

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
JEFF MUCK, PRCS DIRECTOR

FROM: KIT KIESER, OAS MANAGER

SUBJECT: PEOPLE'S EXPRESS TRANSITION Q1 UPDATE

DATE: NOVEMBER 5, 2024

Mayor and Council –

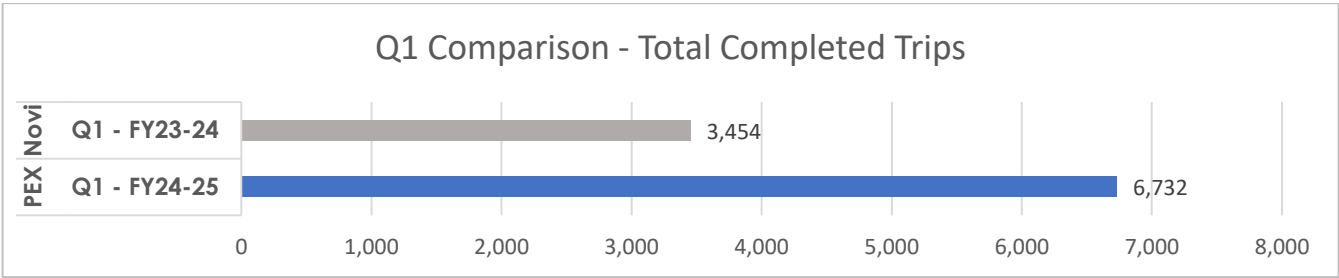
Please find a more in-depth analysis of PEX’s performance in Q1 since taking over Senior Transit in the City.

- Victor

Since July 1, 2024, People's Express (PEX) has been providing curb-to-curb public transportation in the City of Novi, replacing the former Novi Senior Transportation service. This report outlines the impact of this change over the first quarter of FY 24-25, detailing ride volume growth, service usage, resident feedback, and plans to ensure continued improvement and service quality.

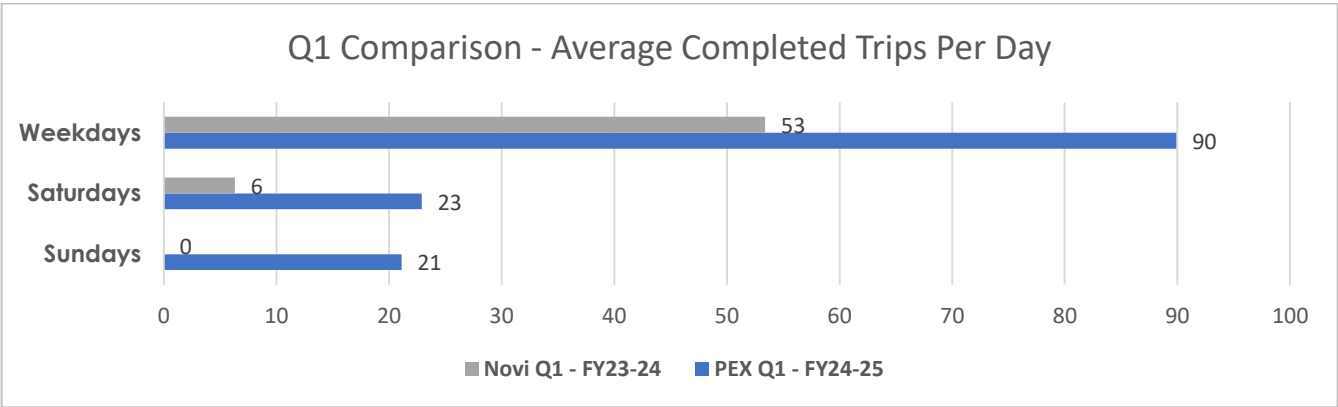
Novi subsidizes \$2 per in-boundary ride for residents aged 55 and older and those with a limiting disability, allowing them to ride for free within the PEX Oakland County service area. Veterans of all ages also ride free, with their fares fully funded by Oakland County through 2025. All other riders pay \$4 per in-boundary ride plus \$2.50 per mile for rides outside the service area.

Since July 1, there has been significant month-over-month growth in ride volume, with an even larger year-over-year increase, nearly doubling from Q1 FY23-24 to Q1 FY24-25. Under Novi Senior Transportation, 3,454 trips were completed in Q1 FY23-24, compared to 6,732 trips completed by PEX in Q1 FY24-25.

