



DISABILITIES DIVISION

# New Freedom Transportation

**FACT SHEET**

## PROGRAM DESCRIPTION

The New Freedom Transportation (NFT) program provides on-demand and non-fixed route transportation services that go beyond Americans with Disabilities Act (ADA) minimal requirements. These free programs are intended to address service gaps and barriers to public transportation for older adults and adults with disabilities.

The goal is to improve clients' overall quality of life by increasing access to community engagement and health and wellness destinations throughout all of Los Angeles County. NFT operates through grants from the Los Angeles County Metropolitan Transportation Authority (MTA).

## ELIGIBILITY

- 65 years and older; OR
- Individuals with a disability aged 18-64 - temporary or permanent

### Volunteer Driver Mileage Reimbursement (VDMR) Program

Through VDMR, clients select one or more volunteer driver(s) to help with their transportation needs. The client tracks and claims trips through the VDMR program and then reimburses their volunteer driver(s).

- Volunteer drivers can include family, friends, caregivers, or neighbors.
- Volunteer drivers utilize their personal vehicles to provide the client with transportation services.
- Clients can claim up to 150 miles per month, at a rate of 63 cents per mile, to reimburse their volunteer driver(s).

### Taxicab Services Program (TSP)

TSP services are like traditional taxicab services; however, for a seamless customer service experience, clients are issued a pre-loaded swipe card with a monthly transportation allowance.

- Rides are available seven (7) days a week, 24 hours a day.
- Four (4) one-way trips or 40 miles per month, whichever comes first.
- Wheelchair accessible vans and ramps are available, but it is highly recommended to schedule these trips 24 hours in advance.

## HOW TO APPLY



Phone: **1-888-863-7411**

Email: [newfreedom@ad.lacounty.gov](mailto:newfreedom@ad.lacounty.gov)

Website: <https://ad.lacounty.gov/new-freedom-transportation/>

[ad.lacounty.gov](http://ad.lacounty.gov)



## IMPORTANT NUMBERS

**New Freedom Transportation**  
(888) 863-7411

**Report Elder Abuse**  
(877) 477-3646

**Older Adult & Assistance Services**  
(800) 510-2020

**Community & Senior Centers**  
(800) 689-8514

**Disability Information & Access Line**  
(888) 677-1199

**Public Email**  
[info@ad.lacounty.gov](mailto:info@ad.lacounty.gov)

## AWARDS

- National Association of Counties (NACo) Innovation Awards
  - 2021 - NFT Critical Delivery Services (CDS)
  - 2021 - NFT Emergency Food Box Delivery
  - 2021 - NFT Call Center
  - 2019 - NFT (VDMR, TSP, and DATP)
- LA County Quality and Productivity Commission Awards
  - 2021 – Special Recognition for moving County Strategic Plan forward
  - 2019 – Top Ten Award