



**S
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**Southern
Indiana
Transit
System**

**Call toll free
1-866-738-1681,
or visit us online
www.brsinc.org**

Welcome to SITS!

Southern Indiana Transit System (SITS) provides safe, affordable public transportation for residents or visitors of Crawford, Harrison, Scott, Washington and Floyd Counties in Southern Indiana. We look forward to serving you!

Contact us!
812-738-1681
Toll Free:
1-866-738-1681

People who are deaf and hard of hearing, please contact us at **7-1-1**, **Dbrtdsp@brsinc.org**, or through Video Relay Service.

Find more information on our website at **www.brsinc.org**.

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This guide is available in alternate forms upon request

Our Mission

SITS will provide safe, reliable transportation for the general public, including those with disabilities, and continuously maintain the highest transportation standards for customers.



Hours of Operation

SITS is open Monday through Friday 6 a.m. to 6 p.m.

If calling after hours, please leave a message when cancelling services and leave a call back number if you would like to schedule services. If you need to cancel a scheduled trip, please call to notify us as soon as possible.

SITS is closed on the following holidays: New Year's Day, Thanksgiving Day and Christmas Day.

Service Areas and Fares

Drivers must collect fares before departure, and do not carry cash. Exact change is required when paying cash. Checks should be made payable to Blue River Services, Inc. Credit cards are not accepted at this time.

0 - 10 miles	\$2 per way, per person
11 - 20 miles	\$3 per way, per person
20 + miles	\$4 per way, per person

- There is an additional charge of \$1.25 per mile, per way, per person for travel outside of the service area.
- There is no cost for a Personal Care Attendant; however, he/she must have the same pick-up and drop-off locations as the passenger.
- Companions will be charged the full fare per one-way trip.
- Youth 12 or older can ride SITS without an adult or guardian. Preliminary emergency contact information must be filled out by the parent or guardian of a minor requesting transportation.
- Children under 12 must be accompanied by a guardian or immediate adult family member.
- Families with multiple members are only asked to pay for two individuals. Additional immediate family members ride free. (Ex. One parent with four children would only need to pay for themselves and one child)

Public Deviated Routes

The deviated routes are public routes open to all. The transit schedule below helps public customers get to work and are available for anyone to use. To use this transportation, just show up at these times, have your fare ready, and we will transport you to the destination listed. Deviations from the scheduled route will not exceed ¼ mile. If you need to request a deviation, please call ahead and schedule with our dispatcher. Pre-planning and calling ahead is required for all route deviations.

HARRISON COUNTY ROUTES

Civic Center, 8128, Hurricane St., Elizabeth, IN
Pick-up time: 7:10 a.m. Drop-off time: 4:30 p.m.

Harrison Center, 405 N. Capitol Ave., Corydon, IN
Pick-up time: N/A Drop-off time: 4 p.m.

Palmyra Habilitation, 14495 Huff St., Palmyra, IN
Pick-up time: 8:33 a.m. Drop-off time: 1:30 p.m.

WASHINGTON COUNTY ROUTES

Jay C parking lot, 601 S. Main St., Salem, IN
Pick-up time: 7:39 a.m. Drop-off time: 3:15 pm

Residential, 715 N. Main St., Salem, IN
Pick-up time: 7:51 a.m. Drop-off time: 3:09 p.m.

Salem Blue River Industries, 100 Progress Way, Salem, IN
Pick-up time: 8 a.m. Drop-off time: 2 p.m.

CRAWFORD COUNTY ROUTES

Country Style Restaurant, 6909 SR 66, Leavenworth, IN
Pick-up time: 7 a.m. Drop-off time: 7:45 a.m.

Marengo One Stop, 181 E. SR 64, Marengo, IN
Pick-up time: 7 a.m. Drop-off time: 4:30 p.m.

Rite Aid, 1970 Hwy. 64, New Salisbury, IN
Pick-up time: 7:24 a.m. Drop-off time: 4 p.m.

Corydon Transit Stops

AUTUMN RIDGE APARTMENTS (156 AUTUMN RIDGE DR.)
Stop time: 8:30 a.m.

HERITAGE MANOR (2250 HERITAGE WAY)
Stop time: 8:40 a.m.

CAPITAL COURT (785 REGINA LN.)
Stop time: 8:45 a.m.

VILLAGE APARTMENTS (1300 REGINA LN.)
Stop time: 8:50 a.m.

HILLVIEW APARTMENTS (1341 HILLVIEW DR.)
Stop time: 8:55 a.m.

**OLD CAPITAL PLAZA AREA: JAYC FOOD STORE, GOODWILL, OTHER
WALMART AREA: FAST FOOD, DOLLAR TREE, OTHER**
Stop time: 9:00 a.m.

