

Advancing Universal Basic Mobility:

Scalable Programs Driving
Equitable, Sustainable
Transportation Access



Oregon Active Transportation Summit 2026

Session Agenda | 11:45am – 12:30pm

- Session Introduction
- PBOT Transportation Wallet Access For All
- King County Metro Easy Trip
- Questions (10 minutes)

Session Goal:

Attendees will gain insights on **how UBM programs can be designed, funded, evaluated, and scaled** to advance equity, climate goals, and long-term system sustainability while improving participants' daily lives.

Speakers

Portland Bureau of Transportation (PBOT)

- Adriana Aguilar, Transportation Demand Management Specialist at PBOT

King County Metro

- Benjamin Fudal, Intern on King County Metro's Innovative Mobility team



Transportation Wallet Access for All

Adriana Aguilar | Transportation Demand Management Specialist



Oregon Active Transportation Summit (OATS) | April 22nd, 2026



PBOT
PORTLAND BUREAU OF TRANSPORTATION

PORTLAND
**CLEAN ENERGY
COMMUNITY BENEFITS
FUND**

Program Overview

- Provides free transportation benefits to individuals living on low incomes
- Implemented through partnerships with Community-Based Organizations (CBOs)
 - CBOs include residential housing providers, service providers, nonprofits, colleges and universities, and faith-based organizations
 - Partner organizations are responsible for selecting participants and verifying eligibility based on income



Program Implementation and Logistics

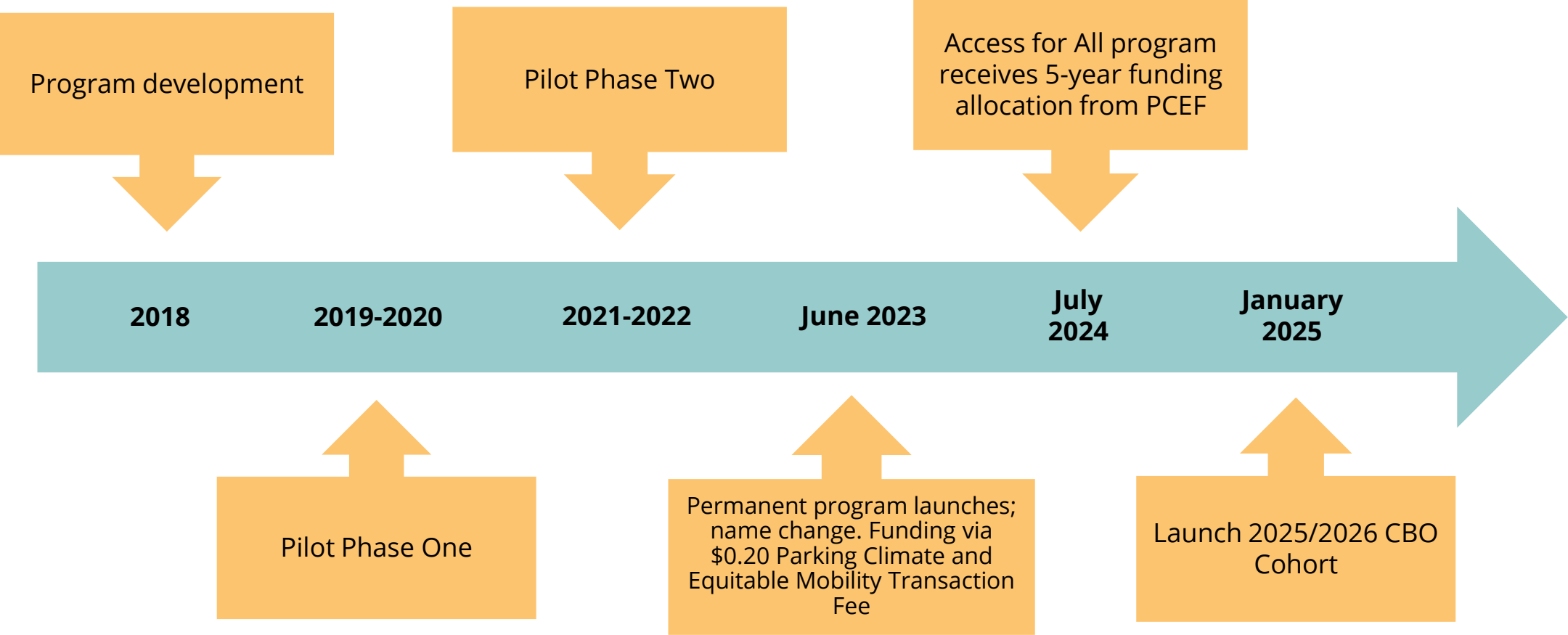
Eligibility Requirements (one or more of the following):

- *TriMet Reduced Fare Program*
- *BIKETOWN for All*
- *Portland's Sewer, Stormwater and Financial Assistance Program*
- *Oregon Health Plan / Medicaid*
- *SNAP Program*
- *Temporary Assistance for Needy Families (TANF)*
- *Free & Reduced-Price Lunch*
- *HUD Housing Choice Voucher*
- *LIHEAP (Home Energy Assistance)*
- *Employment Related Daycare*
- *Women Infants and Children (WIC)*
- *Oregon Promise*
- *Affordable Housing Resident*
- *Unemployment*
- *Social Security Disability award letter*



PBOT does not require participants to upload proof of income or identification

Evolution of Program Development



Evolution of Program Development

Pilot Phase 1 (2019-2020)

- 7 Affordable Housing sites, 484 Wallets

Pilot Phase 2 (2021-2022)

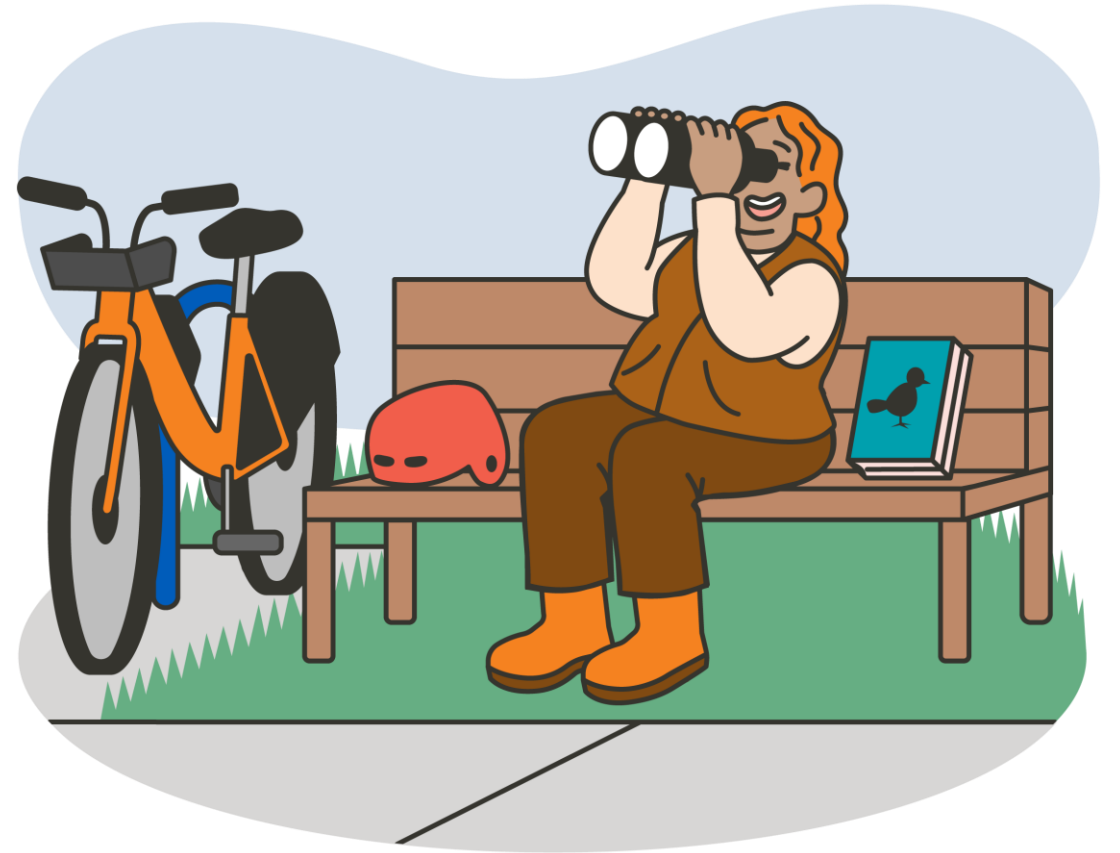
- 8 Affordable Housing sites, 500 Wallets

2023/2024 Access for All Cohort

- 18 Community-Based Organizations, 1,500 Wallets per year

2025/2026 Access for All Cohort

- 18 Community-Based Organizations, 2,500 Wallets per year



Program Implementation and Logistics

Outreach & Registration:

- CBO partner organization staff are responsible for outreach, recruitment and sign-ups
- Partner organization staff are responsible for income verification
- Each partner organization receives a limited allotment of Wallets; partner organization decides who can register for Wallet
- Partner organization staff are responsible for answering FAQs with support from PBOT team
- PBOT team fulfills Wallet materials in-house



Transportation Wallet Access for All

Available on a first come, first served basis.

