



What is FreedomFlex?

FreedomFlex is an e-wallet platform for Shared Ride users that allows riders to pre-load funds to their account to use for fare payment.

Who is eligible for FreedomFlex?

Anyone who is registered for a Freedom Transit Shared Ride program can use the FreedomFlex system.

How does the FreedomFlex system work?

Riders who are interested in using FreedomFlex can add monetary funds to their Shared Ride account to use for transit fare. When you schedule a ride with Freedom Transit you can let the customer service representative know that you would like to use your FreedomFlex balance to pay for the trip. The correct funds will be deducted from your account the day of your trip.

Why should I use FreedomFlex?

FreedomFlex is an alternative payment solution for Shared Ride trips. This e-wallet system allows riders to have a cash-less trip where exact fare will be deducted from your account. FreedomFlex accounts can be pre-loaded with cash or credit card payment at Washington Transit Center or over the phone when using a card.

How can I sign up for FreedomFlex?

Anyone who is interested in creating a FreedomFlex account for their Shared Ride trips must call the Freedom Transit office at (724) 223-8747 or stop in at Washington Transit Center. A \$10 minimum transaction is required for all FreedomFlex deposits and can be paid for with cash or credit card.

Is FreedomFlex secure?

Yes, the only person who is able to use your FreedomFlex balance is yourself. FreedomFlex is tied directly to your Shared Ride profile with Freedom Transit, that way no one else is able to use the funds.

What happens if I cancel my trip?

Funds from your FreedomFlex account are only deducted when you complete a trip. You will not be charged if you cancel.

How can I find out the balance of my account?

You can call into the Freedom Transit office at (724) 223-8747. Remember, our office is open Monday through Friday from 7:30 AM to 5:00 PM.

What do I do when I board the vehicle?

Just hop on board and take a seat! The driver is able to see that your trip is being paid for with funds in your FreedomFlex account.

Can I get a refund of the money in my account?

We cannot issue refunds for money in your account. Funds are also non-transferrable.

Will funds in my account expire?

No, there is no expiration date on funds.

Who can add funds to my account?

Anyone! When you call in just let the customer service representative know whose account you would like to add funds to. This is a great feature that allows family and friends to add money to your FreedomFlex account to help pay for your trips. The only person that is able to deduct funds from your account to pay for transit fare though is yourself.