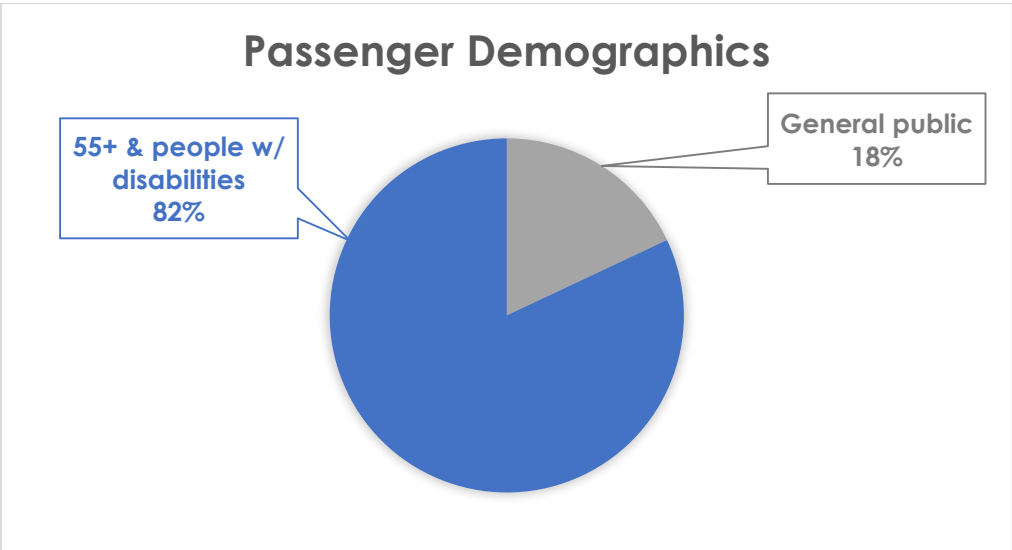


	City of Novi Q1 FY23-24	PEX Q1 FY24-25	% increase
All rides	3,454	6,732	95%
55+ and people w/ disabilities	3,454	5,550	61%
Age 54 and under	n/a	1,182	n/a

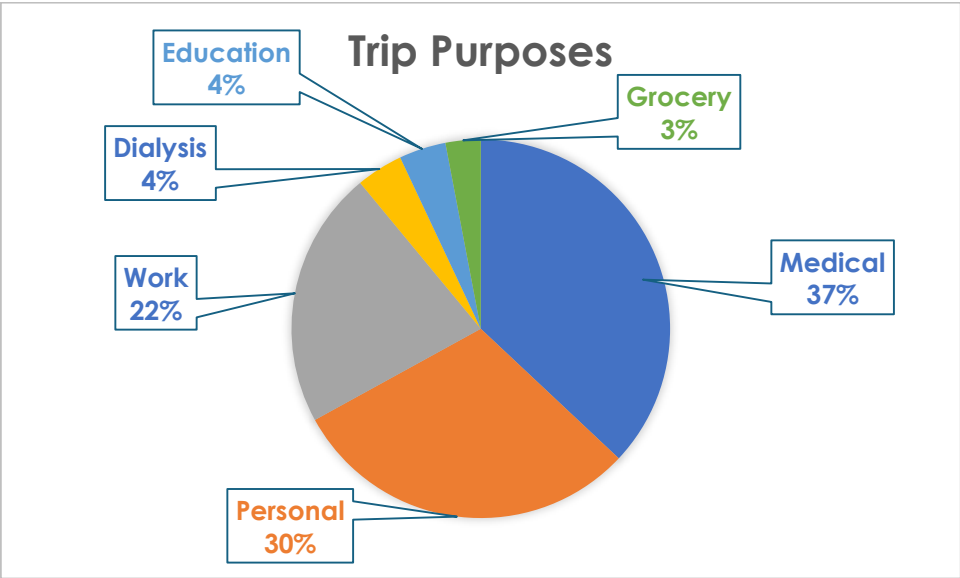
Average weekday trips have increased year-over-year from 53 to 90. Saturdays have increased from an average of six to 23 trips per day. Sunday rides were not offered by Novi Senior transportation, but PEX is averaging 21 completed trips each Sunday.



At present, 82% of Novi riders are individuals aged 55 and older or those with disabilities. The service has also expanded to include additional residents who were not previously eligible under the former Novi Senior Transportation program.