A package of **FREE transportation resources** to help you get where you need to go!

Option 1 Transit for a Year - Individual

This option includes:



Transit:
A TriMet Honored Citizen 1-year Pass for unlimited rides



Option 2 All Modes - Individual

This option includes:



Transit:
\$200 on your Hop card



BIKETOWN:
BIKETOWN for All or Adaptive BIKETOWN



Prepaid Visa card:
\$75 for transportation services



Option 3 All Modes - Household (Multiple people living at the same address)

This option includes:



Transit:
\$225-\$300 on your Hop card



BIKETOWN:
BIKETOWN for All or Adaptive BIKETOWN



Prepaid Visa card:
\$100-\$175 for transportation services



PBOT
PORTLAND BUREAU OF TRANSPORTATION

**PORTLAND
CLEAN ENERGY
COMMUNITY BENEFITS
FUND**

The City of Portland ensures meaningful access to City programs, services, and activities to comply with Civil Rights Title VI and ADA Title II laws and reasonably provides: translation, interpretation, modifications, accommodations, alternative formats, auxiliary aids and services. To request these services, contact 503-823-5185, City TTY 503-823-4868, Relay Service: 711

Program Implementation and Logistics

- Annual program cadence (calendar year)
- CBO partners participate in two-year cohort
- Two tiers of CBO participation
 - 200 Wallets per year (Tier 1) or 30 Wallets per year (Tier 2)
 - Differing levels of staff time required
- PBOT compensates CBO partners
 - \$1,500 per year for Tier 1; \$500 per year for Tier 2
- Staggered registration launches throughout year
 - 2-week registration window for each CBO partner



Program Implementation and Logistics

option

1

Transit for a Year

This option includes:



Transit: A TriMet Annual Pass for unlimited rides

Annual passes are not valid on TriMet LIFT services

This option is for:



Individuals who primarily use transit

option

2

All Modes

This option includes:



Transit: \$200 on your Hop card



BIKETOWN: BIKETOWN for All or Adaptive BIKETOWN



One prepaid card: \$75 for transportation services

This option is for:



Individuals

option

3

All Modes Household

This option includes:



Transit: \$225-\$300 on your Hop card(s)



BIKETOWN: BIKETOWN for All or Adaptive BIKETOWN



One prepaid card: \$100-\$175 for transportation services

This option is for:



Households
(Multiple people at one address)

Program Implementation and Logistics

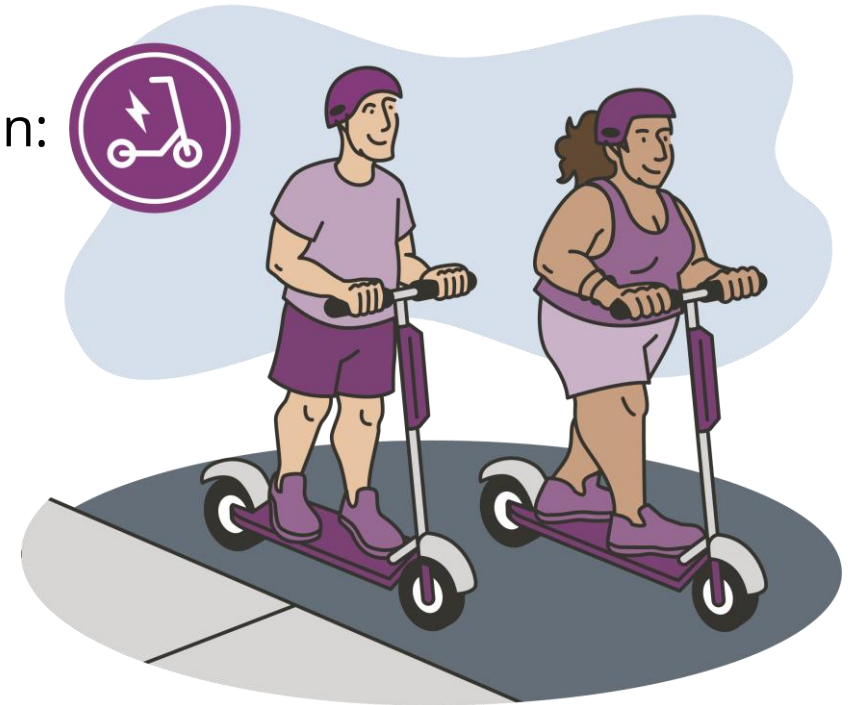
Wallet Delivery Method:

- Transportation Wallet Folder and User Guide
- TriMet Transit Pass or funds
 - PBOT can issue Adult, 65+, or Youth (in household Wallet) Hop cards
 - Can also be loaded onto existing Hop transit pass
- BIKETOWN for All Activation Code
- BIKETOWN Activation Instructions
- Adaptive BIKETOWN Information
- Visa Prepaid Card
 - Limited to transportation purchases by MCC code



Program Implementation and Logistics

- Each CBO partner organization has a unique registration link
- CBOs can choose to have staff register participants, or provide link for individuals to register themselves
- Applicants submit a form collecting the following information:
 - Desired Wallet option
 - Basic contact information
 - Date of birth
 - Existing transit pass number (if applicable)
 - Mailing address
 - Pre-survey travel behavior
- PBOT uses Zendesk as backend fulfillment and ticketing database
- Wallets are distributed to partner organizations to hand out to participants



