



CITY OF NOVI
Administrative ePacket
February 29, 2024

Public Safety (Police/Fire)

[Novi Police Career Fair - Zinser](#)

Infrastructure (Roads/Water/Sewer)

[2023 Road Report Refresh - Herczeg](#)

Economic Development (City Revenue/Job Growth)

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Citizen-Focused Government (Shared Services/Customer Services)

Natural Areas & Features and Community Character (Community that Preserves)

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[Novi Senior Transportation Status - Muck, Kieser, & Cardenas](#)

Capital Improvement Program

City Council Only or Confidential

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: ERICK ZINSER
DIRECTOR OF PUBLIC SAFETY/CHIEF OF POLICE
SUBJECT: HIRING EXPO
DATE: FEBRUARY 28, 2024

On February 27, 2024, the Novi Police Department organized a hiring expo aimed at addressing the critical need to fill eight (8) vacancies within the ranks of our police officers. The expo was scheduled from 3:00 PM to 7:00 PM, a timing strategy designed to accommodate the diverse schedules of prospective applicants. In an effort to maximize outreach and engagement, the department employed a comprehensive promotional strategy. This strategy included the distribution of print flyers at strategic local establishments and police academies, targeted electronic outreach via Handshake at various universities, an enhanced social media campaign, and collaborations with key media outlets such as the Novi Note, Oakland Press, and Channel 4 WDIV.

Despite these extensive and concerted efforts to attract suitable candidates, the turnout was unfortunately minimal, with only three individuals attending. Regrettably, none of the attendees met the minimum qualifications required for application. This outcome, while disappointing, underscores the department's ongoing challenges in recruitment efforts amidst a competitive landscape. The Novi Police Department remains steadfast in our dedication to exploring every available avenue to enhance our recruitment strategies and attract capable candidates to our team.



MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: JEFFREY HERCZEG, DIRECTOR OF PUBLIC WORKS
SUBJECT: 2023 ROAD REPORT REFRESH
DATE: FEBRUARY 29, 2024

Mayor and Council –

Please see an update to the report previously provided to the Roads Committee in 2021.

- Victor

In February 2021, the **Roads Committee** submitted the **Roads Committee Discoveries** document to the City Council for review, consideration, and acceptance. The Road Report created a baseline for staff and the City Council to evaluate the status and needs of all road and related projects. The committee recommended a biannual refresh of the report to coincide with the PASER rating evaluations and a renewal of the report every 5 years to capture and include improvements and modified plans. Thereby creating a perpetual "living document" to provide direction to staff and transparency to residents, at the discretion of City Council.

Below is the schedule from the **2021 Roads Committee Discoveries**:

Road Report Schedule

2020 – Draft Submitted to Roads Committee - **complete**
2021 – Presentation to City Council - **complete**
2023 – Refresh
2025 – Refresh
2026 – Renew

The 2023 Refresh Executive summary is attached herein for consideration by City Council.

I. 2023 ROAD REPORT EXECUTIVE SUMMARY

This **2023 Road Report Review** is supplemental to the **2020-2024 Road Report** compiled by consulting engineer OHM Advisors with data up to 2020. The initial report was submitted with the **2021 Roads Committee Discoveries (RCD)** and accepted by the **City Council in 2022**. The data and recommendations in this report are based upon the road survey conducted by OHM in the fall of 2022. All public streets in the City were ranked “10” (excellent condition) through “1” (failed condition) based upon the PASER (Pavement And Surface Evaluation Rating) criteria formulated by the Wisconsin Transportation Information Center, which is widely used by municipalities and agencies throughout Michigan as is mandated by the State government (every two years 100% of the road network must be rated). PASER is performed biennially on even years in Novi. However, per the Roads Committee Discovery schedule and to reflect current conditions accurately for this review, the **2023 road construction** data is also included in this report.

Based on PASER ratings, visual inspections and assessment of the defects and potential pavement defects, staff uses road reports to generate a plan to maintain the city roads over the next 3-6 year period. While the PASER system is useful for a high-level overview of a road network, road projects must be analyzed individually for the appropriate project type to be selected. The road report is typically updated every three years (per the RCD schedule). This report parallels a state required **Transportation Asset Management Plan (TAMP)**, which is also updated every three years (completed 2022), but includes assets such as traffic signals, bridges, and culverts.

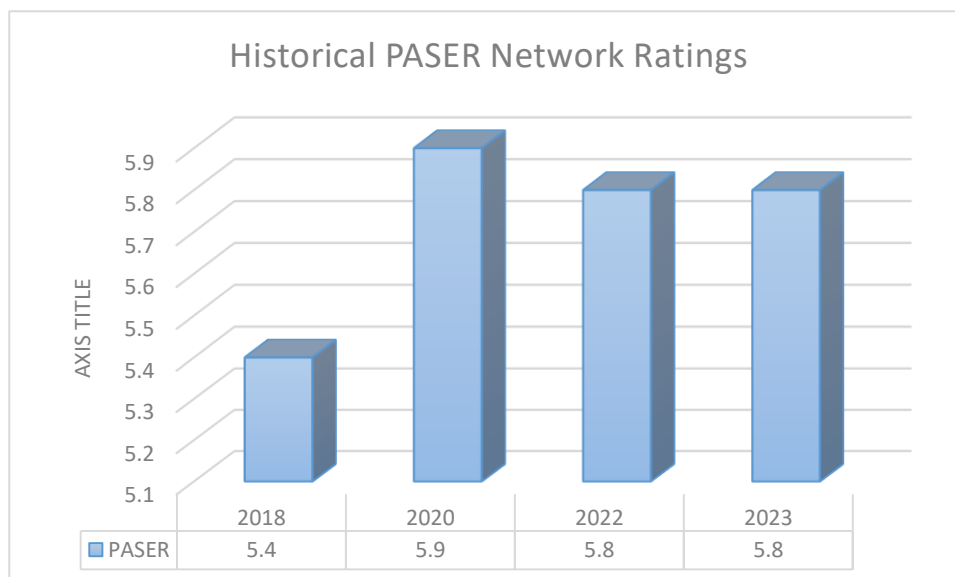
Within the City limits of Novi, approximately 193 centerline miles of roadway are owned and maintained by the City. Of these 193 miles, approximately 132 (280 lane miles*) miles are asphalt or seal coated roadways, concrete roads make up approximately 62 (124 lane miles) miles and the remaining 2.4 (5 lane miles) miles are gravel roads.

*lane miles = centerline miles times total number of lanes

Historical average PASER network rankings from previous road reports:

*2023 is projected data based on 2023 road construction and assumed deterioration

*updated PASER map attached



Below tables show side by side comparison expressed in percentages and miles:

Table – I 2018

Category	Rating					Total (centerline miles)
	Excellent (9-10)	Very Good (8)	Good (6-7)	Fair (4-5)	Poor (1-3)	
Major	6.5	1.7	5.2	23.9	7.0	44.3
Local	7.6	14.4	45.7	65.0	14.1	146.8
Total Mileage	14.1	16.0	50.9	88.9	21.1	191.1
% of network	7%	8%	27%	47%	11%	100%

Table – II 2020

Category	Rating					Total (centerline miles)
	Excellent (9-10)	Very Good (8)	Good (6-7)	Fair (4-5)	Poor (1-3)	
Major	6.3	3.9	7.6	23.8	3.3	44.9
Local	16.7	12.5	54.7	53.2	10.9	148.0
Total Mileage	23.0	16.4	62.4	76.9	14.1	192.9
% of network	12%	9%	32%	40%	7%	100%

