



50 East Chestnut St. Washington, PA 15301

724-223-8747

www.freedom-transit.org

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.

Veterans Transportation Program

The Veterans Transportation Program provides eligible, ambulatory veterans paratransit transportation to the VA Medical Centers in Pittsburgh. All eligible persons must register with Freedom Transit in advance to use the service.

Registration

To apply for the Veterans Program, visit www.freedom-transit.org, call Freedom Transit at (724) 223-8747, or visit Freedom Transit's office.

Service Hours

The Veteran's Van operates Tuesday through Friday, with designated pickup days based on your location within the county. All trips depart at approximately 6:30 AM and return from Pittsburgh around 3:00 PM. If all appointments end before 3:00 PM, the van will depart earlier.

If you are unable to meet at one of the pickup locations and require transportation from your home, please submit a written physician's verification stating that a disability prevents you from reaching the pickup point. Freedom Transit requires this verification before scheduling your ride.

- Reservations must be made at least one day in advance.
- Trips can be made 14 days in advance of the date needed for transportation.
- 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.
- Passengers must arrive at the central pickup location 20 minutes before the scheduled pickup time.
- Freedom Transit will contact passengers by 5:00 PM the day before to arrange alternative pickup times, on an as needed basis.

Central Pickup Locations

Day:	Central Pickup Locations:	Areas Served:
Tuesday	American legion, Park Avenue, Washington VFW, Main Street, Burgettstown American Legion, E. Lincoln Ave., McDonald	Atlasburg, Avella, Bavington, Bulger, Burgettstown, Cecil, Eldersville, Florence, Francis Mine, Hickory, Independence, Langeloth, McDonald, Paris, Rea, Raccoon, Slovan, Southview, Venice, Washington, Woodrow.
Wednesday	American Legion, Park Avenue, Washington VFW, west Street Ext., Canonsburg VFW, Brook Road, McMurray	Amity, Burnsville, Canonsburg, East Finley, Eighty Four, Good Intent, Glyde, Hendersonville, Houston, Laboratory, Lawrence, Lone Pine, McMurray,

		Meadowlands, Muse, Prosperity, Taylorstown, Venetia, Washington, West Finley, Westland, West Alexander
Thursday	American Legion, Main Street, Bentleyville American Legion, Second St., California VFW, McKean Ave., Charleroi Sheetz, 100 Park Ave., Monongahela	Allenport, Beallsville, Bentleyville, Blainesburg, California, Centerville, Charleroi, Coal Center, Cokeburg, Crescent Heights, Daisytown, Deemstown, Denbo, Donora, Dunlevy, Elco, Eldora, Ellsworth, Finleyville, Fredericktown, Gastonville, Ginger Hill, Long Branch, Marianna, Millsboro, Monongahela, New Eagle, Richeyville, Roscoe, Scenery Hill, Speers, Stockdale, Van Voorhis, Vestaburg, Vesta Six, West Brownsville
Friday	VFW, McKean Avenue, Charleroi Sheetz, 100 Park Avenue, Monongahela	Charleroi, Donora, Elco, Eldora, Finleyville, Gastonville, Ginger Hill, Monongahela, New Eagle, Speers, Van Voorhis

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.

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.

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.