



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



6296 River Crest Drive, Suite K, Riverside, CA 92507-0738 • 951.867.3800 • 1-800-510-2020
www.livingpartnership.org

2012 TRIP OUTCOMES SURVEY OF PASSENGERS

Executive Summary

In January 2012, a 27% random telephone sample of active TRIP Riverside passengers was completed. An attempt was made to contact 175 clients who were active participants in the service between September and December 2011 and 116 completed surveys were analyzed.

The current survey focused on the impact of TRIP transportation assistance on physical health, mental health, and perceived social well-being. The majority of program users surveyed believed:

- their quality of life had improved
- they feel happier most days since being on TRIP
- their health had improved
- their connection with their communities and their relationship with other people had improved.

The results of the 2012 survey suggest that TRIP model transportation service may be a useful tool for those at risk of depression.

Outcomes Self-Reported by Survey Participants

- ◆ **The majority (86.4%) of the clients reported that since receiving TRIP transportation assistance the quality of life has improved.** Of those that reported this improvement, 65.3% reported that it improved significantly.
- ◆ **The majority (56.8%) of the clients reported since joining the TRIP program their relationships with people in their community have improved.** Of those that reported this change, 28.8 reported that the relationships improved significantly.
- ◆ **Since joining TRIP, 81% reported that they feel happier most days.**



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- ◆ **The majority (64.4%) of the clients reported that because of TRIP, they feel their physical health has improved.** Of those that reported this improvement, more than a third (35.6%) indicated that it improved significantly.
- ◆ **The majority (51.7%) of the clients reported that since they have been receiving TRIP assistance they feel more part of their community.**

Need and Use Statistics

- ◆ **The majority (67.8%) of the clients said the main reason they applied for TRIP assistance was to enable them to receive medical services.** 22.0% of the respondents could not select a “main” reason when asked to select between medical service travel, to shop for groceries, or to access social services.
- ◆ **The average number of trips that were reported to be made for medical purposes was between 4.9 and 6.1 trips, or between 1 and 1.5 trips per week.**
 - 19.5% said they made two or less trips for medical purposes each month
 - 26.3% said they made between 3 and 4 trips for medical purposes each month
 - 23.7% said they made between 5 and 6 trips
 - 11.9% make 7-8 medical service trips each month
 - 18.6% TRIP clients require 10 or more medical trips each month
 - In an average month, the largest number of trips reported was between 15-16 trips (16.9%).
- ◆ The majority (54.2%) use TRIP to travel for grocery shopping one time or less per week.
- ◆ **Only 18.6% of the sample TRIP riders transitioned directly from driving to enrollment in TRIP**
 - 48.3% were driven by family, friends or neighbors before they began to receive TRIP assistance
 - 13.6% told us they were not able to get to needed destinations
 - 7.6% used fixed route public transit
 - 9.3% had used paratransit services
 - Other sources of transportation support came from caregivers, churches and senior centers
- ◆ 77.6% of the TRIP rider sample rely on only one volunteer driver; almost one fourth of the riders have 2 or more volunteer drivers.
- ◆ 56.8 of the riders surveyed regard their volunteer drivers as “friends”.
- ◆ Most of the clients have been receiving TRIP program transportation assistance between 1-2 years (37.4%) or less (12.2%).

Demographic Profile of Sample Respondents

- **79.1% female** / 20.9% male
- **97.3% are 60 years of age and older**
 - 73% are 70 years of age and older
 - **28.7% are 80 years of age and older**
 - 5.2% are 90 years of age and older
- Ethnic background:
 - 52.6% Caucasian
 - 21.1% Hispanic/Latino American
 - 14.9% African American
 - .9% Asian American/Pacific Islander
- **65.2% are dual-eligibles**
 - 24.3% are Medicare only
 - 6.1% are Medical only
- **TRIP clients are low-income**
 - 83.5% have a monthly income of less than \$1,250 (\$14,999 per year)
 - 42.6% have a monthly income of less than \$833 (\$10,000 per year)

Some Respondents Self-Reported Positive Outcomes of TRIP Service

Due to TRIP I am able to go to Loma Linda Hospital and afford fuel for my transportation and provide supervision. Thank you for all your Help!

I could not freely get around without TRIP. Dial-a-ride does not come to my door because I live three doors away from the cut off line and they won't bend.

I want them to continue the service I don't know what I would do without them.

I am very appreciative of the help I have been receiving. I feel happy to be able to provide the reimbursement to my driver.

I appreciate very much that we have it.

It's a great program please don't stop it. I wouldn't be able to afford to go places without it.

This program is a major part of my life.

Due to my health condition, I can't be in large groups of people, but I'm so blessed to be able to get to my doctor appointments, pharmacy, and shopping.

I am very grateful for it and that I'm able to get around. Without TRIP my husband would have to give up his neurologist in Loma Linda.

Thank God for this help for all TRIP and especially for doctors and therapies.

(because of TRIP) I am not stressed waiting for help

I do not have to worry if I will get to my doctor or not.

It always feels psychologically good to pay your own way, which makes a difference physically

Sometimes I feel very sick but the companionship has helped make it easier for me to go to the store. It has offered a lot of support.

Keeps me positive with all my health problems. Getting out and meeting others in the same condition keeps me in a good state of mind.

Because of this program, I was able to serve on the board of a non-profit local organization. Thank you!

Having a friend means everything (I have no family in CA).

Doctors been able to keep me stable. I am getting great care at Loma Linda hospital. TRIP makes that possible.

I have a better quality of life thanks to TRIP.

Now I can actually go out.

Being able to promise gas money has enabled me to acquire a friend who is low-income but willing to help!

Would be homebound without TRIP.

It's been a gift as I'm totally alone.

It's a big help for me as I'm 90 years old.

The freedom to go-to do is such a blessing.