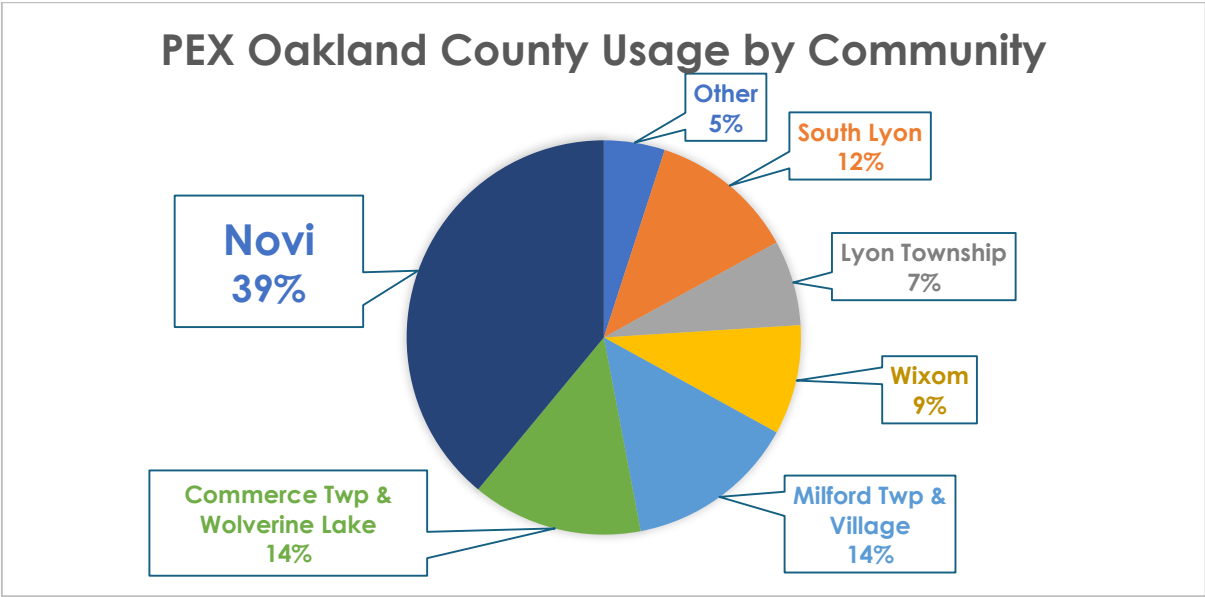


Consistent with prior Novi Senior Transportation trends, 41% of riders use the service for medical or dialysis-specific trips. Other common uses include trips to the grocery store, school, work, exercise facilities, or for personal errands such as visits to the library or salon.



The top three destinations for Q1 were Davita Dialysis Novi, Henry Ford West Bloomfield Hospital, and Novi Public Library.

PEX currently serves seven communities in SW Oakland County. Novi makes up 39% of their volume.

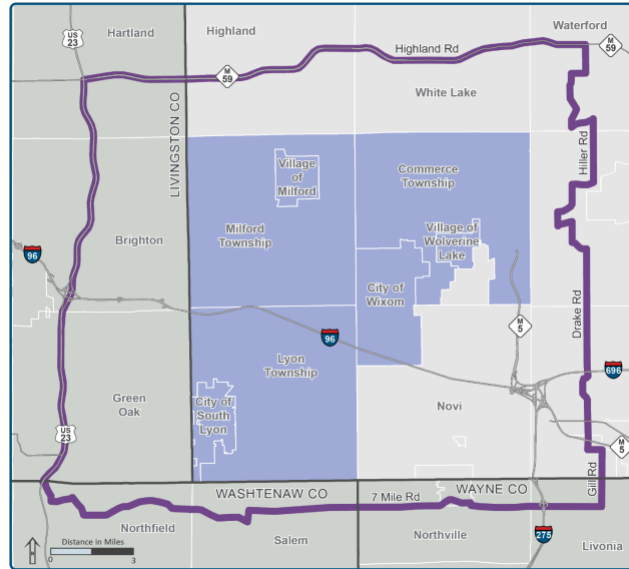


Starting in October, the Novi Older Adult Services Office has noted a moderate increase in complaints due to higher-than-anticipated service volume. From July to the start of October, the office averaged fewer than one complaint call per week. However, during October, the number of calls rose to between two and five per week.

The complaints generally involve residents experiencing difficulties securing rides within the 3-business day lead time or arranging transportation to destinations outside PEX's Oakland County boundaries without a connecting service.

To maintain the 3-business day lead time, PEX is prioritizing in-boundary and medical rides. For out-of-boundary trips, PEX may coordinate with other transportation authorities within Oakland County to provide connecting rides. PEX's service area is larger than what was previously offered by Novi Senior Transportation.

PEX plans to implement new scheduling software, Pingo, by December 1st. This software is expected to alleviate scheduling pressures, improve operational efficiency, and better support the increased ride volume.



In collaboration with the Older Adult Services division, PEX hosted a free community information session at the Novi Civic Center on October 28th to guide residents on using the service. Community engagement for the program was successful with nearly 50 people registered. Another session is planned for Q3.

We have retained our 14-person van and one ADA-accessible Ford Transit van. The remaining four Senior Transportation vehicles were sold through an auction on BidNet.com, concluding on October 18th, generating a total of \$77,820.

The current agreement between the City of Novi and PEX outlines subsidies for rides provided to Novi residents and grants PEX access to office space and designated parking at no cost to support their operations in the city. PEX is actively seeking a secured, fenced-in space to accommodate 50 to 75 vehicles and two trailers for office staff, which would serve as a future satellite depot. This move would allow PEX to transition from their Civic Center office while maintaining a local presence. The agreement is set to expire on December 31, 2024, and staff are working with PEX on options to extend it. A proposal will be moved forward to Council before the end of December.

Moving forward, OAS will focus on maintaining communication and collaboration with PEX through regular meetings to address service updates or issues. Staff will continue to attend quarterly SW Oakland Transit meetings to gain further insights and opportunities for coordination. Additionally, ongoing monitoring of service quality and resident satisfaction will remain a priority to ensure that community transportation needs and service standards are effectively met.