

# New Freedom Transportation

We can accommodate riders with:

Manual wheelchairs

,

Powered wheelchairs

To accommodate riders, we offer:

Lift equipped vehicle(s)

,

Wheelchair on the vehicle

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Serves all people of all ages, for all reasons. Children younger than age 12 must be accompanied by an adult. Disabilities may be short-term or long-term. Serves all individuals who are at least 60 years of age. Medicaid recipients may be eligible for non-medical transportation only.

Intake Contact

Katherine Newman, New Freedom Program Manager

Intake Contact Email

knewman@bayaging.org

Intake Process

Call at least 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. Call the toll-free telephone number 24 hours a day to schedule your transportation.

Intake Contact Telephone

(804) 824-2546

Provider Refer

Yes

Report Problems

Call the Agency

Send an Email

Self Refer

Yes

Bay Aging

<http://www.bayaging.org>

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

Main

(804) 824-2546

Toll-Free

(877) 869-6046

Main Office

111 Commerce Parkway

22572 VA

United States

Additional Availability Comments

Call Monday through Friday anytime between 6:00 am and 6:00 pm to talk directly with a dispatcher. The toll-free Ride Line accepts calls 24 hours per day.

Fee Structure

Call for Information

Payment Method(s)

Cash only

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 only 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, 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 for 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 today at (804) 824-2546 or [knewman@bayaging.org](mailto:knewman@bayaging.org).

#### Service Area(s)

Charles City County

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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