LOS ANGELES COUNTY
WORKFORCE DEVELOPMENT,
AGING & COMMUNITY SERVICES
ADULT PROTECTIVE SERVICES

NEW FREEDOM: TAXICAB SERVICES PROGRAM (TSP)
FACT SHEET

December 2017

Background

The need for specialized transportation has increased significantly as a result of the aging of the baby boomer generation. New Freedom Programs target the coordination and provision of non-fixed route transportation services to disabled adults and very frail elderly that go beyond the requirements of the Americans with Disabilities Act (ADA). These programs are intended to improve quality of life, by helping aging residents, while increasing their community engagement. Additionally, the New Freedom Programs address the service gaps and barriers between fixed-route and demand-response service. New Freedom Programs provide mobility management services within each of the five Supervisorial Districts. This is the second New Freedom program WDACS is implementing, in collaboration with the Los Angeles County Metropolitan Transportation Authority, to enhance transportation services to older adults and dependent adults. TSP complements the VDMR Program by providing clients who cannot recruit a volunteer driver with another transportation option.

Program Description

- Clients can use the TSP for banking, visits to medical offices or to attend life enriching activities.
- TSP is countywide and has no income requirements, with priority service reserved for frail, elderly and disabled adults.
- Point of Origin must be in LA County and clients can take a maximum of four, one-way trips totaling 40 miles each month.
- Taxicab services will be available to clients seven (7) days per week and clients will be able to request special accommodations, such as wheelchair accessible vans and ramps.
- Clients will be issued swipe cards pre-loaded with the designated monthly transportation allowance for a seamless customer service experience.
- Limited funding is available.

Program Eligibility

- Services are available to the general public however, priority of service is reserved for those who meet the following criteria:
  - Age – 60 years or older; or
  - Dependent adult- persons between the ages of 18 and 59, who have physical or mental limitations that restrict his or her ability to carry out normal activities or to protect his or her rights including, but not limited to, persons who have physical or developmental disabilities or whose physical or mental abilities have diminished because of age.
- Applicants will be asked to provide documentation verifying age and/or disability.
- Program acceptance will be made on a first come first serve basis.

Contact

Those interested in receiving TSP services or would like additional information, may contact 888-863-7411 or send an email to newfreedom@wdacs.lacounty.gov or by visiting the website at http://newfreedom.lacounty.gov.

Metro