



DEPARTMENT OF SENIOR SERVICES TRANSPORTATION SYSTEM

Updated February 2024

NEWMO OVERVIEW

NewMo – Newton in Motion – is an on-demand, shared-ride service available in Newton. Provided by Via under a contract with the City, NewMo provides transportation for seniors, individuals with disabilities, and a limited number of students with high needs.

NewMo senior service is available to residents age 60+ and takes riders anywhere in Newton – to the Senior Center, fitness classes, medical appointments, grocery shopping, etc. NewMo’s senior service also takes riders to certain medical facilities outside of Newton (see the table on page 4). The hours of operation are 7 a.m. to 6:30 p.m. on weekdays and from 9 a.m. to 12 noon on weekends. (Only seniors can use the service on weekends.)

Seniors can pre-schedule all rides in the NewMo service area by calling the call center by 5 p.m. the day before their appointment, or up to five days in advance. The number for the call center is 617-655-8019. Listen carefully to the prompts for Senior Service.

SETTING UP AN ACCOUNT

Before you request a ride, you must set up a NewMo account by calling the Senior Center at 617-796-1675 or by downloading the NewMo Newton app on your smart phone. If you use the app to create your account, you will need to call the Senior Center for a senior promo code before you can complete your account. If the Senior Center sets up your account, we will add the promo code at that time. **Once the code has been added, you do not need to enter it again.**

Whichever way you open an account, you’ll need a debit card or credit card associated with your account. (Your card will only be charged when you use the service.)

If you do not have a credit or debit card, you can use cash or a check to buy a \$25 ride credit from the Senior Center to open an account. You can add additional credit later – in

increments of \$25 – when your balance gets low.

COST

NewMo costs \$3 per ride for seniors. A discounted rate of \$1 per ride is available to seniors who meet certain criteria. Please call the Senior Center at 617-796-1675 to request the discounted rate and provide proof of eligibility.

TWO WAYS TO REQUEST A NEWMO RIDE

Once you have a NewMo account, you can request a ride through the NewMo app or by calling the NewMo call center at 617-655-8019. With either method, you will need to provide the address you are leaving from and the address of your destination.

If you have not prescheduled a ride home or to your next destination, you will need to request another trip.

PRE-SCHEDULING RIDES

Many seniors find it helpful to preschedule rides to medical appointments in the NewMo service area by calling the call center by 5 p.m. the day before their appointment, or up to five days in advance. You can also preschedule a ride home from your appointment, *if you know when the appointment will end.* If you don't know how long the appointment will be, call the NewMo call center to request a ride home, or book a ride using the NewMo app.

If your appointment is on a Tuesday after a Monday holiday, be sure to call by 5 p.m. the Friday before.

WHEN TO REQUEST A RIDE

If you have a scheduled appointment, such as a doctor visit or a physical therapy session, and you did not pre-schedule your ride ahead of time, you should request a ride one hour before your appointment is scheduled to begin. That way you won't have to worry about traffic, construction, or unexpected delays.

For other activities, you should call 30 minutes before you want to be picked up.

During peak hours – 12 pm to 5 pm – you should call 45 minutes before you want to be picked up.

EXTRA ASSISTANCE OR EQUIPMENT

If you need assistance getting to the car, or you use a walker and need extra help from a driver, please note this in the “details” section of the NewMo app, or let an agent know this when you call in to request a ride. **If you use a wheelchair, your file can be marked**

“wheelchair accessibly needed” so that only a WAV vehicle – a wheelchair accessible van – will be sent to pick you up. If you use the app, you will find the wheelchair accessibility option under your account details.

NO CELL PHONE? NO PROBLEM!

You don't need a smartphone or cell phone to use NewMo. You can dial the NewMo call center from anywhere: from your home phone, a cell phone, or a phone in a public place. **The number is 617-655-8019.**

PLUS-ONE RIDES

If you need to travel with a family member, friend, or an aide, please note this in the app or let the agent know this when you call the call center to request your ride. You will be charged for two rides.

LOOK FOR THE NewMo AND VIA LOGOS

When you make your reservation, you will be given the license plate number of the car that will pick you up and the name of the driver. You will also see the NewMo and Via logos on the doors of the car. (You can see those logos at the top of the first page.)

SAFETY MEASURES

Masks are optional, but to keep everyone safe, riders and drivers are encouraged to wear a mask or face covering while in NewMo vehicles. The interior of each vehicle is professionally cleaned at least twice a week and deep-cleaned once a week. If a vehicle is untidy, please ask the driver to report it to our local field manager, and we will arrange a deep cleaning immediately. If you'd like to use your own wipes to wipe down the seat or other surfaces, you may do so, *as long you use a non-bleach solution.*

DESTINATIONS

NewMo can take you anywhere in Newton. Here are examples of popular destinations:

GROCERY SHOPPING: You may choose any grocery store within Newton, as well as food pantries and farmers markets.

LONG-TERM CARE FACILITIES: Transportation is available to facilities within Newton and to Newton-Wellesley Hospital.

