

# Transportation Wallet: Access for All

(formerly Transportation Wallet: Affordable Housing)

Phase 2 Report (2021-2022)

## Program Background

The Transportation Wallet: Access for All program offers a free package of transportation options to low-income Portland residents. The package of transportation options includes TriMet, BIKETOWN, e-scooters, and taxi/Lyft/Uber.

The program launched in 2019 with the goals of increasing the use of bicycling, walking, transit and carpooling for people that live in affordable housing, reducing the barriers to using active transportation promoting personal and economic health, and reducing the cost of transportation for people in affordable housing development. To accomplish these goals, PBOT partnered with eight Affordable Housing organizations to distribute approximately 500 wallets to their low-income residents.














For Phase 2, PBOT allocated approximately 60 Transportation Wallets at each partner organization.

- Catholic Charities
- Home Forward
- PCRI
- REACH CDC
- Hacienda CDC
- Human Solutions
- Rose CDC
- NAYA (new organization for Phase 2)

## Phase 2 Design

During Phase 2, participants selected from three wallet options to find a wallet that best met their needs.

In total, PBOT awarded 180 Option 1, 110 Option 2, and 95 Option 3.

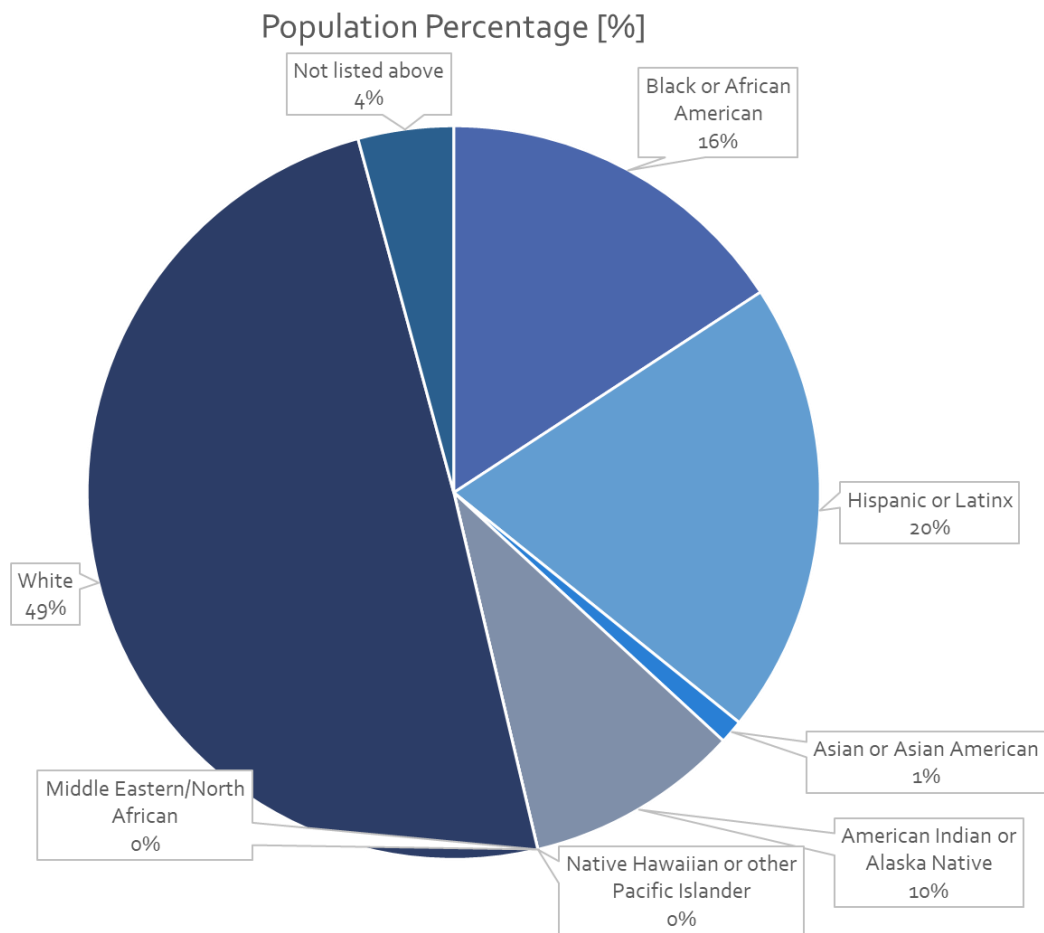
<b>OPTION 1</b>  Individual	<b>Transit for a Year</b>  Unlimited rides with a twelve-month Reduced Fare Pass. Must have Honored Citizen Photo ID Hop card. 
<b>OPTION 2</b>  Individual	<b>All Modes</b>  \$200 loaded on your Hop card  BIKETOWN for All or Adaptive BIKETOWN membership  \$75 Visa card for e-scooters, Lyft, Uber, and/or Taxi 
<b>OPTION 3</b>  Household (multiple people at one address)	<b>All Modes Household</b>  \$225 - \$300 loaded on Hop cards (depending on household size)  BIKETOWN for All or Adaptive BIKETOWN membership  \$75 - \$150 Visa card for e-scooters, Lyft, Uber, and/or Taxi (depending on household size) 

