



**FREEDOM**  
TRANSIT

WASHINGTON COUNTY TRANSPORTATION AUTHORITY

# 2024 ANNUAL REPORT 2025



724-223-8747



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# EXECUTIVE DIRECTOR

## SHEILA GOMBITA

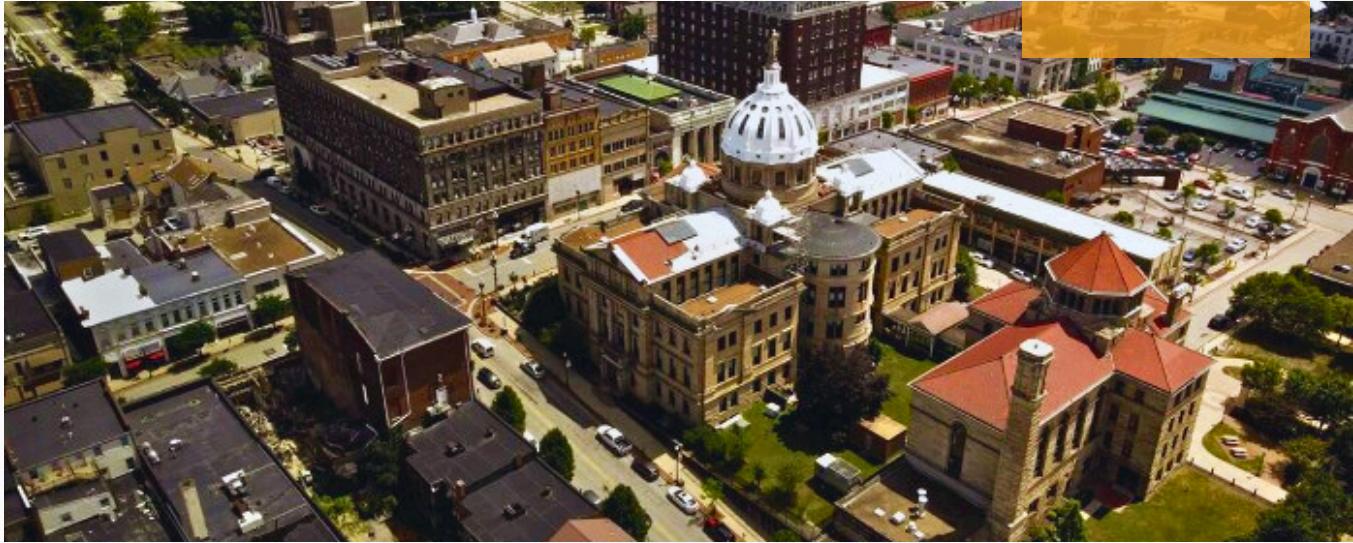
Over the past year, the Authority achieved several significant milestones that strengthen accountability and day-to-day operations. A PennDOT Act 44 Performance Review and a Federal Transit Administration Triennial Review were successfully completed. These reviews provided a clear roadmap to retain and grow ridership, improve performance, and ensure long-term financial sustainability, while confirming the Authority's strong compliance posture.

The Authority made progress in modernizing infrastructure and service delivery. Final design and land development approval were secured for the new bus maintenance and storage facility, with the project moving forward. Investments were made to improve reliability and cost control, including the purchase of fareboxes and the acquisition of new buses to replace aging paratransit vehicles. In addition, an Invitation for Bid was issued for new bus shelters and a bus lane extension at the Transit Center, with construction scheduled for the coming year.

Planning and customer-focused initiatives shape the future of service. A Fixed Route Rider Survey showed a 98% satisfaction rate and underscored the necessity of transit for many riders. To guide the Authority, a Transit Development Plan was initiated to serve as a five-year blueprint for increasing ridership, improving efficiency, and aligning services with evolving community needs.

These accomplishments position the Authority to move confidently into the new year with a clear vision, strong operational footing, and a continued commitment to reliable and rider-focused transit.





## VISION

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The vision of Freedom Transit is to be a preferred travel choice that connects the region by satisfying today's needs and anticipating tomorrow's demands.

## MISSION

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The mission of Freedom Transit is to connect the people who live, work, learn, and play in Washington County and surrounding areas by providing high quality, accessible public transportation services.



# FREEDOM TRANSIT RIDERS



## WHY THEY RIDE



I don't drive, so I ride the bus to get to Walmart and medical appointments. It's convenient and dependable! I've been riding the bus for years! The service is good, the people are great, and you build friendships along the way.

”



I've been riding the bus for about 17 years! Freedom Transit makes it easy to visit friends, family, and places like South Hills Village. I also use Freedom Transit to get to my appointments at the local VA facilities.

”



I use the shared ride bus to get to the Senior Center and my doctor's appointments. I recommend it to my friends and have even encouraged them to start using the service — and they have! The bus is affordable, and the drivers are always friendly and helpful.

”



I take County Line A to work every day. I enjoy riding the bus — the drivers and customer service employees are nice.

