



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



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2013 SURVEY OF TRIP APPLICANTS

Executive Summary

During the 2012-2013 program year, 130 surveys were completed as part of TRIP's first contact with new applicants for self-directed volunteer mileage reimbursement transportation assistance. The current survey focused on gaining some insight into why residents in the service area apply for TRIP transportation assistance.

Applicants spanned an age range from the mid-20s to the late 90s. The mean age of applicants was 65. All applicants for TRIP assistance reported an inability to travel to needed destinations for one or more of a variety of reasons: compromised health, financial, and non-availability of public services.

Main findings of the survey include:

- Most of the applicants said that their health was less than good.
- More than 60% of the survey respondents said they had missed medical appointments in the last year due to lack of transportation.
- Almost one-fifth the applicants for TRIP assistance during the program year said that, during the month prior to applying, they had "never" spent time with a family member or a friend.

Demographic Profile of Survey Respondents

◆ Gender

- 71.9% Female
- 28.1% Male

◆ Age

- 50.8% 65 and older
- 44.6% between 45 and 64 years of age
- 17.7% in 60-64 age group

◆ Veteran Status

- 8.5% have served in armed services
- 0% have service related disabilities



is a public benefit program of the non-profit



◆ **City of Residence**

- 78.1.3% of applicants live in Western Riverside County
- 17.2% of applicants live in the Coachella Valley
- 4.7% of applicants live in the Palo Verde Valley

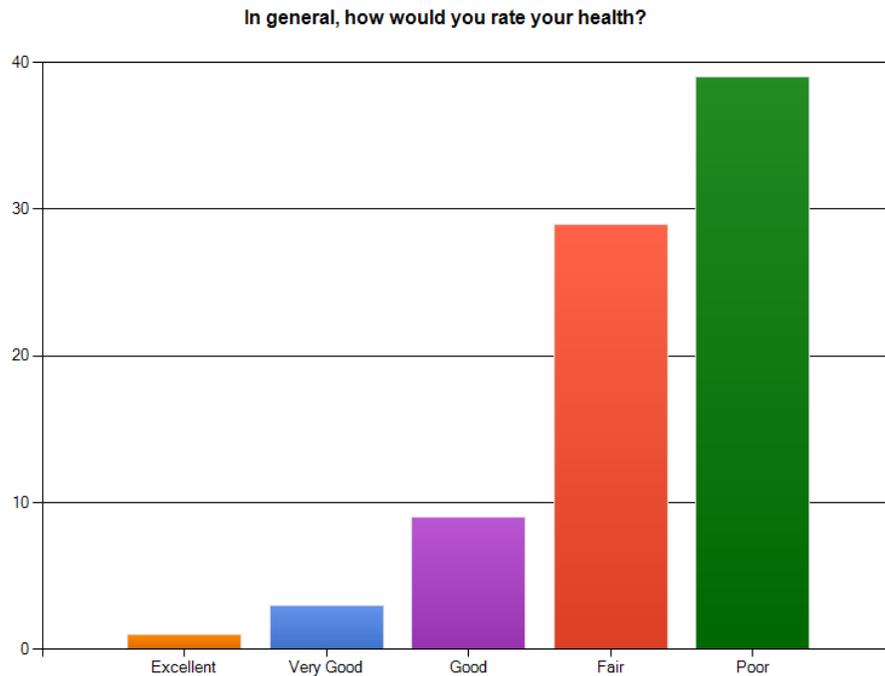
Survey Responses by Question

- ◆ **The majority (80.8%) of the applicants self-reported that their health was “Fair” (37.7%) or “Poor” (43.1%).**
- ◆ **The majority (62.3%) of the applicants said that they have missed one or more medical appointments in the last year “due to the lack of transportation”**
- ◆ **When asked “how many times did you see and spend time with a family member or a friend in the last month”, almost one-fifth of the applicants (19.4%) said “Never”**
 - 8.5% said “One time”
 - 10.9% said “Once every two weeks”
 - 22.5% said they spent time with a family member or a friend “Once a week”
 - The majority (38.8%) said their interactions with a family member or friend were “Daily”.

A common definition of social isolation is “the absence of social interactions, contacts, and relationships with family and friends”. We are not aware of any simple social support scale that quantifies “isolated” as a frequency of significant interpersonal interactions. We suggest that as few as “never” or “one time” may approach a condition of social isolation.

- ◆ *(62.3% of all TRIP applicants reported that they had missed medical appointments due to the lack of transportation.)* **Crosstab by reported health:**
 - **Survey respondents who reported their health as “poor” or “fair” were most likely to have missed medical appointments due to lack of transportation (80.8%).**
 - Those least likely to have missed appointments were those who self-reported their health as “excellent”, “very good”, or “good”.

We suppose that people in better health may possibly be better able to overcome obstacles when needed, or may simply have a more positive attitude that results in better coping skills.



Applicant Explanations for Their Need for TRIP Assistance

(Survey participants were asked to select as many as applied.)

- ◆ 79.1% said they were “unable to walk to a bus stop”
- ◆ 70.5% said they were physically unable to use bus transportation
- ◆ 59.7% said they were physically unable to use curb-to-curb services
- ◆ 59.7% said they could not afford to pay fares for rides
- ◆ 40.3% said there was no one available to drive them to medical services
- ◆ 34.1% said they were unable to schedule a needed van ride with a transit agency
- ◆ 25.6% said there was no public transportation in their area.