Access for All - 2025 Distribution Totals

Tickets

2,211

Unique Applications

2,211

Option 1 Applications

982

Option 2 Applications

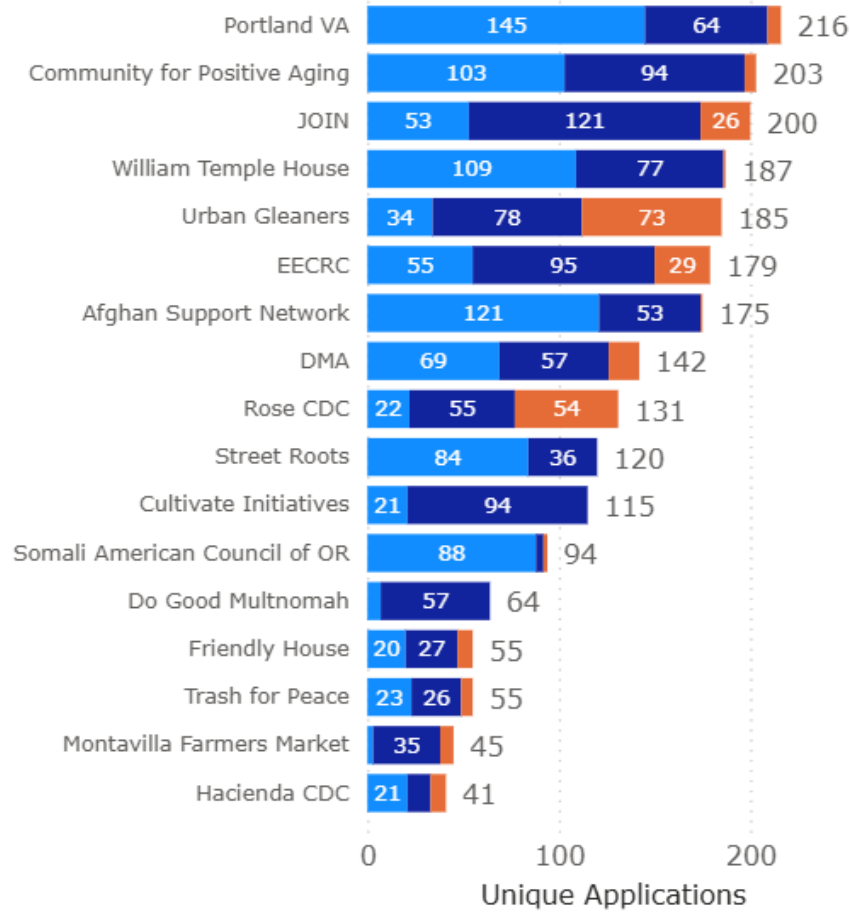
985

Option 3 Applications

244

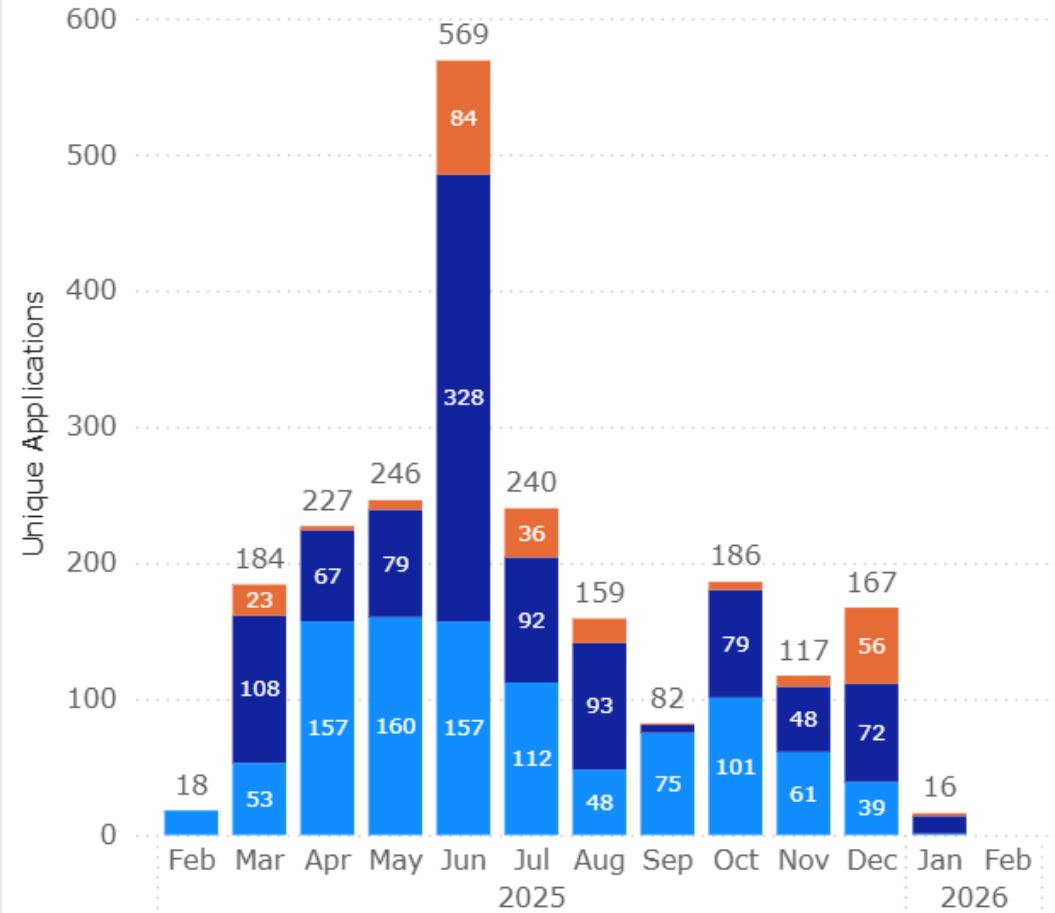
Number of applications by organization

Wallet Option 1 2 3



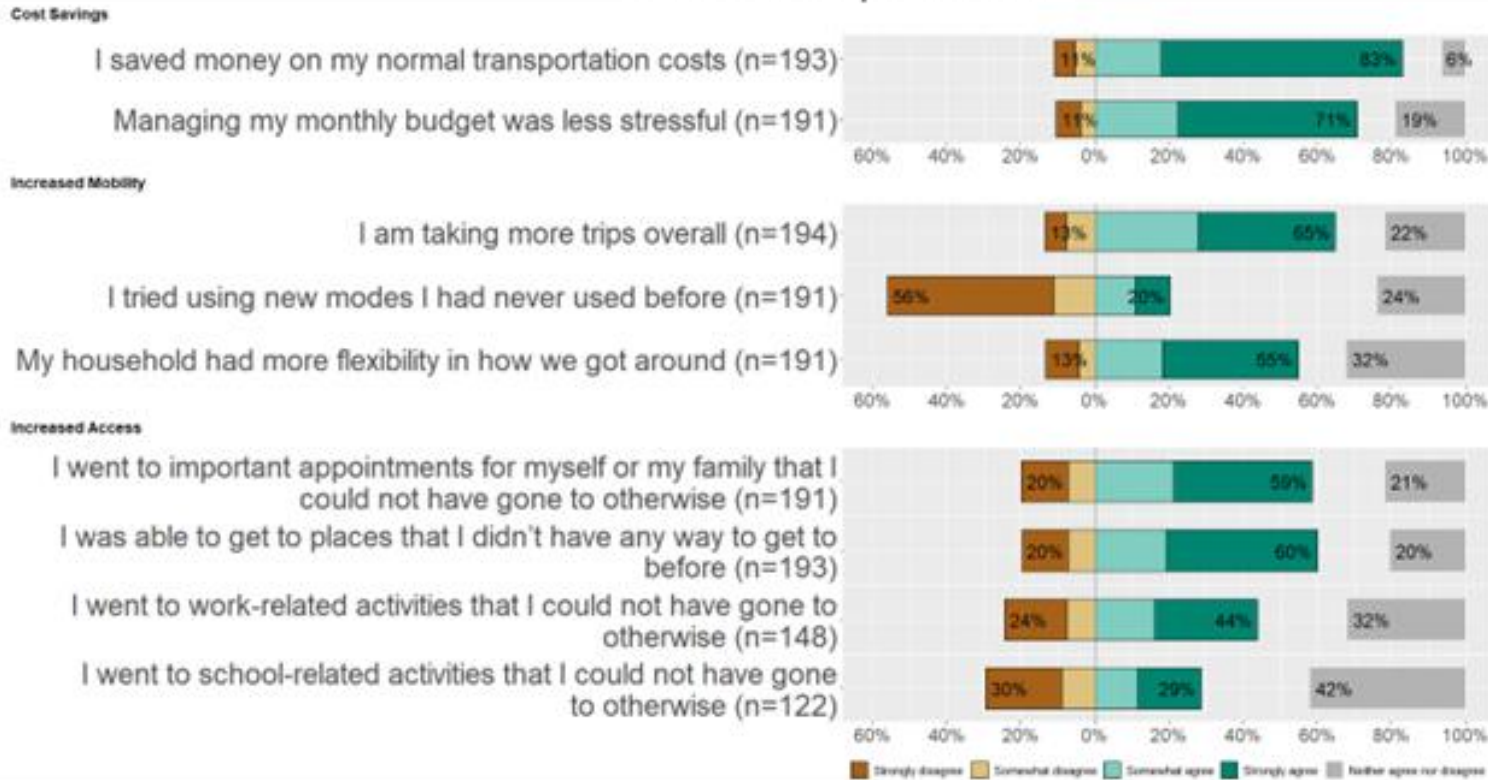
Number of applications by date

Wallet Option 1 2 3



Access for All - 2025 Participant Survey

Do you *Agree* or *Disagree* with each of these statements?
Because of the Transportation Wallet...