FIRST FEDERAL APARTMENTS (McGRAIN ST.)
Stop time: 9:15 a.m.

STEPPING STONE APARTMENTS (293 SUMMIT VIEW DR.)
Stop time: 9:20 a.m.

HARRISON HOUSE (219 OAK ST.)
Stop time: 9:25 a.m.

CORYDON SQUARE
Stop time: 9:30 a.m.

CORYDON APARTMENTS (860 PFLANZ DR.)
Stop time: 9:35 a.m.

AUTUMN RIDGE (156 AUTUMN RIDGE DR.)
Stop time: 9:55 a.m.

HERITAGE MANOR (2250 HERITAGE WAY)
Stop time: 10:00 a.m.

CAPITAL COURT (785 REGINA LN.)
Stop time: 10:05 a.m.

VILLAGE APARTMENTS (1300 REGINA LN.)
Stop time: 10:10 a.m.

Corydon Transit Stops

HILLVIEW APARTMENTS (1341 HILLVIEW DR.)

Stop time: 10:15 a.m.

**OLD CAPITAL PLAZA AREA: JAYC FOOD STORE, GOODWILL, OTHER
WALMART AREA: FAST FOOD, DOLLAR TREE, OTHER**

Stop time: 10:20 a.m.

FIRST FEDERAL APARTMENTS (McGRAIN ST.)

Stop time: 10:40 a.m.

STEPPING STONE APARTMENTS (293 SUMMIT VIEW DR.)

Stop time: 10:45 a.m.

HARRISON HOUSE (219 OAK ST.)

Stop time: 10:50 a.m.

CORYDON SQUARE

Stop time: 10:55 a.m.

CORYDON APARTMENTS (860 PFLANZ DR.)

Stop time: 11:00 a.m.

**OLD CAPITAL PLAZA AREA: JAYC FOOD STORE, GOODWILL, OTHER
WALMART AREA: FAST FOOD, DOLLAR TREE, OTHER**

Stop time: 11:10 a.m.

AUTUMN RIDGE (156 AUTUMN RIDGE DR.)

Stop time: 11:20 a.m.

HERITAGE MANOR (2250 HERITAGE WAY)

Stop time: 11:25 a.m.

CAPITAL COURT (785 REGINA LN.)

Stop time: 11:30 a.m.

VILLAGE APARTMENTS (1300 REGINA LN.)

Stop time: 11:35 a.m.

HILLVIEW APARTMENTS (1341 HILLVIEW DR.)

Stop time: 11:40 a.m.

**OLD CAPITAL PLAZA AREA: JAY C STORE, GOODWILL, OTHER
WALMART AREA: FAST FOOD, DOLLAR TREE, OTHER**

Stop time: 11:45 a.m.

Corydon Transit Stops

FIRST FEDERAL APARTMENTS (McGRAIN ST.)

Stop time: 11:50 a.m.

STEPPING STONES APARTMENTS (293 SUMMIT VIEW DR.)

Stop time: 11:55 a.m.

HARRISON HOUSE (219 OAK ST.)

Stop time: 12:00 p.m.

CORYDON SQUARE

Stop time: 12:05 p.m.

CORYDON APARTMENTS (860 PFLANZ DR.)

Stop time: 12:10 p.m.

**OLD CAPITAL PLAZA AREA: JAYC FOOD STORE, GOODWILL, OTHER
WALMART AREA: FAST FOOD, DOLLAR TREE, OTHER**

Stop time: 12:15 p.m.

**RETURN ALL PASSENGERS TO THEIR LOCATION IF ANY STILL ONBOARD AT
12:25 p.m.**

**ALL OTHER AREAS IF DEVIATION NEEDED. IF NOT RETURN TO TRANSIT CENTER
12:35 p.m.**

CORYDON PUBLIC TRANSPORTATION SERVICE
866-738-1681 OR 812-738-1681

Salem Transit Stops

PARKVIEW APARTMENTS (817 PARKVIEW DR.)

Stop time: 8:45 a.m.

PUBLIC SQUARE

Stop time: 8:50 a.m.

SYCAMORE HILLS APARTMENTS (505 FLORENCE ST.)

Stop time: 9:00 a.m.

GRANDVIEW MANOR APARTMENTS (509 GRANDVIEW DR.)

Stop time: 9:10 a.m.

ASPEN MEADOWS APARTMENTS (1011 ASPEN DR.)

Stop time: 9:20 a.m.

MAPLE LEAF APARTMENTS (804 W MARKET ST.)

Stop time: 9:30 a.m.

