



City of Novi
45175 Ten Mile Rd.
Novi, MI 48375

Mayor and Council –

FYI on the mailer being sent out to all residents on June 1st (paid for by PEX).

Additionally, a website is in the works with a video that all should be completed in about two weeks.

- Victor



CITY OF NOVI MOVES TO *People's Express* **FOR TRANSIT SERVICES**



On **July 1, 2024**, Novi's Senior Transportation Service will be transitioned to **People's Express (PEX)**.

PEX has been operating curb-to-curb transportation services for over 30 years and is for everyone. **All Novi residents can take advantage - regardless of age, ability, or income.** For anything from doctor visits, rides to and from the library, grocery shopping, or even to work, residents 14 and older can schedule rides with PEX. Residents younger than 14 must be accompanied by a guardian.

See inside for additional details.

877.214.6073
CITYOFNOVI.ORG/TRANSIT



People's Express

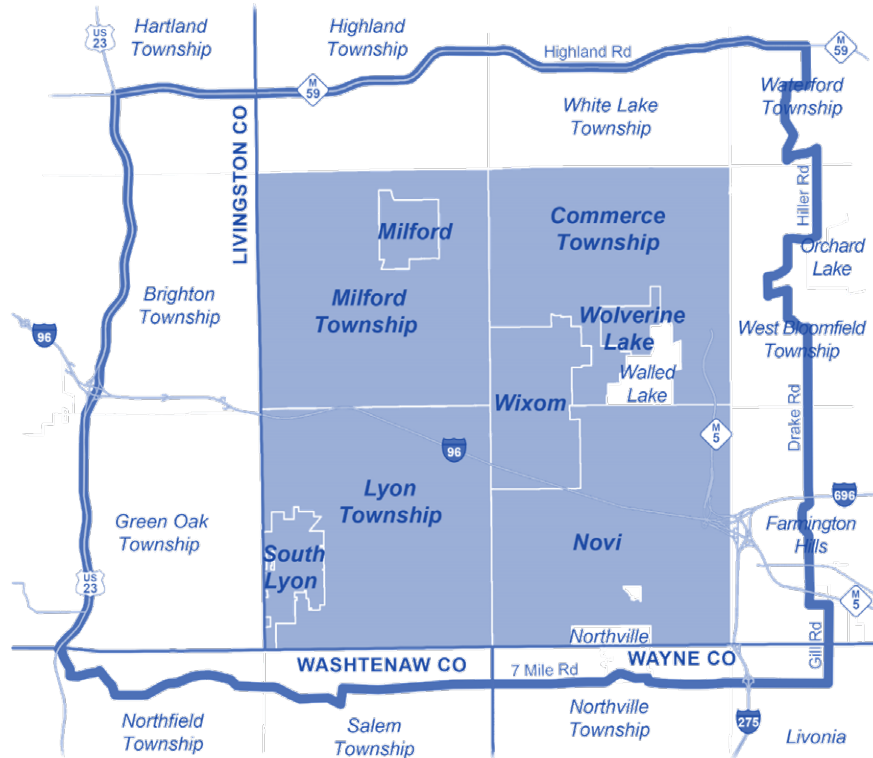
- The new service **replaces the current City of Novi Senior Transportation offerings.**
- People's Express offers **expanded service hours and range.**
- There is **no cost for those 55 and older, persons with disabilities and veterans** within the service area.

Starting July 1, 2024
People's Express will be offering door-to-door transportation services in Novi.

TRANSIT SERVICE
COMING TO NOVI

NEW

**SERVICE
AREA**



ABOUT THE CHANGE

In November 2022, Novi voters approved a millage to maintain and expand public transportation in Oakland County, including Novi. As a result, all residents are already being taxed for public transportation services, including two fixed SMART bus routes; one runs along 12 Mile Road and the other along Grand River Avenue.

With the transition of Novi's Senior Transportation to People's Express, the cost for the service, vehicle maintenance, and other operational overhead will now be paid by Oakland County directly to People's Express with the millage funds - except for a nominal fare per ride for each rider. It was determined this was the best way to maximize the public transportation tax dollars Novi residents are paying to Oakland County, bringing greater convenience and accessibility to current transportation users and expanding the offering to all residents.

FARES... IN AND OUT OF THE PEX SERVICE AREA

In service area

Novi Residents aged 14 - 54: **\$4 each way**

Adults aged 55 and older, persons with disabilities, and veterans ride for **FREE**

Outside of service area

Novi Residents aged 14 - 54: **\$4 each way + \$2.50 a mile out of the boundary**

Adults aged 55 and older, persons with disabilities, and veterans ride for **FREE + \$1.25 a mile out of the boundary**



WHO CAN USE PEX?

The new service is for **all Novi residents**. Anyone aged 14 and older, regardless of ability or income can ride with People's Express. Children under the age of 14 require parental supervision.

WHERE IS THE SERVICE AREA?

Riders will be able to travel anywhere in the PEX boundary area as follows: M-59 on the north, Seven Mile Road on the south, US23 on the west, and Drake Road is the eastern boundary (**see map on front**). Rides to locations outside of the boundary area are available for an additional fare for each mile driven outside of the boundary.



WHAT ARE THE HOURS OF OPERATION?

Weekdays: 5am - 9pm

Saturday: 5am - 5pm

Sunday: 8am - 5pm



FREQUENTLY ASKED QUESTIONS

When will PEX start serving Novi?

We are anticipating a **July 1, 2024** rollout of People's Express transportation services in Novi.

How do I schedule a ride?

Reservations must be made at least THREE full business days in advance by calling PEX at (877) 214-6073, Monday-Friday from 8am - 7pm, excluding holidays. *Drivers may arrive up to 15 minutes before scheduled pick-up time and will wait for five minutes after scheduled pick-up time before departing.*

Can I feel safe riding with PEX?

PEX has been operating curb-to-curb transportation services for over 30 years. They have a variety of vehicles, most of which are lift-equipped and meet ADA requirements. Their drivers go through extensive safety and customer service training and must pass rigorous background checks. In Oakland County, PEX currently operates in Wixom, South Lyon, Lyon Township, Milford Township, Commerce Township and the Villages of Milford and Wolverine Lake.

What if I have an issue with PEX?

The City of Novi Older Adult Services, People's Express, and Oakland County are all working hard to make sure we have a smooth transition. **Riders are asked to share their user experience and feedback regarding PEX directly to the City of Novi's Older Adult Services office at (248) 347-0414.**

Where can I find more information about PEX?

Please visit peoplesexpressmi.com/oakland for rider guidelines, the most current service area map, and other helpful information.

PEX HOLIDAY SCHEDULE

HOLIDAYS OBSERVED:

- | | | |
|-----------------|--------------------|-----------------------------|
| • New Years Eve | • Independence Day | • Friday after Thanksgiving |
| • New Years Day | • Labor Day | • Christmas Eve |
| • Memorial Day | • Thanksgiving Day | • Christmas Day |

MORE QUESTIONS?

Visit cityofnovi.org/transit or call PEX at 877.214.6073 (8am - 7pm, Monday through Friday).