Table – III 2023

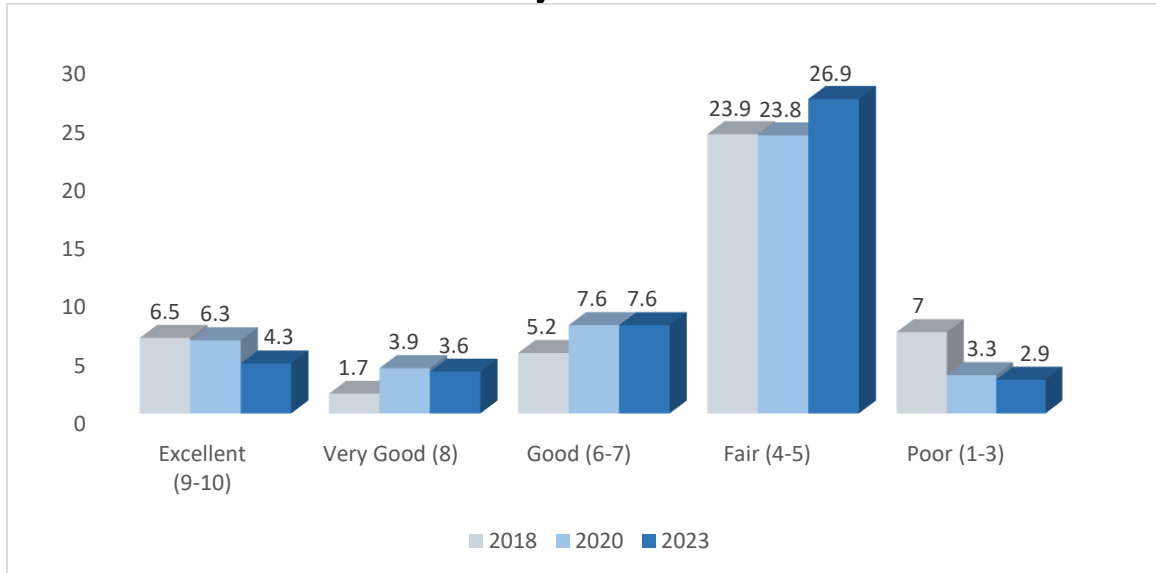
Category	Rating					Total (centerline miles)
	Excellent (9-10)	Very Good (8)	Good (6-7)	Fair (4-5)	Poor (1-3)	
Major	4.3	3.6	7.6	26.9	2.9	45.3
Local	18.5	10.5	46.0	57.8	15.0	147.8
Total Mileage	22.7	14.1	53.6	84.8	17.9	193.1
% of network	12%	7%	28%	44%	9%	100%

*table from 2022

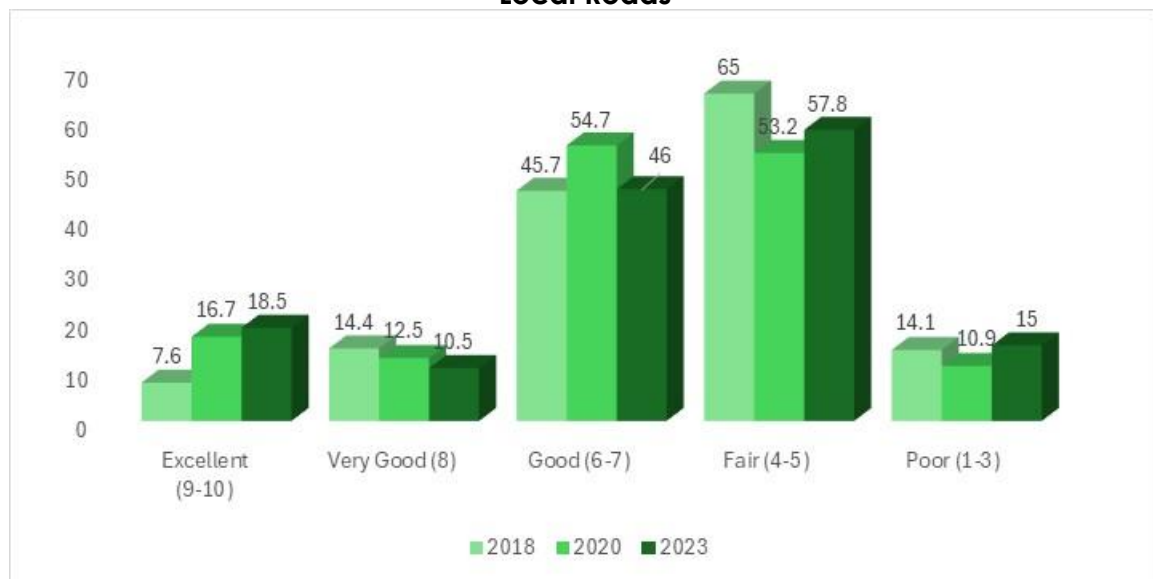
As evidenced by the percentages listed above, the city is currently maintaining approximately 47% of its road network at a “good” quality or above. This is an improvement of 5% from 2018, but a decrease of 6% from 2020. The continued goal of an asset management program **is not** to have all City roads in “excellent” and “good” condition, but rather a successful program focused on allocating the available funds in such a way to create a consistent attainable budget from year to year. There is no

“defectless road network” and function (does the road operate?) should always prevail over aesthetic in terms of investment.

Major Roads



Local Roads



As shown in Table III, a portion of the City's road network (9% - which is 2% more than 2020, but 2% less than 2018) has already degraded to a point where there is no option but to reconstruct those roads. Once a road has fallen into this category there is no lasting cost-effective repair for these roads other than to be completely reconstructed. Temporary fixes can be done to make the road traversable, however they will not perform and will continue to be difficult to maintain until reconstructed. The total mileage of concrete in this portion is approximately 1 mile (at an estimated cost of \$2 million). The remaining 13 miles are asphalt (at a cost of \$25 million). The city has made significant progress on the "poor" category specifically since the introduction of the Municipal Road tax levy (1.5 mills subject to Headlee rollback). The **Neighborhood Road Program (NRP)** has invested ~\$41M since 2014 in local road rehabilitation and reconstruction below:

Table - VI

Year	NRP+CPR Costs	Program	Notes
2012	\$1,181,611.00	NRP	Additional road millage passed
2013	\$1,632,271.00	NRP	Collection of millage begins on winter tax
2014	\$1,429,864.00	NRP	Projects planned in CIP with millage collection
2015	\$4,010,101.00	NRP	Project implemented with millage funds
2016	\$2,128,387.00	NRP	
2017	\$3,236,738.00	NRP+CPR	Initiate Concrete Panel Repair Program (CPR)
2018	\$3,563,860.94	NRP+CPR	
2019	\$3,423,724.00	NRP+CPR	
2020	\$4,998,525.00	NRP+CPR	Includes Cranbrooke Phase 1
2021	\$7,961,140.00	NRP	CPM deferred to NRP (COVID, 30% unit price increase) Includes Cranbrooke Phase 2
2022	\$3,922,463.00	NRP	CPM deferred to NRP (continued inflation and higher unit costs)
2023	\$4,025,633.00	NRP+CPM	CPM initiated ~\$1M
	\$41,514,318.00		
2024	\$5,500,000.00	NRP+CPM	Recommend increase in NRP, CPM to include chip seal roads only
2025	\$5,000,000.00	NRP+CPM	Recommend increase in NRP
2026	\$5,050,000.00	NRP+CPM	

NRP: Neighborhood Road Program, CPR : Concrete Panel Repair, CPM: Capital Preventative Maintenance

Just above the roads that are currently considered "failing", almost 40% of the City's road network is in the "fair" range with much of the mileage being asphalt. The total centerline mileage of asphalt pavement in the "fair" range is approximately 54.5 miles (with an estimated cost of almost \$130 million if left untouched until reconstruction is needed). The concrete roads in the "fair" range are 24 miles long (approximately \$48 million dollars). Table II data creates a reasonable curve weighted towards "fair" indicating investment

should be concentrated on moving the 40% of “fair” to “very good and good”.

Roads typically remain in “fair” range for 3-8 years, depending on surface type, drainage, and routine maintenance. It is important to note that no two roads will deteriorate at the same rate. Asphalt roads tend to age more quickly than concrete, but even two asphalt roads with the same cross section will degrade at different speeds. Traffic, drainage, and underlying soil conditions are only some of the factors that impact this. Because of this, a road that may have been a great candidate for a low cost, life extending treatment one year may fall out of that category the next.

The 2020 road report provided an analysis of funding levels, and the anticipated impact those different funding levels would have on the average PASER rating. The anticipated rating was based upon an assumption that a mix of fixes would be used, from routine capital preventative maintenance, to rehabilitation, and finally reconstruction. Since 2018 the City has been spending ~\$3M on maintenance activities performed in-house by DPW or by contracted services (excluding winter maintenance). In addition to the maintenance spending, another \$6M to \$8M per year since 2018 has been spent on heavy rehabilitation and reconstruction, with the **funds primarily being weighted towards reconstruction**. The level of funding is consistent with the City's steady increase in PASER average network rating from 2018 (5.4) to 2020 (5.8).

Table – V History of Capital Outlay/Operating Expense Projects

Fund	2018/19	2019/20	2020/2021	2021/2022	2022/23
202 Majors Recon	2,180,675.83	1,577,284.99	372,739.15	341,638.30	1,555,915.16
202 Majors Maintenance	1,512,219.13	1,321,016.97	1,325,751.84	1,431,444.16	1,582,608.70
203 Locals Recon	3,953,906.14	5,241,331.41	8,475,042.66	7,328,412.15	6,151,907.32
203 Locals Maintenance	1,631,317.03	1,183,134.49	1,276,486.69	1,397,659.26	1,823,377.89
Totals (Majors & Locals)	9,278,118.13	9,322,767.86	11,450,020.34	10,499,153.87	11,113,809.07

However, the focus of the 2020 report highlighted the need for a **~\$1M** annual program of **Capital Preventative Maintenance (CPM)** in tandem with an **increase of \$1.5-\$2M** in funding for annual rehabilitation and reconstruction projects. Due to COVID and inflation over the past 4 years, the funds budgeted for the preventative maintenance were instead used to complete the streets already committed in the annual Neighborhood Road Program due to increased costs (Table VI). The CPM was finally initiated in the 2023 construction season, three years after the intended recommendation of an additional **~\$1M/year**.

