General Guidelines for MAPS Transit & The Sunshine Lamp Trolley

The City of Joplin began operating a demand response transit system known as the Metro Area Public Transit System or (MAPS) in 1997. During that first year of service, MAPS provided 58,630 rides to residents within our 105 square mile service area. Demand for our service has increased dramatically over the years. We provided 67,735 rides in 2006 and in response added the Sunshine Lamp Trolley in late 2007. Total rides provided in 2018 were 140,382.

Rules of the Road

- Have your fare ready to deposit BEFORE boarding the vehicle. Exact change fare required. Drivers do not carry money or make change. Fares MUST be given to the driver. Riders failing to do so, will be charged an additional fare.
- Upon boarding the vehicle, please tell the driver where you would like to stop.
- Please be seated as quickly as possible.
- Please do not talk to the driver while the vehicle is in motion.
- Please remain in your seat while the vehicle is in motion.
- Open beverage containers, eating, drinking and use of all tobacco products are prohibited.
- Aisles must be kept clear of obstacles, packages, arms and legs.
- Carry-on packages are limited in size and quantity to what a passenger can carry in their lap or place under their seat. An additional $2.00 per seat used, will be charged if quantity or size exceeds this limit.
- Disorderly, intoxicated, or individuals with offensively poor hygiene will not be permitted to ride the vehicle.
- Firearms, weapons, sharp or pointed items not covered or sheathed, are prohibited.
- Toxic, flammable, explosive or hazardous materials are not permitted.
- Should you exit the vehicle and then attempt to re-board at the same location, you will be charged an additional fare.
- We are not responsible for any lost or stolen items. Items found on the vehicles may be claimed at the MAPS office.

How Do I Sign Up For the Half Fare Program?

Individuals who are age 60+, are disabled, or receive Medicare are eligible for membership in our Half Fare Program. Members of the Half Fare Program are issued a Transit ID Card that grants them half-priced rides on MAPS vehicles and Sunshine Lamp Trolley buses when they show the driver their Transit ID Card. Transit ID Cards can be issued to individuals who are age 60+ or receive Medicare that bring a state issued photo ID and their Medicare card, if applicable, to the MAPS Office 2nd & Main, from 8 am - 5 pm Monday - Friday. Persons with disabilities must return a completed Application for Disability Certification to the above location before a Transit ID Card can be issued. Applications are available from the City of Joplin website, www.joplinmo.org, under the keyword Sunshine Lamp Trolley, the MAPS Office, or by calling the dispatch line. Transit ID Cards are issued to an individual for their personal use ONLY. No other person will be allowed to use it for a reduced fare on the transit system. Transit ID Cards do not reduce the $2.00 fare charged for deviations. Please show your Transit ID Card to the driver each time you board the vehicle. Even if you are a frequent rider and feel the drivers know you, the driver may challenge your right for a reduced fare. Please be aware that you will not be allowed to ride for the half fare if you fail to show the driver your Transit ID Card when boarding the vehicle. The first card is issued free. If the card is lost and needs to be replaced there will be a $5.00 fee.

Bike Rack Instructions

- Pull release handle and lower bike rack into the open position.
- Place bike in rack's wheel well closest to the trolley.
- Swing the bike support arm up and over the tire.
- A spring will pull the support arm into place.
- Board the trolley and pay your fare. Your bike rides FREE!
- When you come to your stop, exit the front door and tell the driver that you'll be taking your bike.
- After removing your bike, pull release handle and return bike rack to the closed position.

Additional instructions are available on the City of Joplin website, keyword: Sunshime Lamp Trolley

Are All Buses Accessible?

The City of Joplin is committed to the fair and equal treatment of all of our riders. If you have special requirements for traveling, please feel free to contact us and we will discuss your needs. All MAPS and Sunshine Lamp Trolley buses are lift-equipped and wheel chair accessible. Wheel chairs must not exceed 30 inches in width, 48 inches in length, and weigh no more than 800 pounds when occupied. Persons needing additional assistance may bring a helper with them. There is no fare charged to the helper.

Are Animals Allowed On the Bus?

Assistive animals are welcome on MAPS and Sunshine Lamp Trolley buses provided they remain under the rider's control at all times. All other animals are NOT allowed.

Cancellation & No Show policy

If you are not able to ride on your scheduled trip, we ask that you call the dispatch line at least 2 hours before your scheduled pick-up time and cancel your ride. If you fail to call at least 2 hours before your scheduled pick-up time, your missed ride is considered a "no-show." After-hours cancellations may be left on our answering machine. Riders having more than (4) no-shows in a 30-day period or an excessive number of cancellations are required to pay for these missed rides. If the missed rides remain unpaid for more than 60 days, we may suspend service to a rider until all missed fares have been paid. The Transit Coordinator will issue a letter to individuals who accumulate more than (4) no-shows or accumulate an excessive number of cancellations during any month. The letter will state the number of days missed, the dollar amount owed, and the date that all fares are due. Drivers can not accept payments for no shows. A check or money order can be mailed to MAPS, 123 S. Main, Joplin, MO 64801 or missed fares can be paid at the MAPS office located at 2nd & Main.

