



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 the Americans with Disabilities Act (ADA) requirements. These programs are intended to address service gaps and barriers to public transportation, as well as assist older adults and/or individuals with disabilities in improving their overall quality of life, by increasing access to community engagement and all types of health and wellness destinations. Additionally, for 16 months during the height of the COVID-19 pandemic NFT created the Critical Delivery Service (CDS) program, one of the first of its kind in the state, which completed over 55,300 deliveries of groceries, medication, household items, emergency food boxes, meals, and other vital necessities. CDS shined a light on a significant need for delivery services which was unknown prior to the pandemic. NFT provides services throughout all of Los Angeles County through grants from the Los Angeles County Metropolitan Transportation Authority (METRO).

ELIGIBILITY

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

Volunteer Driver Mileage Reimbursement (VDMR) Program

VDMR provides participants the opportunity to 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 VDMR Client with transportation services
- Clients can claim up to 150 miles per month, at a rate of 45 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

WHERE DO I APPLY?



New Freedom Transportation
 510 South Vermont Ave, Floor 11, Los Angeles, CA 90020
 Phone: **1-888-863-7411**
 Email: newfreedom@ad.lacounty.gov
 Website: www.newfreedom.lacounty.gov

FOLLOW US
ad.lacounty.gov



IMPORTANT NUMBERS

Report Elder Abuse
(877) 477-3646

Report Hate (211)

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

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