



## **DEPARTMENT OF SENIOR SERVICES TRANSPORTATION SYSTEM**

Updated 12/5/22 – Expansion info included

### **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 offers a commuter service and a senior service.

**The senior service is door-to-door for 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 9 a.m. to 12 noon on weekends.**

**Seniors can pre-schedule all rides to medical appointments by calling the call center by 5 p.m. the day before their appointment. (Pre-scheduled requests can be made up to five days ahead of time.) The number for the call center is 617-655-8019. Listen carefully to the prompts for Senior Service.**

The commuter service, in contrast, is corner to corner and on-demand only. Riders can only choose one service. It isn’t possible to have both at this time.

### **SETTING UP AN ACCOUNT**

Before you request a ride, you must set up a NewMo account by calling the Senior Center at 617-796-1660 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.

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**

Riders pay \$2 for each ride. However, if you receive SNAP, fuel assistance, or you are on MassHealth, please let us know. Those benefits entitle you to pay 50 cents per ride. You must send proof of eligibility to the Senior Center before you can take your first ride.

## **TWO WAYS TO REQUEST A RIDE**

**Once you have a NewMo account, you can request a ride through the NewMo app or by calling the 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.

Your ride should arrive within 30 minutes, and you should not spend more than 30 minutes in the car. When you're ready to return home or go to your next destination, you will need to request another trip.

## **PRE-SCHEDULING RIDES**

**Seniors can pre-schedule rides for all medical appointments in the NewMo service area by calling the call center by 5 p.m. the day before your appointment or up to five days in advance.** You can also pre-schedule 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 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 20-30 minutes before you want to be picked up. During peak hours – 12pm 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 CELLPHONE? NO PROBLEM!**

**You don't need a smartphone or cell phone to use NewMo.** You can dial the 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 as it is 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 – 8 a.m. to 5 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:

<b>Walnut Street, Wellesley</b> (which includes several facilities)	<b>850 Boylston Street, Chestnut Hill</b> (Brigham and Women’s Health Care, etc.)
<b>1-54 Washington Street, Wellesley</b> (which includes several facilities)	<b>1244 Boylston Street, Chestnut Hill</b> (Dermatology, Ear, Nose & Throat, etc.)
<b>173 Worcester Street, Wellesley</b> (includes Newton-Wellesley Hospital Diabetes and Endocrinology Center)	<b>Great Day for Seniors Adult Day Health Program, 1200 Centre Street, Roslindale</b>
<b>195 Worcester Street, Wellesley</b> (includes Newton-Wellesley Primary Care)	<b>VA Hospital, West Roxbury</b>
<b>230 Worcester Street, Wellesley</b> (Harvard Vanguard, Atrius, etc.)	<b>VA Hospital, South Huntington Ave.</b>
<b>New England Baptist Hospital</b> (830 Boylston Street, Chestnut Hill)	<b>Faulkner Hospital</b> (1153 Centre Street, Jamaica Plain)
	<b>St. Elizabeth’s Hospital</b> (Cambridge Street, Brighton)

**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 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 average wait time for a vehicle is currently 20 minutes, but **if you have a doctor appointment and you have not pre-scheduled your ride, please call an hour before your appointment is scheduled to begin.** 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 5:45 p.m. If you can call earlier, please do.** Please keep these hours in mind when you make future appointments

**The call center's number is 617-655-8019.**

**HOLIDAY SCHEDULE HOLIDAY SCHEDULE NewMo does not run on federal holidays.**

Those holidays are: **New Year's Day** (Newton will observe this on Monday, January 2, 2023) the service will run on January 1; **Martin Luther King Day** (Monday, January 16, 2023); **Presidents' Day** (Monday, February 20, 2023); **Memorial Day** (Monday, May 29, 2023); **Independence Day** (Tuesday, July 4, 2023); **Labor Day** (Monday, September 4, 2023); **Indigenous Peoples' Day** (formerly known as Columbus Day) Monday, October 9, 2023; **Veterans' Day** (Newton will observe this on November 10, 2023), the service will run on Saturday, November 11, 2023); **Thanksgiving** (Thursday, November 23, 2023); and **Christmas** (Monday, December 25, 2023). **NewMo also does not run on Patriots' Day (Monday, April 17, 2023) or Juneteenth (Monday, June 19, 2023).**

**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 cellphone, 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 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, 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 correct it ASAP.

## OTHER TRANSPORTATION

<b>The Ride</b> 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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