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 2014 were 131,868.

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. If you fail 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 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 offensive, obnoxious or profane language 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.

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” pickup-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: 8 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 time listed at the stop you wish to use. The Trolley will arrive within a few minutes of this time. The Trolley operates 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.

How Do I Sign Up For the Half Fare Program?
Individuals who are 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 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 a.m. - 5 p.m 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.joplinmox.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 to transfer from one Transit ID Card to another. The fare must be paid at the time of service for half fare for disabled persons. 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 request for a reduced fare with your Transit ID Card. 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 rack in your rack’s wheel closest to the trolley.
- Swing the bike support arm up and over the tire.
- A spring will pull the 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: Sunshine Lamp Trolley.

Sunshine Lamp Trolley Users Guide

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 the vehicle. Riders are not permitted to ride the trolley while standing. The driver will let you know when it is safe to enter the vehicle. 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 determine which of the designated color-coded Trolley stops route at the location where you will be changing routes. You may have a short wait at this location.

If you are required 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 of your transportation use. Please refer to the Fare Information of this brochure for details.

Route Deviation
For some reason you are unable to go to the Trolley Stop, the Sunshine Lamp Trolley will come to you. The Trolley will pick up anyone located 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-highlighted 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. This service is available on a first-come, first-served basis, based on priority given to the elderly or disabled.

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 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 any one)
- Name and address of your destination

Exact Fare Only
- Driver does not make change
- Riders must call MAPS office to schedule a deviated trip
- You must be within 3/4 mile of the designated location
- Call 417-612-8267 to schedule

MAPS Trolley Fares
- Full Fare: $4.00
- Half-Fare: $2.00 *W/D Card
- Teen Fare: $2.00
- Child (under 12): FREE
- Child (under 12) with an adult: $1.00
- Trolley Deviation: $2.00
- Trolley Full Fare: $1.00
- Trolley Half-Fare: $0.50 *W/D Card
- Trolley Child (under 12) FREE
- Monthly Trolley Pass (full fare only, unlimited rides full fare): $30.00
- Monthly Trolley Pass (limited rides half fare): $15.00 *W/D Card
- Book of 20 Handicapped Passes: $20.00 ($10 Coupons)
- Book of 20 Handicapped Passes: $10.00 ($5 Coupons)
- Initial/Replacement TID Card: FREE
- Replacement TID Card: $5.00
- *Transit ID Cards issued to Half-Fare Program members only.

Service is available on MAPS and the Sunshinet 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 4th
- Labor Day
- Christmas Day
- Thanksgiving Day and the Friday following