Further complicating the network needs are funding the major road projects. These are some of the lowest rated roads (approximately 66% of majors are rated fair or poor), the most expensive to recon/rehab, and are tied to federal dollars with specific fiscal years of obligation (see below). The estimates for federal aid projects are done 3-5 years in

advance and almost always change in scope during design to leverage the funding. This means that projects cost more by the time they are constructed.

Table – V Major Road Projects Federal Funding

Project	Year	Limits	Federal Share	Novi Share
Taft Rd/RAB	2022	South City limits to 10 Mile Rd	\$ 3M	\$ 900K
Wixom Road	2023	790' S of Grand River Ave to Ten Mile	\$1.5M	\$ 2.9M
Meadowbrook Road*	2024	10 Mile Rd to 11 Mile Rd	\$ 900K	\$ 900K
9 Mile Road*	2024	Meadowbrook to Haggerty	\$ 1M	\$ 2.2M
13 Mile Rd**	2025	M-5 to Haggerty Rd	\$ 500K	\$ 500K
West Park Dr**	2025	12 Mile Rd to West Rd	\$ 600K	\$ 600K
West Park Dr**	2025	West Rd to Pontiac Trail	\$1.2M	\$ 600K
		Total	\$8.7M	\$8.6M

*estimated costs, bid this year

**not yet designed estimates subject to change

Overall, it is important to note the amount spent per year and the corresponding change in ratings is based upon an ideal mix of fixes from preventive maintenance to rehabilitations to reconstructions. For example, if the City were to spend solely \$8 million annually on reconstructions with no money spent on maintenance, the average condition of the roads would decrease. **Due to the cost of reconstructions, it is critical to perform maintenance periodically on the roads prior to the asset degrading to the point that a more costly fix is required.**

While the continued upward trajectory of the overall network rating is not sustainable with the current funding analyzed herein, the current average condition rating of **5.8 is maintainable**. Even with no additional funding, the current major road projects in the queue and a combination of fixes in NRP/CPM would result in little change of the average network rating. Maintaining a level between **2018 (5.4)** and current rating of **5.8 (2023)** is still performing above or on par with regional comparable community's road networks.

The City of Farmington Hills is the only comparable community staff is aware of, that has an average PASER rating significantly higher than Novi's (approaching a **7**). This is a direct result of their current level of investment, which exceeds **\$24M annually (with 2 active road millages totaling 4.75 mills, 2 mills sunset in 2025)**. This equates to an almost 2:1 funding allotment compared to Novi when accounting for the difference in lane miles.

The City of Troy has been in a steady decline in ratings of almost a full point over the last 8 to 10 years (fell from **5.6** in 2014 to **5.0** in 2023). Their annual budget is approximately \$6.5 million (\$3M to majors, \$3.5M to locals split between concrete panel replacement and HMA overlays).

The City of Southfield has seen a steady increase in their rating over the last decade due to the implementation and expenditure of their **2014 Road Bond (approximately \$100M)** above and beyond their normal expenditures, which has now been depleted. Based on

their current TAMP and CIP, they have previously been budgeting \$8-\$10M annually, which will leave a significant funding gap. Maintaining their current rating of **6.0** (majors 6.2, locals 5.9) without additional funding of \$4-6 million is not likely.

Recommendation

The **Roads Committee or other TBD Committee** should reconvene as directed by the City Council. The **Committee** will review the information presented in this report (and previous reports) and provide a recommendation for consideration by the City Council in 2024.

Glossary

Definition of terms repeated throughout this report:

Maintenance, or **Capital Preventative Maintenance (CPM)**: encompasses a wide variety of work including crack sealing, surface sealers, micro-surfacing, minor patching, etc.

Reconstruction: entails complete removal and replacement of the existing pavement surface and aggregate base.

Rehabilitation encompasses crush and shapes, mill and fills and other similar fixes, where the existing base is typically left along with some of the existing pavement, and this is then added onto with new pavement for an increased cross section of greater strength.

Neighborhood Road Program (NRP): program focusing on reconstruction and rehabilitation of local residential streets

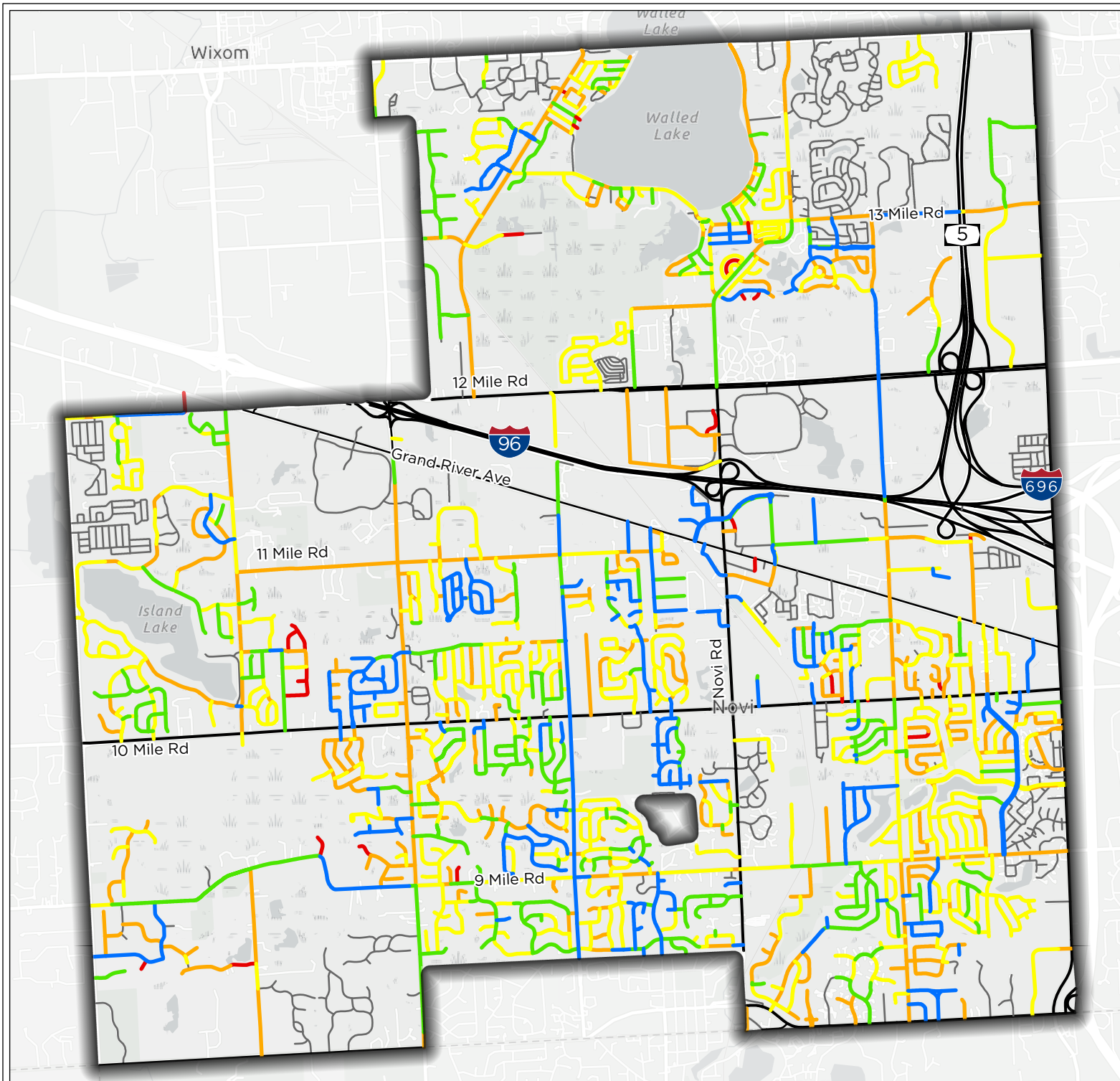
Roads Committee Discoveries (RCD): 2021 report submitted to City Council on condition, etc.

