



News Release

For Immediate Release

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MONTEBELLO LAUNCHES CALL CENTER FOR SENIORS 65+ NEEDING VACCINE APPOINTMENTS City Call Center Is For Residents Who Need Help to Get a COVID-19 Vaccine Appointment

Montebello, CA – The City of Montebello recognizes the difficulty many seniors experience trying secure a vaccine appointment due to a variety of factors in the registration process. These include not having internet access, limited skills in understanding or navigating the internet, lack of understanding how to navigate and book a vaccine appointment online, and various cultural or language barriers that can limit their ability to get an appointment.

The City is activating a call center to help all Montebello residents age 65+ with booking and securing a vaccine appointment, including transportation within a 10 mile radius of Montebello. The City specifically seeks to help seniors with the following challenges:

- No access to the internet
- Digitally disadvantaged
- Language and cultural barriers understanding how to navigate the appointment process
- No access to transportation or mobility challenges for those vaccine eligible

“We recognize the extraordinary circumstances and challenges our senior population is facing and this is a direct and effective way we can help more of them get vaccinated as soon as possible,” said City Manager René Bobadilla. “Our staff have a lot of experience communicating and dealing with seniors in our community and we realize how different their digital abilities can be so we are pleased to offer this assistance. We know many seniors have never used the internet in their daily lives.”

Seniors who reside in Montebello may call (323) 887-4575 every Monday through Friday from 8AM to 5PM.

Residency is verified by having a Montebello address. A representative will assist them to enter their information online and attempt to secure and book an appointment through L.A. County’s online COVID-19 appointment system. Transportation can be arranged for appointments nearby or within Montebello and staff will coordinate with the eligible senior on the day and time of their appointment. Staff will make every attempt to secure a vaccine appointment for those who call until one is confirmed.

The City of Montebello does not have or administer COVID-19 vaccines. This service is to book appointments ONLY.

About Montebello - Founded in 1920, Montebello is located eight miles southeast of downtown Los Angeles. Its history dates back to the days of the Franciscan missionaries and today boasts a full array of civic services including parks and recreation, police, fire and one of the region’s largest public transportation systems, [Montebello Bus Lines](#). The city has a multi-cultural population of approximately 65,000 residents covering a footprint of approximately four square miles. For more information visit www.cityofmontebello.com or follow us on [Facebook](#), Instagram and [Twitter](#).

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