

General Guidelines for MAPS Transit & The Sunshine 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 600 pounds when occupied. Persons needing additional assistance may bring a helper with them. There is no fare charged to the helper.

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.
- 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 will be charged if quantity or size exceeds this limit.
- Disorderly or intoxicated individuals 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 Finance Desk, 602 S. Main, 3rd floor 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 Finance Desk, 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.

What Are the Severe Weather Policies?

During severe weather, your safety is our first concern. MAPS vehicles and the Sunshine Lamp Trolley buses do not operate on days of heavy icing or snow. If our service is cancelled due to weather conditions, we will post an announcement on the local area television stations. A cancellation message is also posted on the MAPS automated answering service before 5:30 a.m. Heavy rains may cause service delays, but we do not cancel service because of rain. If area flooding does not permit us to reach you or your destination, your trips for that day will be cancelled. Please call the dispatch line if you have any questions.

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 2008 exceeded 80,000 and in response, we expanded our system in 2009 by creating two additional trolley routes.

Cancellation & No Show policy

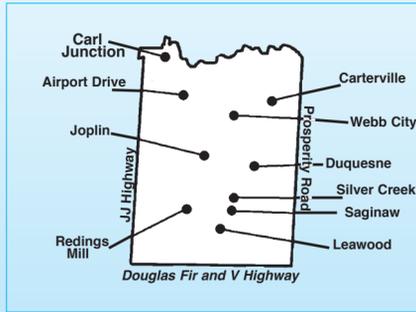
If you are not able to ride on your scheduled trip, we ask that you call the dispatch line at least 3 hours before your scheduled pick-up time and cancel your ride. If you fail to call at least 3 hours before your scheduled pick-up time, your missed ride is considered a “no-show.” After-hours cancellations 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 602 S. Main, Joplin, MO 64801 or missed fares can be paid at the Finance window located on the 3rd floor at this same address.

Are Animals Allowed On the Bus?

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

WELCOME TO MAPS

MAPS Transit provides reliable, courteous, friendly 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 Carl Junction, Carterville, Webb City, Duquesne, Silver Creek, Saginaw, Leawood, Redings Mill, Airport Drive, and adjacent rural areas. (See Map)



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.

Exact Fare Only

Driver does not make change

MAPS Full Fare	\$4.00	
MAPS Half-Fare	\$2.00	*w/ID Card
MAPS Child 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**

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**

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

ALL ABOARD!



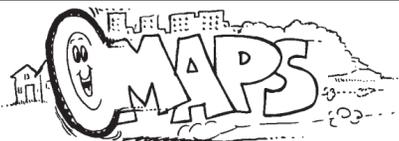
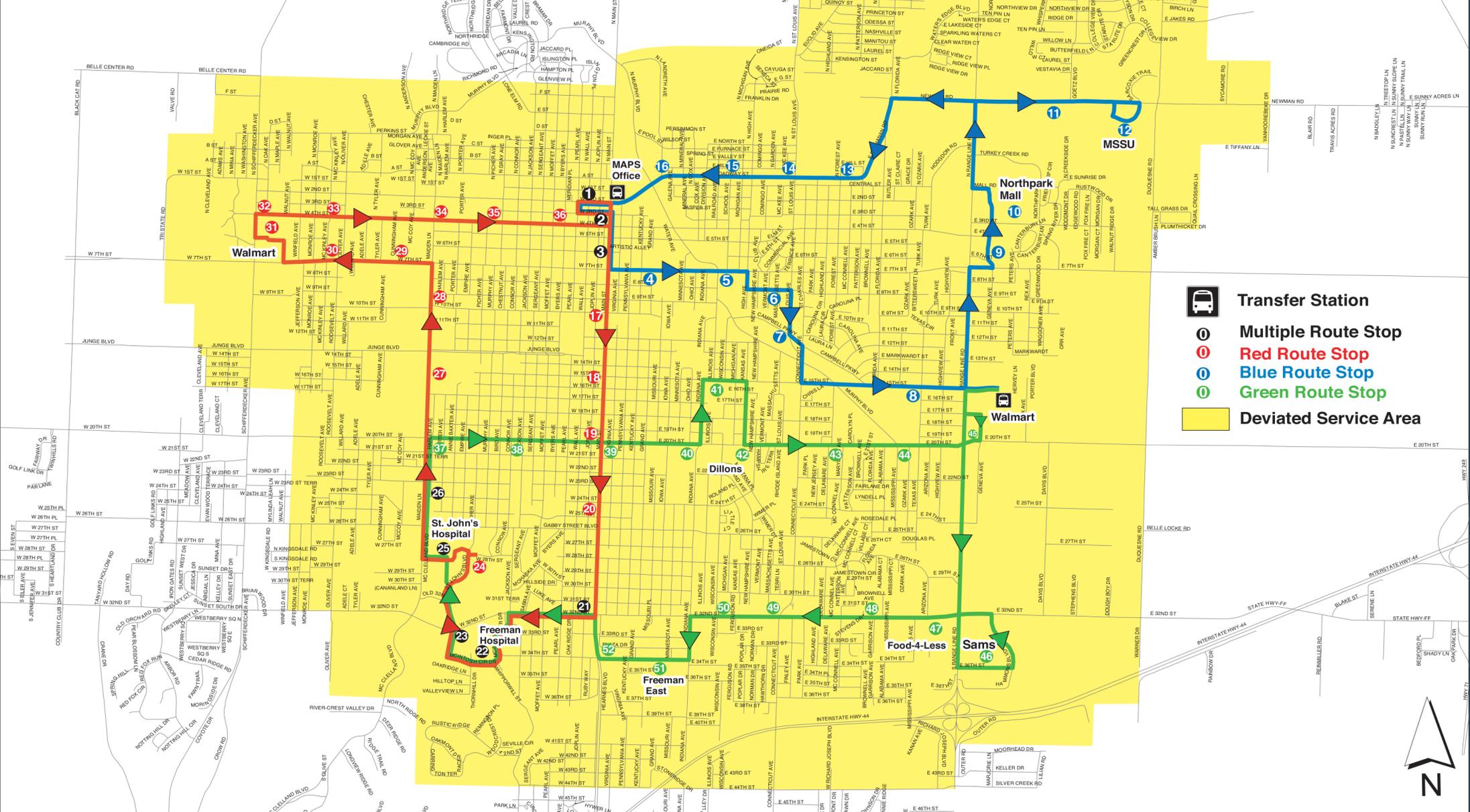
MAPS Transit and the Sunshine Lamp Trolley Riders Guide & Map

