



4199 Kinross Lakes Parkway
Suite 300
Richfield, OH 44286

November 6, 2019

Mr. Dan Osoba
Planner II
Planning & Development Services
City of Aurora
15151 E. Alameda Parkway, Suite 2300
Aurora, CO 80012

Regarding: 1640 South Abilene Street, Unit D
Aurora, CO

Dear Dan:

It was a pleasure meeting on October 16th in which my team and I expressed our interest in opening a new MobilityWorks location in the 12,590 square foot space located at 1640 S. Abilene Street. Per your request, I am providing you with this letter of introduction and operations plan describing the scope of services we intend to provide at this location.

Founded in Akron, OH, MobilityWorks has been helping seniors, veterans, caregivers and people with disabilities enjoy active, mobile lifestyles since 1997. As the nation's largest wheelchair accessible vehicle and adaptive solutions provider, we offer a range of services and products that include minivans, SUVs, wheelchair and scooter lifts, turning and transfer seats, hand controls and wheelchair securement and document systems.

People with disabilities constitute the 2nd largest minority in the United States, with over 18 million people in the US having mobility issues, including 6 million veterans. As technology and adaptive driving equipment have advanced, there are a wide variety of vehicles available, allowing more and more drivers with disabilities the freedom to operate motor vehicles and/or riding in one and enjoy active, mobile lifestyles.

MobilityWorks has revolutionized the wheelchair accessible vehicle industry by establishing well-managed locations that feature trained mobility consultants and a quality service staff. The company emphasizes a face to face approach in the consulting process, with strict attention to detail in selecting and fitting the right equipment to the individual or business client's needs. You can expect exceptional customer service from caring and compassionate professionals.

Because of the disabilities and mobility challenges faced by our customers and the services we offer, we fall into a variety of use classifications depending on planning and zoning codes. Invariably our customers have unique needs and we strive to customize results that favorably impact their mobility needs. We are a business that accessorizes, assembles, sells and services wheelchair accessible vehicles along with related durable medical equipment such as wheelchairs, scooters and lifts.

Following a needs assessment of specific disabilities and mobility requirements, we outfit vehicles with specialty products such as wheelchair securement equipment and docking systems with electronic wiring and controls to ensure it is locked securely in place and automatically released when needed. Adaptive Driving Aids are designed to provide many years of performance specific to a client's and vehicle they are driving. Additional assembly products include sophisticated hi-tech controls, transfer solutions, turning automotive seats, and lifts for scooters and power chairs. Our NMEDA 'QAP' certified service department performs comprehensive maintenance and service to ensure trouble-free operation of the adaptive driving equipment.

MobilityWorks primary use of the premises will be dedicated to accessorizing, assembling and modifying specialized equipment for wheelchair accessible vehicles. The space will also include offices, customer support areas, employee support areas, storage and showroom/sales area where customers can view and purchase modified vehicles for their use. It is expected that less than 20% of the leased area will be used for retail sales space. Some vehicles waiting modification or service will be stored in the parking area. We plan on utilizing approximately sixty (62) parking spaces for customers, employees and vehicles awaiting modification or pickup by customers. We expect to have a staff of approximately 15 employees and a payroll of \$1.5 million. Normal operating hours are Monday – Friday, 8:00 AM – 5:00 PM, and Saturday, 9:00 AM – 12:00 PM.

Below are some links to videos showing the scope of services we typically provide at our locations;

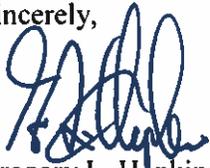
<https://www.youtube.com/watch?v=HB9UoPwXMb0> ,

https://www.youtube.com/watch?v=GJgUJcMG_E ,

<https://www.youtube.com/watch?v=5pycN0YIVdQ> .

I hope this information has been helpful in understanding MobilityWorks and our intended use at 1640 S. Abilene Street and we are very excited about opening for business in the City of Aurora.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Gregory L. Hopkins', written over a faint, larger version of the same signature.

Gregory L. Hopkins

Director of Real Estate

(216) 401-1121

Greg.hopkins@mobilityworks.com