



January 29, 2020

Dear Family Members:

We have been informed that **City Voyager Transportation** has been chosen to provide transportation services to-and-from our Lawrence day programs **starting on February 17**. We will work closely with them over the next two weeks as they share our desire to make this transition as smooth as possible for you and your loved ones.

City Voyager has more than ten years of experience in transporting and assisting passengers with intellectual, development, and physical disabilities. They have provided transportation services to various agencies within the Massachusetts Executive Office of Health and Human Services, as well as nursing homes and other day programs.

Representatives from City Voyager will be in touch with you prior to February 17. I want to assure you that there will *not be a gap* in the availability of transportation. The additional two weeks will make for a smoother transition, and between now and Friday, February 14 your LifeLinks CLASS drivers and monitors will continue to transport your loved ones to-and-from Parker Street.

As a reminder, we have created an online resource that captures the most up-to-date information at www.lifelinksclass.org/transitupdates. Additionally, we have created a 24-hour transit hotline that you may call to have any additional questions answered to the best of our ability within one business day: **(978) 975-8587, ext.1202**.

And of course, as always, if you have questions or concerns relating to the care and support of your loved ones, your LifeLinks CLASS case coordinator is always your best resource!

I'm confident this will be a smooth process and welcome your feedback!

Sincerely,

A handwritten signature in black ink that reads "Jean M. Phelps".

Jean M. Phelps, CEO