

May Mobility, Inc.
Americans with Disabilities Act (ADA) Transportation Policy &
Complaint Procedure

1. Mission of Inclusion:

May Mobility provides safe and efficient autonomous transportation to the public and to persons with disabilities as specified by the ADA and shall not discriminate against any individual on the basis of disability.

May Mobility, Inc. operates autonomous demand responsive transportation services and fixed route transportation services using a smartphone application (App) on demand.

The May Mobility App allows for any rider to toggle to use the Wheelchair Accessible shuttle during any route operation timeframe. This shuttle is at no cost to the rider* and is equipped with all of the amenities and safety features necessary to transport you to any designated stop along the mapped route during any route operation timeframe. May Mobility, Inc. also offers a call number for Wheelchair Accessible transportation services along every Indiana based route during operating hours along the route at its designated stops. The Indiana shuttle can be dispatched by calling: 463.237.3915.

2. Complaint Procedure:

Any individual who believes they have been discriminated against and harmed by May Mobility's failure to comply with ADA regulations may, personally or through a representative, file a written complaint with the Complaint Resolution Officer. A complaint must be filed not later than 180 days from the date of the alleged discrimination.

Making your Complaint and your voice heard. Please use one of the following options for submitting an ADA complaint regarding your transportation experience:

- Email: Send an email to the Head of Policy & Advocacy:
tara.lanigan@maymobility.com
- Phone: Call the Head of Policy & Advocacy: 734.369.8874
- Mail: Mail your complaint to: May Mobility, Inc. Attn. Tara Lanigan, 650 Avis Dr., Ann Arbor, MI 48108
- When making your complaint you must provide an email, telephone number, mailing address or other information so that we can contact you.

Complaint Follow Through, Conference and Outcome:

Once the complaint is received May Mobility, Inc. will contact you within seven (7) days to confirm receipt of your complaint and let you know that we are investigating your complaint and concerns. We will then schedule a call or video conference with you to discuss how we can address your concerns. This call/conference shall take place within seven (7) days of our advising you of the receipt of your complaint.

Within fourteen (14) days after the conclusion of the scheduled call/conference, May Mobility, Inc. will provide you with its plan of action to address your complaint.