”



I've been riding the bus since 2016 — ten years! I take it to get to work and sometimes hop on the Local B to go to Lowe's or Walmart. I love meeting people along the way.

”



# ANNUAL REPORT



## 2024-2025 OPERATING FUNDS & SUBSIDIES

Funding sources include the State Subsidy, ARPA/CARES funding, passenger and organizational fares, advertising revenue, Local Share, lottery funds, MATP, PwD, AAA contributions, and other sources.

### TOTAL RIDES PROVIDED

231,610

### TOTAL OPERATING FUNDS & SUBSIDIES

\$8,473,842

#### STATE 1513 SUBSIDY

\$2,443,557

#### LOTTERY

\$1,265,506

#### MATP

\$2,121,116

#### ARPA/CARES FUNDING

\$1,221,844

#### PWD

\$451,544

#### LOCAL 1513 SHARE

\$320,181

#### RIDER/ORG FARES

\$342,951

#### OTHER

\$202,088

#### AAA

\$99,055

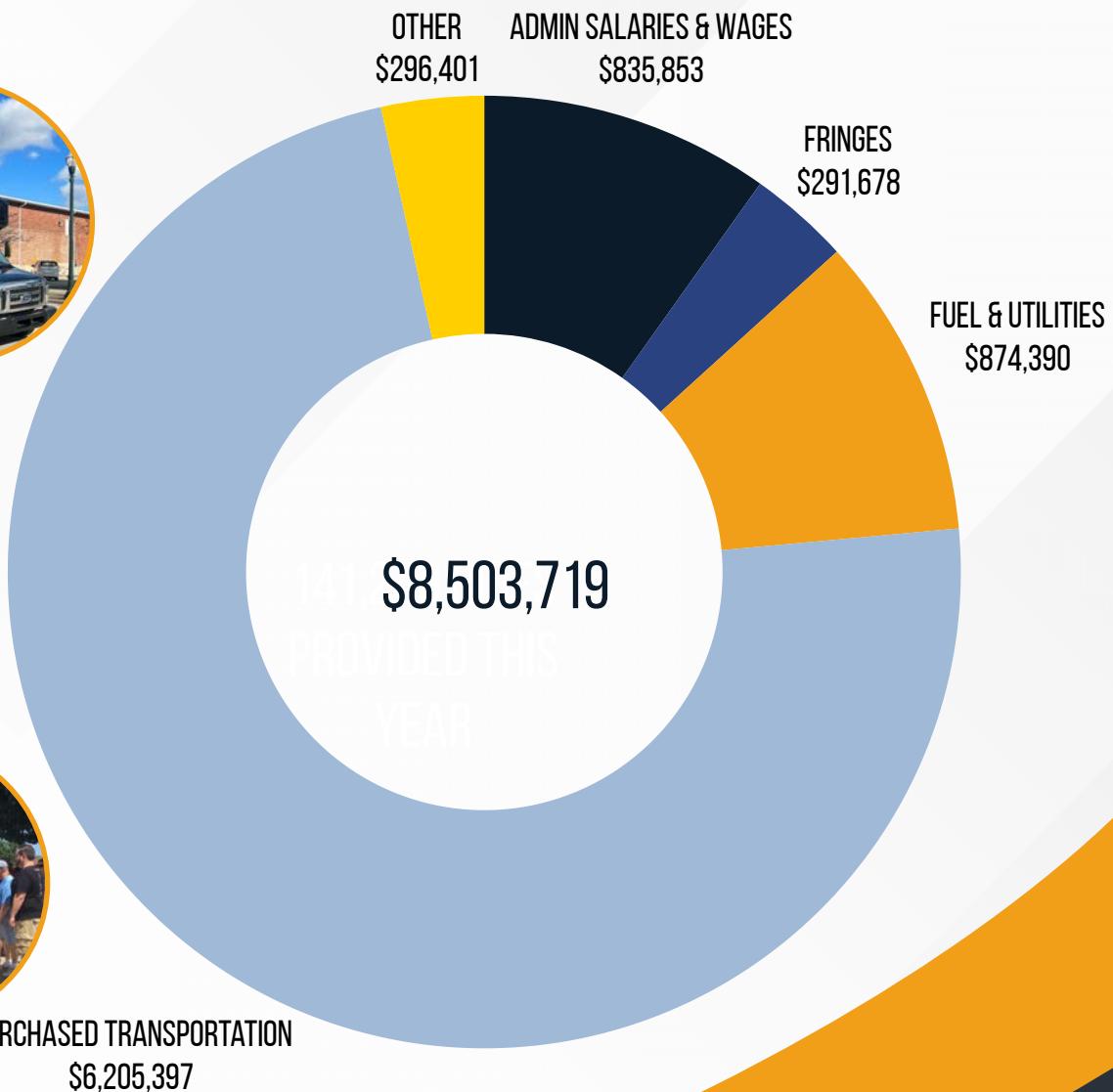


# ANNUAL REPORT



## 2024-2025 OPERATING EXPENSES

Operating expenses include purchased transportation, administrative salaries and wages, fringe benefits, fuel and utilities, and other related costs.





