



A Volunteer Escort-Driver Reimbursement Program
of the non-profit 501(c)(3) Independent Living Partnership



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2011 TRIP OUTCOMES SURVEY OF PASSENGERS

Executive Summary

In January-February 2011, 469 written surveys were sent to active passengers of the TRIP volunteer driver service for Riverside County, California. 372 completed surveys were returned (79.3%). The current survey focused on the physical and mental health conditions of passengers, TRIP's capacity for providing necessary medical transportation, and included an opportunity for respondents to tell us, in their own words, about the performance of TRIP in meeting their needs.

Riverside passengers rely heavily on TRIP for access to physical and mental health services; the average amount of trips passengers take each month for health purposes is about 1 time per week. Survey respondents suffer from an average of 4.1 debilitating conditions and 32% of them take ten or more prescribed medications a day (highest reported was 20 medications each day).

55% of the respondents said they had been diagnosed with depression or thought they were suffering from depression. Of those, 47% said they became depressed after the onset of serious health issues, while 29% said they had been depressed before becoming ill or suffering debilitating conditions.

Presumably the high survey response rate suggests TRIP passengers believe the service to be essential to their ability to travel to meet their needs. Concepts that often were used to describe the impact that TRIP has had on individual lives include: less worry, freedom, independence, peace of mind, not depressed, participate, get out, security, easier to ask for help.

Frequency of Health and Treatment Travel

- 88% go to a physician, specialist, therapist, or lab at least 2x per month
- **50% of the respondents travel at least 1x per week to receive health or medical services**
- 22% require medical trips more than 6x per month
- 12% indicated medical necessity travel frequency of 1x or less per month



is a public benefit program of the non-profit  INDEPENDENT LIVING PARTNERSHIP

Reported Conditions Affecting Mobility

- 100% reported one or more conditions affecting their mobility
- **The 372 respondents had an average of 4.1 mobility affecting conditions**
- The top 15 most often mentioned conditions were:

259 (70%)	Arthritis
210 (56%)	Skeletal disease, including disk and joint problems
203 (55%)	Spinal cord or brain injuries or disease, including seizures, convulsions, or epilepsy
160 (43%)	Eye disease, not correctable with glasses
127 (34%)	Cardiovascular disease, including stroke recovery and congestive heart failure
100 (27%)	Nervous or psychiatric disorder, including bi-polar disease, schizophrenia, and dementia
63 (17%)	Obesity
62 (17%)	Muscular disease
47 (13%)	Fibromyalgia
42 (11%)	Cancer
42 (11%)	Diabetes
38 (10%)	Kidney disease or dialysis
30 (8%)	COPD, Emphysema or Pulmonary fibrosis
16 (4%)	Neuropathy
13 (3%)	Lupus
<3% each	41 other mentioned conditions

Overall Impact of Health Conditions on Mobility

- 63% require cane or walker assistance
- 37% require wheelchair support, at least a portion of the time
- 62% suffer from lack of stamina and need to rest often
- 29% are unable to stand without assistance
- 27% are completely unable to walk across a room unassisted

Demographic Profile of Current Ridership

- **76% female** / 24% male
- **75% are 60 years of age and older**
- 51% are 70 years of age and older
- **27% are 80 years of age and older**
- 25% are less than 60 years of age
- 21% fall into the 35 to 59 year bracket

- 4% are 90 years of age and older (oldest is 102)
- 4% are younger than 30 years of age (youngest is 2 years old)

240 Respondents Self-Reported Positive Outcomes from TRIP Service

(basically unintelligible)...So good to have help. Thank you.

5 star program.

91 years old. I could never get to Loma Linda and San Bernardino Medical Without your wonderful help. Thank you for always being there for me.

A God send! I am very disabled and love to play cards and go out to dinner. If not for trip program I could never play cards 3 or 4 times a week. This program **allows me to get out with friends and still be independent.** I would be completely lost without this program and could not get around without my wonderful volunteers.

Able to get to doctor appointments on time, get food and special medicines.

Allows me to participate with family, friends and in religious activities.

Because of TRIP I am able to make my needed appointments and am able to shop for my groceries and get my medications myself.

Can always get to where I need to go and when I need to get there.

Can go shopping, to the doctor, the pharmacy, the bank, and more.

Can now go to my doctor's appointments and buy groceries.

Cannot go to grocery or doctors without TRIP.

Child would not be able to get to all needed medical appointments without TRIP.

Could not get to doctors' appointments before TRIP. My life is better because of TRIP.

Doctors out of area.

Don't have to worry about going shopping.

