

Frequently Asked Questions *(continued)*

- How much notice do I need to give to make a reservation?

For regular weekday trips, please call at least a week in advance. MAPS will schedule appointments up to one month in advance. For the best chance of getting transportation when you want it, you should call as early as possible, since there is a big demand for MAPS service.

- Can someone travel with me to provide assistance?

MAPS encourages riders who may need assistance to bring a caregiver along on the ride. Please let the office know if there will be an attendant when scheduling your appointment.

- Does MAPS have a vehicle for customers who use a wheelchair or other assistive device?

MAPS uses several types of vehicles to transport consumers. Please let the MAPS office know in advance if you use an assistive device. MAPS will accommodate customers traveling with personal care assistants, service animals and/or portable oxygen equipment.

- Can I use E-mail to make reservations or cancel reservations?

Yes, the MAPS E-mail is checked daily for messages. Please allow one business day for a response.

- Is there a fee to use the MAPS program?

MAPS always accepts donations. Certain rides may have a cost share applied. Please call to find out if the type of ride you need has a cost share.

- Where can I travel using MAPS?

MAPS travels within Morris County and may be able to travel a short distance outside of Morris County. Please contact the office to determine if MAPS is able to provide transportation to your destination.



NON-DISCRIMINATION POLICY:

The County of Morris is committed to ensuring that no person is excluded from, or denied, the benefits of our services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended.

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin, may file a complaint in writing to the County of Morris, Personnel Office PO Box 900, Morristown NJ 07963.

Complaints may also be filed with the Federal Transit Administration in writing and may be addressed to: Title VI Program Coordinator, East Building, 5th Floor – TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590

The County of Morris is ADA compliant. To make an ADA complaint or reasonable modification request please call 973-829-8103. A complaint may also be filed in writing to the County of Morris, ADA Compliance Officer, Allison Stapleton, PO Box 900, Morristown NJ 07963.

MORRIS AREA PARATRANSIT SYSTEM



(888) 282-6277

www.morrishumanservices.org

email: maps@co.morris.nj.us

Funding provided by

- *Morris County Board of Chosen Freeholders*
- *NJ TRANSIT*
- *Federal Transit Administration*
- *New Jersey Department of Military & Veterans' Affairs*
- *Individual Contributions*

Operated by

*Morris County Department
of Human Services*

Available in alternate format upon request

The Morris Area Paratransit System (MAPS) is Morris County's curb to curb transportation service for senior citizens (60 years of age or older), people with disabilities, veterans, and the general public who reside in rural areas of the county.

Using small buses, cars, minivans and station wagons, MAPS provides weekday transportation to various locations, including medical facilities, education, and employment sites.

MAPS provides feeder service to NJ TRANSIT Bus and Rail. MAPS also provides travel five miles into contiguous counties.

Frequently Asked Questions

- How do I sign up for the MAPS program?

Morris County is divided into three regions. The name and telephone number of the providers for each area are below.

- When does MAPS operate?

MAPS operates Monday through Friday from 6:30 AM to 6:00 PM and can take medical appointments beginning at 10:00 AM and finishing by 2:30 PM.

