FREEDOM TRANSIT

WASHINGTON COUNTY TRANSPORTATION AUTHORITY

2024 ANNUAL REPORT 2025

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FREEDOM TRANSIT

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.

FREEDOM TRANSIT

VISION

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

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

2024-2025

ANNUAL HIGHLIGHTS

PENNDOT ACT 44 PERFORMANCE REVIEW

The review identified actions for the Authority to take to retain and promote ridership, ensure long-term financial sustainability and to help meet future performance targets. An action plan was developed and adopted by the Board of Directors.

TRANSIT DEVELOPMENT PLAN

Initiation of a Transit Development Plan (TDP) to create a five-year blueprint for improving services. The focus of the TDP is to increase ridership and eliminate inefficiencies.

FIXED ROUTE RIDER SURVEY

Conducting 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.

NEW STORAGE AND MAINTENANCE FACILITY PROGRESS

Finalizing design for the new bus maintenance and storage facility. The Invitation for Bid for demolishing existing buildings was issued, awarded, and completed in January. We’ve secured final Land Development approval from South Strabane Township and obtained additional Local Share Account funding to serve as the local match for construction.

BUS DEVELOPMENT PROJECT

Development and issuance of an Invitation for Bid for construction of three Bus Shelters throughout the fixed route service area and extension of the Bus Lane at the Transit Center. Contract award and construction will take place during the 2025-26 Fiscal Year.

FREEDOM TRANSIT

2024-2025

ANNUAL HIGHLIGHTS

FEDERAL TRANSIT ADMINISTRATION TRIENNIAL REVIEW

Completion of a Federal Transit Administration Triennial review with only one minor finding related to procurement which was corrected prior to the review closeout.

LEADERSHIP CONTINUITY CONTINGENCY PLAN

Establishment of a Leadership Continuity Contingency Plan for the organization to provide guidance and ensure organizational sustainability during a period of transition with the goal of minimizing operational and reputational risk during such a transition.

ADDED THREE PARATRNASIT VEHICLES TO FLEET

Acquisition of three new small transit buses for use in Shared Ride Paratransit service to replace vehicles that met or exceeded their estimated useful life.

IMPROVED FAREBOX SYSTEM

Procurement of manual fareboxes for fixed route service to reduce complications and costs related to the electronic farebox system.

LAUNCHED A MODERNIZED RIDE-FRIENDLY WEBSITE

A full website redesign to allow for staff to have full creative editing access increas efficiency and creative control.

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.

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2024-2025 OPERATING FUNDS & SUBSIDIES

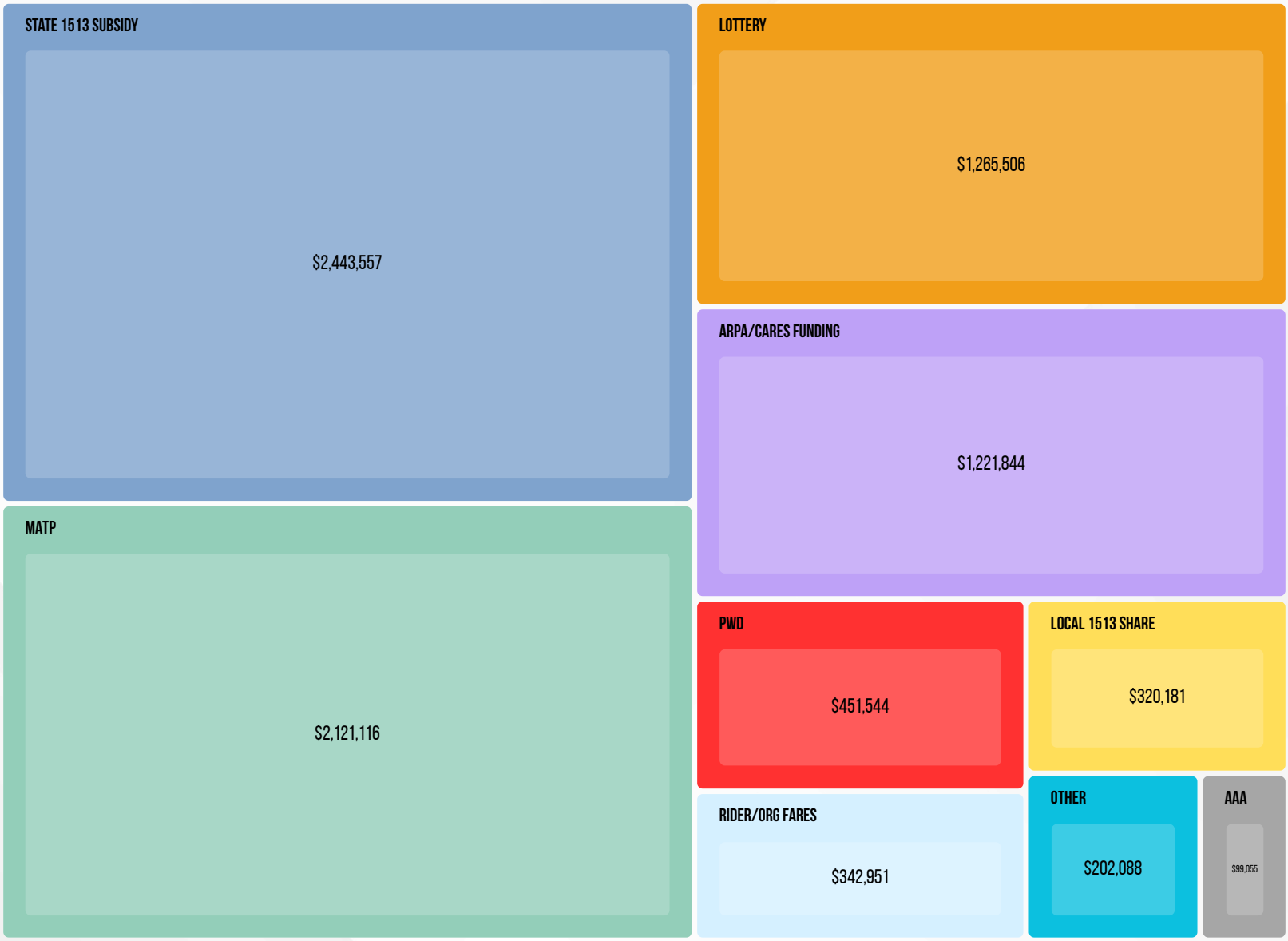
Funding sources include the State Subsidy, ARPA/CARES funding, passenger a
organizational fares, advertising revenue, Local Share, lottery funds, MATP, Pw
contributions, and other sources.