Road Report: data driven report used for asset management and TAMC requirements

Transportation Asset Management Plan: required by Public Act 325 for agencies with road networks over 100 miles

Centerline Miles: a way to describe the length of a road measured along the center, regardless of lanes (for example, Meadowbrook Road from 9 Mile to 10 Mile is 1 centerline mile)

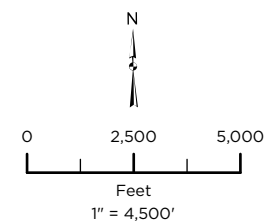
Lane Miles: a way to describe the length of a road accounting for varying road widths (for example, Meadowbrook Road from 9 Mile to 10 Mile is 2 lane miles)



2023 Paser Ratings

LAST RATING

- 0-2
- 3-4
- 5-6
- 7-8
- 9-10



Source: Data provided by State of Michigan, SEMCOG, and Roadsoft. OHM Advisors does not warrant the accuracy of the data and/or the map. This document is intended to depict the approximate spatial location of the mapped features within the Community and all use is strictly at the user's own risk.

Coordinate System: NAD 1983 StatePlane Michigan South FIPS 2113 Feet

Map Published: February 2, 2024



Northville Downs slaps Plymouth Township with lawsuit over denial of new racetrack

Laura Colvin

Hometownlife.com

Mayor and Council –

Thought some recent news articles (x2) from our “neighbors” may be of interest.

- Victor

PLYMOUTH TWP. — Northville Downs has filed a lawsuit alleging the township made **illegal demands** that “amounted to extortion” of millions of dollars in exchange for approval of its proposed harness racing facility.

The complaint, filed Feb. 27 in U.S. District Court, asks the court to grant more than \$10 million in damages to Northville Downs and to allow plans for the proposed racetrack at Five Mile and Ridge roads to proceed.

The suit comes on the heels of the township’s Jan. 24 decision to end negotiations with Northville Downs after demands for a community benefit agreement reached an impasse.

“This is a case of a municipality trying to shake down a business, a property owner, for extra money,” said attorney Mike Cox, who is representing Northville Downs and its owners John Carlo and Mike Carlo. “The supervisor wanted Northville Downs to basically buy regulatory approval, which is not legal in America.”

Plymouth Township Supervisor Kurt Heise called the lawsuit an “interesting piece of political fiction.”

“This is basically sour grapes by the Carlo brothers who clearly never had the money to deliver on the promises they made to Plymouth Township for a \$25 million horse racing facility, promises of a community benefit agreement, which they did agree to, and promises of revenue sharing.”

\$10 million purchase

The complaint details the process back to 2020, when Heise and Plymouth Township Economic Director Gary Heitman, according to the lawsuit, met the Carlos for dinner and drinks, hoping to convince the brothers to build a new facility in Plymouth Township after the property Northville Downs occupied for 80 years in Northville was sold to Hunter Pasteur Homes.

The Carlos looked at one property but determined it was not a good option for the project, then were enticed by Heise and Heitman to come back to Plymouth Township when the 128-acre parcel at the southwest corner of Five Mile and Ridge roads became available in September 2022.

The lawsuit states that Heise told the Carlo brothers that both the planning commission and board of trustees, with the exception of Trustee Chuck Curmi, would ‘absolutely’ vote as Heise directed regarding any necessary approval to relocate the Northville Downs track operation to the township.

“These statements by Heise and Heitman...were attractive to Northville Downs’s owners because expedited regulatory approval meant a smoother, more seamless relocation from racing in the City of Northville to racing in the township, with little or no business disruption or interruption,” the lawsuit says.

Northville Downs purchased the property for \$10 million, with a \$5.1 million cash down payment and financing on the remaining \$4.8 million, which “essentially tied Northville Downs to the township and the vicissitudes of its regulatory process.”

Demands for money and amenities

During the process, discussions were held over ways the project could benefit the community.

Under Michigan’s Horse Racing Law of 1995, the township would be entitled to “breakage,” essentially a rounding up of a bettor’s winnings that a horse-racing facility pays to its host municipality for police, fire, traffic, and other protections.

The City of Northville collected approximately \$200,000 per year in breakage fees.

But the township also made additional demands, including “extravagant, unlawful, and unconstitutional” demands for \$5 million in cash, Fourth of July drone shows, soccer fields, pickleball courts, a walking trail and annual community events.

Such demands, often called community benefit agreements, are not made of other businesses who wish to locate in Plymouth Township and are not authorized under township ordinance nor the Michigan Zoning Enabling Act (MZEA), the lawsuit claims.

The lawsuit put the costs for the Carlo brothers for the additional amenities at \$100,000 for the Fourth of July drone show, \$100,000 for pickleball courts, \$250,000 for the youth soccer fields, and \$400,000 in one-time expense for the 1.2-mile walking trail with \$50,000 a year in upkeep costs.

Under the Michigan Horse Racing Law of 1995, a municipality that hosts a horse-racing track may “not assess or collect an excise or license tax or fee from a person licensed under this act based upon an activity performed under this act” other than the breakage fees.

Plans for the proposed facility passed quickly through the first phases of the approval process with the votes Heise had predicted, according to the lawsuit, but stalled after a June meeting where the planning commission voted unanimously to approve a revised version of the Northville Downs plan, with the stipulation that the contract include an provision for an approved community benefits agreement.

The condition, the lawsuit says, violates the MZEA, the Michigan Constitution, and the United States Constitution.

Disagreements continue

Heise told Hometown Life he is standing behind his demand for a community benefit agreement, noting the planning commission and the board of trustees voted in favor of requiring the document, and said he would do the same thing again.

He disputed the dollar figures outlined in the lawsuit, saying the township never asked for \$5 million, despite emails in the lawsuit that show the request.

“It was \$3 million, of which most of that money was simply a guarantee that we would get a minimum breakage fees of \$250,000 a year in the final eight years of the agreement,” he said. “And that money would've gone to recreation and public safety because we all recognized that this was going to be a controversial project. We understood that this was going to raise a lot of concern in the community, so wanted to make sure that we got a community benefits agreement that provided the best deal possible for the people of Plymouth Township.”

Heise said he doesn't believe Northville Downs still wants to build the planned facility in Plymouth Township.

“I know the Carlo brothers have already secured the services of a Realtor,” he said. “I know that they are actively trying to sell the property. I've been told that they may have already secured a property somewhere in Ingham County.”

"(Northville Downs) efforts to find a suitable replacement have been significantly hampered by the fact that it paid \$5,100,000 in cash for a down payment on land in the Township that Township officials had induced it to purchase, and that significant cash outlay has made alternative solutions, even temporary ones, difficult or impossible to find," according to the lawsuit.

Cox, on the other hand, said the Carlo brothers would still like to build the proposed facility in Plymouth Township.

“It's a perfect spot,” he said. “Their landlord sold the property out from underneath them in the city of Northville, so they had to move after 80 years. They thought this was the spot for the next 80 years.”

The Carlo brothers are asking the judge to rule that the townships denial of approval for the development is unconstitutional and order that the development agreement be approved without the community benefits agreement. They are also seeking in excess

of \$10 million in damages, as well as compensation for “the Township’s taking of NVD’s property” and attorney fees and costs.

Contact reporter Laura Colvin at lcolvin@hometownlife.com or 248-221-8143.

Meijer wins right to build 159,000-square-foot Plymouth Township store

Laura Colvin

Hometownlife.com

Mayor and Council –

Thought some recent news articles from our neighbors may be of interest.

- Victor

PLYMOUTH TWP. — Work at the site of a new Meijer store on the northwest side of the township is expected to begin sometime this spring following a court agreement between the company and the township.

A consent agreement signed Jan. 18 by Wayne County Circuit Court Judge Brian R. Sullivan allows the company to build its 159,000-square-foot grocery store on Five Mile Road, west of Beck Road. Meijer was denied approval last summer by the Plymouth Township Planning Commission and later sued over the denial.

The mid-size Meijer store will include a pharmacy and garden center, as well as a separate 3,300-square-foot convenience store with a gas station on part of a 21-acre parcel west of Home Depot.

A Meijer spokesperson did not immediately return a request for comment.

Township Supervisor Kurt Heise said the agreement, along with unrelated state funding for road improvements, address issues the planning commission had regarding traffic.

The land is part of the Michigan International Technology Center corridor and owned by Redico Holdings, which has a purchase agreement with Meijer for the property.

Problems and solutions

Meijer and Redico filed a lawsuit Aug. 9 alleging the planning commission denied a request they said met the township's stated requirements for approval.

The suit came after a three-hour June 21 meeting at which the planning commission voted 5-1 to deny a special land use request from the Grand Rapids-based retail and grocery chain.

The meeting included two hours of comments from residents opposed to the store over concerns about already-heavy traffic conditions in the area, the perceived potential for increased crime and the proximity of other grocery options in the area.

According to the consent agreement, the parties engaged in settlement proceedings shortly after the suit was filed. Retired Michigan Court of Appeals Judge Michael Talbot served as facilitator.

