

# **TriMet LIFT Contact Center Contract**

**Presentation to TriMet Board of Directors  
February 25, 2026**

# Today's Requested Action

- No new funds are being requested.
- 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. These funds are dedicated to the Accessible Transportation Program and cannot be used for fixed route service.
- The original Contact Center contract scope did not include supplemental service providers.
- Covering these costs as pass-through expenses under the Transdev contract will exhaust the previous contract threshold approved by the Board in FY22.

# LIFT Contact Center Contract

- Executed in FY21, with responsibility for:
  - LIFT Reservations
  - LIFT Scheduling
  - LIFT Customer Service
  - LIFT Service Dispatch
  - LIFT Technical System Support
  - With options for sub-contracting – but no scope

# LIFT Supplemental Service Partners

- Pre-Pandemic, TriMet held a direct contract with Broadway Cab for supplemental service support
- Post-Pandemic – Broadway Cab did not have sufficient operators return to service, requiring additional providers in support to LIFT
- The LOCC Contract included sub-contracting language allowing Transdev to secure these relationships
- Leveraging Transdev's relationships with national supplemental providers, Transdev engaged UZURV, Big Star, and Uber – enabling TriMet to buy down the cost of service

## Trips by Supplemental Provider by Fiscal Year

	FY23	FY24	FY25	FY26	FY27
UZURV	2,636	46,922	44,171	51,924	56,400
Uber	0	6,076	28,589	26,616	31,200

Table 2

### FY26 Cost Per Mile



Table 3

### FY26 Cost Per Passenger