HOUSES OF WORSHIP: NewMo service is available from 9 a.m. to noon on Saturday and Sunday. You can also attend weekday observations during NewMo's regular hours – 7 a.m. to 6:30 p.m.

MALLS, SHOPS, RESTAURANTS AND CITY-SPONSORED PROGRAMS WITHIN THE CITY: This service is available during regular NewMo hours (7 a.m. to 6:30 p.m. on weekdays, 9 a.m. to noon on weekends).

MEDICAL APPOINTMENTS: Trips must be within the City of Newton **OR ONLY** to the designated medical facilities/destinations listed below:

Walnut Street, Wellesley (which includes several doctor offices and medical facilities)	New England Baptist Hospital Outpatient Care Center, Chestnut Hill (830 Boylston Street)
1-54 Washington Street, Wellesley (which includes several facilities)	850 Boylston Street, Chestnut Hill (Brigham and Women’s Health Care, etc.)
173 Worcester Street, Wellesley (includes Newton-Wellesley Hospital Endocrinology Center and more)	1244 Boylston Street, Chestnut Hill (which includes several doctor offices and medical facilities)
195 Worcester Street, Wellesley (includes Newton-Wellesley Primary Care)	VA Hospital, West Roxbury 1400 VFW Parkway VA Hospital, Jamaica Plain 150 South Huntington Ave.
230 Worcester Street, Wellesley (Harvard Vanguard, Atrius, etc.)	Faulkner Hospital, Jamaica Plain 1153 Centre Street
981 Worcester Street, Wellesley (Fresenius Kidney Care/Wellesley Dialysis, etc.)	St. Elizabeth’s Hospital, Brighton 736 Cambridge Street

HELPFUL HINTS

HOURS OF OPERATION NewMo operates from 7 a.m. to 6:30 p.m. Monday thru Friday and from 9 a.m. to noon on Saturday and Sunday. You can request a ride as soon as the NewMo call center opens. **Do not try to call before 7 a.m. because the call center won’t be open. If you call at 7 and can’t get through right away, call back in a few minutes. Don’t wait for an agent to call you back.**

The wait time for a vehicle can be up to 30 minutes before 12 noon and up to 45 minutes in the afternoon. Once your appointment is over, call to request a return ride

home or a ride to your next destination. **You should request a return ride by 5:30 p.m. If you can call earlier, please do.**

On weekends, please request a ride home by 11:30 am. Please keep these hours in mind when you make future plans. **The NewMo call center's number is 617-655-8019.**

2024 HOLIDAY SCHEDULE **NewMo does not run on Federal holidays.** Those holidays are: **New Year's Day**, Monday, January 1; **Martin Luther King, Jr. Day**, Monday, January 15; **Presidents' Day**, Monday, February 19; **Memorial Day**, Monday, May 27; **Juneteenth**, Wednesday, June 19; **Independence Day**, Thursday, July 4; **Labor Day**, Monday, September 2; **Indigenous Peoples' Day** (formerly known as Columbus Day), Monday, October 14; **Veterans' Day**, Monday, November 11; **Thanksgiving**, Thursday, November 28; and **Christmas**, Wednesday, December 25. **NewMo also does not run on Patriots' Day, Monday, April 15.**

BE READY WHEN YOUR RIDE ARRIVES When you request a ride, NewMo will give you an estimated arrival time. The service will also text you, if you have a cell phone, when the vehicle is two minutes away. At that time, please go outside to meet the driver, if you have not already done so. NewMo will also text you to say that the car has arrived. **Do not wait until the car arrives to put on your coat and gather your things. You are expected to meet the car when it arrives.** Drivers can only wait a couple minutes before they must head to their next pickup.

PLEASE DON'T BACK-SEAT DRIVE Drivers follow the route determined for them by GPS through the Via system. Please don't try to give directions, even if you think you know a shorter route. Instead, let Via or the Senior Center know, in case Via's maps need to be updated.

ADDING MONEY TO YOUR ACCOUNT **If you used ride credit to open your account, you must keep track of the balance.** (You can check this in the app or ask an agent in the NewMo call center for that info each time you schedule a ride.) **Additional credit can be purchased by bringing cash or a check to the Senior Center's interim location – Brigham House, 20 Hartford Street, Newton Highlands – or you can mail a check to City of Newton, Senior Services Dept., 1000 Commonwealth Ave, Newton, MA 02459.** If your balance gets too low, **you cannot travel by giving the driver cash. NewMo is a cashless system.** If keeping track of your balance becomes cumbersome, you can always add a credit card or debit card to your account.

QUESTIONS/CONCERNS/FEEDBACK? If you still have questions about NewMo, contact the Senior Center at 617-796-1675. If you have a concern, it's especially important for us at the Senior Center to hear this, so we can address the issue.

OTHER TRANSPORTATION

The Ride Service area within Rt. 128	Reservations: 877-765-7433 Eligibility Center: 617-337-2727	7 days a week	Operates from 5 a.m.-1 a.m. Call by 5 p.m. one day in advance.	Serves disabled riders; you must be pre-ap- proved.	\$4-5 each way
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