## Findings

The Transportation Wallet: Access for All Phase 2 served a diverse group of Portlanders, with more people of color than the citywide average. In comparing with the subset of low-income Portlanders, these demographics are mostly similar with the possible exception of the Asian or Asian American group. This group could either be under-represented in the Transportation Wallet: Access for All program or under-represented in our survey responses. (Source:

[https://drive.google.com/file/d/1Bx48\\_RZJejqR9dIZJCby5Kkk--FgWuAW/view](https://drive.google.com/file/d/1Bx48_RZJejqR9dIZJCby5Kkk--FgWuAW/view))

Black or African American	Hispanic or Latinx	Asian or Asian American	American Indian or Alaska Native	Native Hawaiian or other Pacific Islander	Middle Eastern/ North African	White	Not listed above, please describe
15%	19%	1%	9%	0%	0%	47%	4%



From our survey of participants, we learned that:

**With the transportation wallet people were able to make trips they wouldn't have been able to make otherwise.**

- 81% taking more trips
- 84% “went to work related activities (e.g. work or job interviews or trainings) that they could not have gone to otherwise”
- 84% “went to important appointments (e.g. doctor appointments) for themselves or their family that they could not have gone to otherwise”
- 81% “went to school-related activities that they could not have gone to otherwise”
- 84% “were able to get to places that they didn't have any way to get to before”
- 90% “had more flexibility in how they get around”

### People tried new ways and new technology to get around

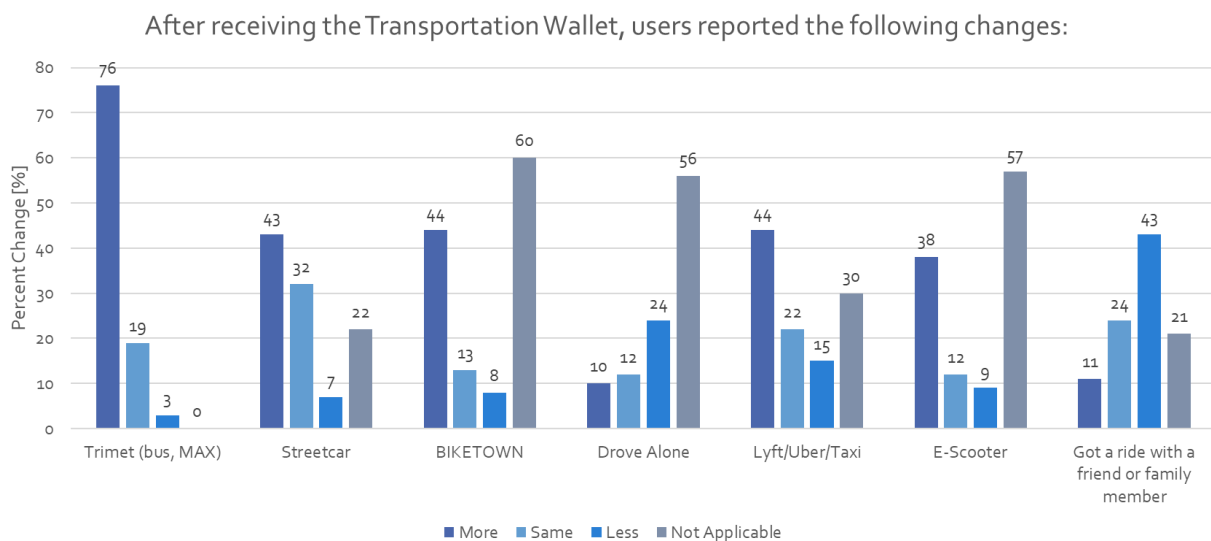
- 45% “tried a new way to get around that they had never used before (like e-scooters or BIKETOWN)”
- 84% “were able to connect to transportation phone apps (like BIKETOWN, Lyft, Uber, TriMet) to help them plan, book, and take trips”

### People saved money

- 93% found “Managing their monthly budget was less stressful”
- 99% saved money

### People changed their transportation behaviors

- The Transportation Wallet altered participants' transportation mode choices. Notably, 24% of all respondents said they drove less. For participants that owned a car, that number increased to 76%.



## What we heard from participants

Respondents had mostly positive things to say about the Transportation Wallet program. When asked about the best thing about the Transportation Wallet, they said:

- Easy to use and helps with finances.
- Que me ayuda mucho y ahorramos con el transporte/That helps me a lot and we save with transportation.
- All the platforms it offers from TriMet to Uber and beyond.
- Que m ahorro más en todo la verdad es una gran ayuda para mi y otras personas muchas por proveernos está tarjeta/That I save more in everything, the truth is that it is a great help for me and many other people for providing us with this card.
- Able to go with grandkids.
- I do a lot of things I couldn't before because I didn't have the money to drive there myself.
- It helped get me to interviews.

Most participants had no suggestions for changes to the program. For those that did, the biggest request was to offer the wallet to more people, followed by offering additional funding on the wallet.

## Next Steps

With the City Council passage of the .20 cent Parking Climate and Equitable Mobility Transaction Fee – a portion of that revenue will go toward making the Transportation Wallet: Access for All program permanent (move out of pilot phase) and expand our reach of who we can serve. Growing this program will allow PBOT to continue to offer citywide universal basic mobility incentive to people and households living on low-incomes. We will explore including parking credit in the package, and will continue to partner with affordable housing organizations, and other organizations serving people living on low-incomes.

