



New Freedom Frequently Asked Questions (FAQ)

1.) How do I apply for New Freedom service?

New clients may contact the New Freedom office for an application. An application can be requested by phone, email, and/or fax.

Number: 313-833-1017

Email: Newfreedom@detroitmi.gov

Fax: 313-833-5493

We are not able to receive walk-in requests or applications at this time.

2.) Who is eligible to participate with New Freedom?

Detroit, Hamtramck, and Highland Park residents with disabilities traveling up to 25 miles from their pick-up location to jobs, higher education, training, medical and non-medical appointments are eligible.

3.) What type of disabilities qualify for the New Freedom service?

Disabilities of a physical, mental, or visual (with no mobility skills) nature can qualify for New Freedom service.

4.) How far can I travel using New Freedom?

Clients are able to travel up to 25 miles from their pick-up location to jobs, higher education, training, medical and non-medical appointments.

5.) Will my doctor have to fill out the application?

A New Freedom client's doctor or licensed professional will have to fill out the professional verification form and the client will have to fill out the application and return it with a copy of his/her valid Michigan ID. All parts of the application will have to be filled out and returned before an application can be processed.

6.) How many days of the week does New Freedom service their clients?

Monday through Saturday from 5 am to 7 pm.

7.) Will New Freedom clients receive an ID card like MetroLift?

New Freedom clients will receive an approval letter with their ID number. Clients will not receive an ID card.