



## New Freedom Transportation

### Program Description

The New Freedom Transportation (NFT) programs provide on-demand and non-fixed route transportation services that go beyond the Americans with Disabilities Act (ADA) minimal requirements. These free services are intended to bridge service gaps and eliminate 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 Los Angeles County. NFT operates through grants from the Los Angeles County Metropolitan Transportation Authority (MTA).

### Eligibility

- Adults 60 years of age or older; OR
- Adults 18-64 years old who are living with a disability (permanent or temporary).

### Services

#### Volunteer Driver Mileage Reimbursement (VDMR) Program

Through VDMR, clients select one or more volunteer drivers to help with their transportation needs. Clients track and claim trips through the VDMR program to reimburse their volunteer driver(s).

- Volunteer drivers can include family, friends, caregivers, or neighbors.
- Volunteer drivers utilize their personal vehicles to provide clients with transportation services.
- Clients can claim up to 150 miles per month to reimburse their volunteer driver(s).

#### Taxicab Services Program (TSP)

TSP services are like traditional taxicab services. To ensure 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.
- Up to four (4) one-way trips or 40 miles per month, whichever comes first.
- Wheelchair accessible vans and ramps are available. It is highly recommended however, to schedule these trips at least 24 hours in advance.

### → IMPORTANT NUMBERS ←

#### Information & Assistance Line

1 (800) 510-2020

#### Report Elder Abuse

1 (877) 477-3646

#### Community & Senior Centers

1 (800) 689-8514

#### Disability Information & Access Line

1 (888) 677-1199

#### Public Email

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

### How to Apply

You may apply via:

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

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

**Or online at:**

[ad.lacounty.gov/new-freedom-transportation](http://ad.lacounty.gov/new-freedom-transportation)