# SHARED RIDE REPORTING



## 2024-2025 RIDERSHIP RECAP

Providing door-to-door transportation and connecting the county's residents to the places that matter most through programs such as General Public Service, Senior Shared Ride, PWD Program, MATP, Veterans Transportation Program, and ADA Complementary Paratransit.



51% DON'T HAVE  
OTHER TRAVEL  
OPTION



141,240 RIDES  
PROVIDED THIS  
YEAR

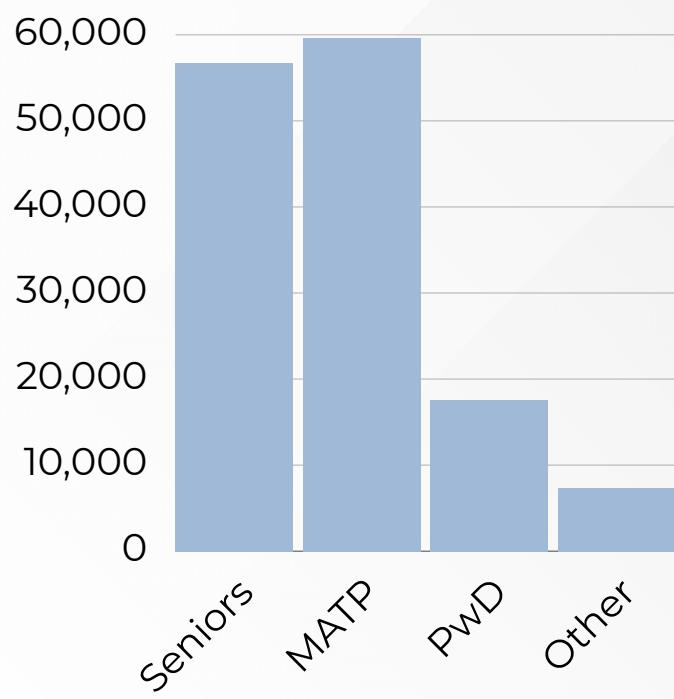


78% HAVE USED THE  
SERVICE FOR AT  
LEAST A YEAR



### SHARED RIDE SURVEY

96% of respondents reported being satisfied or very satisfied with the service. 51% have used the service for over three years and 78% for at least a year. Riders note the skill and friendliness of operators and customer service. The survey shows 94% say the travel times meet their needs. Many shared positive feedback, noting the service's role in their independence and mobility.





# FIXED ROUTE REPORTING



## 2024-2025 RIDERSHIP RECAP

Fixed route bus service powers daily life, helping people reach the places that matter with reliable, affordable service. It's essential for students, commuters, and people over 65. Total fixed route ridership saw a modest increase over last year.



9% INCREASE IN  
FULL FARE RIDERS



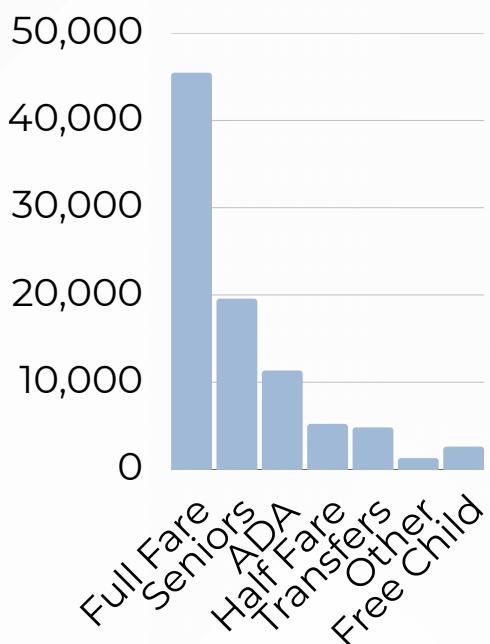
90,370 TOTAL  
RIDERS ANNUALLY



165,913 MILES  
TRAVELED



## FIXED ROUTE RIDERSHIP & SURVEY RESULTS



Conducted a Fixed Route Rider Survey which showed a 98% satisfaction rate with service. The survey results further showed 60% of riders do not have alternate transportation available, 76% use the fixed route bus two or more days a week, and 33% want more weekend service with more stops, hours and Sunday service.



# BOARD OF DIRECTORS

**2024-2025**

Chairman — Rich Shriver

Vice Chairman — Nick Rawlins

Secretary — Leslie Grenfell

Treasurer — Sharon Russell

Member — Scott Putnam

Member — Joe Manning

Member — Robert Laick

Executive Director — Sheila Gombita



**2024-2025**



# FUNDING PROVIDED BY:



Federal Transit  
Administration



pennsylvania  
DEPARTMENT OF TRANSPORTATION



**PETERS TOWNSHIP**  
Pennsylvania



**City of  
Washington, PA**

*South Strabane Township*  
Washington, Pennsylvania

*Chartiers Township*



THE BOROUGH OF  
**Canonsburg**  
PENNSYLVANIA

**Houston Borough**