The document lays out specifics of the agreement, including a \$100,000 contribution from Meijer and Redico to the township's tree fund, construction of an 8-foot concrete bike path adjacent to Five Mile, sustainability design features and more.

Detailed road improvements are also required by the agreement and will be done in conjunction with the Five Mile Road reconstruction project.

"I think the big thing (the agreement) does is address the traffic issue by creating three driveway entrances (for the Meijer site)," Heise said. "There will also be a traffic signal and other amenities, landscaping pathways, green technology and EV chargers."

The tree fund contribution, he said, will help sustain the township program for about four years.

"Also, the State of Michigan has given us \$10 million to widen and strengthen Five Mile between Ridge and Beck," Heise added. "That has nothing to do with the Meijer project; that is money that we had been asking for years long before Meijer came."

Meijer and Redico will spend about \$20 million, to be reimbursed by the state over 30 years, to clean up the property, which is classified as a brownfield site.

Meijer long interested in area location

The consent agreement constitutes special land use and site plan approval for the project. Final engineering plans, refinements to the site plan and other permits and approvals required for the project will be reviewed administratively by the township.

The plans will not go back before the planning commission or township board.

The plan marks the second time Redico and Meijer have looked to bring a store to the area.

In 2016, Northville Township approved a Meijer at the northwest corner of Five Mile and Beck Roads, but the store was never built because Redico sold the land to M/I Homes and retracted the Meijer transaction in exchange for 100 additional home sites.

Contact reporter Laura Colvin at lcolvin@hometownlife.com or 248-221-8143.



Valentine's Day Events 2024

Older Adult Services provided two opportunities to celebrate Valentine's Day. On Wednesday, February 7, The Novi Choralaires hosted an evening ice cream social at Meadowbrook Activity Center. The Choralaires showcased music from their upcoming spring concert and served ice cream sundaes to all attendees.

The annual Valentine's Party was one to remember. The afternoon was filled with love, laughter, and singing. The highlight of the afternoon was listening to HarmonyTown Barbershop Chorus. Everyone enjoyed their Italian lunch from Olive Garden, the Valentine's cards from the Girl Scouts and the wonderful boxes of chocolates put together by Novi High School's Girls in White Coats. The event was sponsored by Abbey Park at Mill River.

This program met the department's core value of excellence by providing high quality opportunities for seniors to celebrate friendship and love.



Valentine's Day Events	Stats
Volunteer Value Independent Sector Data at \$31.80/hour	\$667.80
Ice Cream Social Participants	56
Luncheon Participants	54
Recreation Programmer	M Lachance

The mission of the Parks, Recreation and Cultural Services Department is to provide exceptional park, recreation and cultural opportunities that are diverse and enhance lives.

MEMORANDUM



TO: MAYOR AND CITY COUNCIL
FROM: JEFF MUCK, PRCS DIRECTOR
KIT KIESER, OAS MANAGER
VICTOR CARDENAS, CITY MANAGER
SUBJECT: NOVI SENIOR TRANSPORTATION STATUS
DATE: FEBRUARY 23, 2024

At the January 23, 2023, meeting, City Council, led by Mayor Gatt, passed a resolution creating the Older Adult Needs Committee. Three City Council members and four community members were appointed:

- Laura Casey, Mayor Pro Tem
- Brian Smith, City Council
- Ericka Thomas, City Council
- Kathy Crawford, Historical Commission
- Kim Nice, Historical Commission
- Debbie Wrobel, Historical Commission
- Jay Dooley, PRCS Commission

Older Adult Needs Committee's responsibilities outlined in the resolution included: advise City Council on the needs of older adults in Novi, identify best practices for service delivery needs, and formulate and recommend plans to meet critical needs of older adults and adults with disabilities.

Senior Transportation was one of the focus areas identified for research and discussion by the Older Adult Needs Committee. City staff provided ridership statistics and discussed the challenges facing Novi's Senior transportation services. The OAS Needs Committee presented their findings and recommendations to the Mayor and City Council on October 9, 2023. At that time, the Committee recommended City Council contract a 3rd party provider covered under the Oakland County transportation millage to expand transportation to include more hours and days of service and potentially open services to all residents.

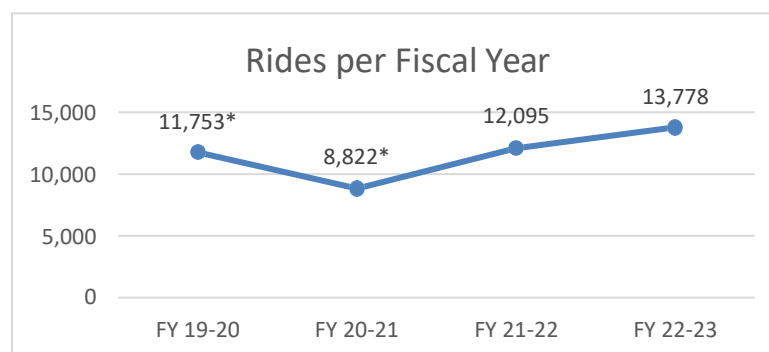
The Committee cited:

- **Gaps in scheduling availability.** Riders are often unable to schedule rides with fewer than 7 days' notice due to driver and vehicle availability.
- **Expansion of evening and weekend hours.** This may exclude residents from evening events and activities with the City or elsewhere. The City does not currently offer service on Sundays.
- **An increase in rides from private senior living facilities.** Multiple facilities have increased the cost of their transportation pricing to encourage riders to use free City transportation or have eliminated their service entirely.

- **High cost and 12+ month lead time to obtain ADA accessible vehicles.** We would need to increase our fleet by several vehicles to meet the demand. Each vehicle purchase is estimated to cost \$80,000.
- **Challenges with driver recruitment and retention.** Current Novi driver wages fall short of market, made more difficult by our part-time-only staffing model. To be competitive, the City would need to move to a full-time staffing model for drivers and schedulers, increase hourly wages by \$6-10 an hour, and add additional drivers to the roster of employees.
- **Frequent rides for ongoing medical treatments (up to 6 rides per-person each week).** Appointments for ongoing treatments can be made indefinitely, challenging our ability to provide rides with shorter notice. Medical rides are prioritized, leaving less availability for social, work, and daily errand requests.
- The Committee's recommendation included maintaining a few vehicles to be utilized for PRCS/OAS programming that is currently limited due to availability.

Additional items not cited in the OAN Committee's presentation:

- With an average staff team age of over 70 years old, many of our staff members are near retirement, work limited hours and have their own mobility concerns, limiting those who can provide assistance to riders who need it.
- The free-to-ride model has increased no-shows and same-day cancellations to 6-10 rides per week.
- Ride demand is trending upward. FY 22-23 saw a 13.9% increase over the previous year. We anticipate FY 23-24 to be an additional increase of 4% or higher.



*Only medical rides were provided during COVID-19 pandemic.

Oakland County Transit

In November 2022, Oakland County voters approved the Oakland County Public Transportation millage. This is a 10-year, .95 mill tax dedicated to expanding and maintaining public transit services throughout Oakland County. The millage amounts to approximately \$4.4 million paid by Novi residents to Oakland County for public

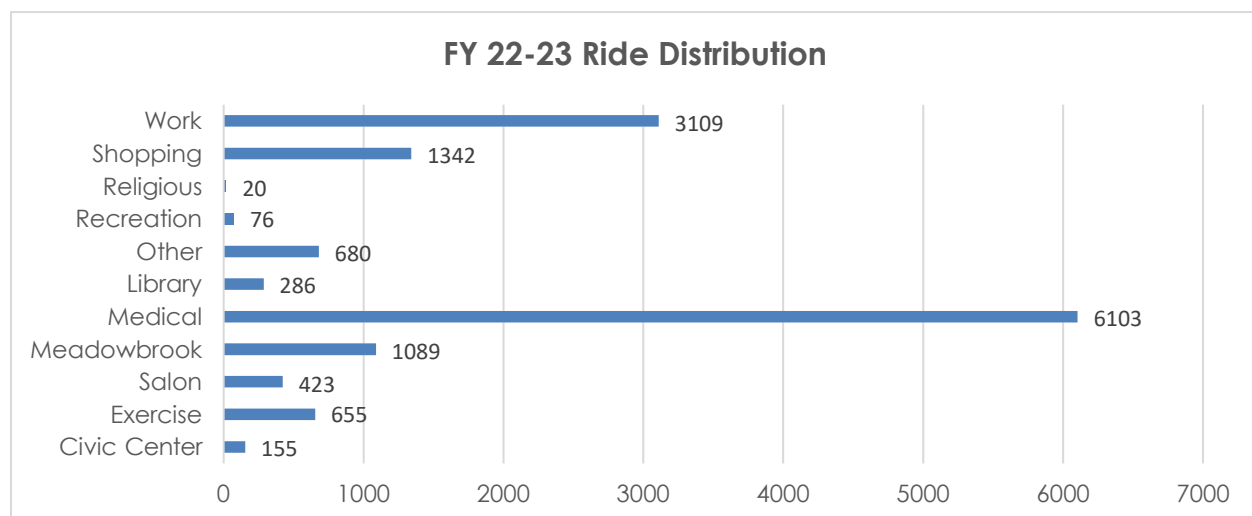
transportation services. Current services provided to Novi by the millage are the two SMART fixed bus routes operating on 12 Mile and Grand River Ave.

