

Date: February 25, 2026

To: Board of Directors

From: Sam Desue, Jr.



Subject: **RESOLUTION NO. 26-02-09 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT MODIFICATION WITH TRANSDEV SERVICES, INC. FOR LIFT OPERATIONS CONTACT CENTER SERVICES**

1. **Purpose of Item**

This Resolution requests the TriMet Board of Directors (Board) authorize the General Manager or his designee to issue a contract modification (Modification) with Transdev Services, Inc. (Transdev) for LIFT Operations Contact Center Services (Contract).

2. **Type of Agenda Item**

- Initial Contract
 Contract Modification
 Other:

3. **Type of Contract Procurement**

- Low Bid / Invitation to Bid (ITB)
 Request for Proposals (RFP) (inc. CM/GC)
 Request for Qualifications (RFQ) (Personal Services)
 Other (inc. sole source): _____

4. **Reason for Board Action**

Board authorization is required for all contract modifications causing contract amounts to exceed amounts previously authorized by the Board.

5. **Type of Action**

- Resolution
 Ordinance 1st Reading
 Ordinance 2nd Reading
 Other _____

6. **Background**

Since 1976, TriMet's LIFT paratransit program has provided demand-responsive transportation services to individuals with disabilities or disabling health conditions within Multnomah, Clackamas, and Washington counties. In 1991, TriMet began expanding LIFT service to meet Americans with Disabilities Act (ADA) requirements and established the LIFT Operations Contact Center (LOCC) to centralize call-taking, scheduling and dispatching for the LIFT Program.

At its March 23, 2022 meeting, the Board approved Resolution No. 22-03-16, authorizing a contract with Transdev to provide LOCC services for a total cost not to exceed \$33,830,962 over the six-year term of the Contract. TriMet LIFT relies on Transdev to provide LOCC services in six functional areas: reservations call center, scheduling, same-day dispatch, customer service technology support/reporting, and supplemental service provider contract management. This modification request specifically addresses supplemental service provider contract management.

During the COVID-19 pandemic, it was apparent that TriMet’s existing supplemental LIFT service provider contract with Broadway Cab was inadequate to handle TriMet’s need due to Broadway Cab’s reduction in the number of available cab drivers. LIFT diversified their supplemental providers by subcontracting this service through Transdev due to Transdev’s business relationships with national ADA-compliant supplemental providers such as Big Star and UZURV. Transdev provides LIFT trips through these supplemental providers at a substantially reduced rate compared to trips provided by dedicated LIFT vehicles (*see table below*). The cost of subcontracting overflow/supplemental service is a pass-through expense billed to TriMet, with no additional Transdev fee.

Provider	Uber	Big Star	Broadway Cab	UZURV	<i>Transdev (LIFT vehicles)</i>
Avg. Cost Per Trip	\$33.23	\$53.41	\$61.89	\$63.64	\$74.72

TriMet is now seeking Board approval for a Modification to increase the authorized amount by \$13,588,763, bringing the total contract amount to \$47,419,725. This increase reflects the addition of supplemental service provider pass-through costs (UZURV, Big Star, Broadway Cab, and Uber) that were not anticipated at the time the original contract was approved, and will sustain the contract for the duration of its term through June 30, 2027.

7. Description of Procurement Process

The original contract was procured using a competitive Request for Proposal (RFP) process.

8. Financial/Budget Impact

Funding for this Modification is included in TriMet’s Transportation Division budget for FY26 within several line item funding allocations which will be combined and continue in the Proposed FY27 budget.

9. Impact if Not Approved

If not approved, TriMet LIFT would direct Transdev to immediately halt all trips being sent to supplemental providers and end any subcontracts associated with the LIFT service contract. Currently, supplemental providers account for approximately 15% of all LIFT trips. If these trips were forced to be served exclusively on LIFT vehicles, on-time performance would decrease significantly with no appreciable increase in productivity. Additionally, these providers have a significantly lower cost-per-trip than rides served by dedicated LIFT vehicles. Discontinuing the use of supplemental providers would therefore lead to a decrease in on-time performance, no increase in service efficiencies, and an increase in the total cost of providing ADA-compliant paratransit service through other contracts. Additionally, considerable staffing reductions will also need to be made by Transdev to align the contract with the available remaining funding; however, that will likely result in federally-prohibited capacity constraints in service.

RESOLUTION NO. 26-02-09

**RESOLUTION NO. 26-02-09 OF THE TRI-COUNTY METROPOLITAN
TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A
CONTRACT MODIFICATION WITH TRANSDEV SERVICES, INC. FOR LIFT
OPERATIONS CONTACT CENTER SERVICES**

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract modification (Modification) with Transdev for LIFT Paratransit Transportation Services (Contract); and

WHEREAS, by Resolution No. 22-03-16, the TriMet Board of Directors (Board) authorized a contract in the amount of \$33,830,962; and

WHEREAS, by Resolution No. 25-06-29, the Board adopted a Statement of Policies requiring it to authorize contract modifications which exceed the authority previously granted by the Board; and

WHEREAS, the total amount of this Modification exceeds the authority previously granted by the Board;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Modification shall conform with applicable law.
2. That the General Manager or his designee is authorized to execute the Modification in the amount of \$13,588,763, increasing the total amount of the Contract to no more than \$47,419,725, over the six-year life of the Contract.

Dated: February 25, 2026

Presiding Officer

Attest:

Recording Secretary

Approved as to Legal Sufficiency:



Legal Department