Even though Gas prices have gone up! - So much; every little bit of help with this problem is greatly needed and appreciated! Thank You!

Excellent service.

Feel less guilty asking for rides and other help.

Fewer panic attacks.

For my in-home-supportive-service health care taker to be able to drive me primarily for life survival emergencies and needs has literally saved my life on several occasions. I am 95.

Gives me the possibility to see distant friends.

Had problem going to places until I moved to this area in 2008 - now it is easier for me to deal with my medical problems.

Has helped make my life much better.

Has helped me cutting down on the waiting time for doctors and therapy.

Has helped relieve worry and anxiety.

Have been on TRIP for several years - **could not have lived to be 88 without TRIP.**

Help for needed food supply, get to doctor, and eat out once in a while.

Helps a lot due to high gas prices.

Helps me get to doctors that are very far away.

Helps me get to therapy 3 times a week.

I am able to do my errands, go to my Doctor's appointments, and just get around.

I am able to get out more - not stuck in the house all day. It is great that I can visit my family and friends.

I am able to get to doctor's appointment out of town, see my friends and family, go shopping and go to church.

I am able to go places with someone and not fear falling or having to wait for long periods of time without going anywhere.

I am able to go places without having a difficult time because of my weight and health.

I am able to have good doctors and can travel to herbal dietary food stores and other places I could not go before. With TRIP I feel I get more for my dollar.

I am able to schedule medical and shopping appointments whenever necessary. **TRIP has enabled me to have a normal lifestyle.** I also have been able to take trips to local events.

I am happy right now.

I am in better health and feel security by knowing that I have a way to make it to my appointments.

I am lost without the assistance of the TRIP program.

I am now able to attend church services and go shopping just for fun - **uplifts my mood. Even able to visit my friend in nursing home.**

I am so blessed with having this program available. I don't know how I would function without it. God bless all who do such a wonderful job making this work. Thank you for the birthday card.

I am so grateful for my volunteer driver.

I am very appreciative of TRIP for all the obvious reasons: doctors, food shopping, occasional social trips and the general freedom one feels knowing one can still be part of the environment, community.

I appreciate the TRIP program because it helps my friend and caregiver with her gasoline expense.

I can get out!! I do not feel locked up! I can get out and participate!!

I can get to all my medical appointments, store, and whatever.

I can go about town to do my business instead of having to depend on others.

I could not survive without TRIP. **No other transportation to my cancer doctor.**

I don't have to worry every month where I am going to get the money for gas to go to the doctor.

I don't know how I would get to doctors without TRIP.

I don't know how I would have gone to the doctors without this program.

I don't know what I would do without my volunteer. TRIP allows me to keep Dr. appointments, shop and spend time with friends and have lunch. **It's my only time out of my apartment most weeks.** God bless all!

I don't want to change TRIP - it is just fine.

I feel alive knowing that I still have some body that cares, respects and helps me. Without this programs friendship and love I would not be able to visit my grandchildren. This unique and wonderful program is what makes this country great.

I feel **I still have independence as I can still be part of my previous normal activities.** Without TRIP this would not have been possible.

I feel like the TRIP Program **has given me new life.** I am legally blind, so I can no longer drive. I have a wonderful driver who is also my "eyes". I feel as though I have some independence again. Bless you TRIP!

I had to give up driving 1.5 years ago due to a minor car accident and advanced age. TRIP came to my rescue to get me to doctor and market and pharmacy. I can't afford a cab.

I have been able to receive my treatments without interruption.

I know I will be able to get neighbors to take me to doctor's appointments with TRIP.

I like it and it has helped me because this way I can pay my driver.

I like the TRIP program because it helps a lot on gas. Gas is so expensive.

I like TRIP because I do not have to wait to get to my appointments and to go to the market.

I live pretty far away from everything and it helps to pay for gasoline.

I must say that TRIP has been a great great help to me. Just to know I always have help near to me.

I now don't have to stress out about getting to my doctor's appointments.

I thank God and TRIP for allowing my daughter to be my volunteer driver.

I thank God for TRIP. If not for TRIP I don't know how I would get to my doctors appointments or go for my monthly grocery shopping!

I would never ever be able to go out at all if it wasn't for TRIP. I can't take buses or walk for long. So I can go with people to get out when I can. Thank you!

I would not get to many places without TRIP.

If I didn't have a volunteer driver I could not get to dialysis.

If I didn't have TRIP and my driver, I would most likely be in a nursing home.

Thank God for TRIP and my driver. Both have been God sent.

If it wasn't for TRIP I would not be independent.

