

DOOR ASSISTANCE TRANSPORTATION PROGRAM

WHO IS ELIGIBLE?

This same-day service is available to anyone planning to travel within Los Angeles County; however, priority of service is reserved for individuals meeting the following criteria:

- At least 65 years of age and/or
- Is a frail or disabled adult

Program acceptance will be made on a first-come first-serve basis.

HOW DOES THE PROGRAM WORK?

Individuals can use a maximum of four one-way trips totaling 40 miles per month.

Assistance is available (1) Door-to-Door assistance between the vehicle and the door of the client's home or other destination(s) or (2) Door-through-Door (for clients with significant mobility limitations, an escort driver helps clients through the door(s) of their residence or destination(s) and may provide assistance with belongings).

Door Assistance services are available seven (7) days per week. Special accommodations, such as wheelchair accessible vans and ramps are available.

WHERE CAN I GO?

Individuals can use Door Assistance to travel within Los Angeles County for reasons including:

- Medical
- Grocery stores / other shopping
- Social, worship and recreational events
- Senior and adult day centers
- Employment, education, and volunteer sites

HOW DO I APPLY?

- Individuals may request a New Freedom application by e-mail at newfreedom@ad.lacounty.gov or complete the application through the New Freedom website at: <https://ad.lacounty.gov/new-freedom-transportation/>
- Individuals may also call the New Freedom hotline at (888) 863-7411 to speak to a mobility specialist who can provide assistance. Mobility specialists are available Monday thru Friday from 8 am to 5 pm.

**TO APPLY OR ASK
ABOUT THE PROGRAM,
CALL
1-888-863-7411**





The County of Los Angeles Aging & Disabilities Department has received funding to provide transportation programs throughout Los Angeles County. The goal is to enhance transportation services to older adults and persons with disabilities who are eligible, at no cost.

The New Freedom Door-Assistance Transportation Program is offered at no charge to eligible individuals every month.



Hilda L. Solis
First District

Holly J. Mitchell
Second District

Lindsey P. Horvath
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District



Provided by
Aging & Disabilities Department

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Federal Transit Authority



Los Angeles County

**Aging & Disabilities
Department**

**Door Assistance
Transportation Program**



*Get where you need to go,
and maintain your
Independence, health and
well-being...*

1-888-863-7411