

MEMORANDUM



TO: COUNCIL MEMBERS
FROM: VICTOR CARDENAS, CITY MANAGER
SUBJECT: TRANSIT UPDATE – JULY 2023
DATE: JULY 27, 2023

To keep you all up to speed regarding the County's transit implementation, I'm providing this correspondence with a summary of our recent meeting. Last week, Jeff Muck (PRCS Director), Keri Blough (GIS Manager), and I met with SMART representatives regarding their planned roll-out. They shared that service will begin in Novi this September along two routes; Grand River (19 stops) and 12 Mile (13 stops)



Personnel from SMART shared that signs for the respective stops along each route will begin to be installed later next month. City staff is currently evaluating these suggested locations to provide feedback. At this point, only signs for stops will be installed; transit shelters will come at a later date once they get an idea of ridership and demand.

Keri Blough has created [this fantastic map app](#) to show both routes and the paratransit zones' locations. These zones are required under the Americans with Disabilities Act and **will not** replace Novi's senior transit:

Per the SMART website

As your everywhere connection, SMART is proud to provide Americans with Disabilities Act (ADA) service for people with disabilities.

What is ADA Service?

ADA Paratransit Service is an advanced reservation, curb-to-curb service that is provided for people who are unable to use SMART's Fixed Route bus service because of a disability. In order to use this service you must be ADA certified. ADA certification requires an application process.

ADA Service differs from SMART Connector Service in that ADA Service:

- Mimics available Fixed Route service
 - Days and hours of operation are the same days and hours that the fixed route bus is in operation (consult individual route schedules)
 - Pick-up/drop-off addresses must be $\frac{3}{4}$ of a mile or less from a SMART Fixed Route bus stop
- ADA trips are premium fare, \$3.00 each way, including transfers
- Personal care attendants (PCA) ride for free as long as your ADA certification specifies the need for a PCA.
- When booking your ADA trip, you can request door-to-door paratransit service if approved by the ADA Coordinator.
- ADA Paratransit Service eligibility is within Wayne, Oakland, Macomb, and Monroe counties.
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Who is Eligible?

- A person with a disability who cannot get on, off or ride an accessible Fixed Route bus due to their disability is unconditionally eligible. For example, persons with developmental or cognitive impairments often qualify under this category.
- A person whose disability prevents them from getting to a Fixed Route bus stop is conditionally eligible. For example, if construction, lack of a sidewalk, or snow prevents access, the rider is eligible for ADA service until conditions improve/change.

For ADA Guidelines, click [here](#).

If you think you are eligible for ADA Service, click [here](#) for more information to download an application, Request for Professional Verification Form, and application instructions.

For detailed information, please [download our ADA Brochure](#).

If further help is needed, please contact the ADA department at 313-223-2193.

Enclosed are their proposed locations. More details to come as they become available.