If it weren't for TRIP I would have no way to get to my doctors' appointments.

If not for the TRIP program I would not be able to go to any of my appointments. 9 and 1/2 miles from the bus stop. SunDial doesn't serve our area.

If not for TRIP I would not have been able to visit my family and see my father before he died.

Thanks to TRIP I am able to make necessary travel to doctor's appointments.

It certainly helps with the gas.

It has been amazing to have a driver for my son - TRIP allows me to remain employed and to provide for my family.

It has helped a lot. Helps me to be able to get to my doctor's appointments and to be able to see some friends. It helps me get to my appointments without worries.

It has helped me because **I can go places I couldn't go before - like to church and being with my friends and family.** Church is very important to me. Thank you.

It has helped with gasoline costs.

It has provided a little extra money to pay for gas.

It helps me a lot for all the doctor appointments and shopping. It helps me with all my needs now that I can't drive. Thank you for this program I am very grateful for all your help.

It helps me get back and forth to the doctors.

It helps me get to my appointments, shopping and occasional out of the house trips to see friends and family.

It helps me to get out and do things I otherwise could not do. It helps me stay in contact with society.

It helps me to get out of the house since I am bedridden. Easier than having others run errands for me.

It helps the driver with the cost of her gasoline. You are doing a great job. Don't need to make any changes.

It helps with gas.

It is very nice to have a driver you can depend on.

It makes me feel good to pay for gas. Otherwise I might not want to ask for rides and wouldn't go anywhere.

It's a blessing.

It's a great relief knowing help is available to make my appointments.

It's a wonderful program. It has helped me a lot for medical appointments. Thank you for your help.

Just started. Looking forward to seeing how wonderful TRIP is for me.

Life is different since TRIP because now I am able to go where I need to go.

Life is so much easier with TRIP.

Life is very hard when you don't feel good and are alone. TRIP helps me show my volunteer driver how grateful I am for him taking the time and effort to get me places.

Live alone with a small dog - shopping is an escape.

Made very important trips possible! And a few just to help and bring joy! Thanks!

Makes it so very possible for me to see doctors when I need to, to be able with assistance to do my shopping and take care of my responsibilities.

Much easier to get to my doctor - don't have to worry so much about a ride.

My driver has become my friend.

My driver is happy now because she is getting reimbursement for her gasoline thanks to TRIP program.

My driver keeps me safe so I don't trip or fall, helps me with shopping.

My family is not able to take me places or to the doctor. Thanks to TRIP I am able to see my doctor and shop for food.

My husband no longer works to take care of me. We do not get Social Security. My hospital is in Riverside and if I did not get help from TRIP I would not have enough to go to the hospital for my infusions.

My life has changed allot because now I can attend my doctor's appointments and attend church without any difficulties.

My life is better now with the TRIP Program

My life is different thanks to the TRIP program because I get to go out and see my family and friends and **I am not depressed because I'm at home all the time.**

My life is so much better now. I have a little dog that is going blind. We are making it with your help.

My social life has improved - I get to go out for lunch and sometimes to a show. Not worrying is a great help.

My volunteer is the only source I have to get to my appointments, helping me with shopping, etc. All needs. If it wasn't for the TRIP program I would not be able to do my errands or (get to) doctor appointments.

Need TRIP - we have no public transportation where we live and I cannot see to drive at all.

No longer walk. Because of TRIP I have the freedom of occasionally getting out, besides going to doctors.

Not having to go to the bus stop the walk is too far, I get home quicker, not around others, peaceful not a crowd.

Now able to go shopping, visit friends, get to all doctor appointments and go out of town.

Now able to go to all my doctor appointments and hospital visits.

Paying someone for transportation makes it so much easier to ask for their help when needed.

Please no changes. You are doing fine.

Prior to signing up for TRIP I had no means of transportation.

Reassured I will be able to get to all my doctors on time for each appointment.

Since being on TRIP my volunteer will take me anywhere and life has opened up tremendously.

Since TRIP I am not so confined at home. I get to see family and friends, go to church. I have **more freedom to do things I enjoy.**

Thank you for the help my life has changed because I can go to my doctors appointments and go shopping.

Thanks, I am able to visit my friends and go to church thank you so much for your help.

The TRIP program has benefited me a lot with the help it has provided.

The TRIP program has helped me allot with the gas problem because I have so many health problems and have to go to a lot of medical trips in Moreno Valley and Mexico.

The TRIP program has helped me in so many ways - to be able to go shopping, to church, dining and other things.

