



## CITY of NOVI CITY COUNCIL

**Agenda Item G**  
**October 22, 2012**

**SUBJECT:** Approval of the 2013 Suburban Mobility Authority for Regional Transportation (SMART) Municipal Credit Fund Contract and Resolution for the Older Adult Transportation Program in the amount of \$54,454.

**SUBMITTING DEPARTMENT:** Parks, Recreation and Cultural Services

**CITY MANAGER APPROVAL:** 

<b>EXPENDITURE REQUIRED</b>	<b>\$154,150 (offset by \$54,454 credit, \$31,000 farebox, Providence grant \$20,000)</b>
<b>AMOUNT BUDGETED</b>	<b>\$154,150</b>
<b>APPROPRIATION REQUIRED</b>	<b>n/a</b>
<b>LINE ITEM NUMBER</b>	<b>208-695.00-960.557</b>

### **BACKGROUND INFORMATION:**

The City of Novi is eligible to receive \$54,454 in Suburban Mobility Authority for Regional Transportation (SMART) Municipal Credit Funds for 2013. These funds are utilized to support the Older Adult Transportation Program for Novi residents age 55 and over and physically challenged non-senior residents. The first priority of the program is to transport older adults to medical appointments and then for shopping, restaurants, visiting friends, going to the movies and allowing them to participate in activities they may not otherwise be able to do. The Older Adult Transportation program began in February 1990 with one van funded by The Independence for Life Association and one part-time driver funded by Novi Parks and Recreation. The first full year of operation of the curb to curb service, the department provided a surprising 3,390 one-way rides. It soon became apparent that as residents discovered this essential new service, the demand would increase dramatically. In the past five years, we have provided **54,487** one-way rides with the program, averaging over 10,000 rides per year. The transportation program also provides rides for other older adult residential housing and although they also have their own transportation vehicle, many of their residents in their community take advantage of our low fares and dedicated service. Fox Run is one establishment that utilizes the transportation service and in FY 2011—2012 Novi Older Adult Transportation provided 771 rides for Fox Run residents.

The Older Adult Transportation program has been supported by the City of Novi General Fund, Community Development Grants (CDBG), user fees and Suburban Mobility Authority for Regional Transportation (SMART) Municipal Credits funding. Funding has changed and communities as a whole have experienced decreases in outside funding. Currently, the transportation program is supported with revenue from SMART, farebox revenue and Parks, Recreation and Cultural Services by providing vehicles as well as funding for operations. SMART monies are determined by the population of the city so the allocation to the City of Novi is \$54,454, which is an increase of the last two year's amount of \$44,713.

The Older Adult Transportation program estimates the program will receive \$31,000 in farebox revenue. In addition, a yearly grant is written through Providence Hospital that will help support the program by \$20,000 for program operations if accepted. For FY 2012-2013 the budgeted operating amount of the transportation program is **\$154,150** of which \$68,696 is absorbed into the Parks, Recreation and Cultural Services budget. To help reduce that cost, a new advertising plan is now in place for both inside and outside of the transportation vehicles which will then continue to lower the expenditure to the Parks department.

The chart below shows the percentages of the funding sources received for the transportation program.

<b>Funding Sources</b>	<b>Amount</b>	<b>% of Funding</b>
Fare Box	\$31,000	20%
Parks, Recreation Budget	\$68,696	45%
SMART	\$54,454	35%
<b>TOTALS</b>	<b>\$154,150</b>	<b>100%</b>

It is important to know locations are further away as so many of our population need to go to many doctor appointments, medical testing and other procedures. Many times, the driver needs to stay in one location for up to two hours because of the distance, traffic and making sure we are there when the appointment is done. As doctors continue to overbook, the length of time the passengers, our drivers and equipment must wait lengthens.

Below are a few communities in our area who also manage a transportation program.

**Farmington Hills:** has a curb to curb service, operates Monday-Friday from 8:30am-3:30pm with plans to soon expand their hours to meet the demand of the community. Their budget is approximately \$200,000 and they receive funding from SMART, farebox, fundraisers, memorial funds and agencies in the community. Farmington Hills utilizes 14 drivers, has 10 vehicles, 1 full time coordinator and averages 115 rides per day. There is a \$2 suggested donation each way.

