



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
ILPconnect.org

APRIL 2015 TRIP RIDER SURVEY

Executive Summary

During April 2015, 343 surveys were completed and returned by TRIP riders who used the service during the month. Survey requests were mailed to 594 TRIP riders with their mileage reimbursement checks for the previous month's travel. No incentive was offered for completion of the survey. The resulting response rate was 57.7% of those receiving the survey request. Annual TRIP surveys of riders normally have a high response rate, which we interpret as meaning that the service likely has high importance to those it serves.

The majority of program enrollees are 60 years of age or older with most riders between the ages of 60 and 79. Female enrollees outnumber male program users by about 3 to 1. This ratio has been consistent since the program began 22 years ago.

The major impediments that challenge access to health services and to other subsistence resources are mobility related: difficulty walking, danger of falls, and severe pain. Side effects of prescription medications are also very much implicated in the limitation of rider mobility. Almost 50% of respondents cited having insufficient resources to pay fares as another transportation inhibitor.

Survey respondents have travel requirements outside of the city in which they live (66%) and thirty-seven percent require transportation outside of Riverside County. Much of this needed transportation is beyond the capability of traditional transit services. Also, one in five respondents reported that they do not "know where buses go" and nearly fifteen percent do not know where the nearest bus stop is.

A common theme, when asked what alternatives riders have without TRIP, was a focus on the inability to continue to receive health services and shop for groceries. We know that not having transportation has a huge impact on the ability to continue to live independently. As seen in previous rider surveys, TRIP solves most problems for most people that it serves. In this survey more than 95% said that TRIP helps them get to doctor's appointments. Nearly ninety percent cited TRIP as helping them reach other needed destinations and get groceries.

Eight-seven percent, each, credited TRIP with helping them "take care of my needs" and relieve stress in their lives. Nearly eight-three percent of the respondents said that their life was "better" because they were receiving TRIP service. Nearly forty percent credited TRIP with the fact that they were able to make a new friend.

Two questions sought to help us understand the degree to which TRIP enrollees are connected through the Internet and social media. One-third indicated they have web access and 1 in 5 have a Facebook page. Future adjustments to TRIP Program design to utilize Internet connectivity might be possible.



is a public benefit program of the non-profit



Survey Details

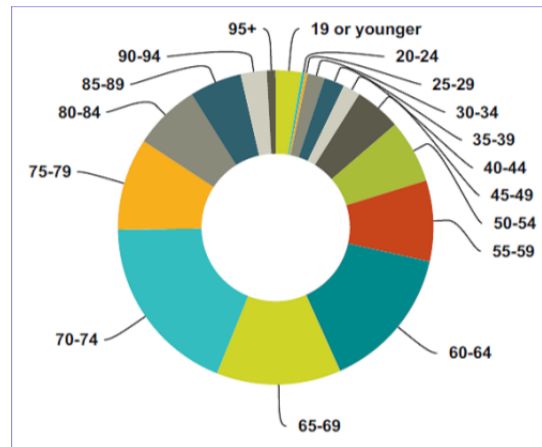
Q. GENDER:

73% female; 27% male

Q. GE:

60+ = 71.5%; <60 = 28.5%

Ages <50 = 13.7%; 50 to 59 = 14.8%; 60 to 79 = 55.8%; 80+ = 15.7%



Q. Please tell us what physical things affect your ability to get to doctors, the grocery store or other places that you would like to go. (Please check all that apply)

ANSWER CHOICES	RESPONSES
Difficult to walk	81.44%
Danger of falling	70.36%
Severe pain	61.98%
Medication effects	58.68%
No money to pay fare	48.20%
Frail or weak	40.72%
Confusion	28.44%
Very sick	25.15%
Blindness	17.66%

Q. Please tell us which of the following statements apply to you. (Check all that apply)

ANSWER CHOICES	RESPONSES
With TRIP I can go most places I need to go	91.23%
Need to travel to places outside of my city	66.37%
Cannot drive	65.50%
Do not have a car	58.19%
No family lives near me	55.56%
Need to travel outside of Riverside County	37.13%
Do not know where buses go	20.47%
Do not know where the nearest bus stop is	14.91%
No bus service in the area where I live	11.99%
Have family members who can driver for me	10.82%
Have used the bus	9.94%
Have a car but it does not run	5.56%