The TRIP program is helping me allot. I am very grateful and **it has changed my life, now I can get out a little more and don't have to worry about how I will get to my medical appointments.**

The TRIP program is working the way it is now.

They have been really helpful; I really enjoy and depend on them.

Tried to use the bus, but cannot afford \$20 to go back and forth from Loma Linda.

TRIP allows me more freedom and less worry.

TRIP allows me to get to important medical and social events that are necessary for me to function.

TRIP allows me to go out and do things I would not otherwise be able to do. This includes shopping trips locally and visits to friends and family and even recreational outings and entertainment. **My volunteer has even taken me to church the movies.** She pushes my wheelchair and gets things at the store for me. I am very thankful for this wonderful program.

TRIP allows me to live independently as I live in a rural area with no public transportation

TRIP enables me to make all my doctors' appointments and have a social life with friends and church.

TRIP gives me ability of not being homebound.

TRIP gives me peace of mind and helps me maintain quality of life.

TRIP gives me peace of mind.

TRIP gives me the opportunity to go to the doctors that I need.

TRIP guarantees a way to the store, doctor or to see a friend.

TRIP has allowed me freedom of travel.

TRIP has allowed me to stay functional and live at home - otherwise I would not be able to be so active in church, which sustains me.

TRIP has allowed my friends to take me to my appointments and my wife doesn't have to miss work. **Without TRIP I would be a shut in.**

TRIP has been a blessing - I am able to get to all my doctors, local and in other towns, whenever needed.

TRIP has been a Godsend for me because of my location and disabilities.

TRIP has been a life saver to me. I cannot afford to pay someone to help me and I cannot drive because I have no right eye. I have cancer so I am very weak from treatments. I do not know what I would do without it.

TRIP has been very helpful, help with unloading groceries, doctor visits and when I have to go to the emergency. **I have no other way of transportation.**

TRIP has **enabled me to get to places the bus does not go.**

TRIP has **given me more freedom not to be confined to my home. My life is more fulfilled because able to have outings.**

TRIP has given me peace of mind.

TRIP has given me **the ability to ask for help without feeling guilty about doing so.**

TRIP has helped because I **don't have to worry** about seeing my loved ones, getting to the doctor or getting what I want to eat.

TRIP has helped in many ways, doctors, shopping; when there is an emergency my driver is right there.

TRIP has helped me because I always have a ride.

TRIP **has helped me continue to live independently**, get to doctor/dentist apt on time and to know that I have someone to drive me when it is needed. I'm Happy that TRIP to put my miles back to 200 even though I don't always use all of them.

TRIP has helped me get to my doctors. Thank you for the birthday card!

TRIP has helped me get to the store to get my groceries. I sometimes go twice in one month. My volunteer is very nice.

TRIP has helped me going to the doctor, shopping, visiting my family - **if it wasn't for TRIP I couldn't do much of anything.**

TRIP has helped me keep doctor appointments not in my town and to attend classes at a college. I am **no longer isolated at home.**

TRIP **has helped me** keep my appointments and **socialize.**

TRIP has helped me quite a bit. I am able to get out more frequently and able to visit my family often.

TRIP has helped me see my terminally ill husband once a week.

TRIP has helped me so much. My illnesses have made using public transportation difficult - sometimes vomiting and losing bowels during transport - much less embarrassing to be with someone who knows why this happens.

TRIP has helped me to be able to get to work on time, even though I may have to travel to different sites.

TRIP has helped me to to Dr. appointments and other places I needed to go.

TRIP has helped me with my many trips to my doctors in Loma Linda.

TRIP has made it possible for me to have the continued care that I need since I no longer have Dial-a-Ride. **TRIP has given me a feeling of self worth and independence.**

TRIP has helped me feel I have hope for a better tomorrow, living, not just existing. TRIP is **an open door to a personal life and interests outside my body and home.**

TRIP has provided me the ability to go to church, get groceries and run personal errands.

TRIP has **saved my life from discomfort and agony.**

TRIP has **saved my life.**

TRIP has tremendously benefited my life.

TRIP has worked very well for my health problems.

TRIP help has put me at ease.

TRIP helps me get to my out of town cardiologist and other doctors.

TRIP helps me keep going at almost 98. It helps brighten my days. No worries keeping all my appointments and getting my medicine and food. It makes my day having a friend for company too (my driver). It keeps me safe.

TRIP helps me meet my basic needs.

TRIP helps me to be able to go where I need to go.

TRIP **helps me to be independent.** I live alone and am 84. I can go to the senior center and volunteer my time to help the poor at the food bank. It also helps me to mingle with people. It **helps me not to be bored.** I am very happy with the program.