**Livonia:** curb to curb service operates Monday-Friday, 7am-7pm, Sat and Sun 8am-2:30pm. Fares are \$2 each way. They also drop off at SMART hubs in the city. Livonia transportation has 24 drivers with 17 buses and average 900 rides per week. Budget is from a millage, revenue is \$1,061,134.00 and expenditures are \$810,135. Farebox revenue was \$86,835.

**Northville:** has curb to curb service, operates Monday-Friday from 9am-4pm. Northville charges \$3 each way within the city, \$4 within a 4 miles radius of the city each way and 8 miles outside the city is \$5 each way. They have 2 part-time drivers and 1 scheduler and have 10-15 rides per day. Northville Funding is received through SMART, City and Township funds and farebox. No other information is available

### **CURRENT PROGRAM**

The Older Adult Transportation program currently operates a total of 7 vehicles. The table below shows year, seating, mileage, purchase price, depreciation value and the useful life of all seven vehicles.

Vehicle	Seating	Mileage (updated 9/18/12)	Purchase price	Current Depreciation value	Useful life
2011 Ford Bus (#1)	9 pass or 4 pass and 2 w/chair	29,293	\$31,918	\$27,359	7
2009 Ford Bus (#9)	14	23,322	\$39,977	\$22,844	7
2012 Ford Bus (#5)	9 pass or 4 pass 2 w/chairs	4,848	\$35,798	\$33,241	7
2009 Ford Crown Vic (car)(#7)	3	85,891-out of service	\$20,601	\$11,772	7
2005 Ford E350 Van (#3)	8 pass or 2 pass w/2 w/chairs	116,746	\$33,996	-	7
2007 Chrysler Mini Van (#8)	6	96,369	\$31,522	\$9,006	7
2007 Ford E350 Van (#2)	5 pass or 2 wheel chairs & 1 pass	46,289	\$30,522	\$8,721	7

The range of purchase cost for any of the transportation vehicles depends on the size of the vehicle, if a lift is installed, how many seats are needed and range anywhere from \$35,000 to \$45,000. When a vehicle is purchased, the old vehicle is traded in for from \$1,000 to \$1,500 depending on the condition of the vehicle.

Maintenance costs for all vehicles for FY 2011-2012 totaled \$13,172.33 which includes, oil changes, body work, tires, GPS monitoring and general work done on the vehicles. Fuel during the same time frame was \$17,167 for all seven vehicles.

Transportation employees include 1 part-time transportation coordinator, 2 part-time driver/schedulers and 9 part-time drivers. The program is supervised by the Older Adult Services Manager.

The transportation program operates Monday through Friday from 8am-9pm and Saturday 9-5pm. Advance reservation of 72 hours is required for transports after 4pm. No rides are available on Sundays, after 9pm on weekdays or 5pm on Saturdays. Passengers may ride anywhere within the City of Novi for a nominal fee of \$4 per one-way ride and \$6 per one-way ride for up to 10 miles outside the City of Novi. In April 2012, the Transportation guidelines expanded to allow residents to utilize the 10 mile radius to go to anywhere within the radius for reasons other than medical. As of October, we have provided 49 one-way non-medical rides out of town. There is also a "discounted" fee of \$1 each way to go to the Senior Center, Civic Center or the Novi Public Library or to any program sponsored by Parks, Recreation and Cultural Services. We have created 3 separate "punch cards" for our passengers that allow them to purchase a card for the following rates:

- 10 rides within the City \$40
- 6 rides outside the City \$36
- 20 rides to Senior Center, Civic Center, Library \$20

The punch card is used in place of cash, makes it easier for the passengers and ensures us of collecting fees. Transportation is provided to Novi residents only. We encourage residents to call 48 hours in advance by calling the scheduler at (248) 735-5617.

The Older Adult Transportation program is an essential service for many older adults in Novi. The service is a direct lifeline to the many older adults in Novi and allows them to

keep scheduled doctor appointments, medical testing and going to the many places in Novi which allows a good quality of life at an affordable rate, supplementing family and private taxi services.