Q. How does being on TRIP help you? (Please check all that apply.)

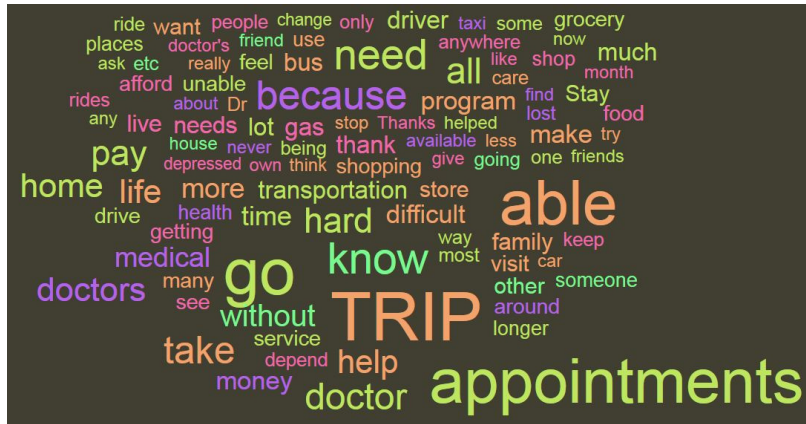
ANSWER CHOICES	RESPONSES
I can get to my doctor's appointments	95.54%
Has given me more ability to take care of my needs	87.20%
Being on TRIP has helped me feel less stress	87.20%
I can go to grocery and other stores	82.74%
Since being on TRIP I feel my life is better	82.74%
I can visit friends or relatives	52.38%
I can go to religious activities	44.94%
I can get out and have some fun	44.94%
Because of TRIP I have made a new friend	39.58%

Q. In your own words please tell us what you would do if the TRIP service was no longer available.

(First 20 of 315 written responses; no other selection criteria imposed.)

- I would not be able to get the care that I need for my health. I wouldn't be able to get food or medication that I need also.
- I couldn't get to medical appointments would be in constant pain.
- Be depressed because I cannot leave home as much.
- Look for a similar program.
- It would be like when a person falls and no one is able to help them up. Their life is over.
- I would be very stressed out trying to arrange transportation to my doctor and visit my husband and family and do my grocery shopping. Without TRIP I wouldn't know how to accomplish these things.
- I would be stuck home most of the time.
- I would never be able to get out of my house, pay my bills or get medication. I could never go out to eat or visit friends. My life would feel like it ended.
- I can't go to my doctor without the TRIP program
- Beg rides of neighbor and pay them take the bus to the store etc.
- I would have a difficult if not impossible time to care for an overall take care of personal needs and my wellness needs.
- Unable to keep Dr. appointments or shop
- It would be very hard for me to pay for gas to driver that take me places
- I would be more stressed out. No family members can take me places. Try to find rides to places would be in need of help.
- I would probably have to ask neighbors to do my errands, or hire a taxi to take me.
- I would have a hard time getting to doctor appointments.
- It would be very difficult for me because I only have social security money. I would not have enough to pay someone and miss my doctor appointments.
- Life would be very difficult for me. I would have to try to find other ways to get to appointments, activities and errands.

- Can be more hard for me to get all my appointments done and, since I have many, it would do a very hard impact on way to manage my finances in order to do everything that I need to do.
- I would be very unhappy and greatly inconvenienced. I have many health problems and it would be very stressful to be without it. It has made my life so much easier and worry free.



Q. When is your Request for Reimbursement each month due in the TRIP office?

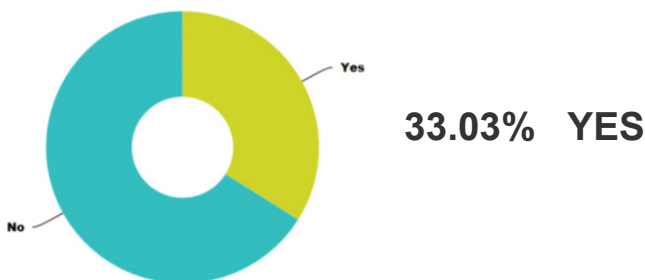
- 74% of TRIP rider respondents knew when requests are due each month.

Q. TRIP mileage reimbursement checks are mailed to you on the same date each month. What is the date that checks are mailed?

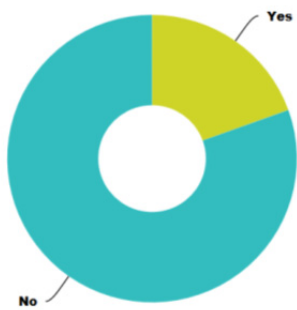
- 65% of TRIP rider respondents knew when checks are mailed.

Comment: The 2 questions above were asked to determine what percentage of TRIP riders are familiar with the operational details of the program as they directly affect them. Every blank request form states that checks must be received by TRIP to qualify for reimbursement payment. Initial program start-up materials inform participants that checks are always mailed on the 25th of the month following the month of travel for which they are requested.

Q. If available, would you be able to submit your Request for Mileage Reimbursement each month using a computer?



Q. Do you have a Facebook page?



19.51% YES

Comment: The 2 questions above were asked to determine what percentage of TRIP riders are connected to and use the Internet and whether possible adjustments to program design might be feasible.