



CITY OF NOVI

CITY OF NOVI TRANSIT SERVICES

PROPOSAL FORM

Responding providers shall provide the following information, either by use of this form or through the submission of information containing all of the following information in a form of their own creation:

Brief Organizational History: People's Express (PEX) has been in operation for over three decades. We are a 501(c)(3) nonprofit dedicated to providing safe and reliable public transportation to empower all individuals to maintain their independence and enhance their quality of life, with attention to underserved populations including, but not limited to: aging adults, people with disabilities, lower-income, underemployed or unemployed, and those with limited access to transportation due to rural geography. PEX is a low-cost public transportation service, and we are a key driving force that enables people to remain an active part of their communities. We were founded by the people for the people, which has been ingrained in us to provide personalized transportation and work hand-in-hand with the local communities to provide services that truly fit best for them.

Offered Services: PEX specializes in servicing vulnerable populations. We are equipped with ADA vehicles and our employees complete the necessary training to interact with these populations. We provide public transportation, but our expertise is in paratransit and specialized services. We are a curb-to-curb service provider, with door-to-door service for those who require it. We have an exponential amount of background in non-emergency medical services, but we provide services for any purpose. Whether you are trying to get your groceries, go to the nail salon, work, or school, we will get you to where you need to go! PEX provides transportation to a client's destination and we provide connecting services with other transportation providers to go beyond our service area. Our goal as a transportation provider is to offer any type of transportation your demographics need for them to get to where they need to go efficiently.

Timeline of Implementation:

STEP	Time to Reach Implementation
Training of staff on updated changes (service areas, resident information, reporting changes, etc.)	1 week
Website, brochures, and all marketing materials updated	1 week
Marketing within the community and county	3 weeks
Required resources allocated to new service area	3 weeks
The steps above will happen simultaneously. Please note it takes a month (which is dependent on the county) to get the paperwork completed at the county level to be authorized to perform services.	Total: 3-4 weeks

PEX is prepared to start a partnership with the City of Novi right away. We want to be able to seamlessly transition services and guarantee no interruptions in the quality of services. We will work with the current staff at the program to understand their operations, who the clientele are, and how we can best utilize their current drivers and dispatchers. PEX has a variety of vehicle types to accommodate a diverse set of demographics and is able to allocate drivers and vehicles to the project very quickly. We also have staff dedicated to training any new members of our team to get them ready and safe for the road. The most important step in this implementation is the residents. We will need the support of the city and local businesses to inform the residents of the change in provider. We see community engagement as vital in this transition and will work with the county and city to make sure the residents are included in this process. Overall, PEX is confident that we can collaborate with the community to implement these changes for the better!

Days and Hours of Operation:

	Mon	Tues	Wed	Thu	Fri	Sat	Sun
Start	6:00 am	6:00 am	6:00 am	6:00 am	6:00 am	6:00 am	9:00 am
End	9:00 pm	9:00 pm	9:00 pm	9:00 pm	9:00 pm	5:00 pm	5:00 pm

PEX provides services on Holidays for critical and life-sustaining trips such as dialysis. At our discretion, we also provide services to unique clientele who might need services beyond our set hours of operation. No matter what, we ensure a client finds a ride if our services don't fit their specific requirements. We have a mobility manager who will work with them to be connected to another provider such as SMART. No one is left behind!

Fares Proposal:

Type of Fare	Cost of Fare
Residents within the driving boundary	\$4.00 per each one-way trip
Seniors aged 55 and older, persons with disabilities, low-income individuals, and veterans within the driving boundary.	\$2.00 per each one-way trip
Residents going outside the driving boundary.	\$4.00 per one-way trip plus a rate of \$2.50 per mile driven outside the boundary.
Seniors aged 55 and older, persons with disabilities, low-income individuals, and veterans going outside the driving boundary.	\$2.00 per one-way trip plus a rate of \$1.25 per mile driven outside the boundary.
The per-mile fee for all one-way out-of-boundary trips is charged starting at the driving boundary and ending at the destination and vice versa.	Per-Mile Pricing

Vehicles:

Type of Vehicle	Number in Use
Transit Vans	20
Small/Medium Duty Buses	15
Minivans	12
Cars	3
MV's	3
PEX has a wide-range of vehicles to provide all types of transit.	Total: 53 vehicles

Current Dispatch/Reservation Method: Customer service and ride scheduling call center hours are Monday-Friday from 8:00 a.m. – 7:00 p.m. PEX requires three business day notice for reservations, but we also maintain a standby list if we get cancelations. Clients receive a confirmation call the day prior to their trip. We are utilizing Routing Box software but will be moving to the countywide Adept-IQ software in the next quarter. PEX utilizes Ecolane in the City of Detroit and Routing Box in Oakland County. With the upcoming upgrades, we anticipate lowering our required reservation notice and we expect to see higher scheduling efficiencies that will allow us to take more riders. Lastly, with this upgrade, we will be able to have real-time data on trips across the county and providers. Adept-IQ will also be able to allow us to enhance our trip coordination across the providers, allowing us to work more unified as a county and become more reliable.