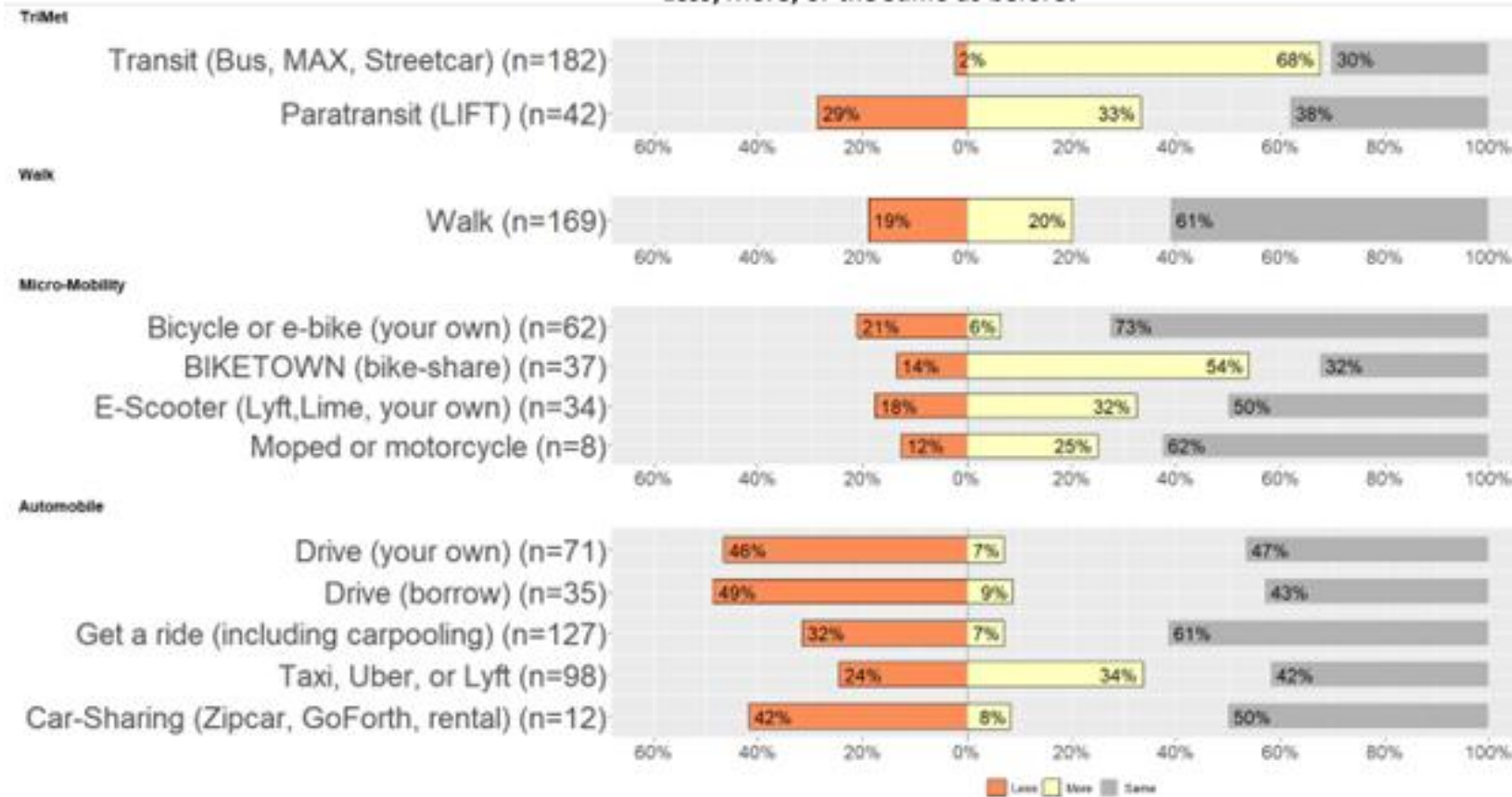


Data Source: Transportation Wallet Participant Survey (Administered via Qualtrics, Dec. 25 - Mar. 26)

- 205 completed surveys from 787 requests (26% response rate)
- Identified three major categories of benefits to participants:
 - Cost savings
 - Increased mobility
 - Increased access
- 83% said Transportation Wallet helped save them money on their normal transportation costs
- 71% agree that the Wallet made managing their monthly budget less stressful

Access for All - 2025 Participant Survey

Since receiving a Transportation Wallet, are you using the following types of transportation:
Less, More, or the Same as before?



Data Source: Transportation Wallet Participant Survey (Administered via Qualtrics, Dec. 25 - Mar. 26)

- Respondents said they were using TriMet buses/MAX/streetcar (68%), LIFT paratransit (33%), BIKETOWN (54%), E-Scooter (32%), and taxi/rideshare (34%) **more**.
- Reported using automobiles less, with respondents using their own car (46%), a borrowed car (49%), and carpooling (32%) **less**.

Access for All - 2025 Wallet Recipient Feedback

Financial Relief and Stress Reduction

- "Not having to worry about if I have enough money to spend on transportation and my other expenses between paychecks."
- "I didn't have to factor in the disruption to my fixed income. I just rode carefree."
- "It helped save funds that I would normally spend although I couldn't afford it."

Increased Access

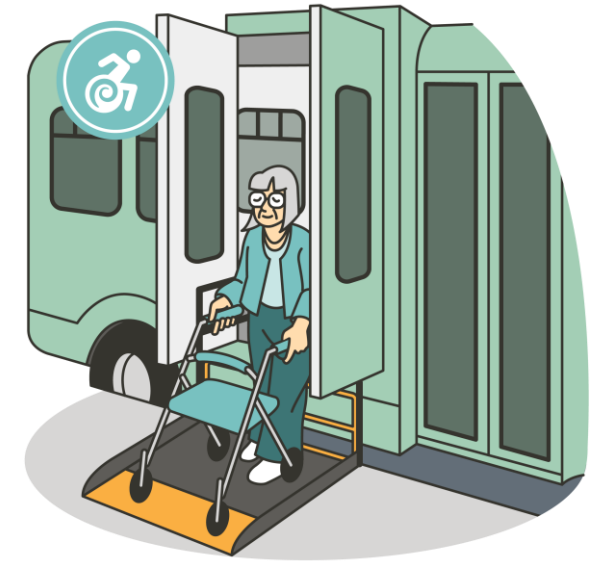
- "I didn't worry about how often I used the bus. It was a new type of feeling free."
- "It gave me options. Most of all, it gave me freedom."
- "Opportunity to live as independently as possible, and the opportunity to attend social activities I would not have without the wallet."
- "It's fabulous! It's prompted me to travel more throughout our city, and gone places I never would have gone to."

Increased Mobility

- "Encourage me to use TriMet more, give me confidence in travel options available."
- "The Transportation Wallet has helped me the most by providing motivation to ride the bus instead of driving to many locations."
- "My motivation lies in knowing the ride is already paid for and I will not have to worry about paying for parking or finding a parking space. I also don't have to worry about the safety of my vehicle."
- "Our car had been totaled and we couldn't afford another. I have multiple disabling chronic illnesses and we didn't know what to do. The Wallet was an absolute godsend."

Access for All - 2025 CBO Partner Feedback

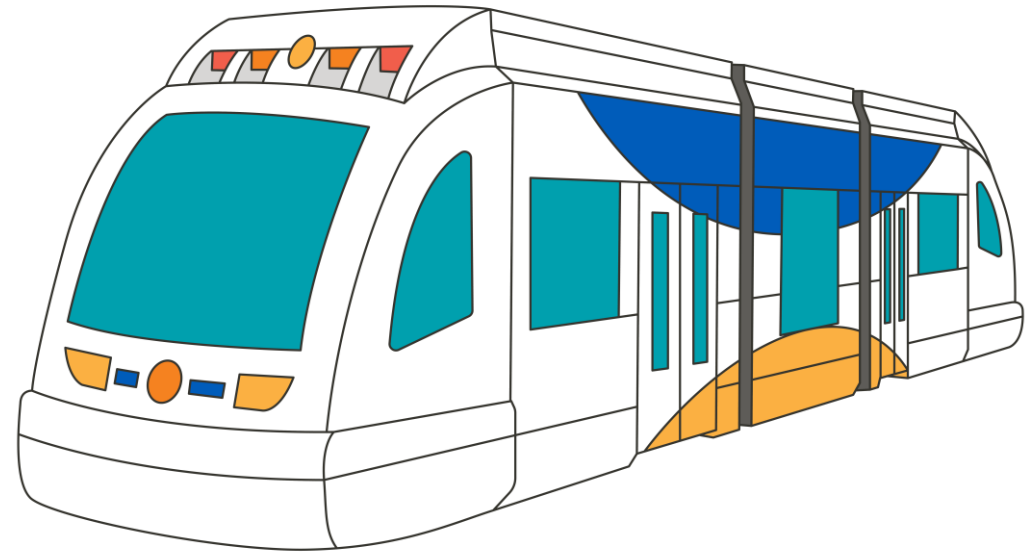
"It's a godsend for a lot of the people who've signed up for it. We picked the people who needed transportation assistance the most. And it's just been a deeply unmet need for a lot of people. **It's just an amazing program.** Things like this don't come along very often. We had a lot of people who are just expecting much less in assistance than what I was able to sign them up for, or were expecting there to be a lot more hoops to jump through".