Novi Senior Transportation averages an expense of \$170,000 per year. The City receives approximately \$50,000 in credits from the Suburban Mobility Authority for Regional Transportation (SMART). SMART contracts with cities, villages, and townships (CVT) to provide Municipal Credit funds, which are made available to it by the Michigan Legislature pursuant to Michigan Public Act 51 of 1951. Additionally, after the passing of the millage, Oakland County developed a reimbursement program for CVTs already offering transit services. This was a one-time reimbursement program, and Oakland County has informed us that they do not plan on developing another in 2024. As stipulated in the correspondence sent to City Council in August of 2023, Oakland County's model utilizes selected providers (People's Express, WOTA, NOTA, OPC, and SMART) to provide curb-to-curb services within each community. Novi is currently the only community operating their own system. Independence Township was in a similar position but began the process to negotiate with the North Oakland Transit Authority (NOTA) this past Monday.

The County is utilizing selected providers (People's Express, WOTA, NOTA, OPC and SMART) to provide curb-to-curb services within each community.

City of Novi – OAS and Senior Transportation are operated through PRCS

Number of vehicles:	7 total vehicles, 4 ADA
Staffing:	3 PT schedulers/dispatchers, 17 PT drivers
Rides per year:	~14,000
Cost to rider:	Free within Novi city limits and \$5 outside of Novi (within 10 miles of Civic Center)
Service hours:	Monday - Friday 8am – 4pm, Saturday 9am-3pm
Expense:	~\$386,000 in FY 22-23, with an average net negative of \$274,000 per year over the last 5 years



Below is information regarding transportation programs in neighboring communities Novi has historically referenced in benchmarking programs and services it offers:

Independence Township – Negotiating services with NOTA

Canton Township - Services contracted to Nankin Transit Commission (with SMART vehicles)

Sterling Heights – Minibus Service is operated by the Parks and Recreation Senior Center

Number of vehicles:	10 ADA vehicles
Staffing:	1 FT coordinator, 19 PT drivers In need of additional dispatch/office staff
Service hours:	Monday - Friday 8:30am – 3:30pm
Cost to rider:	Free
Rides per year:	~12,000
Expense:	~\$275,000, with SMART credits and 5310 funding

Troy - Troy R.Y.D.E. is operated by the Department of Public Works

Number of vehicles:	7 ADA vehicles, vehicles are leased from SMART
Staffing:	1 FT coordinator, 1 PT dispatcher, 15 PT drivers, 1 FT driver. Anticipating an increase to FT driver pool.
Service hours:	Monday - Friday 8am - 4pm
Cost to rider:	Free
Rides per year:	~20,000
Expense:	~\$700,000, trending +\$50,000 each year, with 5310 funding

Livonia – Community Transit is operated by their Housing Department

Number of vehicles:	19 with 9 on the road at a time
Staffing:	1 FT coordinator, 1 FT dispatcher, 2 PT dispatchers, 15 PT drivers
Service hours:	Monday - Friday 7 a.m. to 6:30 p.m.
Cost to rider:	\$2 per stop
Rides per year:	~15,000
Expense:	~\$1,000,000

Following OAN Committee's recommendation and to complete due diligence in order to make a recommendation to City Council, a request for proposal (RFP) was sent to three County-approved entities operating in the Novi area: Western Oakland Transportation Authority (WOTA), People's Express (PEX), and Suburban Mobility Authority for Regional Transportation (SMART). SMART elected not to respond to the RFP.

Request for Proposals

To assist City staff with identifying which of the county-approved providers could best serve the community, a request for proposals (RFP) was sent to the three providers operating around Novi: WOTA, PEX, and SMART. Only WOTA and PEX submitted proposals. A representative from SMART shared the following:

"SMART will not be submitting a response to the RFP. As the Federal Transit Administration's designated public transportation provider for metro Detroit, we do not compete with our sub-recipients (like WOTA and People's Express) to provide service. SMART has over 100 communities in its service area, and it would be chaotic if each of those individual cities wanted us to apply to be their provider.

In addition, our microtransit service, FLEX, is still in a pilot project phase, and no decisions have been made about where expansion of that service will occur next."

A group of City employees evaluated the two proposals and deemed that PEX would offer the best services to Novi residents for many reasons; one being that they offer services to all residents—not just seniors and adults with disabilities. Their service hours, extensive and diverse vehicle fleet, and driver training and safety protocols propelled them to the top of all the evaluators scoring.

Recommendation

In hopes of expanding and improving Senior Transportation for Novi residents, staff recommends entering negotiations via Oakland County with People's Express. They have an established operation, offering more hours and a much shorter time to make a ride reservation (three days, compared to a week). PEX's driver pool is well-trained with a full-time support network to ensure they are up to date on all necessary protocols/procedures related to offering services to vulnerable populations. If the City of Novi were to ramp up operations to meet this level of service, it would be a significant financial investment with the need to shift to a full-time staffing model, adding employees, and increasing the current fleet of vehicles.

If Council agrees with this course of action, City administration can engage PEX representatives regarding ridership fare deals or programs for Novi residents, using the current budget allocation. More importantly, the proposed move to PEX through the County's expanded transportation millage means there is no increase in expenditure from the City's budget. These expanded hours and services to all residents (including non-disabled) all fall under the new millage.

Additional Options for Consideration

If Council elects to continue Novi Senior Transportation operations in-house, the following are additional options for consideration:

- 1. Maintain existing service as-is, recognizing challenges will increase with additional rider demand, length of time for scheduling services and recruitment and retention of staff. PRCS will subsidize the program at approximately \$170,000 annually.**

2. Maintain current services with significant adjustments to staffing and wages including the addition of full-time staff.

Staff	Qty	Wage	Base salary	Hours	Weeks	FICA	Benefits	Yearly staffing cost
FT Coordinator	1	\$26.00	\$54,080.00	40	52	1.0765	\$27,750.00	\$85,967.12
PT Dispatcher	2	\$22.00		20	50	1.0765		\$47,366.00
FT Drivers	4	\$24.00	\$49,920.00	40	52	1.0765	\$27,750.00	\$325,955.52
PT Drivers	16	\$22.00		10	50	1.0765		\$189,464.00
Safety Coordinator	1	\$24.00		10	50	1.0765		\$12,918.00
total staffing								\$661,760.64
Add. ops costs	Qty	Expense						
ADA Ford Transit	4	\$80,000.00						\$320,000.00
Software	1	\$6,800.00						\$6,800.00
GPS tracking	12	\$225.00						\$2,700.00
Based on 8 vehicles running 8am-5pm M-F; 320 on-road staff hours per week						Total Non-staff		\$329,500.00
Not included: staff training & development, fuel, maintenance						Total		\$991,170.64

3. Move to a medical rides-only model, operating M-F 8am-5pm.

	Qty	Wage	Base salary	Hours	Weeks	FICA	Benefits	Yearly staffing cost
FT Coordinator	1	\$26.00	\$54,080.00	40	52	1.0765	\$27,750.00	\$85,967.12
PT Dispatcher	1	\$22.00		20	50	1.0765		\$23,683.00
PT Drivers	16	\$22.00		10	50	1.0765		\$189,464.00
Safety Coordinator	1	\$24.00		10	50	1.0765		\$12,918.00
								\$312,032.12
Add. ops costs	Qty	Expense						
ADA Ford Transit	1	\$80,000.00						\$80,000.00
Software	1	\$6,800.00						\$6,800.00
GPS tracking	12	\$225.00						\$2,700.00
Based on 4 vehicles running 8am-5pm M-F; 170 on-road staff hours per week						Total Non-staff		\$89,500.00
Not included: staff training & development, fuel, maintenance						total		\$401,532.12

