitors wishing to use the City's paratransit service should provide documentation of eligibility of the jurisdiction in which they reside, or documentation of place of residence and of his/her disability if not apparent.

## **PERSONAL CARE ATTENDANT AND COMPANIONS**

A personal care attendant is a person traveling as an aide to facilitate travel by a person with a disability.

One personal care attendant may accompany an eligible Handi-Wheels rider. The need for a personal care attendant is determined in the application process.

The driver provides assistance getting on and off the bus and with securement of wheelchairs. These facts should be taken into consideration in determining if a personal care attendant will accompany a client.

## **IMPORTANT HANDI-WHEELS INFORMATION**

- **Where Handi-Wheels goes**  
Handi-Wheels provide service to and from any location within the city limits of Jefferson City. The Handi-Wheels bus operates on all city streets and public parking lots that can be safely negotiated.
  
- **When Handi-Wheels operates**  
Handi-Wheels operates year round, Monday through Friday from 7:00 a.m. to 5:30 p.m. except the days on which the following holidays are observed: New Year's Day, Martin Luther King's Birthday, Truman's Birthday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the Friday after Thanksgiving Day, and Christmas Day.

- **Scheduling a Handi-Wheels trip**

To schedule a Handi-Wheels trip, individuals should call the Handi-Wheels dispatch office at 634-6477 during office hours, 8:00 a.m. to 4:30 p.m. a minimum of the day before the service is needed. **Clients are encouraged to make their requests as early as possible in order to get the most convenient time.** Clients may schedule up to 14 days prior to date of transportation but no later than the day before service. Other than return trips, same day requests for Hand-Wheels service can only be made in an emergency and will be provided as capacity allows.

**Requesting service up to 14 days prior to the date transportation is needed and scheduling all trips by calling on operating days during office hours allows the best scheduling results for all clients.**

If the day previous to the desired service dates falls on a day the Transit Division offices are closed, the request will be taken by voice mail.

The following information must be provided for each trip requested: client name, client identification number, service date, pickup street address, destination street address, and the desired destination arrival time. In some cases, it may be necessary for the dispatcher to negotiate destination arrival time up to one hour of the time requested. Pickup time will normally be scheduled a minimum of thirty minutes before the required destination arrival time.

If the service request is being left on voice mail, pickup time will normally be thirty minutes before the desired destination arrival time.

- **When to be ready.**

**Be ready early.** Clients should be ready and watching for the Handi-Wheels bus at least five (5) minutes early to avoid delay. The driver will not wait more than five (5) minutes past the scheduled pickup time.

- **Missed Trips**

A Missed Trip (No-Show) is when a Handi-Wheels bus is dispatched to a location to pick up a passenger and the passenger does not show for the ride. Also, a trip missed because a client was not ready by five (5) minutes after the scheduled pickup time is also considered to be a missed trip. (Please refer to the No-Show/Late Cancellation Policy).

- **Canceling a scheduled trip**

Cancellations should be made no less than one hour before the scheduled pickup time. Cancellation calls made other than during normal 8 to 5 hours will be taken by voice mail. When canceling a Handi-Wheels trip, the following information must be provided: client name, client identification number, service date and pickup time. Clients calling less than one hour before scheduled pickup time will be assessed for a Late Cancellation. (Please refer to the No-Show/Late Cancellation Policy).

One companion may accompany an eligible Handi-Wheels rider. If a personal care attendant is used, one companion in addition to the personal care attendant can ride. Additional companions will be taken on a space available basis only. Personal care attendants and companions must have the same origin and destination as the eligible Handi-Wheels rider.

## **Subscription Service**

Individuals determined to be eligible for regular Handi-Wheels service can apply for subscription service in accordance with ADA Guidelines.

Subscription service provides repetitive trips over an extended period of time without requiring that individuals call to request each trip. A trip must be repeated (on the same day and same time) at least once each week to meet the City's subscription service definition.

The applicant will be notified in writing of his/her approval or denial of a subscription service request. Subscription service will be provided on the day(s), at the location(s) and time(s) in the approved application only. Any changes in the day, time, or location, will require a new application. The same "missed trip" and "cancellation" definitions, policy and penalties also apply to subscription service.

Subscription service may be discontinued to an individual for a pattern of missed trips or late cancellations. Being removed from the subscription service will not prevent an eligible individual from scheduling and using the regular Handi-Wheels service.

The fare for regular Handi-Wheels service and subscription service is \$2.00 per trip for the eligible Handi-Wheels clients and \$2.00 for each companion. A personal care attendant will not be charged a fare. The need for a personal care attendant is determined in the eligibility process.

**NOTE: THIS SERVICE DESCRIPTION IS AS COMPLETE AS PRACTICAL AT THIS TIME, AND IS NOT INTENDED TO BE ALL INCLUSIVE.**

**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 at [www.jefftran.org](http://www.jefftran.org).

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.