



January 15, 2020

Dear Family Members:

As we enter the new year, I wanted to share an important transportation update. **We will be partnering with a new transit company in February to provide transportation services to and from our facility in Lawrence.**

Our unwavering commitment is to provide your loved ones with compassionate, safe transportation services in modern, accessible vehicles. Our new transit partner will provide the same reliable service that you have come to depend on from LifeLinks CLASS, and the impacts to you will be minimal. Drivers and monitors who transport individuals to and from our day programs in Lawrence are put through a thorough screening process, and trained in assisting passengers with intellectual, development, and physical disabilities or conditions.

We understand that this change generates many questions. Who is my driver? Who are the other day program participants sharing the van with my loved one? Will my pickup and drop-off times change? Your LifeLinks CLASS case coordinators are your best resource and will keep in close touch with you so you have the most up-to-date information.

We have enclosed a 2020 transportation FAQ that will hopefully answer all of your questions, and this document can also be accessed at www.lifelinksclass.org/transitupdates.

Additionally, we have created a transit hotline that you may call to have any additional questions you may have answered expeditiously. You can call this number anytime, and a member of our team will get back to you within one business day: **(978) 975-8587, ext. 1202.**

It is a privilege for all of us to work with your loved ones, and we thank you for your trust in us. I wish you all a safe and prosperous new year!

Sincerely,

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

Jean Phelps
CEO

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