

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
JEFF MUCK, PRCS DIRECTOR
FROM: KIT KIESER, OAS MANAGER
SUBJECT: PEOPLE'S EXPRESS TRANSITION
ONE-MONTH UPDATE
DATE: AUGUST 5, 2024

Mayor and Council –

An update on the PEX usage after one month of service. Additionally, we've included a map of their usage (Jan – June 2024) area and Novi is definitely a hot bed of activity for them.

- Victor

On June 11, 2024, City Council voted to enter into an agreement with People's Express (PEX), to allow PEX the use of City office and parking space and provide a process for PEX to invoice the City for the cost of rides for its eligible residents who are at least age 55 and to residents with a limiting disability who cannot drive.

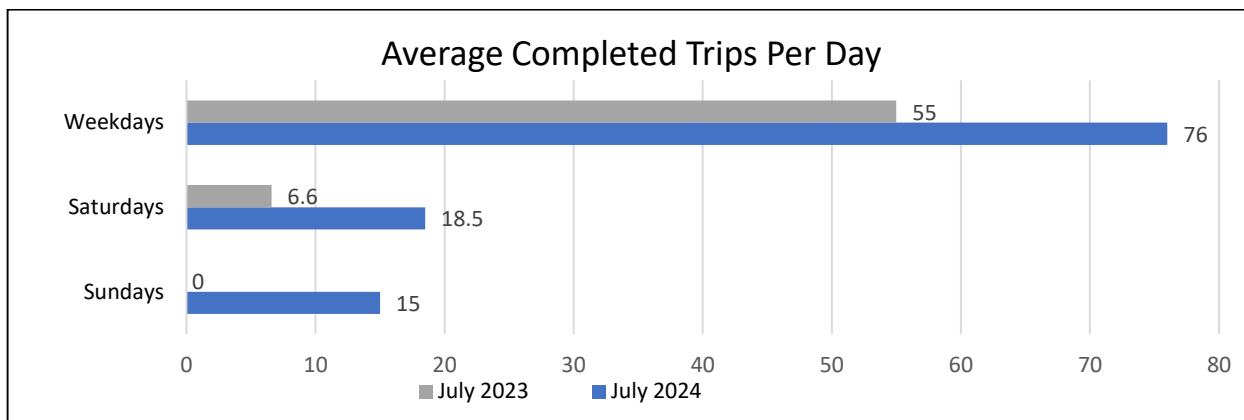
Novi Senior Transportation transitioned operations to PEX starting July 1, 2024. Per the agreement, PEX is operating a Novi satellite office in the Civic Center and utilizing parking space on the west side of the rear parking lot, providing a hub for Novi-based drivers.

The first month of PEX operating in Novi went smoothly, with no interruption in service. Older Adult Services staff received one call from a resident regarding phone tree navigation. PEX followed up with the individual the same day to provide guidance. OAS staff continues to stand ready to receive ongoing feedback from residents.

In July 2024, there was an increase in all categories of rides. The overall year-over-year increase in rides from July 2023 to July 2024 was 76.4%. Rides for residents aged 55 and older and residents with disabilities increased by 42.6%, while medical rides increased by 50.4%. DaVita Dialysis and the Ascension Providence campus were two of the top destinations for all rides.

	City of Novi July 2023	PEX July 2024	year over year % increase
All rides	1,106	1,951	76.4%
55+ and ppl with disabilities	1,106	1,577	42.6%
Medical rides	486	731	50.4%
Age 54 and under	n/a	374	n/a

The most significant percentage increase in ridership has occurred on Saturdays and Sundays, coinciding with the largest expansion of service hours.



Oakland County currently provides subsidized rides via approved providers, including PEX, for all veterans traveling within the County lines. The City of Novi will not be responsible for veterans' fares, regardless of age or ability. This County subsidy program is anticipated to continue up to September 30, 2024.

OAS Senior Transportation currently has a fleet consisting of one 14-person Ford E450 bus, three wheelchair-accessible Ford Transit vans, two Dodge vans, and one Ford Escape hybrid. OAS/PRCS intends to retain the 14-person bus and one wheelchair-accessible Ford Transit for recreation-based programs and trips for seniors, while the other vehicles will be dispersed to other departments or auctioned via BidNet.

As PEX has entered Novi as a service provider, they have demonstrated their commitment as a community partner. They participated in the Memorial Day Parade, the Superhero Showcase on June 6, and sponsored the Parks Foundation's Pour on the Shore fundraiser in July, where they also provided shuttle services for the event. In October, PEX will offer a free program to residents to educate them on how to use the service.