Please expound upon the software utilized to efficiently and effectively collect passengers and transport them to their desired destination(s)?

Are you willing to Take on Novi's Existing Fleet? (Circle one)

Drivers:	Yes	No
Dispatchers:	Yes	No
Vehicles:	Yes	No

What Portions of the City Would Your Service Cover: PEX will service the entirety of the City of Novi. We will update our driving boundary to maintain the 10-mile range set from the Civic Center to ensure the same level of services currently being provided.

Furthermore, areas that are currently available to the Oakland Communities by PEX will be a part of the service coverage, which will allow residents to go places they currently can't. Thus, both the current driving boundaries and the parameters currently being offered to the City of Novi residents will be combined for this contract. PEX also serves multiple county jurisdictions, which allows us to take residents to both Livingston County and Washtenaw County to accommodate all of their needs, in particular providing access to medical care in the respective counties. Furthermore, PEX collaborates with local community-based organizations to provide services for special trips that may be out of the typical driving boundary or hours of operation.

Do you offer service for... (Circle one)

Citizens with Disabilities:	Yes	No
Paratransit:	Yes	No
Seniors:	Yes	No

How and How Often will Transit Data be Reported:

Due to the nature of transportation PEX provides, we can meet the reporting needs requested by the City. PEX provides reporting to several regulators at the federal, state, and local levels. In turn, we are able to customize our reports to provide the necessary information that may be requested. Currently, PEX is providing quarterly reporting to the County, and we are also meeting with our participating communities every quarter to provide them with updates and gain feedback. We aim to have transparent and cohesive partnerships with the communities, which includes regular communications beyond the quarterly meetings. We will maintain regular email correspondence with

the City should there be any changes or important information. We can also provide monthly reporting upon request. Exhibit C of our current contract with the County provides an example of the information passed along. We also will customize presentations to present different slices of data to local representatives upon request.

Please provide examples of your ridership reports.

COMMENTS: At the heart of both People's Express and the City of Novi is an unwavering dedication to the well-being and prosperity of our communities. Our organizational philosophies converge in the belief that reliable, efficient transportation services form the bedrock of thriving societies. People's Express, much like the City of Novi, places immense value on accessibility, inclusivity, and a customer-centric approach. Our commitment to fostering community connections and enhancing the quality of life mirrors the core values upheld by the City of Novi. We take immense pride in the relationships fostered with our clients, including your neighboring communities currently benefiting from our services. Moreover, our established presence in the adjacent communities surrounding Novi already positions People's Express within the vicinity, offering inherent cost-saving advantages and a profound understanding of the regional landscape. Here, leveraging our existing infrastructure and logistical frameworks reduces implementation costs and streamlines the integration process. This directly translates to cost efficiencies and a more financially viable solution for the City of Novi's transportation services. More importantly, having worked in the surrounding regions, our team possesses an intimate understanding of the socio-economic, demographic, and geographic dynamics prevalent in the area. This familiarity is pivotal in designing tailored transportation solutions that resonate with the specific needs and preferences of Novi's residents. Our presence in the neighboring areas has enabled us to form a skilled and diverse talent pool within the local workforce as well. This allows for a smoother integration of personnel from Novi into our existing teams. All in all, our history of successful collaborations stands as a testament to our adaptability, reliability, and ability to create mutually beneficial relationships.

Thank you for this opportunity and we look forward to speaking further with the City!

REFERENCES: Please provide at least three client (3) references for projects of similar scope done in the last 3 years.

Company: City of Detroit, Department of Transportation

Address: 100 Mack Avenue Detroit, MI 48201

Phone: 313-900-9488

Contact name: DeMarcus Garrett

Company: Township of Commerce

Address: 2009 Township Dr. W, Commerce Charter Twp, MI 48390

Phone: 248-926-0063

Contact name: Emily England

Company: Livingston Essential Transportation Services - Livingston County

Address: 3950 W. Grand River Ave. Howell, MI 48855

Phone: 248-926-0063

Contact name: Greg Kellog

THIS PROPOSAL SUBMITTED BY:

Company (Legal Registration): People's Express, Inc.

Address: 175 Barker Rd.

City: Whitmore Lake

State: Michigan

Zip: 48189

Telephone: 734-449-0110

Fax: 734-449-0840

Representative's Name: Douglas Anderson

Representative's Title: Managing Director

Authorized Signature *Douglas Anderson*

E-mail: Douganhs@sbcglobal.net

Date: 12/29/2023