**RECOMMENDED ACTION:**

Approval of the 2013 Suburban Mobility Authority for Regional Transportation (SMART) Municipal Credit Fund Contract and Resolution for the Older Adult Transportation Program in the amount of \$54,454.

	1	2	Y	N
<b>Mayor Gatt</b>				
<b>Mayor Pro Tem Staudt</b>				
<b>Council Member Casey</b>				
<b>Council Member Fischer</b>				

	1	2	Y	N
<b>Council Member Margolis</b>				
<b>Council Member Mutch</b>				
<b>Council Member Wrobel</b>				



**SMART MUNICIPAL CREDIT PROGRAM  
RESOLUTION**

WHEREAS, the City of Novi is desirous of maintaining the existing Suburban Mobility Authority for Regional Transportation (S.M.A.R.T.) Municipal Credit Program, and

WHEREAS, this program provides an essential service to senior citizens and handicapped individuals.

NOW, THEREFORE, BE IT RESOLVED that the Novi City Council hereby requests the 2013 Municipal Credit funding from Suburban Mobility Authority for Regional Transportation (S.M.A.R.T.), in the amount of \$54,454, and

BE IT FUTHER RESOLVED that funding be distributed in the following manner:

Novi Older Adult Transportation Program

\$54,454

Total \$54,454 (less SMART administration fees)

**Certification**

I hereby certify that the foregoing is a true and complete copy of a Resolution adopted by the City Council of the City of Novi at a Regular Meeting held the 22nd day of October, 2012.

\_\_\_\_\_  
Maryanne Cornelius, City Clerk

**CITY COUNCIL**

**Mayor**  
Bob Gatt

**Mayor Pro Tem**  
Dave Staudt

Terry K. Margolis

Andrew Mutch

Justin Fischer

Wayne Wrobel

Laura Marie Casey

**City Manager**  
Clay J. Pearson

**Parks, Recreation &  
Cultural Services Director**  
Jason Mangum

**Older Adult Services Manager**  
Rachel Zagaroli

**Older Adult Services**  
45175 W. Ten Mile  
Novi, Michigan 48375  
248.347.0414  
248.347.3286 fax

cityofnovi.org



**Employment Data (continued)**

Employment at this establishment-Report all permanent, temporary, or part-time employees including apprentices and on-the-job trainees. Enter the appropriate figures.

Job Categories	Current Workforce					Under-utilization		Estimated Number of Vacancies	20____ Goals				Ultimate Goals				
	No. of Employees	Minority		Female		Min.	Fem.		Minority		Female		Minority		Female		
		#	%	#	%				#	%	#	%	Year	%	Year	%	
Officials/Managers	1			1	100%												
Professionals																	
Technicians																	
Sales Workers																	
Office and Clerical Staff <i>Schedulers</i>	2			1	50%												
Craftsmen (Skilled)																	
Operators (Semi-Skilled) <i>Control Room</i>	1				100%												
Laborers (Unskilled)																	
Service Workers <i>Drivers</i>	9			1	11%												
Journey Workers																	
Apprentices																	
Total																	

**Certification**

Name of authorized official: *Rachel Zagoroli* Title: *Senior Services Manager*

Signature: *Rachel Zagoroli* Date: \_\_\_\_\_

Name of person to contact regarding this report: *Rachel Zagoroli* Title: *Senior Services Manager*

Address (number and street): *45175 W. Ten Mile, Novi, MI* City: \_\_\_\_\_

State: *MI* Zip Code: *48375* Area Code: *248* Telephone Number: *347-6403* Ext. \_\_\_\_\_

How was information as to race or ethnic group obtained?  Visual Survey  Employment Records

Do not write below this line. For SMART Only.