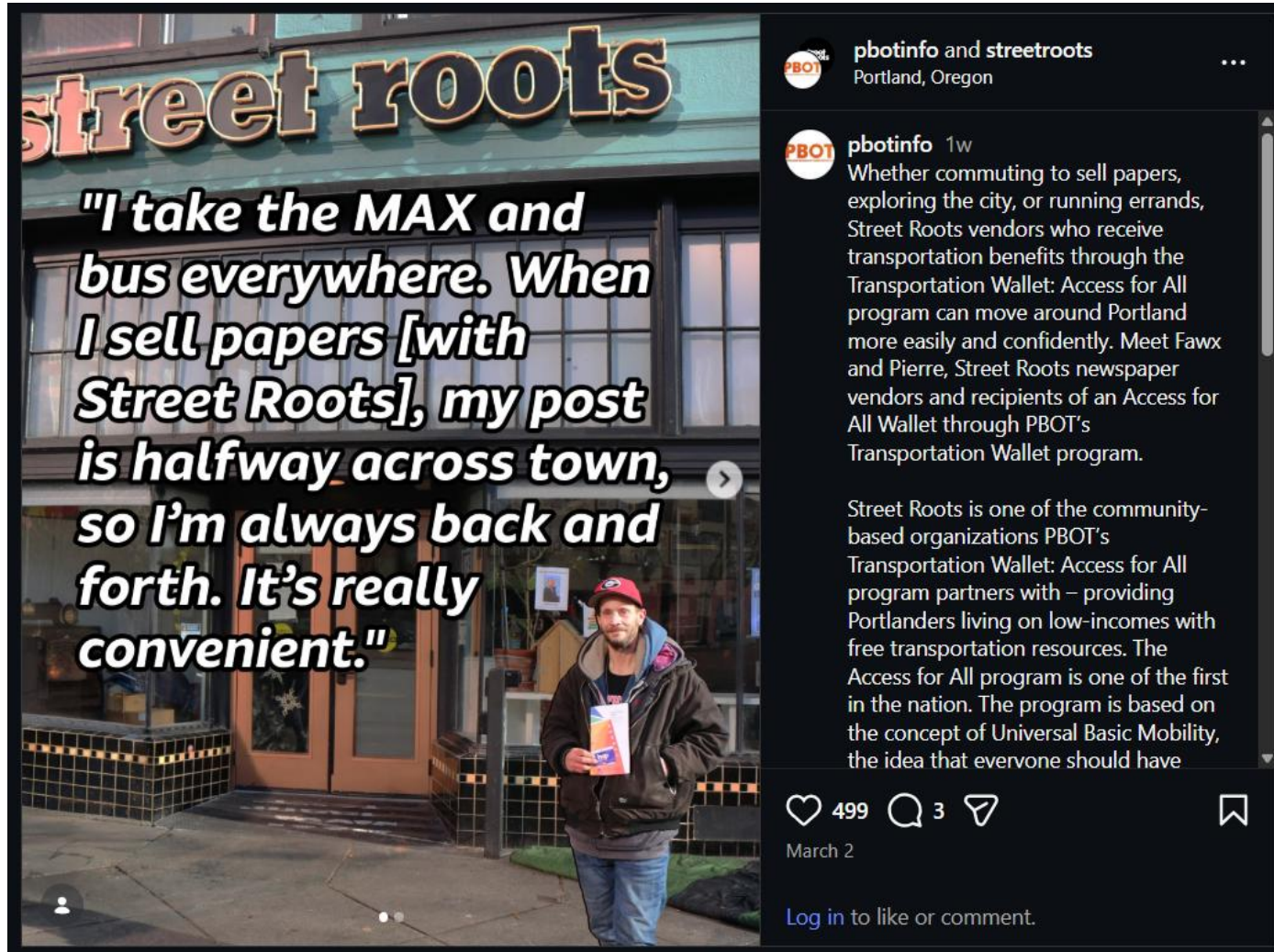
"[We] have so many resources that we're trying to connect folks with that are so limited and scarce. We have like a quarter of what we used to have. **It was such an incredible opportunity to be able to offer something in such radical abundance.** So, I just personally want to say that from a work satisfaction perspective, it just was such an incredible gift to be able to offer something to our community and offer it with abandon. And I do really feel like **you can see the impact, really directly on our community members.**

Access for All - TriMet/Hop Card Updates

- Ongoing collaboration with TriMet to reduce administrative burden for applicants and PBOT team
- Previous years: Option 1 (annual pass) applicants had to have a personalized Honored Citizen Hop card, which required a separate application and income verification process through TriMet
 - Led to confusion among applicants and challenges in tracking down new card numbers
- **New for 2026:** PBOT can load annual passes onto regular Adult Hop cards for the price of an Honored Citizen annual pass
 - Simpler process for both applicants and PBOT team
- Potential further updates coming in 2027 based on discussions with TriMet



Access for All - CBO Social Media Campaign



street roots

"I take the MAX and bus everywhere. When I sell papers [with Street Roots], my post is halfway across town, so I'm always back and forth. It's really convenient."

pbotinfo and streetroots
Portland, Oregon

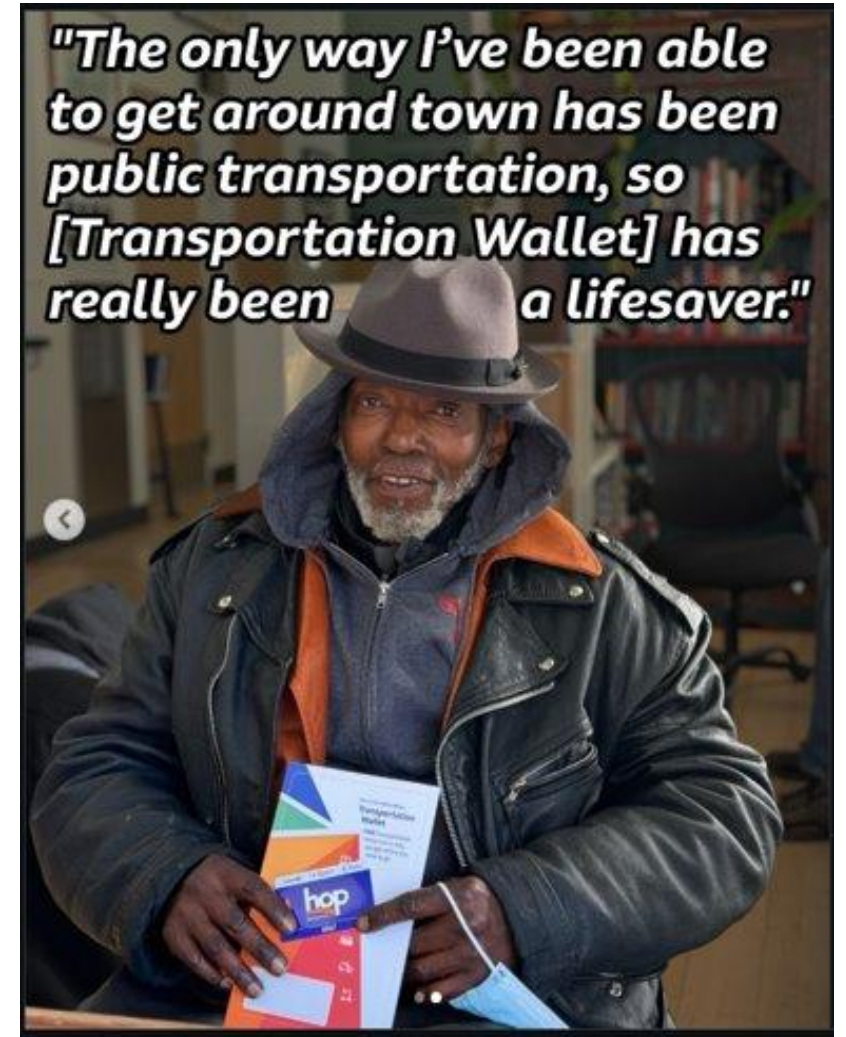
pbotinfo 1w
Whether commuting to sell papers, exploring the city, or running errands, Street Roots vendors who receive transportation benefits through the Transportation Wallet: Access for All program can move around Portland more easily and confidently. Meet Fawx and Pierre, Street Roots newspaper vendors and recipients of an Access for All Wallet through PBOT's Transportation Wallet program.

