

TRIP

- the different Volunteer Service

*An effective and Low-cost alternative
that is easy to operate...*

Access Services

Volunteer Driver Program Working Group

El Monte California

June 21, 2012

Providing Difficult Rides

Expense Comparison

- **1,000 one-way trips using TRIP model = about \$6,000**
[last month, \$5.83 per one-way trip]
- **1,000 one-way taxi voucher trips = \$10,000+**
[\$10 to \$20 per trip]
- **1,000 one-way trips by you recruit, you screen, you train, you match, and you schedule volunteer service = about \$15,000+** [Best case national data]
- **1,000 one-way trips by paratransit = \$20,000+**
[senior/disabled, \$20 to \$35 per trip + 10% subsidy]



Proven Performance

- For almost 2 decades, the program has been serving underserved older adults and persons with disabilities all across the 7,200 square mile Riverside County service area:



15.2 million miles of assisted travel



1.3 million free, escorted trips

- Last month 488 passengers received 8,000 1-way trips at *no charge to passengers* at a cost of \$5.83 to the program.
- So far this year, 759 unique passengers have received 77,662 trips, that they could not have made in any other way, at a cost to the program of less than \$6 per one-way trip.

Who May Need TRIP Services?

- *People who live in an area without public or other transportation services or where minimal services are provided*
 - *People who are elderly and live alone*
- *People who have disabilities and/or suffer from chronic or serious illnesses or mental impairments that limit their mobility*
- *People who are living on very low income that may be near or below the poverty level*
- *People who have become isolated by choice, circumstances or who have been abandoned by family and friends*

The TRIP Mission is to supplement public and other services and provide needed transportation for underserved populations

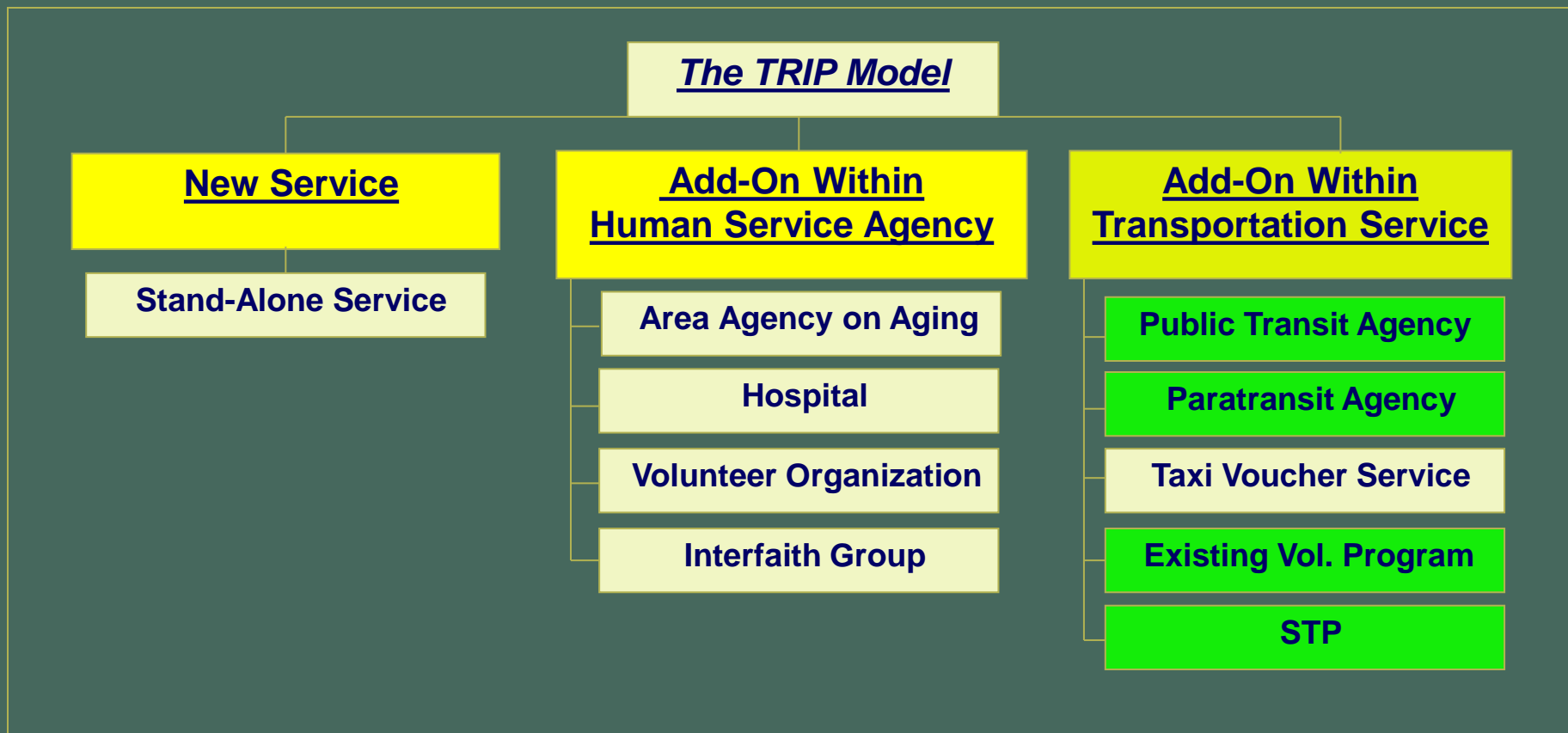
Why Might Transit Want to Support TRIP Services?

