

## **New Freedom Mobility Management**

Age Requirements

18 and over

,

60+

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Serves older adults age 60 and older and individuals with disabilities age 18 and older. Must not qualify for Medicaid healthcare transportation.

Intake Contact Email

[newfreedom@bayaging.org](mailto:newfreedom@bayaging.org)

Intake Process

Call as far in advance as possible to schedule a ride. 24 hours advance notice required with two business days notice preferred. If you leave a message on voice mail, call back to talk to a dispatcher to confirm your ride.

Intake Contact Telephone

(804) 824-2546

Provider Refer

Yes

Report Problems

Call the Agency

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Send an Email

Residency Requirements

Must reside in the service area.

Self Refer

Yes

Bay Aging

<http://www.bayaging.org>

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

Main

(804) 250-2011

Toll-Free  
(877) 869-6046

5959 Fiddlers Green Road  
23061 VA  
United States

Monday: 8:30 am-4:30 pm

Tuesday: 8:30 am-4:30 pm

Wednesday: 8:30 am-4:30 pm

Thursday: 8:30 am-4:30 pm

Friday: 8:30 am-4:30 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Transportation service hours vary.

Fee Structure

Call for Information

Payment Method(s)

Cash only

Languages Spoken

English

,

Spanish

,

Multi-Lingual

,

Language Line available

Mobility Managers across Virginia manage and implement coordinated transportation services for veterans, low-income individuals, older adults, persons with disabilities, and individuals with transportation needs.

Transportation services are designed to help seniors and people with disabilities enjoy important social and recreational events, retail shopping in addition to medical appointments and work.

If your appointment or event is outside of the Bay Transit service area and/or service hours, the New Freedom Mobility Management program might be able to assist you

with transportation.

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

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New Kent County

,

Northumberland County

,

Richmond County

,

Westmoreland County