TOTAL RIDES PROVIDED

231,610

TOTAL OPERATING FUNDS & SUBSIDIES

$8,473,842



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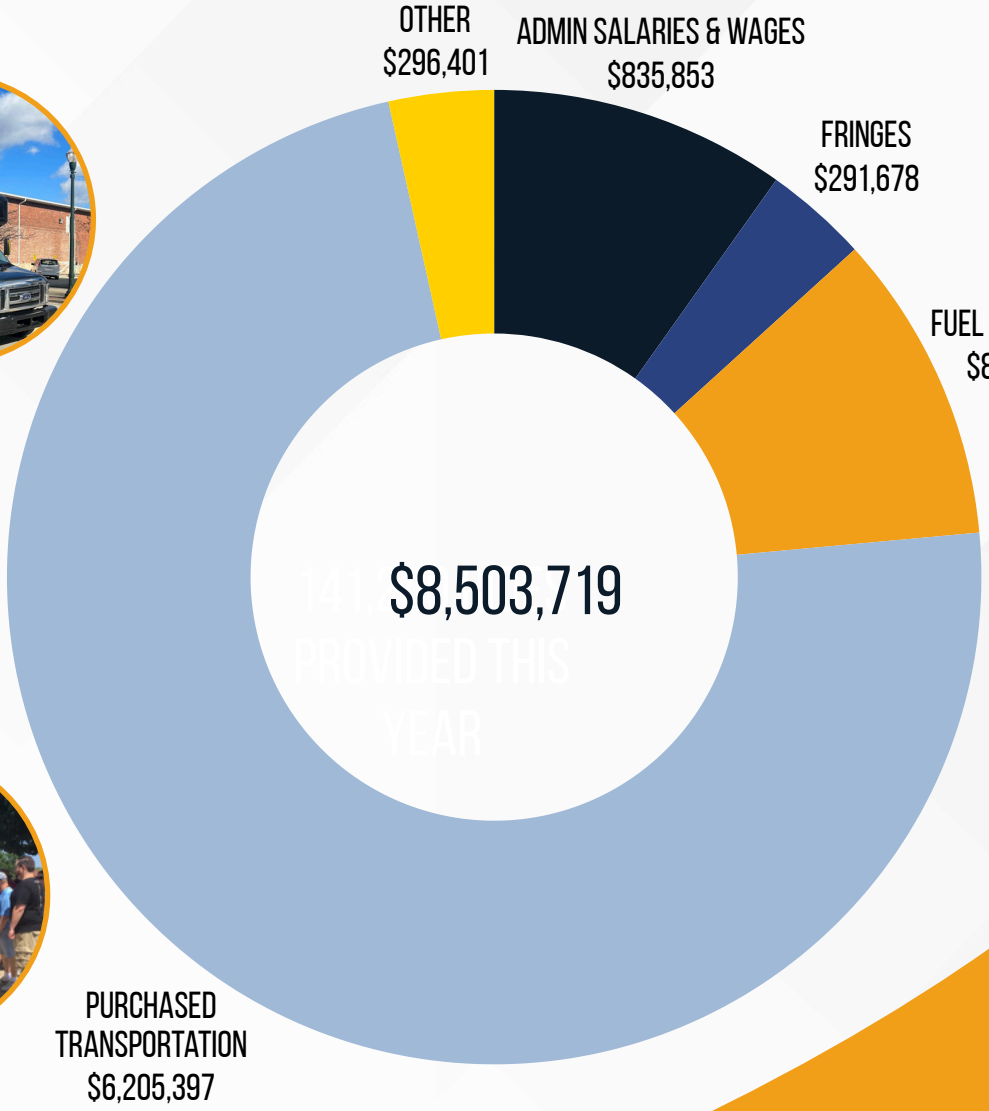
2024-2025 OPERATING EXPENSES

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



FREEDOM TRANSIT

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.

