



50 East Chestnut St. Washington, PA 15301

724-223-8747

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Using Paratransit Ride Programs

Freedom Transit provides shared ride, door-to-door service, you'll likely be traveling with other passengers. Along the way, others may be picked up or dropped off before you reach your destination. We try to keep ride times under an hour, but your trip will likely take longer than if you were driving yourself.

Our vehicles are equipped with wheelchair lifts, and drivers can assist passengers between the vehicle and the entrance of their pickup or drop-off location.

Medical Assistance Transportation Program (MATP)

The Medical Assistance Transportation Program (MATP) helps eligible individuals get to and from Medical Assistance providers for appointments, prescriptions, and medical equipment.

Freedom Transit operates MATP in Washington County. As required by the Department of Human Services, all applicants are screened and assigned to the most cost-effective transportation option that meets their needs.

Bus tickets are provided to passengers who live on or near a bus route, and appointments should be scheduled to align with the bus schedule. Paratransit service, including wheelchair-accessible vans, are available for those who need it. MATP also offers a mileage reimbursement program to cover the cost of mileage using a privately owned vehicle.

Eligibility

Any Washington County resident who has a current and valid Medical Assistance Card and needs the medical transportation service is eligible. Freedom Transit will provide transportation only to medical providers enrolled in the MATP (those which accept Medical Assistance). Social security determination is not covered, even if your doctor accepts MATP.

Registration

- To apply, please call Freedom Transit at (724) 223-8747. A Customer Service Representative will ask for your name, address, phone number, date of birth, Medical Assistance recipient and card issue numbers, and Social Security number.
- We can provide up to 30 days of medical transportation while your application is being processed.
- An application will be mailed to you, or you may apply in person at our office. If applying in person, please bring your medical insurance cards with you.

Paratransit Trips

- Freedom Transit provides free door-to-door paratransit service for eligible Medical Assistance recipients who do not have access to a car and are unable to use public transportation due to a disability.
- Children under the age of 12 must be accompanied by an adult.

Reimbursed Trips

- If you are assigned to use a privately owned vehicle (your own, a relative's, or a friend's), you will be reimbursed through Freedom Transit. The completed reimbursement forms must be submitted to the Freedom Transit within 45 days of the reimbursable trip.
- With prior approval, you may pick up your reimbursement check at the Freedom Transit office. A photo ID and Medical Assistance Card are required, and checks will only be released to the person they are made out to. This policy protects your reimbursement from being collected by someone else.

Reimbursement Structure

- Reimbursement of \$0.25 per mile (calculated by Freedom Transit) + parking and tolls incurred for private vehicles.
- Public transit trips to cover the costs for trips taken by bus.

Public Transportation

- Bus tickets are provided to passengers who live within ¼ mile of a bus route.
- To request bus tickets, call Freedom Transit at (724) 223-8747 between 7:30 AM and 5:00 PM.
- A Customer Service Representative will take your request, and your tickets will be mailed the same day.
- Please call at least three days in advance to allow time for your tickets to arrive by mail. You may request tickets for appointments up to one month in advance.

Hearing/Appeal Request

Any passenger whose request for service has been reduced, denied, or terminated will receive written notification and information on their right to request a fair hearing from the Department of Public Welfare. If you have any questions, call Freedom Transit at (724) 223-8747, Washington County Assistance Office at (724) 223-4300 or (1-800) 835-9720, or the Donora Office at (724) 379-1500 or (1-800) 392-6932

Service Hours

- Bus service Monday through Saturday from 5:00 AM – 8:00 PM.
- Customer Service Representatives are available Monday through Friday from 7:30 AM – 5:00 PM.
- To reserve a ride for Tuesday through Saturday, you must call before 12:00 PM on the previous business day (holidays are not business days). For Monday trips, call before 1:00 PM the Friday before. Reservations must be made at least one day in advance and can be scheduled up to 14 days ahead.
- Service is not available on Sundays, Thanksgiving Day, Christmas Day, or New Year's Day. Other dates subject to advance notice by WCTA.
- Service ends at 5:00 PM on Christmas Eve and New Year's Eve.

Scheduling a Ride

When calling to make a reservation, please be prepared to provide the following information:

- Your name.
- Your appointment day and time.
- The complete address, phone number of your destination, and doctor's name.
- The time you need to return.
- Needs you may have, such as requiring a bus with a lift, or if an aide or companion will be travelling with you.

Pickup Windows

When you schedule a ride, you'll be given a 30-minute pickup window. For example, if you request a 9:30 AM pickup, your driver may arrive anytime between 9:15 AM and 9:45 AM. A Customer Service Representative will confirm your specific pickup window when you make your reservation.

For trips with longer travel distances, a 90-minute pickup window — referred to as a "run time" — may be required. A Customer Service Representative will let you know if a run time applies to your trip while scheduling.

Canceling Trips

- To cancel a scheduled ride, please call Freedom Transit at (724) 223-8747 at least one hour before your trip.

Aides (Attendants) and Companions

- Aides provide essential physical or medical assistance to passengers using Freedom Transit's services. Aides ride for free.

- Companions travel with eligible passengers but do not provide required assistance. Unless a companion qualifies for one of Freedom Transit's programs, they must pay the standard fare for the general public.

Free Program Enhancement Tools

- **Find My Ride Schedule** - Freedom Transit's shared ride passengers can schedule and manage their trips through the Find My Ride Schedule portal. With Find My Ride Schedule, passengers can manage trips from their smartphone, tablet, or computer. findmyridepa.org

Passenger Rules

- All passengers must wear a seat belt.
- Smoking, eating, drinking, and playing music without headphones are prohibited on board all vehicles.
- Passengers must provide their own child car seats and booster seats as required by law.
- Passengers must pay the full fare upon boarding.
- Passengers must be cooperative and demonstrate appropriate behavior while on the vehicle.
- Fighting, the use of abusive language, and disruptive behavior will jeopardize one's eligibility for service.
- For pickup, wait at the exact address given when making your reservation.

Complaints / Commendations

If you have a complaint, we want to hear about it. In order to respond, it helps to hear about something right away and in as much detail as possible. Please call us at 724-223-8747 or email info@freedom-transit.org. If we've done something right, call or email us about that, too.

Services not provided

- Emergency transportation or ambulance service.
- Service in which the distance from the origin to the destination is less than one-quarter mile.
- Attendants or escorts for passengers.
- Assistance within a residence.
- Lifting or carrying assistance.

Audio/Video Recording

Freedom Transit uses audio/video recording equipment on properties and vehicles. By entering the vehicle and riding or entering the property of Freedom Transit, you acknowledge that your image and/or voice may be recorded by the equipment and that you have no reasonable expectation of privacy in your image and/or voice. Freedom Transit uses this equipment for a variety of reasons. Your image and/or voice may be used for any such purpose. Freedom Transit's full audio/video policy is on file at Freedom Transit's administrative office at 50 East Chestnut St, Washington, PA 15301 and on our website at www.freedom-transit.org.