4. Expand days and hours to match Oakland County contracted services:

Staff	Qty	Wage	Base salary	Hours	Weeks	FICA	Benefits	Yearly staffing cost
FT Coordinator	1	\$26.00	\$54,080.00	40	52	1.0765	\$27,750.00	\$85,967.12
FT Dispatcher	2	\$24.00	\$49,920.00	40	52	1.0765	\$27,750.00	\$162,977.76
FT Drivers	21	\$24.00	\$49,920.00	40	52	1.0765	\$27,750.00	\$1,711,266.48
Safety coordinator	1	\$24.00	\$49,920.00	40	52	1.0765	\$27,750.00	\$81,488.88
total staffing								\$2,041,700.24

Add. ops costs	Qty	Expense	
ADA Ford Transit	4	\$80,000.00	\$320,000.00
Software	1	\$6,800.00	\$6,800.00
GPS tracking	12	\$225.00	\$2,700.00
Based on 10 vehicles running 6am-9pm M-F; 5 vehicles 8am-5pm Sa-Su			Total non-staff \$329,500.00
840 on-road staff hours per week			Total \$2,371,200.24
Not included: staff training & development, fuel, maintenance			

	Independence Township –	Sterling Heights -	Troy -	Livonia –	City of Novi –	Canton Township -
Operated by	Parks and Recreation Senior Community Center	Minibus Service is operated by the Parks and Recreation Senior Center	R.Y.D.E. is operated by the Department of Public Works	Community Transit is operated by their Housing Department	OAS and Senior Transportation are operated through PRCS	Services contracted to Nankin Transit Commission (with SMART vehicles)
Fleet	5 ADA vehicles leased from SMART		7 ADA vehicles, vehicles are leased from SMART	19 with 9 on the road at a time	7 total vehicles, 4 ADA	
Staffing Office/Scheduling	1 FT 2 PT office staff (50% time allocated to dispatch);	1 FT coordinator, (in need of additional dispatch/office staff)	1 FT coordinator, 1 PT dispatcher,	1 FT coordinator, 1 FT dispatcher, 2 PT dispatchers	3 PT schedulers/dispatchers,	
Drivers	1 FT and 9 PT drivers	19 PT drivers	15 PT drivers, 1 FT driver. Anticipating an increase to FT driver pool.	15 PT Drivers	17 PT drivers	
Service Hours	Monday - Friday 8am-5pm	Monday - Friday 8:30am – 3:30pm	Monday - Friday 8am - 4pm	Monday - Friday 7 a.m. to 6:30 p.m.	Monday - Friday 8am – 4pm, Saturday 9am-3pm	Monday - Friday from 8:30 am - 5:00 pm
Cost to rider	\$3 donation recommended per trip	Free	Free	\$ 2 per stop	Free within Novi city limits, \$5 outside of Novi (within 10 miles of Civic Center)	\$ 3 one way, cash only
Rides per year	~10,000	~12,000	~20,000	~15,000	~14,000	
Funding	~\$120,000 from general fund;; additional 5310 funding, SMART credits, and Community Services Block Grant funding	~\$275,000, with SMART credits and 5310 funding	~\$700,000, trending +\$50,00 each year, with 5310 funding	~\$1,000,000	~\$386,000 in FY 22-23, with an avg net loss of \$274,000 per year over the last 5 years	
Cost per ride	\$ 12.00	\$ 22.92	\$ 35.00	\$ 66.67	\$ 27.57	
Cost per hr/operation	\$ 57.69	\$ 151.10	\$ 384.62	\$ 36.63	\$ 114.20	
Other	Independence Township is currently exploring a one-year pilot program with Northern Oakland Transportation Authority (NOTA) in which NOTA would assume all transportation operations.					Please provide at least two days advance notice for online submissions Nankin Transit serves seniors and disabled that reside in the cities of Wayne, Westland, Inkster, Garden City & Canton.



CITY OF NOVI

CITY OF NOVI TRANSIT SERVICES

PROPOSAL FORM

Responding providers shall provide the following information, either by use of this form or through the submission of information containing all of the following information in a form of their own creation:

Brief Organizational History: People's Express (PEX) has been in operation for over three decades. We are a 501(c)(3) nonprofit dedicated to providing safe and reliable public transportation to empower all individuals to maintain their independence and enhance their quality of life, with attention to underserved populations including, but not limited to: aging adults, people with disabilities, lower-income, underemployed or unemployed, and those with limited access to transportation due to rural geography. PEX is a low-cost public transportation service, and we are a key driving force that enables people to remain an active part of their communities. We were founded by the people for the people, which has been ingrained in us to provide personalized transportation and work hand-in-hand with the local communities to provide services that truly fit best for them.

Offered Services: PEX specializes in servicing vulnerable populations. We are equipped with ADA vehicles and our employees complete the necessary training to interact with these populations. We provide public transportation, but our expertise is in paratransit and specialized services. We are a curb-to-curb service provider, with door-to-door service for those who require it. We have an exponential amount of background in non-emergency medical services, but we provide services for any purpose. Whether you are trying to get your groceries, go to the nail salon, work, or school, we will get you to where you need to go! PEX provides transportation to a client's destination and we provide connecting services with other transportation providers to go beyond our service area. Our goal as a transportation provider is to offer any type of transportation your demographics need for them to get to where they need to go efficiently.

Timeline of Implementation:

STEP	Time to Reach Implementation
Training of staff on updated changes (service areas, resident information, reporting changes, etc.)	1 week
Website, brochures, and all marketing materials updated	1 week
Marketing within the community and county	3 weeks
Required resources allocated to new service area	3 weeks
The steps above will happen simultaneously. Please note it takes a month (which is dependent on the county) to get the paperwork completed at the county level to be authorized to perform services.	Total: 3-4 weeks

PEX is prepared to start a partnership with the City of Novi right away. We want to be able to seamlessly transition services and guarantee no interruptions in the quality of services. We will work with the current staff at the program to understand their operations, who the clientele are, and how we can best utilize their current drivers and dispatchers. PEX has a variety of vehicle types to accommodate a diverse set of demographics and is able to allocate drivers and vehicles to the project very quickly. We also have staff dedicated to training any new members of our team to get them ready and safe for the road. The most important step in this implementation is the residents. We will need the support of the city and local businesses to inform the residents of the change in provider. We see community engagement as vital in this transition and will work with the county and city to make sure the residents are included in this process. Overall, PEX is confident that we can collaborate with the community to implement these changes for the better!

Days and Hours of Operation:

	Mon	Tues	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

PEX provides services on Holidays for critical and life-sustaining trips such as dialysis. At our discretion, we also provide services to unique clientele who might need services beyond our set hours of operation. No matter what, we ensure a client finds a ride if our services don't fit their specific requirements. We have a mobility manager who will work with them to be connected to another provider such as SMART. No one is left behind!

Fares Proposal:

Type of Fare	Cost of Fare
Residents within the driving boundary	\$4.00 per each one-way trip
Seniors aged 55 and older, persons with disabilities, low-income individuals, and veterans within the driving boundary.	\$2.00 per each one-way trip
Residents going outside the driving boundary.	\$4.00 per one-way trip plus a rate of \$2.50 per mile driven outside the boundary.
Seniors aged 55 and older, persons with disabilities, low-income individuals, and veterans going outside the driving boundary.	\$2.00 per one-way trip plus a rate of \$1.25 per mile driven outside the boundary.
The per-mile fee for all one-way out-of-boundary trips is charged starting at the driving boundary and ending at the destination and vice versa.	Per-Mile Pricing

Vehicles:

Type of Vehicle	Number in Use
Transit Vans	20
Small/Medium Duty Buses	15
Minivans	12
Cars	3
MV's	3
PEX has a wide-range of vehicles to provide all types of transit.	Total: 53 vehicles

Current Dispatch/Reservation Method: Customer service and ride scheduling call center hours are Monday-Friday from 8:00 a.m. – 7:00 p.m. PEX requires three business day notice for reservations, but we also maintain a standby list if we get cancelations. Clients receive a confirmation call the day prior to their trip. We are utilizing Routing Box software but will be moving to the countywide Adept-IQ software in the next quarter. PEX utilizes Ecolane in the City of Detroit and Routing Box in Oakland County. With the upcoming upgrades, we anticipate lowering our required reservation notice and we expect to see higher scheduling efficiencies that will allow us to take more riders. Lastly, with this upgrade, we will be able to have real-time data on trips across the county and providers. Adept-IQ will also be able to allow us to enhance our trip coordination across the providers, allowing us to work more unified as a county and become more reliable.

Please expound upon the software utilized to efficiently and effectively collect passengers and transport them to their desired destination(s)?

Are you willing to Take on Novi's Existing Fleet? (Circle one)

Drivers:	Yes	No
Dispatchers:	Yes	No
Vehicles:	Yes	No

What Portions of the City Would Your Service Cover: PEX will service the entirety of the City of Novi. We will update our driving boundary to maintain the 10-mile range set from the Civic Center to ensure the same level of services currently being provided.