- **It can serve as a supplemental service to mitigate complementary paratransit demand, much as travel training does**
- **It can be offered as an alternative for riders who are older and have difficulties using fixed but don't qualify for ADA paratransit**
- **It can provide low cost service in parts of service areas where fixed route and paratransit are infeasible**
- **It can provide services when other system services are not operating**
- **It can provide economical service to underserved residents throughout service areas regardless of age and economic status**
- **It is effective for serving the most difficult service segments – the very frail, those with debilitating sickness, and those needing escorts because of dementia**

Still More Benefits of a TRIP Service for the Operating Organization...

- Dialysis patients are another group better served by volunteer drivers
- Can usually be implemented without causing labor contract issues (is not contracting out)
- Low cost of insurance, very low administrative costs
- **Budget certainty - Can be strictly limited**
- **Very low cost per passenger – In some cases, less than fixed route subsidies**
- High level of self policing (riders choose their volunteers) and, historically, very low levels of fraud
- It can be a valuable resource for person-centered mobility managers
- It can improve an agency's customer service image and reputation.

Where the Model Can Be Adapted



TRIP can be implemented in rural as well as urban and suburban communities –
Whatever the organizing approach, TRIP is designed as a dynamic and flexible
model that can be adapted within any community

Model Origin and Design

- **The TRIP model was designed as a low-cost, low-maintenance, customer driven approach for providing transportation to older adults, persons with disabilities and other difficult to serve populations.**
- **Originally, TRIP was the outcome of a collaborative partnership between the Independent Living Partnership, sponsor of TRIP, the local Area Agency on Aging, and the Riverside County Transportation Commission in California.**

Different from Other Volunteer Driver Programs

- **If older adult and disabled riders recruit their own drivers, they will be empowered**
- **If they have something to offer friends and neighbors in exchange for rides, they will feel more comfortable asking for rides**
- **If volunteers are reimbursed for their travel assistance, they will be more likely to provide rides over an extended period**
- **If friends and neighbors can use their own automobiles, the need to purchase and maintain vehicles by the program is eliminated**
- **If passengers and drivers can schedule their own rides, requirements for staffing and infrastructure are significantly reduced.**



Passenger Benefits

- **The service is free to users**
- **Advance scheduling is not necessary**
- **Curbside waiting and missed rides are eliminated**
- **Travel is in comfortable private vehicles**
- **Multiple stops are possible, making travel less arduous**
- **They have the ability to recruit volunteer drivers that passengers already know and want to be with**
- **Travel destinations can cross boundaries**
- **Travel is available 24 hours a day, 7 days a week**
- **Any level of service is possible, dependent on the needs and preferences of the passenger**
- **Travel is possible between cities without transfer or inconvenience**
- **A volunteer escort-driver makes each trip with their rider, assisting them as necessary and required**
- **An opportunity for enhanced companionship is provided.**

Unusual Characteristics

- **Passengers recruit their friends and neighbors to be their volunteer drivers - Instead of having a staff member trying to recruit drivers, every rider is a “volunteer recruiter ” – who knows the character of someone better than their friend or neighbor?**
- **Rides are scheduled between the rider and the rider’s volunteers, as mutually convenient for both**
- **Because volunteers have an “arm’s length” relationship with the program sponsor, liability and risk are limited – the volunteer “works” for the rider, not the program – no background or driving record checks and no driver training are necessary**
- **TRIP does not own vehicles or have paid drivers, further limiting expenses**

Limited Liability

- **According to risk professionals and insurers, the potential for limiting liability for the sponsoring organization is created through the combination of:**
 - **Maintaining an arm's length relationship between the program and the volunteers**
 - **The vehicles that are used not being owned by the program**
 - **And not charging fees for service.**
- **No crashes have ever been reported to TRIP. The decentralization of TRIP service, that results in the primary relationship of volunteer drivers being with the riders they assist, effectively removes TRIP from receiving crash reports.**

How the Program Works

- Outreach and in-services are conducted
- Referrals are received from community partners (social and health services, others)
- Applications and necessary verifications are completed
 - Eligibility of individual applicants is determined
- Approved applicants are notified of service to be provided
- Approved passengers arrange travel with volunteer drivers **(that they have recruited themselves)**
 - Passengers travel with volunteers as mutually arranged
 - Requests for reimbursement are submitted at month's end
- Requests are reviewed and compared with approved allowances
 - Deviation from eligibility or questionable requests are discussed with passengers
- Detailed data is entered for each reimbursement request in TripTrak
 - Mileage reimbursement checks are issued and mailed
 - Performance reports are generated and reviewed

How Difficult to Start TRIP Service?



How to Start a TRIP Service in Your Community

Manual

Complete step-by-step process to organize
and start a TRIP service in your community right away.

What Funding Can Be Tapped?

- **Federal and State grants**
- **County and municipal funds**
- **Foundation grants**
- **Community donations**
- **Rider and rider family donations**
- **Funds from sponsoring organizations**
- **Fund raising events**
- **Fee-for-service contracts**

Where to Get More Information

- **TRIP is working to make it easy for organizations all across the country to start and operate a TRIP model program in their own communities... You will find more information and answers to many questions about starting and operating a program at the support website www.TRIPtrans.org**
- **Download this PowerPoint at www.TRIPtrans.org**
- **The Beverly Foundation Resource Library contains case studies and reports about volunteer driver programs across the United States, including TRIP, at www.BeverlyFoundation.org**
- **Contact Richard Smith, General Manager, TRIP Volunteer Transportation – executivedirector@livingpartnership.org**



Volunteer Transportation

*The Senior Transportation Option
That Will Work for Everyone!*