

PEOPLE'S EXPRESS

Novi is one of the most vibrant, active communities in southeastern Michigan. It's no wonder we've repeatedly been recognized as one of the best places to live in the state. We continuously promote and encourage healthy, active lifestyles. Easily getting from place to place is a huge component of staying active and we're always looking for ways to improve the amenities that are available to our residents.

The City of Novi's Older Adult Services Senior Transportation has been operating since 1990 helping some of our most vulnerable residents get to where they need and want to be. Whether medical appointments, the grocery store, or local activities, Senior Transportation has always offered an easy way for our seniors and those with disabilities to get around. Since the inception of Senior Transportation, the city's population has grown and subsequently so has the demand for this important service.

Working with city staff, the Older Adult Needs Committee studied the demand for - and capabilities of - our current transportation offering. They learned that what the city offered was good, but in order to serve the future needs of all of Novi's residents it needed to be enhanced. We needed to step it up a notch.

City staff evaluated the options and determined that People's Express (PEX) was the best choice to meet the needs of Novi residents. People's Express has been operating curb-to-curb transportation services for over 30 years. They have a variety of vans and buses, most of which are lift-equipped and meet ADA requirements.





Not to mention, their drivers undergo comprehensive safety training.

After a thorough discussion, on March 18, 2024, the City Council approved a resolution to request that Oakland County add Novi to the People’s Express service area. Novi will be joining Wixom, South Lyon, Lyon Township, Milford Township, Commerce Township, and the Villages of Milford and Wolverine Lake which are already using PEX in Oakland County.

In November of 2022, Novi residents approved an Oakland County public transportation millage and are already being taxed for maintaining and expanding public transportation services, including the two existing

fixed bus routes on 12 Mile Rd., and Grand River. Aside from a nominal fare per rider, the cost of People’s Express operations in Novi will be paid by Oakland County from funds collected through the 2022 millage.

People’s Express uses transportation software that is compatible with the software currently used by Senior Transportation, so we expect the transition to be seamless for existing riders, and fully operational by July 1, 2024.



QUESTIONS & ANSWERS

WHO CAN RIDE?

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.

HOURS OF OPERATION (EXCLUDING HOLIDAYS)

Monday - Friday: 5am-9pm
Saturday: 5am-5pm • Sunday: 8am-5pm

WHERE CAN I GO?

Riders will be able to travel anywhere in the PEX boundary area as follows: M-59 on the north, 7 Mile Rd. on the south, US23 on the west, and Drake Rd is the eastern boundary. Rides to locations outside of the boundary area are available for an additional fare for each mile driven outside of the boundary.

HOW MUCH DOES IT COST (FARES)?

Novi Residents aged 14 - 54: \$4 each way.
Novi Residents 55 and older, persons with disabilities, and veterans will enjoy complimentary fares. Please contact the Older Adult Services office at (248) 347-0414 for more information on fares.

HOW DO I SCHEDULE A RIDE?

Reservations must be made at least three full business days in advance. You can continue to schedule your rides by calling the same phone number you use today: (248) 735-5617, Monday - Friday from 8 a.m. - 7 p.m., 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.

WHEN?

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

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

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