WELCOME TO MAPS

MAPS Transit provides reliable, courteous, curb-to-curb transportation on a prescheduled basis to the residents of the greater metro area.You can schedule a ride to be picked up from and taken to any destination within MAPS' operating boundaries. MAPS service is available in Joplin, Carterville, Duenweg, Oronogo, and Webb City.

When Can I Ride MAPS?

The MAPS service hours are:
Monday-Friday
6:00 a.m. to 5:00 p.m. (excluding holidays)
Saturday
8:30 a.m. to 3:30 p.m. (excluding holidays)

How Do I Ride MAPS?

MAPS schedules rides on a first-come, first-served basis up to our maximum capacity on any given day. We recommend you call at least 7 days before the day of your trip to schedule your ride and rides can be scheduled as much as two months in advance. Rides must be scheduled at least one day in advance by calling the reservation line Monday-Friday from 9:00 a.m. to 5:00 p.m. and Saturday from 9:00 a.m. to 3:30 p.m. Due to the high volume of rides scheduled each day, MAPS is unable to provide same day service. If needing same day service, please check the Trolley routes and schedule listed in this brochure.

Before scheduling your ride, you need to call the reservation line, and set up a client file. We will ask for your name, address, and birth date. When you are ready to schedule a ride, call the reservation line. The scheduler will enter your information into the computer system and give you a scheduled pick-up time. Please have paper and pen ready to record your trip information.

Rides can only be scheduled by calling the reservation line and speaking to a MAPS dispatcher. Rides may not be scheduled by leaving a message on our answering machine.

Drivers do not make trip reservations, change destinations, or make unscheduled stops. If you need to make a last minute change of destination on the day of your trip, please call the dispatch line before you board the bus. The dispatcher will review our schedules and let you know if we can accommodate your change.

On the day of your trip, please be watching for your ride a few minutes before the scheduled pick-up time. The MAPS bus will pull up in front of your house and honk. The MAPS bus should arrive no later than 10 minutes after your scheduled pick-up time. If you have waited more than 15 minutes past your scheduled pick-up time and the MAPS bus has not arrived, please call the dispatch line to check the status of your ride. You need to come out to the bus as quickly as possible. The bus will wait no more than 5 minutes past your scheduled pick-up time before calling you a no-show and continuing on to their next scheduled stop. If you miss your bus, MAPS may not be able to return for you at a later time that same day.

When you have finished your business and are ready to be picked-up and taken home or to your next destination, please call the dispatch line. The MAPS dispatcher will confirm your location and send the next available bus to pick you up. The average wait time for a call back is 15-30 minutes, but during high volume periods it could be 45 minutes or longer. If your bus does not arrive in 30 minutes, please call the dispatch line to check the status of your ride.

What Information Will Be Needed to Schedule My MAPS Ride?

- Day and Date you want to ride
- Appointment time (if you have one)
- Name and address of your destination

Sunshine Lamp Trolley Users Guide

The City of Joplin has one of the most unique transit systems in the United States. The Sunshine Lamp Trolley is a safe, convenient and economical transportation alternative that serves the majority of the City of Joplin. The system consists of deviated fixed routes to allow riders to get on or off a trolley bus at designated stops along its route or riders have the option to schedule a "deviated" pick-up or drop-off at a location within 3/4 mile from the trolley route. Deviated stops can be scheduled with at least a 1-hour advanced notice.

When Can I Ride the Trolley?

The Sunshine Lamp Trolley service hours are:
Monday-Friday
7 a.m.-6 p.m. (excluding holidays)
Saturday
9 a.m.-4 p.m. (excluding holidays)

How Do I Ride?

The first thing to do is to look at the Trolley route map and find your starting location and your desired destination. If you are near one of the Trolley Stops, then simply go to the Stop and wait for the Trolley. The Trolleys travel these routes once every hour and no scheduling is necessary. Our three Trolley routes and corresponding schedules are color-coded for easy use.

To tell when the Trolley will arrive at your stop, please check the schedule on the map. Find the timed stop listed just before the stop you wish to use. The Trolley will arrive within a few minutes of this listed time. Our Trolleys operate on a deviated fixed route system so our arrival times won't always be the exact time printed on our schedules. Please try to be waiting at the stop at least 5 minutes before the Trolley is scheduled to arrive so that you don't miss your ride.