TRIP helps me travel outside of the County.

TRIP **helps to take the pressure off and don't worry as much.**

TRIP helps us tremendously, especially now for days when gas prices are too high. Thank you for your help.

TRIP is **a blessing since I cannot pay for a taxi or bus.**

TRIP is a blessing to me. I would not be able to see doctors (or dentist), take tests ordered by my doctors. Would not be able to shop at stores that I shop now. I am very grateful for TRIP.

TRIP is a wonderful program that comes from concern and genuine compassion for others.

TRIP is an amazing program. **It enables me to interact with people and keeps me from being depressed.**

TRIP is my life saver.

TRIP is my only transportation. **Without this program I am completely housebound.**

TRIP is the only way I can go and see people I know and do my own shopping.

TRIP is very helpful. I couldn't get to my doctor appointments with out it.

TRIP made it possible to make trips for multiple sclerosis treatments.

TRIP **makes it possible for me to have a more normal life** - able to get to doctor appointments, shop, and go to church bible study. It is invaluable.

TRIP makes it possible for me to live a better life.

TRIP makes it possible for me to travel long distance to my doctor, dentist and speech therapist.

TRIP makes it possible to go more places.

TRIP makes my volunteer drivers more willing to take me to my appointments.

TRIP means a lot to me whenever I need to go somewhere and my volunteer driver is there to help - makes me feel comfortable that I can depend on him.

TRIP means I can get out which **helps with my attitude and well-being.**

TRIP program is essential to me.

TRIP program is good because I can help pay gasoline expense.

TRIP provides escort and volunteer stays with me at appointments and makes sure I am safe.

TRIP saved my life because of ability to have treatment for cancer. Able to stay in my own home and feel supported and secure in getting my medical needs met.

TRIP sees that I get where I need to go.

TRIP works perfectly for me.

Very very good keep it up, need more like this.

Volunteer is such a great wonder to have around.

Volunteer would not take me to appointments or store without gas money. I take 20 meds a day and cannot afford much else.

We have nothing but praise for the TRIP Program, especially since doctors are far away. We lost \$152,000 in an investment Ponzi scheme that was pension money.

We only use the TRIP mileage reimbursement to go on medical trips. This is a wonderful program.

When I was widowed 4 years ago I had no family within 90 miles and no real friends. A volunteer took me to church and **now I am blessed with many friends. TRIP has helped me feel useful and makes life worth living.**

Will help me to be able to get to appointments and to get out of the house.

With the TRIP program I can go multiple places in one day - get my meds, go to the bank, my doctor's appointments all on the same day.

With TRIP I can get to doctors and therapy, which improves my health and pain.

With TRIP my life can go on - **before I had trouble getting someone to drive me, but when they are getting the reimbursement it's not a problem.**

Without my TRIP volunteer driver I would not be able to make it.

Without the help of TRIP I would have little pride.

Without TRIP I am not able to go to the doctor, tests and pharmacy, religious, volunteer work, and banking.

Without TRIP I could no longer try to lead a productive life.

Without TRIP I could not go to all my doctor's appointments.

Without TRIP I could not go to the Parkinson's doctors.

Without TRIP I would be helpless.

Without TRIP I would be lost, I would not be able to function.

Without TRIP I would be unable to get to doctors and shopping.

Without TRIP I would be unable to go to medical appointments in Loma Linda. Also unable to do grocery shopping without the assistance of my driver.

Without TRIP I would not be able to get around.

Without TRIP I would not be able to get to my appointments, grocery store and church, plus just being around other people. Otherwise, **I would be homebound.**

Without TRIP I would not have transportation to my many doctor appointments.

Without TRIP I would probably commit suicide.

Without TRIP my life and that of my family would be a lot more difficult. I depend on it for doctor's appointments.

Without TRIP there is no way we could go all the places we need to go each month.

Without TRIP would be totally housebound - TRIP is my lifeline.

Without TRIP, my going is limited to doctor visits, which I usually go through my insurance company that provides of doctor only - **If not for TRIP I would be staying at home all the time causing me sadness and depression.**

Would not be able to get to appointments or store without TRIP.

Would not get to City of Hope without TRIP.

Would not have been able to go to doctor appointments and have surgery without TRIP - it has saved my life.

Wouldn't be able to go to church, shopping, get medicine or visit family or friends, go to senior center, or to my blind group or stroke group, or to eat out once in a while. TRIP really helps.

- 38 respondents requested increased travel allowances
- We have omitted hundreds of expressions of simple gratitude like "thank you" and "bless you" and so forth.