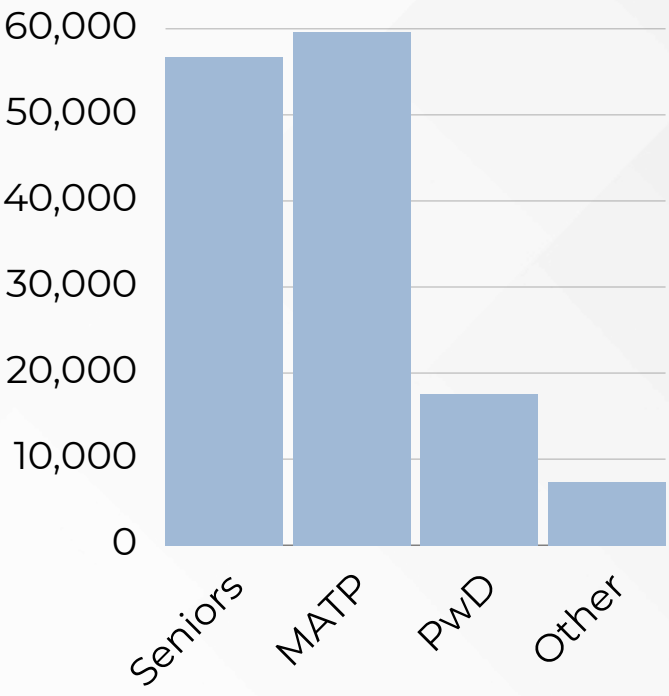
51% DON'T HAVE OTHER TRAVEL OPTION

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.



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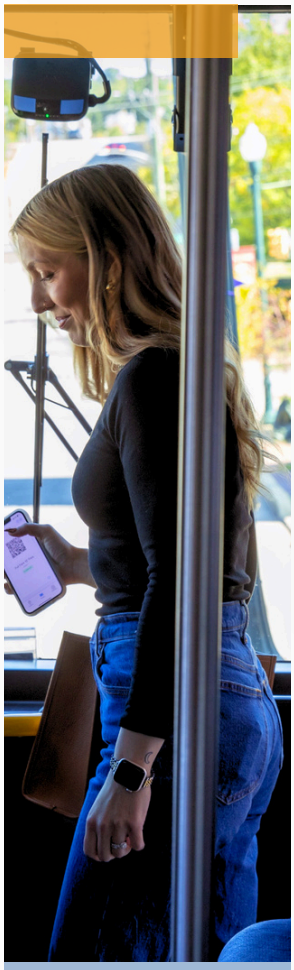
FIXED ROUTE REPORTING



2024-2025 RIDERSHIP RECAP

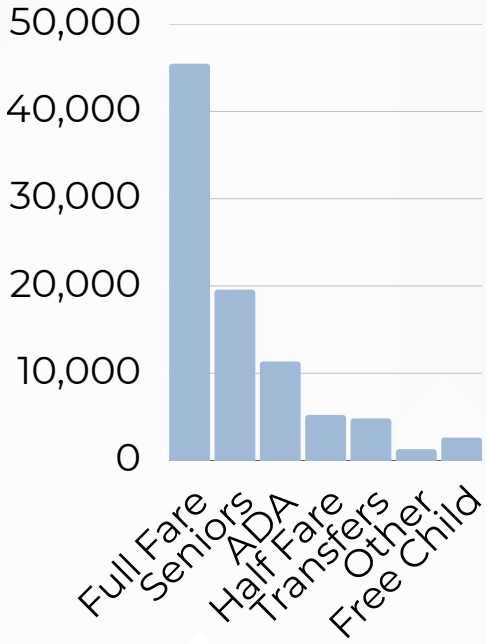
Fixed route bus service powers daily life, helping people reach places that matter with reliable, affordable service. It's essent students, commuters, and people over 65. Total fixed route ridership saw a modest increase over last year.

9% INCREASE IN FULL FARE RIDERS

90,370 TOTAL RIDERS ANNUALLY

165,913 MILES TRAVELED

FIXED ROUTE RIDERSHIP & SURVEY RESULTS



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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

FREEDOM TRANSIT

FUNDING PROVIDED BY:

Federal Transit Administration

pennsylvania DEPARTMENT OF TRANSPORTATION

WASHINGTON COUNTY Pennsylvania ·1781·

City of Washington, PA

BOROUGH OF EAST WASHINGTON EST. 1892

PETERS TOWNSHIP Pennsylvania

South Strabane Township Washington, Pennsylvania

Chartiers Township

THE BOROUGH OF Canonsburg PENNSYLVANIA

Houston Borough