



50 East Chestnut St. Washington, PA 15301

724-223-8747

[www.freedom-transit.org](http://www.freedom-transit.org)

[info@freedom-transit.org](mailto:info@freedom-transit.org)

### **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.

### **Senior Shared Ride Program**

Freedom Transit operates the Senior Shared Ride program in Washington County. The service is funded in part by the Pennsylvania State Lottery and the SWPA Area Agency on Aging. It is a non-emergency, pre-scheduled, paratransit shared ride service, and all vehicles are ADA-accessible. You will be advised of your fare amount when scheduling.

### **Registration**

To apply for the Senior Program, visit [www.freedom-transit.org](http://www.freedom-transit.org), call Freedom Transit at (724) 223-8747, or visit Freedom Transit's office.

### **Service Hours**

- Bus service Monday through Saturday, 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 and phone number of your destination.
- 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**

- **Freedom Flex** – An e-wallet digital payment system that links directly to your Shared Ride profile. FreedomFlex allows you to preload transit fare payment into your account with a cash or credit card transaction and deduct the exact fare needed for your Shared Ride trips.
- **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](http://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](mailto: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](http://www.freedom-transit.org).