



1120 SW Fifth Ave, Suite 1331, Portland OR 97204

Phone: 503-823-4000 Portland.gov/Transportation

Mingus Mapps Commissioner Millicent Williams Director

Date: November 27, 2023

To: Northwest and Central Eastside Parking Districts Stakeholder Committees

From: Renata Tirta, Active Transportation and Safety Division Manager

Subject: Transportation Wallet in Parking Districts Program Update:

1. Termination of software contract
2. 2023 program highlights
3. What's coming in 2024

1. **Termination of software contract:** We have made the difficult decision to terminate our contract with the software vendor that was developing the Transportation Wallet Web-Based and Mobile App. The software vendor was not able to meet our needs on numerous occasions during key milestones of the project. We are grateful for the financial backing that both the Northwest and Central Eastside Parking Districts contributed to the planning and development phases of the project. Each parking district funded 28.5% of this project, \$100,000 per district, and PBOT identified other funding sources for the remaining 43%.

Looking towards the future of the Transportation Wallet program, we could not in good faith deliver our services reliably, timely, or consistently using the software solution this vendor was developing. Additionally, after review of the full realized cost of using customized software, the ongoing annual maintenance fees associated with using a proprietary software solution exceeded our long-term financial projections. By terminating the contract before the App would have been available for public use, we saved the Bureau and the parking districts money and ensured there are no disruptions to our delivery of the Transportation Wallet in the Parking Districts.

We are disappointed and know this is unfortunate news, but we came to this decision after exhausting every avenue to course-correct the arrangement. In light of this decision, we want to highlight that we will still be offering Transportation Wallets in the two Parking Districts, and there is more detail on that below.

2. **2023 program highlights:** Here are some program highlights through the end of October 2023. A full analysis is underway, and we will share a report once complete.
 - Over 900 Wallets distributed in both Parking Districts:
 - 376 as parking permit trades
 - 348 as Access for All Wallets
 - 158 purchased
 - 35 as New Resident in the Northwest Parking District
 - 5 given out as promotions



It is the policy of the City of Portland that no person shall be excluded from participation in, denied the benefits of, or be subjected to discrimination in any city program, service, or activity on the grounds of race, color, national origin, disability, or other protected class status. Adhering to Civil Rights Title VI and ADA Title II civil rights laws, the City of Portland ensures meaningful access to City programs, services, and activities by reasonably providing: translation and interpretation, modifications, accommodations, alternative formats, and auxiliary aids and services. To request these services, contact the Portland Bureau of Transportation at 311 (503-823-4000), for Relay Service & TTY: 711.

- Transportation Wallet: Access for All replaced the “Golden Transportation Wallet” that was offered in the parking districts in previous years to people who qualified based on income. PBOT staff worked with several community organizations to inform applicants of the program and to assist with distribution including Reach CDC, Home Forward, and William Temple House.
- The Fall Transportation Survey administered in late September through mid-October elicited over 950 responses, a 48% response rate increase since the last fall survey conducted in 2021. We mailed postcards to each address in the parking districts, sent out several e-newsletters, and ran social media ads. Thank you to everyone who participated. Some high-level findings include:
 - Transportation Wallet holders in both parking districts combined drive less for their commute trips than people who don’t have Wallets (14% and 32%, respectively).
 - Residents and employees in the Central Eastside who have Wallets commute 20% of the time across each of these three modes equally: taking TriMet, riding their own bikes, and working from home.
 - Residents and employees in the Northwest who have Wallets walk twice as much as non-Wallet holders for their commute trips (24% and 12%, respectively) and take Portland Streetcar 2 ½ times as much (12% and 5%, respectively).

3. **What’s coming in 2024:** The 2024 Transportation Wallet will be made available by February 2024. We are currently planning our outreach and marketing strategies to inform people of the program, especially those who are new to the parking districts. The Wallet contents will be the same in both parking districts and will include the following:

- \$200 TriMet Hop card
- Annual Portland Streetcar pass
- \$99 BIKETOWN credit
- \$30 in e-scooter credits

Those who qualify for an [Access for All Wallet](#) can choose from three options depending on their transportation preferences and household size:

- Option 1 (for individuals): TriMet Honored Citizen 1-year pass
- Option 2 (for individuals): \$200 TriMet Hop card; \$75 prepaid Visa card restricted for use with transportation services only; BIKETOWN for All membership
- Option 3 (for households): The same as Option 2 but with more funds on the TriMet Hop card and prepaid Visa card depending on household size

We are sincerely grateful for the partnership and contributions from both the Northwest and Central Eastside Parking Districts and are committed to the Transportation Wallet in 2024 and beyond. If you have questions, please contact me directly.

Sincerely,

Renata Tirta

Renata Tirta
 Active Transportation & Safety Division Manager
 Portland Bureau of Transportation