Furthermore, areas that are currently available to the Oakland Communities by PEX will be a part of the service coverage, which will allow residents to go places they currently can't. Thus, both the current driving boundaries and the parameters currently being offered to the City of Novi residents will be combined for this contract. PEX also serves multiple county jurisdictions, which allows us to take residents to both Livingston County and Washtenaw County to accommodate all of their needs, in particular providing access to medical care in the respective counties. Furthermore, PEX collaborates with local community-based organizations to provide services for special trips that may be out of the typical driving boundary or hours of operation.

Do you offer service for... (Circle one)

Citizens with Disabilities:	Yes	No
Paratransit:	Yes	No
Seniors:	Yes	No

How and How Often will Transit Data be Reported:

Due to the nature of transportation PEX provides, we can meet the reporting needs requested by the City. PEX provides reporting to several regulators at the federal, state, and local levels. In turn, we are able to customize our reports to provide the necessary information that may be requested. Currently, PEX is providing quarterly reporting to the County, and we are also meeting with our participating communities every quarter to provide them with updates and gain feedback. We aim to have transparent and cohesive partnerships with the communities, which includes regular communications beyond the quarterly meetings. We will maintain regular email correspondence with

the City should there be any changes or important information. We can also provide monthly reporting upon request. Exhibit C of our current contract with the County provides an example of the information passed along. We also will customize presentations to present different slices of data to local representatives upon request.

Please provide examples of your ridership reports.

COMMENTS: At the heart of both People's Express and the City of Novi is an unwavering dedication to the well-being and prosperity of our communities. Our organizational philosophies converge in the belief that reliable, efficient transportation services form the bedrock of thriving societies. People's Express, much like the City of Novi, places immense value on accessibility, inclusivity, and a customer-centric approach. Our commitment to fostering community connections and enhancing the quality of life mirrors the core values upheld by the City of Novi. We take immense pride in the relationships fostered with our clients, including your neighboring communities currently benefiting from our services. Moreover, our established presence in the adjacent communities surrounding Novi already positions People's Express within the vicinity, offering inherent cost-saving advantages and a profound understanding of the regional landscape. Here, leveraging our existing infrastructure and logistical frameworks reduces implementation costs and streamlines the integration process. This directly translates to cost efficiencies and a more financially viable solution for the City of Novi's transportation services. More importantly, having worked in the surrounding regions, our team possesses an intimate understanding of the socio-economic, demographic, and geographic dynamics prevalent in the area. This familiarity is pivotal in designing tailored transportation solutions that resonate with the specific needs and preferences of Novi's residents. Our presence in the neighboring areas has enabled us to form a skilled and diverse talent pool within the local workforce as well. This allows for a smoother integration of personnel from Novi into our existing teams. All in all, our history of successful collaborations stands as a testament to our adaptability, reliability, and ability to create mutually beneficial relationships.

Thank you for this opportunity and we look forward to speaking further with the City!

REFERENCES: Please provide at least three client (3) references for projects of similar scope done in the last 3 years.

Company: City of Detroit, Department of Transportation

Address: 100 Mack Avenue Detroit, MI 48201

Phone: 313-900-9488

Contact name: DeMarcus Garrett

Company: Township of Commerce

Address: 2009 Township Dr. W, Commerce Charter Twp, MI 48390

Phone: 248-926-0063

Contact name: Emily England

Company: Livingston Essential Transportation Services - Livingston County

Address: 3950 W. Grand River Ave. Howell, MI 48855

Phone: 248-926-0063

Contact name: Greg Kellog

THIS PROPOSAL SUBMITTED BY:

Company (Legal Registration): People's Express, Inc.

Address: 175 Barker Rd.

City: Whitmore Lake

State: Michigan

Zip: 48189

Telephone: 734-449-0110

Fax: 734-449-0840

Representative's Name: Douglas Anderson

Representative's Title: Managing Director

Authorized Signature *Douglas Anderson*

E-mail: Douganhs@sbcglobal.net

Date: 12/29/2023



Connecting
Communities.
Expanding
Access.

OUR MISSION

People's Express (PEX) is dedicated to providing safe and reliable public transportation to empower all individuals to maintain their independence and enhance their quality of life, with attention to underserved populations including, but not limited to: aging adults, people with disabilities, lower-income, underemployed, and those with limited access to transportation due to rural geography.

People's Express

Booking a Reservation

Call: (877) 214-6073

Monday-Friday | 8 a.m. to 7 p.m.
To guarantee your ride, please book your reservation at least three business days in advance.

Confirmation Call

Expect a confirmation call one business day prior to your scheduled ride.

Pick-Up

Drivers may arrive up to 15 minutes before or after scheduled pick-up time and will wait for five minutes before departing.

Learn More
PeoplesExpressMi.com/
Oakland

People's Express

*Oakland County
Transportation Services*

**Safe, Reliable,
and Timely
Transportation**

(877) 214-6073



Who Can Ride?

Residents of:

- City of South Lyon
- City of Wixom
- Commerce Township
- Lyon Township
- Milford Township
- Village of Milford
- Village of Wolverine Lake

Expanded Services

New Service Hours

Weekdays 6 a.m. to 9 p.m.
Saturday 6 a.m. to 5 p.m.
Sunday 9 a.m. to 5 p.m.

*Limited service on holidays.
Call for more details*

New Service Boundaries

Northern Boundary M-59
Southern Boundary 7 Mile Road
Eastern Boundary Drake Road
Western Boundary US-23

Pricing

In-Boundary Trips

General Public \$4 (one-way)
Discounted Fares \$2 (one-way)

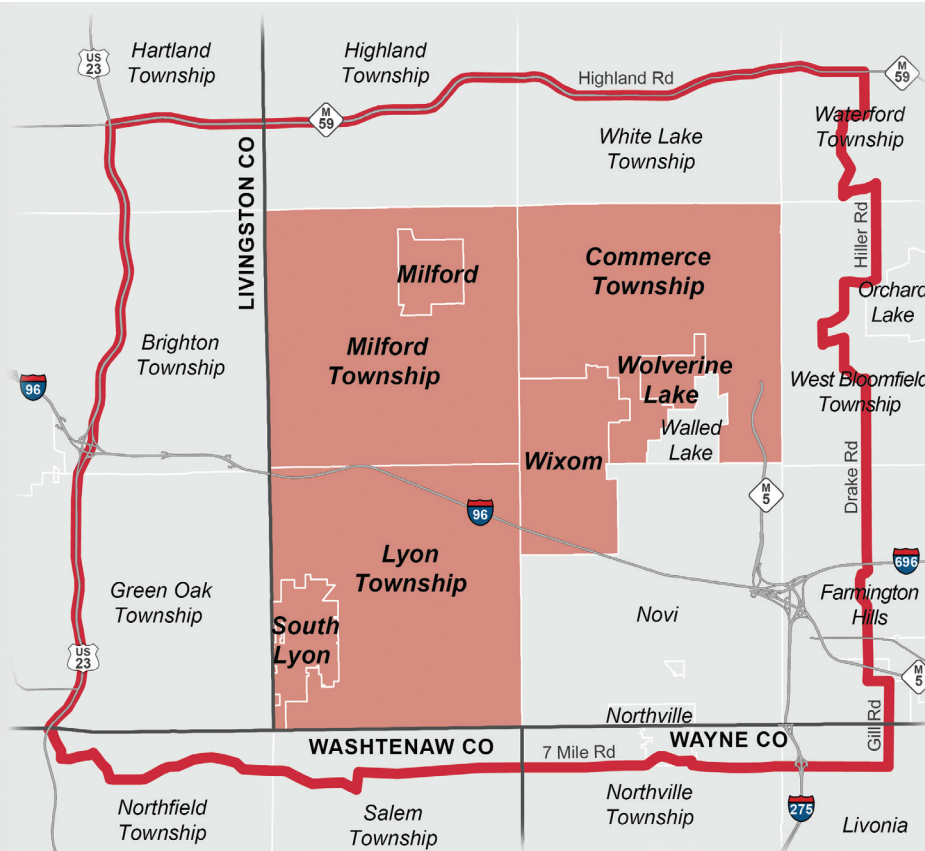
Out-of-Boundary Trips

General Public \$4 + \$2.50/mile
Discounted Fares \$2 + \$1.25/mile

Excluding holidays

Service Area

- Service Communities
- Driving Boundary



Who is Eligible for Discounted Fares?

- Low-income individuals
- Veterans
- Seniors 55+
- Persons with disabilities



“ We are making real progress toward accessible, affordable public transportation throughout Oakland County. Local providers like People’s Express are leading the way by expanding service and increasing ridership as more people learn about the benefits of the system. Our new Transit Division looks forward to working with People’s Express to improve service and create a truly countywide system.”

David Coulter
Oakland County Executive