MEADOW DELL VILLAGE (104 MEADOW DELL)

Stop time: 9:40 a.m.

TRUE VALUE (1312 W MULBERRY ST.)

Stop time: 9:50 a.m.

SAV-A-LOT (1110 W MULBERRY ST.)

Stop time: 9:55 a.m.

CVS PHARMACY (103 E HACKBERRY ST.)

Stop time: 10:00 a.m.

PUBLIC SQUARE

Stop time: 10:05 a.m.

GOODY'S (405 S MAIN ST.)

Stop time: 10:07 a.m.

JAY C SHOPPING CENTER (601 S MAIN ST.)

Stop time: 10:10 a.m.

RITE AID/DOLLAR STORE/RULER (803 S MAIN ST.)

Stop time: 10:15 a.m.

TRUE VALUE (1312 W MULBERRY ST.)

Stop time: 10:25 a.m.

Salem Transit Stops

SAV-A-LOT (1110 W MULBERRY ST.)

Stop time: 10:30 a.m.

CVS PHARMACY (103 E HACKBERRY ST.)

Stop time: 10:35 a.m.

PUBLIC SQUARE

Stop time: 10:40 a.m.

GOODY'S (405 S MAIN ST.)

Stop time: 10:42 a.m.

JAY C SHOPPING CENTER (601 S MAIN ST.)

Stop time: 10:45 a.m.

RITE AID/DOLLAR STORE/RULER (803 S MAIN ST.)

Stop time: 10:55 a.m.

GRANDVIEW MANOR APARTMENTS (509 GRANDVIEW DR.)

Stop time: 11:00 a.m.

SYCAMORE HILLS APARTMENTS (505 FLORENCE ST.)

Stop time: 11:05 a.m.

ASPEN MEADOWS APARTMENTS (1011 ASPEN DR.)

Stop time: 11:10 a.m.

MAPLE LEAF APARTMENTS (804 W MARKET ST.)

Stop time: 11:15 a.m.

MEADOW DELL VILLAGE (104 MEADOW DELL)

Stop time: 11:20 a.m.

HOSPITAL VISITS (911 N SHELBY ST.)

Stop time: 11:25 a.m.

SALEM SENIOR CITIZEN CENTER (1705 N SHELBY ST.)

Stop time: 11:30 a.m.

PARKVIEW APARTMENTS (817 PARKVIEW DR.)

Stop time: 11:35 a.m.

SALEM PUBLIC TRANSPORTATION SERVICE

866-738-1681 OR 812-738-1681

Scheduling

When requesting transportation, please provide the following information to dispatch:

- Passenger name
- Pick-up address, including county
- Telephone number
- Time of scheduled appointment, if applicable
- Complete name and address of destination
- Time you want to be picked up for return trip
- Whether you use a wheelchair or other mobility device
- Dimensions of wheelchair, when applicable
- Whether anyone else will be riding with you

If there are no openings for the time you requested, you may be offered an alternate time as close as possible to the preferred time. If there are no openings the day you requested, please feel free to call SITS at a later time to ask if there have been any cancellations.



Our Services

SITS provides demand-response service to shopping centers, grocery stores, banks, hospitals and clinics, automobile repair shops, recreation areas, and other destinations. Services include:

- Friendly and courteous drivers certified in CPR and first aid
- Drivers with "For Hire" and CDL licenses
- Department of Transportation Regulatory Compliance, including routine drug and alcohol screening
- Wheelchair accessible minivans, and light transit vehicles of all sizes. All vehicles are climate controlled with air conditioning and heating.
- Special events shuttle service (auctions, 4th of July fireworks, etc.)
- Employee transportation to and from the workplace.



Service Information

- SITS is a door-to-door service, meaning the driver will assist the passenger to and from the main entrance door. The driver cannot enter a passenger's home. If additional assistance is required, passengers should be accompanied by a personal care attendant or companion.
- Drivers may only wait five minutes.
- Additional stops may be made along your route before reaching your destination.
- No eating, drinking, chewing tobacco or smoking on the vehicle.
- The use of electronic smoking or vaping devices is not allowed. This applies to all forms cigars, pipes, pens, pods, etc.
- No weapons of any kind are allowed on the vehicle
- SITS does not grant requests for specific drivers or vehicles that fall outside of an approved Reasonable Modification as defined under the Americans with Disabilities Act.
- Passengers must fasten their seat belt/shoulder strap prior to departure. If you are in a three-wheeled mobility device, you may be asked to transfer to a seat in the vehicle. Please note that the choice to transfer to a seat is yours. The driver is prohibited from lifting or carrying passengers.
- Children should follow the guidelines issued by the State of Indiana for proper child restraints/seats. Passengers are expected to provide an appropriate car seat for their children.



