



May 1, 2024

Re: Novi Senior Transportation Enhancements/Transition to PEX

Dear Valued Rider,

I am reaching out to let you know the City of Novi's Transportation Service delivery model is changing to better serve you and the Novi community. But before we delve into that, allow me to express my gratitude. Thank you for riding with us. Thank you for trusting us. Most of all, thank you for allowing us to serve you over the years.

You've helped us learn the value of treating all our riders with respect and dignity. You've also helped us learn how much it means to our riders that we provide friendly, efficient, and reliable service to those who, in some cases, can't do for themselves. Our goal has always been to provide the best service we can to everyone who needs it. For that reason, the time has come to enhance what is offered to our riders.

What is changing and when?

On **July 1, 2024, Novi's Senior Transportation Service will be transitioned to People's Express (PEX)**. We understand that change can be unsettling, but please rest assured that our goal is to make this transition as smooth as possible for you. Before making this decision, the Older Adult Needs Committee, appointed by City Council, and City staff studied every facet of our current transportation service delivery model. They looked at all options that would give Novi residents the level of service they deserved.

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 is already operating in Wixom, South Lyon, Lyon Township, Milford Township, Commerce Township and the Villages of Milford and Wolverine Lake.

Why a change?

As you may recall, in November 2022, Novi voters approved a millage to maintain and expand public transportation in Oakland County, including Novi. As a result, all residents now provide funding for these services through their property taxes. The first iteration of public transportation in Novi funded by the Oakland County millage last fall was the addition of two new 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 senior transportation, 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. This is the best way to maximize the public transportation tax dollars Novi residents are paying to Oakland County. We believe this change will bring even greater convenience and accessibility to our riders, allowing you to enjoy expanded services with ease.

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Who can use PEX?

PEX is for everyone. One of the big advantages to the enhanced transportation service is now any Novi resident 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.

What are the hours of operation?

Another advantage of the PEX system is Novi residents will have access to expanded service hours and days, reduced lead time to schedule rides (three-day advance notice rather than one week), and access to destinations in a larger service area.

From Monday to Friday, riders can use PEX services between 5 a.m. and 9 p.m. They also offer services on Saturdays, between 5 a.m. and 5 p.m., and on Sundays, from 8 a.m. to 5 p.m., excluding holidays.

Ensuring a seamless transition

The City of Novi and PEX staff are already working behind the scenes to make this an easy transition.

We expect the transition to be complete by July 1, 2024, and you can continue to schedule your rides by calling the same phone number you use today: (248) 735-5617.

Throughout this process, as always, your input is extremely important. We're here to serve you and we want your transportation experience to continue to be second to none! **Once you start using PEX, we ask that you share your experiences and feedback directly with our Older Adult Services Office by calling (248) 347-0414.**

We will be providing more information, including service boundaries and the cost of rides, in early June. In the meantime, I'm here to help you navigate through this change or answer any questions you might have.

Once again, thank you for your trust and loyalty. We are honored to be of service to you and look forward to continuing this journey together.

Sincerely,

A handwritten signature in black ink, appearing to be 'Kit Kieser', with a stylized, flowing script.

Kit Kieser, Manager
Parks, Recreation & Cultural Services
Older Adult Services Division