

1. **Why is the City moving to People's Express?**

As a result of voter approval of the Oakland County transportation millage back in Nov. 2022, all Oakland County residents are now being taxed for the purpose of maintaining and expanding public transit services throughout Oakland County. We want to make sure you are getting the most service for your tax dollars.

2. **What does this mean for Novi resident riders?**

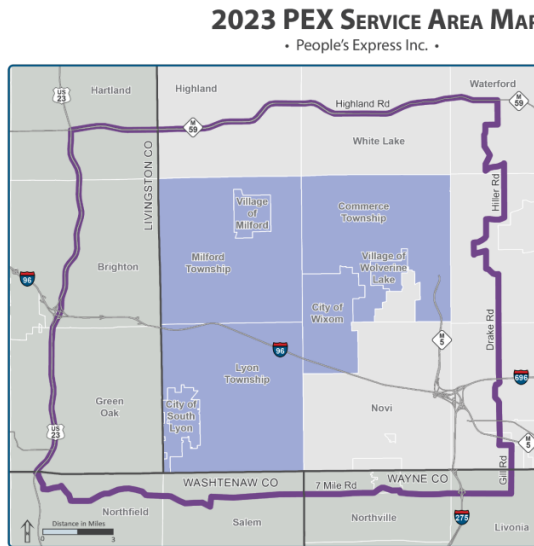
Novi residents will have access to expanded service hours and days, reduced time to schedule rides, access to destinations in a larger service area, and all Novi residents will be eligible to ride with People's Express.

3. **What are the days and hours of operation?**

	Mon	Tue	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

4. **Where can riders travel with People's Express?**

The entire City of Novi and the current 10-mile range set from the Civic Center will stay intact. PEX will provide service to additional areas that are currently available to the Oakland Communities by PEX will be added to the service coverage. **PEX's current Oakland county service area map is below and does not yet reflect the entirety of Novi's service area.**



PEX currently operates in some areas in Livingston and Washtenaw counties. These areas are not included in the Novi service area at base-fare but may be reached by riders paying a per-mile premium fare for miles traveled outside of the Oakland County service area.

5. **What if a client needs to go out of the driving boundary?**

This option is available for both the general public and our eligible riders but is based upon PEX availability. PEX is introducing an out-of-boundary trip at a fare of \$4.00 per one-way trip, plus a mileage charge of \$2.50 for each mile driven outside the boundary. Discounted fares are charged for out-of-boundary trips at a fare of \$2.00 per one-way trip, plus a mileage charge of \$1.25 for each mile driven outside the boundary.

6. Who will be eligible to ride with People's Express?

All Novi residents, regardless of age, ability, or income are eligible. Children under 14 require parental supervision.

7. How will riders transition from Novi Senior Transportation to PEX?

PEX will import existing riders' information from Ecolane (Novi's transportation software) into their system. From a rider's perspective, the transition should appear seamless from a scheduling standpoint.

Novi will maintain and gradually reduce services as PEX introduces services into the Novi service area over the course of 90 days (April to June). Novi will cease Senior Transportation operations June 28.

8. How can residents book a ride with PEX?

Call People's Express at 877-214-6073 between 8:00 AM and 7:00 PM Monday through Friday to schedule your ride. A call back will be given one business day before your scheduled ride. On the day of your trip, please be ready. Drivers will wait five minutes. They may arrive up to 15 minutes before or after scheduled pick-up times. Reservations must be made at least three business days in advance. If you call before 2 pm on Monday, Monday counts as a business day, and you can get a ride on Thursday. If you call after 2 pm on Monday, the three business days start the next day, and you can get a ride on Friday.

PEX anticipates a new software implementation in 2024 that will facilitate web-based scheduling as a supplement to the call center scheduling.

9. How do I pay for rides?

Riders can pay in exact change or check. Drivers will not give change.

10. How much will ride fares cost?

For seniors and persons with disabilities, \$2 each way, \$4 for all other rides, each way.

11. What happens to existing drivers and schedulers?

The current City of Novi Senior Transportation staff will have the opportunity to transition to employment with People's Express.

12. What happens to Novi's Senior Transportation vehicles?

Novi intends to retain the 14-passenger Ford E450 van and one wheelchair accessible Ford Transit vehicle. Remaining vehicles will be auctioned and/or offered for purchase by People's Express.

13. What if I have an issue with People's Express?

Riders are asked to share their user experience and feedback regarding PEX directly to the City of Novi's Older Adult Services Office.

14. When will data be shared with the community regarding ridership and usage?

	Q1 Jan-Mar	Q2 Apr-Jun	Q3 July-Sept	Q4 Oct-Dec	Annual
Local Providers					
Performance Report	Apr 30	July 30	Oct 30	Jan 30	Jan 10
Financial Statement					Apr 30