Street Roots is one of the community-based organizations PBOT's Transportation Wallet: Access for All program partners with – providing Portlanders living on low-incomes with free transportation resources. The Access for All program is one of the first in the nation. The program is based on the concept of Universal Basic Mobility, the idea that everyone should have

499 3

March 2

Log in to like or comment.



"The only way I've been able to get around town has been public transportation, so [Transportation Wallet] has really been a lifesaver."

Thank You!

adriana.aguilar@portlandoregon.gov



PBOT
PORTLAND BUREAU OF TRANSPORTATION

— PORTLAND —
**CLEAN ENERGY
COMMUNITY BENEFITS
FUND**

King County Metro: Easy Trip, a UBM Pilot Program

OATS

4/22/26

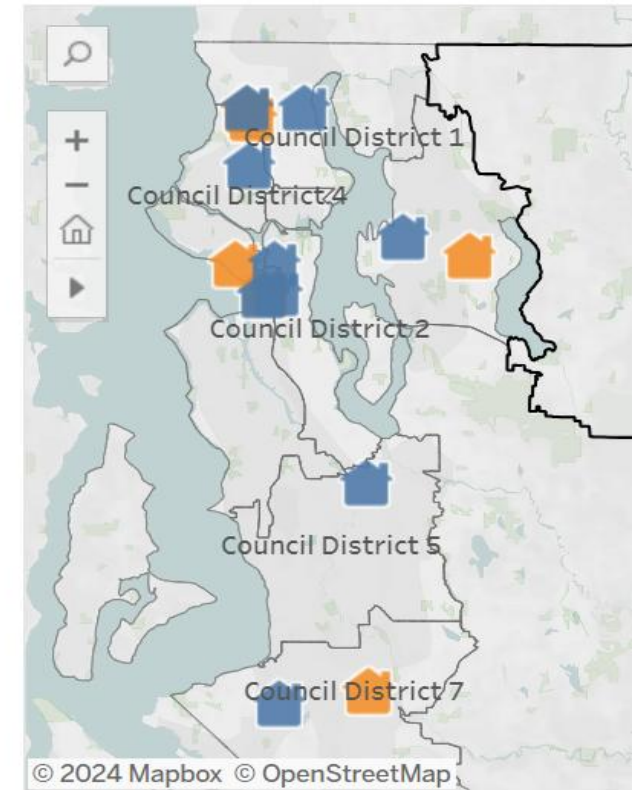
Health Through Housing Overview

A regional approach to address chronic homelessness, led by DCHS

Goal: to create up to 1,600 emergency and permanent supportive housing units for people experiencing chronic homelessness

Current portfolio holds 15 housing sites

Onsite 24/7 staffing includes case management, employment counseling, access to health and behavioral health services



Housing Type

- Permanent Supportive Housing
- Emergency Housing

Community Transportation Navigators (CTNs)

- Partnership between Hopelink, a social service non-profit and Metro
- Individualized assistance with emphasis on:
 - Trip planning
 - Connecting to non-fixed route options
 - How to use an ORCA card
 - Connecting to alternative services
 - Help residents enroll in RRFPs if they move out of HTH



ORCA Passport Program

- Unlimited annual transit pass program
- Provided HTH residents with fully subsidized regional transit coverage
 - Process to request new/replacement cards through online portal
 - Over 1,000 cards distributed
 - Around 15,000 trips per month across 12 sites from 2023 to 2025
- Drawbacks:
 - Cost inefficient- Full adult fares, no monthly passes
 - Labor intensive
 - Failed to fully accommodate resident mobility needs

Universal Basic Mobility: *Easy Trip Program*

- Easy Trip: Industry-coded debit card for transportation subsidy
 - E.g. SNAP for Transportation
- Easy Trip useable to pay for transit, micromobility, TNCs/Taxis, bike shop purchases, and long-range regional transit



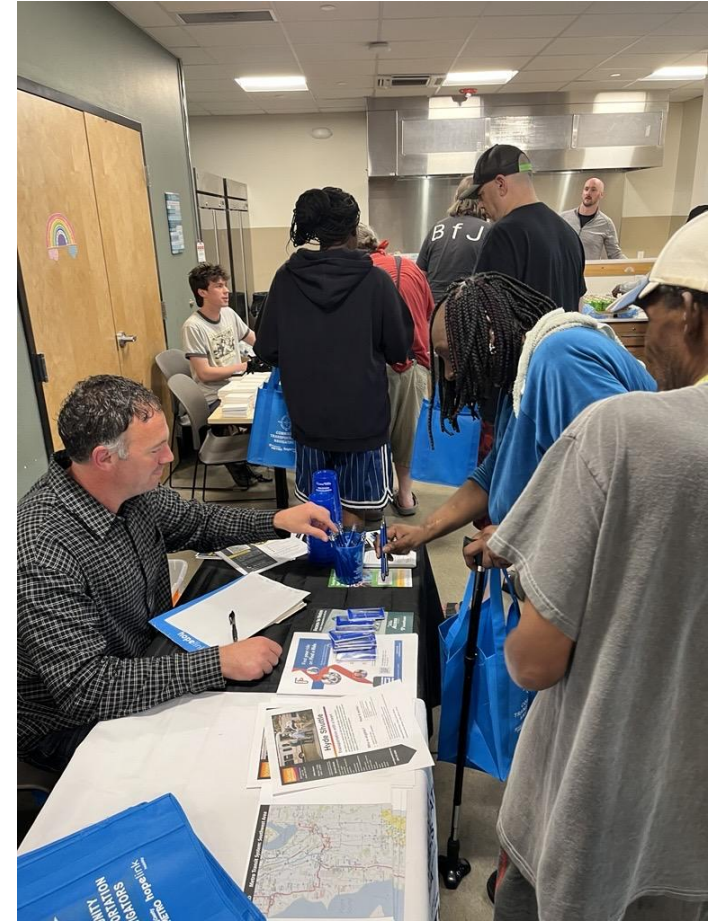
Easy Trip Program Overview

- \$50 a month, funds rolls over each month
- Provides customer flexibility, allowing riders to choose how best to meet their mobility needs
- 2024 Pilot: two non-HTH supportive housing sites, total of 135 residents
- 2025 expansion: offered to all permanent supportive housing sites in the HTH portfolio



Easy Trip Enrollment

- 12 onsite Easy Trip enrollment events between July 25-December 25
- Engagement: provided food, Metro-branded merchandise, and facilitated resident interactions with case managers
- 15 follow-up engagement events aimed at enrolling residents in reduced fare ORCA cards and replacing lost Easy Trip cards
 - Additional online process for new and replacement cards
- 800 cards assigned to date



