

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
JEFF MUCK, PRCS DIRECTOR
FROM: KIT KIESER, OAS MANAGER
SUBJECT: PEOPLE'S EXPRESS OCTOBER 2025 UPDATE
DATE: OCTOBER 23, 2025

Background:

People's Express (PEX) has been providing curb-to-curb public transportation services in Novi since July 1, 2024.

Under a facilities use agreement approved by City Council, PEX utilizes 200 square feet of office space and 14 parking spaces at the Novi Civic Center. From January 1 through June 30, 2025, rent was charged at a rate of \$450 per month. The current agreement allows for an extension through December 31, 2025, at a rate of \$600 per month.

In the last year of Novi Senior Transportation, prior to transitioning the service to PEX, the City provided 14,00 rides to residents 55+ and adults with a disability and unable to drive.

In PEX's first year of service in Novi, fiscal year 24-25, they provided 33,151 rides to Novi residents. This accounts for approximately 40% of all PEX's Oakland County rides and they are continuing to see growth across all communities.

Continued Property Search:

PEX continues to seek a permanent location to house its Oakland County operations but has not yet been successful in finding a suitable property. They have indicated a need for a facility that includes:

- Parking for at least 50 vehicles
- Office space to accommodate administrative staff
- Secure perimeter (e.g., fencing)
- Minimal need for capital upgrades or improvements

In September, PEX reached out again to the City's Community Development team to follow up on potential property options within Novi. After review, no available sites in Novi were found that currently meet PEX's operational needs. PEX had similar discussions with Oakland County's Economic Development team earlier in October. So far, there has been no suitable property identified.

With the continued expansion of curb-to-curb transportation services in Oakland County, PEX has noted that other providers, including Northern Oakland Transportation Authority (NOTA) and Western Oakland Transportation Authority (WOTA), are also actively seeking properties within their respective service areas.

Next Steps:

Staff will continue to monitor both PEX's ride volume and property search progress and will provide updates to City Council as warranted.

In the absence of a permanent facility, City staff anticipate PEX will request to extend its use of Novi facilities. City Council will need to determine whether to continue the current arrangement beyond the existing agreement term.