Date	Awardable		Signature	Comments
	Yes	No		

# Exhibit A

## Novi Senior Van Transportation System

### **Definition**

The City of Novi Senior Transit System is an "advance reservation" transportation service for older adults and disabled non-seniors provided by the City of Novi Parks, Recreation and Cultural Services Department. The priority of the Van Transportation program is to provide rides for medical appointments, trips to the hospitals, grocery stores, banks, malls, as well as numerous other facilities. Particular emphasis is placed on transporting riders to the senior citizen center, city hall and the library as well as other City sponsored events. The City promotes the program through the Parks, Recreation & Cultural Services brochure, Engage!, Enhance, the Older Adult newsletter, as well as flyers, advertisement on the local cable station, community presentations, etc. Riders are also given a brochure with information about the transportation program the first time they use the service.

### **ELIGIBLE USER**

All Novi residents, age 55 and above, are eligible for the transit service, as well as disabled non-seniors approved by the Novi Parks, Recreation and Cultural Services Department. The highest priority is given to seniors who have no other form of transportation.

### **SERVICE Details**

Those that utilize this service may call 248.735.5617 to schedule a ride but need to call the Scheduling Clerk a minimum of 48 hours in advance. No reservations may be made with the driver. Riders must inform scheduler of they are in need of extra help getting to the vehicle or if they cannot move on their own, must provide a caregiver that is allowed to ride free of charge. Potential riders may also e-mail their reservation to [noviseniortransportation@cityofnovi.org](mailto:noviseniortransportation@cityofnovi.org). A booklet is provided to all participants explaining the transportation program.

### **FARE STRUCTURE**

Fares within the City are \$4.00 one-way (per stop) and \$6.00 one-way outside the City limits. A \$1 fee is charged per one way ride to the Senior Center, Civic Center and Library. A punch card is also available to passengers to use in place of money and is purchased from a driver. Rides are available to those with income restrictions.

### **SERVICE MODE**

The program utilizes 1-14-passenger van, 2-8 passenger vans with lift and two wheelchair lockdowns, 2 – either 8 passenger or 6 passenger with 2 wheelchair lift van, 1 – 7 passenger minivan and 1 city pool car for a total of 7 vehicles. Note: We do provide wheelchairs to those that need one from our loan closet if in stock, but we cannot accommodate all types of motorized chairs, due to limitations of our lifts.

### **SERVICE HOURS**

Regular on-demand Van Transportation is available 8am-4:30pm Monday–Friday and 9am–2pm Saturday. Advance notice of 2 days is required for transports during regular business hours. Expanded on-demand Van Transportation is available until 9pm



Monday-Friday, and 5pm on Saturday for employment or medical appointments only that can not be made during regular transportation hours. Advance reservation of 72 hours is required for transports during the expanded hours of service. There are no Sunday hours. Clients may schedule rides between the hours of 7:30am and 4:30pm daily by calling (248) 735-5617. Riders should allow some flexibility in their appointment scheduling to account for traffic, construction and weather conditions. We may be up to 15 minutes early or late, depending on the conditions.

**Service Area**

Service for Van Transportation is available to residents for trips within the City of Novi boundaries, as well as up to 10 miles outside the City. In some cases, the medical facility may be located just outside the 10 mile radius and consideration will be given to include those special requests, if timing is appropriate.

08/22/10

EXHIBIT B

PROJECT OPERATION BUDGET

COMMUNITY: City of Novi Senior Transportation 48223  
PROJECT: MUNICIPAL/COMMUNITY CREDIT PROGRAM  
FISCAL YEAR 2013 - JULY 1, 2012 THROUGH JUNE 30, 2013

OPERATING EXPENSES:

Administrative Fee (max. is 10% of MC/CC Funds)	\$	-
Driver Wages	\$	92,000.00
Fringe Benefits	\$	-
Gasoline & Lubricants	\$	34,000.00
Vehicle Insurance	\$	-
Parts, Maintenance Supplies	\$	26,150.00
Mechanic Wages	\$	-
Fringe Benefits	\$	-
Dispatch Wages	\$	-
Cell phones or other overhead costs GPS, shirts	\$	2,000.00
<b>Sub Total (Operations &amp; Maintenance)</b>		<b><u>\$ 154,150.00</u></b>

PURCHASED SERVICE

Taxi Service	\$	-
Charter Service	\$	-
SMART Bus Tickets	\$	-
SMART Shuttle Service	\$	-
SMART Dial-A-Ride	\$	-
<b>Sub Total (Purchased Services)</b>	\$	<b><u>-</u></b>