Program Evaluation

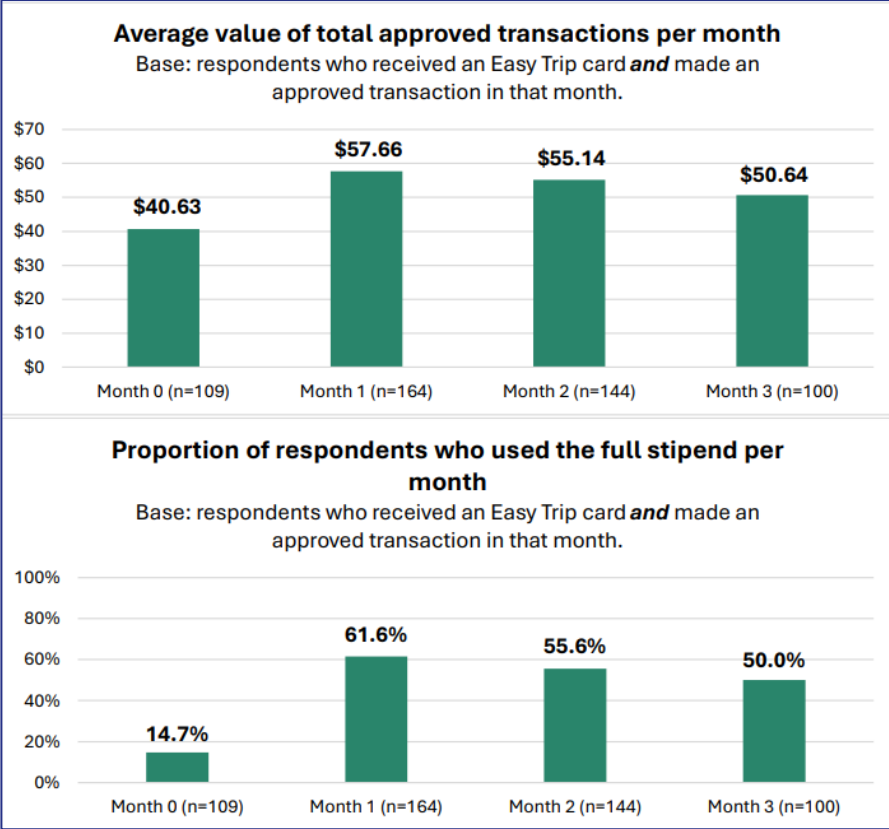
- Comprehensive program evaluation being led by consultant
- Research questions:
 - How much do residents know/value/use the benefits UBM provides?
 - Does UBM improve mobility for low-income, vulnerable populations?
 - Does UBM contribute to non-mobility outcomes for HTH residents?
 - What are the administrative or operational considerations for scaling up the program?

Methodology:

- Primary data: surveys and interviews
 - Baseline surveys administered July 2025-January 2026; Follow-up survey to be administered Summer 2026
- Secondary data: Easy Trip transactions, transit ridership data, CTN data

Baseline Survey Summary

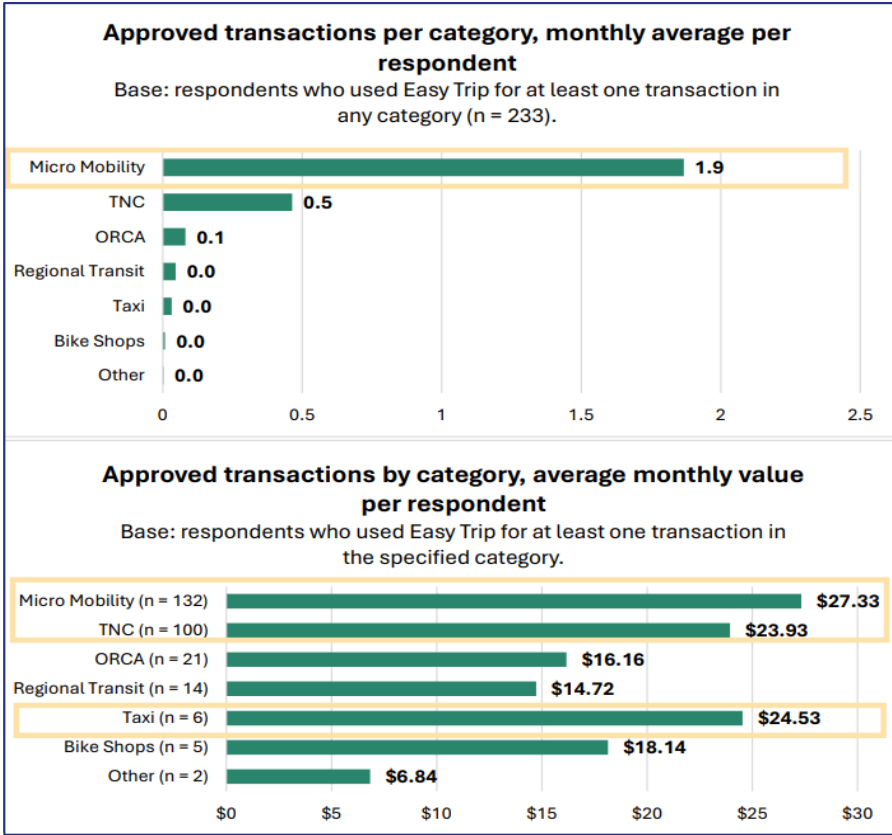
- Transaction activity peaked in Month 1 and remained stable across subsequent months
- At least half of survey respondents used their full \$50 Easy Trip stipend during each month
 - Leftover funds account for average monthly value exceeding \$50



2025 PRR UBM Interim Summary

Baseline Survey Summary

- Respondents who used Easy Trip for micro mobility transactions spent over half of their monthly stipend on micro mobility, on average.
- Flexible and independent transportation modes dominated monthly Easy Trip spending among all respondents.
- On average, respondents spent a total of approximately \$3,900 per month on micro mobility transactions using Easy Trip.



2025 PRR UBM Interim Summary

Baseline Summary 2025: What We Learned

Outcomes:

- UBM improves mobility and meets residents' need for consistency and flexibility
- Easy Trip addresses mobility challenges experienced by vulnerable populations
- Trusted advisors who have an ongoing, personal relationship with residents — such as Community Transportation Navigators — impact UBM use

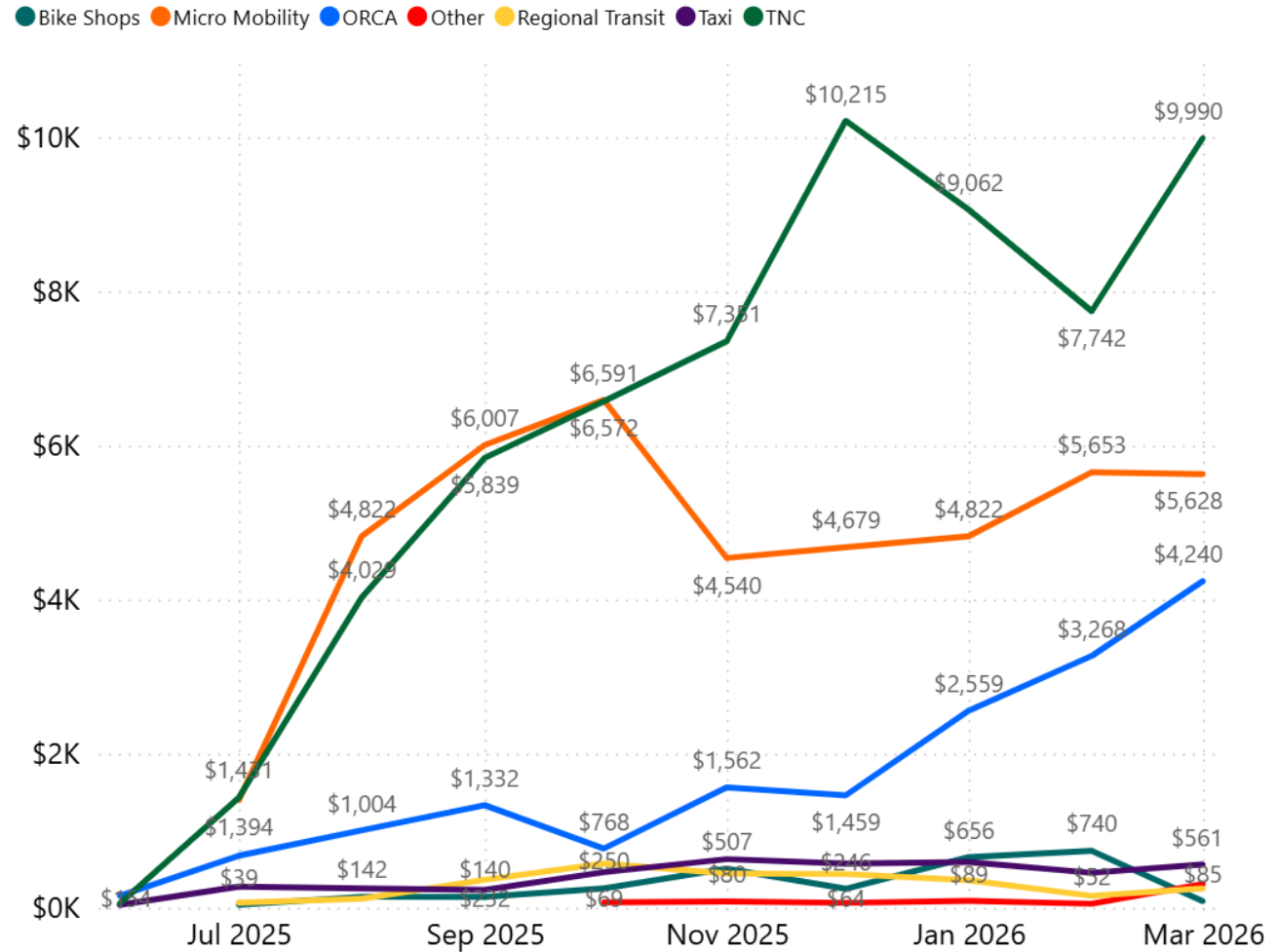
Next Steps:

