

New Freedom Transportation

We can accommodate riders with:

Manual wheelchairs

,

Powered wheelchairs

To accommodate riders, we offer:

Lift equipped vehicle(s)

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Serves individuals with a disability of all ages. Disabilities may be short-term and long-term. Medicaid recipients may be eligible for non-medical transportation only.

Intake Contact

Katherine Newman, New Freedom Program Manager

Intake Process

Call at least a minimum of 72 hours before the scheduled ride to make a reservation.

If Bay Transit cannot provide the needed transportation, the dispatcher will seek other transit options.

Intake Contact Telephone

(804) 824-2546

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves residents of the service area.

Self Refer

Yes

Bay Aging

<https://bayaging.org/>

<https://baytransit.org/new-freedom/>

Main

(804) 824-2546

Toll-Free

(877) 869-6046

111 Commerce Parkway

22572 VA

United States

Additional Availability Comments

These hours are dispatch scheduling hours. Transportation hours may vary.

Fee Structure

Fee Range

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Call for Information

Payment Method(s)

Private Pay

Languages Spoken

English

New Freedom, a program of Bay Aging, is a transportation service providing seniors and individuals with disabilities the ability to attend medical appointments, shop, work, and attend social and recreational events even for travel outside of Bay Transit's service area and/or service hours. Participants pay a nominal fee for each round trip. For round trips of fifty miles or less, there is a five-dollar fare. For round trip journeys greater than fifty miles the fare is ten dollars.

A partnership with the MedCarry Volunteer Transportation program supplements New Freedom to help address additional demand. Individuals of any age with disabilities qualify to participate in New Freedom whether they have a short-term disability such as a broken leg or they are rehabilitating after surgery. Individuals with long-term disabilities, mental health disabilities with mobility issues or chronic health issues are also eligible to participate. Many trips made by NewFreedom are outside of Bay Transit's service area to typical destinations such as the VA Medical Centers in Richmond and Hampton, regional hospitals in Newport News, and medical services in Fredericksburg, Richmond, Williamsburg, and Norfolk.

For more information about Bay Transit's New Freedom program, to inquire about driving for Bay Transit, or volunteering to be a MedCarry driver, call or email

Katherine Newman at (804) 824-2546 or knewman@bayaging.org.

Service Area(s)

Charles City County

,

Essex County

,

Gloucester County

,

King William County

,

King and Queen County

,

Lancaster County

,

Mathews County

,

Middlesex County

,

New Kent County

,

Northumberland County

,

Richmond County

,

Westmoreland County