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	President’s Day
Memorial Day	July 4 th
Labor Day	Christmas Day
Thanksgiving Day and the Friday following	

Sunshine Lamp Trolley Routes



METRO AREA PUBLIC TRANSIT SYSTEM
 602 S. Main, Joplin, MO 64801
 (417) 626-8609

Trolley Fares:
 Adult (Age 12+) \$1.00
 *Half Fare \$0.50
 Children (Under 12) FREE
 Deviation \$2.00

Trolley Hours:
 Mon- Fri 7 AM - 6 PM
 Saturday 9 AM - 4 PM

No Service on these holidays:
 New Year's Day President's Day
 Memorial Day July 4th
 Labor Day Christmas Day
 Thanksgiving Day and the Friday following

Brochures are available on all vehicles & the City of Joplin website: www.joplinmo.org
 keyword: Sunshine Lamp Trolley

WEST Route	Arrival	Stop #
MAPS Office	:00	
2nd & Wall		1
3rd & Main		2
6th & Main	:05	3
10th & Main		17
15th & Main		18
20th & Main NW corner	:10	19

25th & Main		20
32nd & Joplin		21
Freeman West	:20	22
32nd & McIntosh		23
Mercy Village		24
St. Johns	:30	25
24th & Maiden Ln		26
LaBarge		27
10th & Maiden Ln		28
1717 W 7th		29
7th & McKinley		30
Walmart 7th Street	:45	31
4th & Schifferdecker		32
4th & McKinley		33
4th & Maiden Ln		34
4th & Gray		35
4th & Byers		36

SOUTH Route	Arrival	Stop #
Freeman West	:00	22
32nd & McIntosh		23
St. Johns	:05	25
24th & Maiden Ln		26
20th & Harlem		37
20th & Connor		38
20th & Main SE corner	:15	39

20th & Iowa		40
15th & Illinois		41
Dillons		42
20th & Delaware		43
20th & Mississippi		44
Walmart Rangeline	:25	45
20th & Geneva		45
Sam's Club	:35	46
Food-4-Less		47
32nd & Stevens Dr.		48
32nd & Connecticut		49
32nd & Wisconsin		50
Freeman East	:45	51
34th & Main		52
32nd & Joplin		21

BLUE Route	Arrival	Stop #
MAPS Office	:00	
2nd & Wall		1
3rd & Main		2
6th & Main	:05	3
7th & Kentucky		4
7th & Illinois		5
8th & Vermont		6

St. Louis & Campbell	:15	7
15th & Texas		8
Walmart Rangeline	:25	
Northpark Crossing		9
Northpark Mall	:30	10
Newman Road		11
MSSU	:45	12
Broadway & Forest		13
Broadway & St. Louis		14
Broadway & School	:50	15
Broadway & Galena		16