- Administration of follow-up survey planned for Summer 2026
- Comprehensive evaluation findings are expected in October 2026
- Identify opportunities for scaling

Transaction Trends

- Large increase in transit spending since the baseline survey analysis
 - Coincides with end of ORCA Passport (January 2026)
- Micromobility and TNC usage remains high

Monthly Transaction Amount

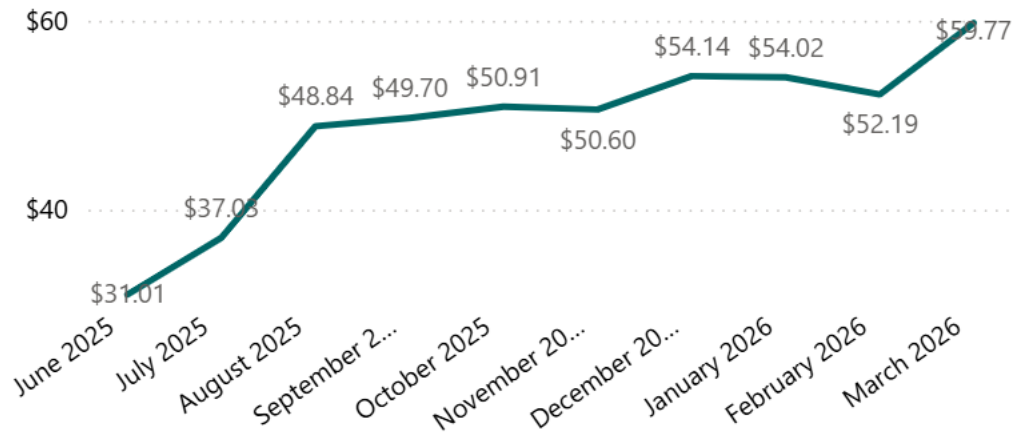


Transaction Trends

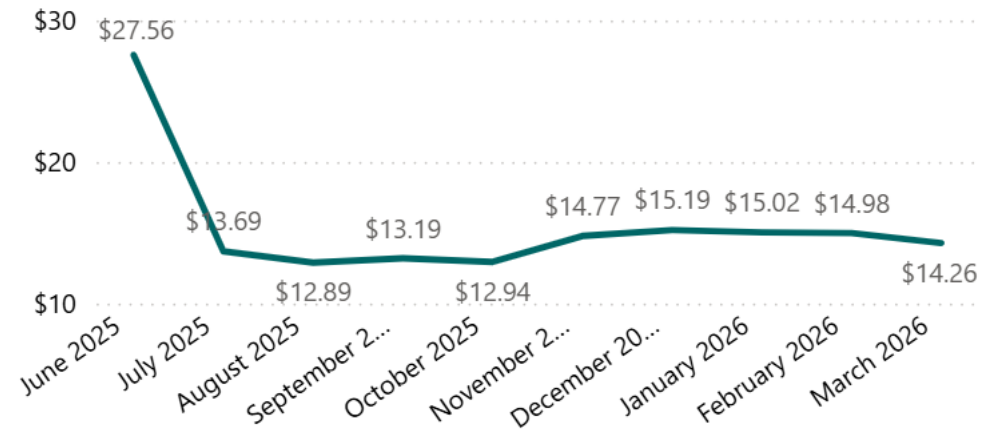
Average Transaction Value

\$14.09

Avg Total Monthly Spend per Card



Avg Spend per Transaction



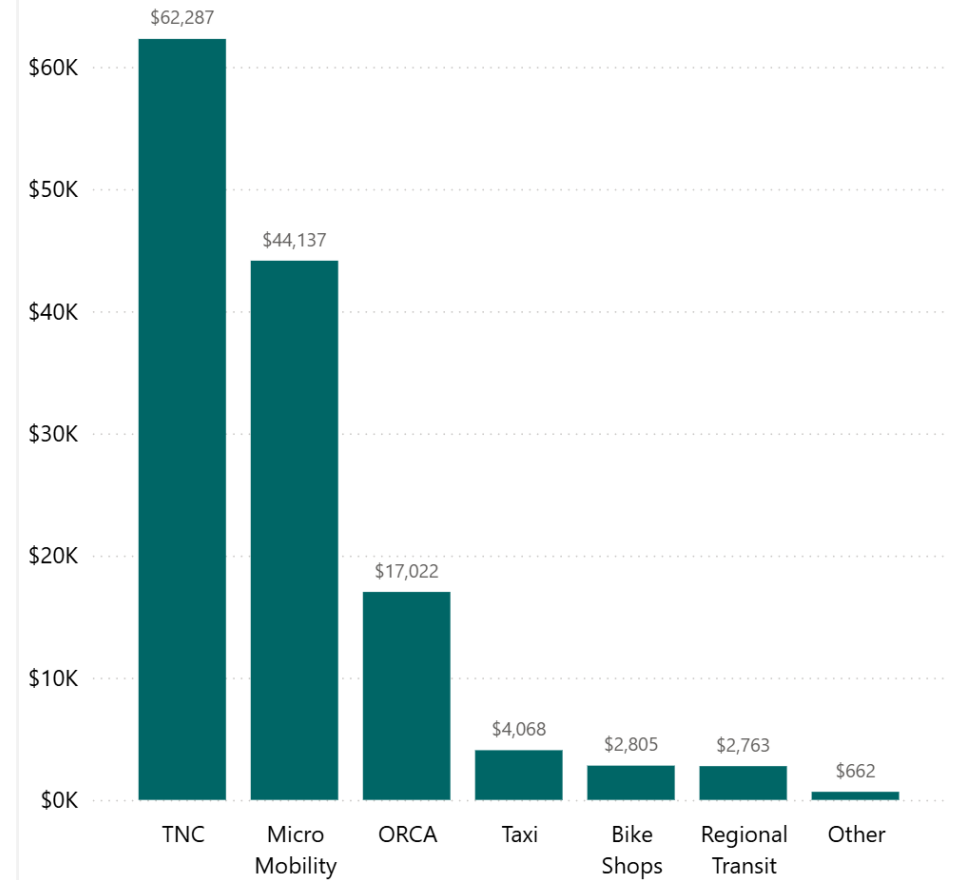
King County
METRO

Moving forward together

Transaction Frequency

- Most frequently used to pay for micromobility and TNC trips
- Use for public transportation (ORCA) expected to increase in 2026
 - Some residents received Easy Trip in 2025, during the period that ORCA Passport was still active

Approved Total Transaction Amount - Categories



Lessons from UBM Program Administration

- The labor involved with customer service and interacting with a card distributor is high – recommend working with a consultant
- Understand the kind of mobility you want to subsidize
 - Some UBM programs subsidize on-demand mobility, while others mainly seek to subsidize transit while also providing mobility autonomy in general
- Develop the evaluation of your pilot as you administer it