Wait near the Trolley stop sign and raise your hand to signal you want the driver to stop. If you are unable to signal the driver as he approaches, place yourself near the sign facing the street so you can easily be seen. The Trolley will not stop if the driver can not see you waiting for a ride. Wait for the Trolley to come to a complete stop and wait for any riders to exit before you enter. Please tell the driver where you want to stop. When you arrive at your destination, please exit the Trolley as quickly as possible. Wait until the Trolley has left the stop before attempting to cross the street. DO NOT cross the street in front of the Trolley.

In order to reach your destination, you may need to transfer from one Trolley route to another. You can make this change at any of the Trolley stops that are designated in black. Please check the route schedules to note the time of each of the desired color-coded Trolley routes stop at the location where you will be changing routes. You may have a short wait at this location.

If you need to transfer to another Trolley route, please inform the driver when boarding. This allows your driver to notify the other Trolley of your need for a transfer should they be running behind schedule.

Each time a rider boards a Trolley, there will be a fare charged. Monthly passes are available and can help reduce the cost if you are a frequent user of the Trolley. Please refer to the Fare section of this brochure for details.

Route Deviation

If for some reason you are unable to go to the Trolley Stop, the Sunshine Lamp Trolley will come to you. Deviation service is available to anyone living within 3/4 mile of a Trolley route. The service allows you to schedule a ride on the closest colored Trolley route from any address located within the yellow high-lighted area of the route map.

A Trolley can be scheduled to deviate from its color coded route to pick you up at an address within the deviated service area and drop you off at any trolley stop located on its route, or a Trolley can be scheduled to pick you up a designated stop on its color coded route and deviate to drop you off at an address within the deviated service area.

When you call to schedule your trip, you will need to know your starting location, your desired destination, and the time you want to go. The scheduler will enter your information into the computer system and give you a scheduled pick-up time, as well as make arrangements to have a Trolley come as close to your address as possible. Some of our trolleys are very large and cannot go into certain cul-de-sacs, parking lots or streets that are too steep or narrow. If this is the case, the scheduler will let you know the best location to meet the Trolley.

To schedule a deviation, please call the reservation line. It is best to schedule a deviation one or more days in advance, up to a maximum of 7 days. Deviations are scheduled on a first-come, first-serve basis, with priority given to the elderly or disabled. Same day deviations can be scheduled from the dispatch line, but it will be at least 1 hour before a Trolley can reach you.

On the day of your trip, please be watching for your ride 5 minutes before the scheduled pick-up time. The Trolley will park in front of the designated location and honk. The Trolley bus should arrive no later than 10 minutes after your scheduled pickup time. If you have waited more than 15 minutes past your scheduled pick-up time and the Trolley has not arrived, please call the dispatch line to check the status of your ride. When the Trolley does arrive please come out to the Trolley as quickly as possible, as it is on a very tight schedule and can only wait 1 minute for a rider. If you don't appear within the 1 minute time limit, the driver will be required to call you a "no show" and continue on to their next scheduled stop. If you miss your scheduled deviation, you may call the dispatch line and request another deviation for a later time that same day, but it will be at least 1 hour before we can get the Trolley back to you.

Exact Fare Only

Driver does not make change
Riders must call MAPS office to schedule a deviation.
FARES must be given to the driver.

MAPS Full Fare	$4.00	
MAPS Half-Fare	$2.00	*w/ID Card
MAPS Teen Fare	$2.00	
MAPS Child w/adult	$1.00	
Trolley Full Fare	$1.00	
Trolley Half Fare	$0.50	*w/ID Card
Trolley Deviation	$2.00	
Trolley Child (under 12)	FREE	
Monthly Trolley Pass (unlimited rides full fare)	$30.00	
Monthly Trolley Pass (unlimited rides half fare)	$15.00	*w/ID Card
Book of 20 Handipasses ($1.00 Coupons)	$20.00	
Book of 20 Handipasses ($0.50 Coupons)	$10.00	
Initial/Renewal Transit ID	FREE	
Replacement Transit ID	$5.00	

***Transit ID Cards issued to Half-Fare Program members only.**
60+, Disabled &/or Medicare Recipients Qualify for Half-Fare Program

Important Numbers to Remember

417-626-8607 Reservation line. Dial this number to schedule a trip one or more days in advance and to ask any general questions about our services.

417-626-8609 Dispatch line. Dial this number to cancel a trip, request a will call pick-up, schedule same day service, and to ask questions about our services.

Riders may contact MAPS through the following toll-free Relay Missouri numbers:

Voice **1-800-735-2466** TTY **1-800-735-2966**

ALL ABOARD!



2021 Rider's Guide for MAPS Transit and the Sunshine Lamp Trolley

Service is available on MAPS and the Sunshine Lamp Trolley, Monday-Saturday. Please see individual schedules for exact hours.

No Service on these holidays:

New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Christmas Day and Thanksgiving Day and the Friday following.