CAPITAL EQUIPMENT

(List purchases made with Community Credits)

Computer Equipment	\$	-
Software	\$	-
Vehicle	\$	-
Maintenance Equipment	\$	-
Other (Specify)	\$	-
<b>Sub Total (Capital Expenses)</b>	\$	<b><u>-</u></b>

TOTAL EXPENSES

**\$ 154,150.00**

REVENUES:

Municipal Credit Funds	\$	54,454.00
Community Credit Funds	\$	-
Specialized Services Funds	\$	-
General Funds	\$	48,696.00
Farebox Revenue	\$	31,000.00
In-Kind Service	\$	-
Special Fares (Contracted Service)	\$	-
Other (Specify) Grant	\$	20,000.00
<b>TOTAL REVENUE:</b>		<b><u>\$ 154,150.00</u></b>

Submitted By:

Title

Date

Rachel Ferguson

Older Adult Services Manager

10/22/2012

Note: Total Expenses MUST equal Total REVENUE

# Parks, Recreation and Cultural Services

*Effective July 1, 2012*

## Older Adult Transportation Program



For more information contact:  
Older Adult Transportation  
**248.735.5617**

[noviseniortransportation@cityofnovi.org](mailto:noviseniortransportation@cityofnovi.org)  
248.347.0414 | [rzagaroli@cityofnovi.org](mailto:rzagaroli@cityofnovi.org)



**248.735.5617**



**City of Novi Older Adult Services** | 45175 W. Ten Mile Rd  
Novi, Michigan 48375 | 248.347.0414 or visit [cityofnovi.org](http://cityofnovi.org)  
*Encouraging Healthy, Active Lifestyles*

 Find us on Facebook—search City of Novi Boomers & Beyond



## INFORMATION / GUIDELINES

The City of Novi's Older Adult Transportation program provides specialized transportation for residents of Novi age 55 or over, or physically challenged non-seniors. The service cannot accommodate children. Vehicles are scheduled based on the needs of each passenger using either a lift-equipped bus or standard car.

If you are under 55 years of age you must provide a letter from your doctor stating you are physically challenged and cannot drive a vehicle.

## SERVICE HOURS

- Regular on-demand transportation is available 8am-4pm Monday-Friday and 9am-2pm Saturday. Advance notice of 2 days is required for transports during regular business hours.
- Expanded on-demand transportation is available until 9pm Monday-Friday, and 5pm on Saturday for employment or medical appointments only that can not be made during regular transportation hours. Advance reservation of 72 hours is required for transports during the expanded hours of service.
- No rides will be available on Sundays, after 9pm on weekdays or 5pm on Saturdays.
- Normal rates apply; \$4 for a one-way ride within the City and \$6 for a one-way ride outside the City-10 mile radius. (10 mile radius begins at the Novi Civic Center).

- Drivers cannot make unscheduled stops or schedule rides.
- Inappropriate language, behavior, constant cancellations and being late for scheduled pick-up times may result in removal from the service.
- **Please note, payment is expected as you board the vehicle each time.** Passengers pay their fee to the driver. Driver cannot accept tips, **but you are welcome to make a donation to the transportation program.**
- No children or pets are allowed in vehicles. (Exception: Service dogs with appropriate certifications on file are permissible.)

**NOTE:** Please schedule your appointment with some flexibility as the vehicle may be up to 15 minutes early or late depending on road conditions, traffic and other passengers. Thank you for your understanding.



## PASSENGER RESPONSIBILITIES

- The Transportation Scheduler must be notified when making your reservation if you need assistance from **your door to the vehicle**.
- You may have an escort/caregiver ride with you for assistance at no charge.
- The driver is prohibited from entering any home or taking you into any appointment.
- The driver is only responsible for your transportation. They are not able to provide any other services such as banking, grocery pick-ups, snow removal, mail pick-up, garbage cans, quick household chores, etc.
- Driver may assist with a few small packages/bags, but numerous trips are not permissible. If heavy items must be transported, please utilize a cart. Driver cannot take items into any home. Carts are available on all vehicles.
- A caregiver must be present for assistance if transportation is being utilized for any outpatient surgery and you are unable to care for yourself.
- Seat belts must be worn at ALL TIMES.
- STATE LAW REQUIRES all passengers remain seated until the vehicle has come to a complete stop and the driver has opened the door.
- Smoking or eating is prohibited in any vehicle.

