

● Cost of Trip

New Freedom fare is \$2.50 per one way trip. Exact change must be provided upon entering the vehicle. Drivers are not allowed to make change.

● PCAs and Companions

Clients are allowed two (2) companions per trip. Whenever a client chooses to have a PCA or companion accompany them, notice must be given to Transdev upon scheduling your trip. PCAs and companions must pay the \$2.50 fare per one way trip.

● Lost and Found

Please remember to collect all personal belongings when leaving the vehicle. In the event a personal item is left behind on the vehicle, please call the providers office number to inquire about your belongings.

Comfort and Care Transportation

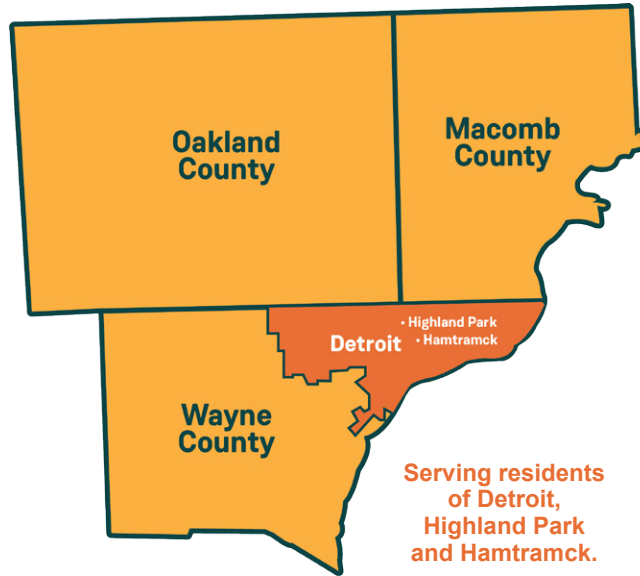
(248) 469-5593

Checker Cab

(313) 963-7000

Wrightway Transportation

(313) 367-2491



New Freedom Program

1301 E. Warren Avenue
Room 312, Detroit, MI 48207

Phone: 313-833-1017

E-mail: newfreedom@detroitmi.gov

DDOT Customer Service: 313-933-1300

www.RideDetroitTransit.com

@RideDDOT



Transportation services for disabled Detroit, Highland Park and Hamtramck residents

New Freedom Program Overview

The Detroit Department of Transportation (DDOT) was awarded grant funds from the Federal Transit Administration (FTA) to address some of the transportation challenges facing the city's disabled community.

The goal of the New Freedom Program is to provide transportation options to individuals with disabilities beyond DDOT's MetroLift ADA Paratransit service.

Transportation for Persons with Disabilities

The New Freedom service offers citizens with disabilities transportation which allows them to travel up to 25 miles within Wayne, Oakland and Macomb Counties. The service is operated Monday thru Saturday from 5:00 a.m. until 7:00 p.m. excluding holidays.

New Freedom Eligibility Criteria

- Individuals must be a verified resident of the City of Detroit, Highland Park or Hamtramck
- A valid state of Michigan driver license or ID card must be used for residency verification
- Applicants must be unable to independently board, ride and/or disembark from a ramp-equipped fixed route bus due to a functional limitation, verified by a professional familiar with the applicant's limitation, to be eligible to use the New Freedom service

Please note: DDOT's New Freedom Transportation Service is an origin to destination service and provides door-to-door service on request or when necessary. Service is provided by the following: Checker Cab, Comfort and Care Transportation, and Wrightway Transportation



How Do You Apply for the New Freedom Service?

Applicants must apply directly to DDOT by completing an application/professional verification form in its entirety. The application processing time is generally 7 to 10 business days excluding the date the application was received. Upon review, a DDOT representative will contact the applicant directly regarding the information on the application. Once reviewed and approved, the client becomes a certified New Freedom client and is assigned a New Freedom Client ID number that will allow the client to schedule trips.

Applicants can mail, e-mail or fax their completed application, Professional Verification form, and copy of their valid identification to:

DDOT/New Freedom

1301 E. Warren Ave.
New Freedom Program
Detroit, MI 48207

Office number: (313) 833-1017

Fax number: (313) 833-5493

E-mail: newfreedom@detroitmi.gov

Administration Hours: 8:00 a.m. - 4:00 p.m.

Monday – Friday

(Walk-in applications are not accepted)

Note: Applications are available online at

www.RideDetroitTransit.com

How Do I Schedule a Ride?

DDOT has engaged Transdev to schedule and dispatch trips for New Freedom service. To reserve a trip, call Transdev at (313) 208-7363. Scheduling hours are Monday-Saturday, 8am to 4pm. Reservations for trips can be scheduled 1 to 8 days in advance.

New Freedom Service does not operate on Sundays and the following holidays:

- **New Year's Day** • **Easter** •
- **Memorial Day** • **Fourth of July** •
- **Labor Day** • **Thanksgiving** • **Christmas** •

Clients with questions or inquiries regarding reservations should call Transdev.

What Information Do I Need to Schedule a Trip?

- Have your New Freedom Client ID number
- The appointment time
- Provide the exact address of your pick-up location and destination to when scheduling your trip
- Any mobility device that you require
- Inform the scheduler if you will be traveling with a Personal Care Assistant (PCA) or a companion when scheduling your trip
- Provide all instructions for the driver (i.e. specific entrances, apartment complex entrance, etc) for your pick-up location and destination
- Clients are responsible for notifying Transdev of any address or phone number changes