Service Information cont'd

- During adverse weather, every effort will be made to maintain operations. However, SITS reserves the right to delay and/or cancel transportation as necessary. Announcements concerning weather delays or cancellations will be made on local radio and TV outlets.
- Service animals are allowed in SITS vehicles, providing all guidelines within the Pet Policy are followed. This policy is available at www.brsinc.org.
- Portable oxygen tanks are permitted
- Passengers may bring bags or packages onboard, provided they will fit in their own immediate area. Passengers are responsible for carrying packages/bags. SITS is not responsible for lost or stolen items
- SITS must be informed of all destinations when trip is scheduled.

SITS public transportation operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI, for more information on the civil rights program, or the procedures to file a complaint, call **812-972-5581**, email brtrdir@brsinc.org, or visit our administrative office at **3143 Progress Blvd., Corydon, IN, 47112**. Deaf and hard of hearing, call **7-1-1**, or email Dbrtdsp@brsinc.org. For more information and to download a complaint form, visit the transportation program page at www.brsinc.org. Complaints may also be filed directly with the FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

SITS public transportation operates in compliance with Title II of the ADA Act. SITS does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of disability, you may file an ADA complaint. To file a complaint, call **812-972-5581**, email brtrdir@brsinc.org, or visit our administrative office at **3143 Progress Blvd, Corydon, IN 47112**. Deaf and hard of hearing, call **7-1-1**, or email Dbrtdsp@brsinc.org. For more information and to download a complaint form, visit the transportation program page at www.brsinc.org.

Individuals needing a service accommodation or modification must notify SITS of the request when making a reservation. For more information regarding the reasonable modification policy or how to file an ADA Reasonable Modification complaint, please call **812-738-1681**, or visit our administrative offices at **3143 Progress Blvd, Corydon, IN, 47112**. Attempts will be made to honor all reasonable modification requests.

To file a general passenger complaint that is not related to Title VI or ADA Protections, please contact the Regional Transportation Director at **812-972-5581** or brtrdir@brsinc.org.

Passenger Conduct Guidelines

SITS aims to provide safe, efficient service and meet the requirements of the Americans with Disabilities Act of 1990. To ensure quality service for all passengers, the following guidelines must be followed:

- Disruptive or intrusive behavior, or any act that creates a direct threat to the safety and health of other passengers is strictly prohibited. This includes, but is not limited to, offensive language, invading the privacy of others, touching another person or their property, or speaking in a rude or angry manner.
- Passengers may not operate any audio or visual equipment which infringes on the comfort of others or impairs the driver's ability to safely transport passengers.
- Wrongful misuse, or damage to SITS vehicles or property is strictly prohibited.
- Riding a transit vehicle while under the influence of alcohol or illegal drugs is not permitted
- No explosive, flammable, acidic or other hazardous materials are permitted on board.
- Children under 12 must be accompanied by an adult.
- Passengers should expect to share vehicles with other passengers, companions, Personal Care Attendants, and service animals. Outside of an approved Reasonable Modification defined under the Americans with Disabilities Act, requests to travel alone on a vehicle are not accepted.

Cancellation Policy

Cancellations should be called in to the dispatcher within 24 hours of the pick-up time. Failure to meet the driver at the appointed pick-up time will be reported as a no show. SITS Transit reserves the right to suspend from services any person who establishes a pattern or practice of missing scheduled trips without calling to cancel. SITS Transit will work with qualified persons to reduce no shows prior to suspending service. SITS Transit reviews all no shows on a 3-month schedule to ensure proper procedures were followed to accurately record the number of occurrences. No shows that exceed 25% may result in service suspension. The first occurrence of 25% or more in a 3-month timeframe may result in a one week service suspension. The second occurrence within a 6-month timeframe may result in a 2-week suspension. The third occurrence within a 9-month timeframe may result in a 3 week suspension. The fourth occurrence in annual timeframe may result in a 4-week suspension. All suspension decisions will be the responsibility of the Transit Director and subject to appeal.

Customer Service

Customer satisfaction is our goal! If you have a compliment, suggestion or would like to file a complaint, please call 812-972-5581 or 1-866-738-1681. Ask to speak with the director or coordinator. If you are calling after hours, please leave a message with your name and phone number. Complaints also can be submitted in writing to Blue River Services, Inc., P.O. Box 547, Corydon, IN, 47112. Please include your name, date and time of service, address of destination, and any other details about the service. Satisfaction surveys are distributed by mail annually. We appreciate your candid feedback on surveys, as well.