- No transportation is provided on holidays when City services are closed. Transportation service is cancelled whenever Novi Schools close due to snow/ice/temperature. Please look for notification on television, radio and the website. Scheduled passengers will be informed as soon as possible. Call transportation if in doubt, **248.735.5617**.
- You may also call the Hotline at 248.347.0473 and press the number four (4) to receive any closure updates.

## DESTINATIONS

Transportation may be provided to doctor appointments, shopping, etc., and may travel up to 10 miles outside the City of Novi limits (10 mile radius begins at the Novi Civic Center). All passengers are scheduled through the Transportation Scheduler, located at the Novi Civic Center by calling **248.735.5617** or by emailing **[noviseniortransportation@cityofnovi.org](mailto:noviseniortransportation@cityofnovi.org)**

## FARE STRUCTURE

- \$4 per one-way ride within the city limits. (per stop)
- \$6 per one-way ride outside the city limits-10 mile radius (10 mile radius begins at the Novi Civic Center). (per stop)
- \$1 per one-way ride to the Novi Civic Center, Senior Center, Novi Public Library, or to Novi Senior Center special events/programs within the city limits. (per stop)

## PUNCH CARDS

For your convenience, pre-paid punch cards are available. The cards are used in place of cash. Three separate cards are available:

<u>CARD</u>	<u>PRICES</u>
10 rides within the City limits (white)	\$40
6 rides outside the City limits (yellow)	\$36
20 rides to Senior Center, Civic Center or Library (blue)	\$20

Punch cards can be purchased from a transportation driver or at the Older Adult Services office. **Punch cards are non-refundable, non-transferrable and cannot be replaced if lost.**

## HOW TO SCHEDULE TRANSPORTATION

Call **248.735.5617** between 7am and 4:30pm, Monday through Friday or at any time by emailing

[noviseniortransportation@cityofnovi.org](mailto:noviseniortransportation@cityofnovi.org). Reservations must be made at least 2 days in advance by 4:30pm for rides during normal business hours and at least 72 hours in advance for transportation outside the normal business hours. **NOTE:**

Monday appointments must be made no later than 4:30pm the Thursday prior and Tuesday appointments must be made no later than 4:30pm the Friday prior. The earlier an appointment is scheduled, the better the chance of getting the time requested. An appointment may be scheduled up to a year in advance.

- Schedules of multiple trips per month, or the same trip on various days in the month, may be given to the Transportation Scheduler. A ride will be provided for the dates on the schedule without you having to call. **Note:** Excessive cancellations of pre-scheduled rides will result in requiring you to call two (2) days in advance for any ride.

- If you are going to therapy or other programs on a monthly basis, it is your responsibility to let the Transportation Scheduler know before the end of the month if you are continuing into the next month.
- **If you need to change or cancel your ride, please contact us as soon as possible. Multiple cancellations will result in a charge for the trip equal to the fare of at least a one-way ride.**
- If the Transportation Scheduler is away from the office when calling for a reservation, leave your name, phone number and brief message on the recorder and your call will be returned as soon as possible.
- If you have a need for a special vehicle, or are in a wheelchair and need the lift, please provide this information to the Transportation Scheduler when making your reservation. You **must** be able to leave your home on your own without assistance.
- **The driver is prohibited from coming into your home, or taking you into your appointment.** Please notify the Transportation Scheduler if you will have an escort/caregiver riding with you (escort/caregiver ride at no charge).

**The following information is required when making a reservation (all information is confidential).** Failure to do this may result in discontinued use of the service.

- Name, Address & Phone Number
- Disability, if any
- Destination with address, suite #, appointment time, doctor's name and telephone number
- Emergency contact name and phone number