



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



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MARCH 2017 TRIP RIDER SURVEY

Executive Summary

During March and April 2017, 366 surveys were completed and returned by TRIP riders who were regularly using the service. Survey requests were mailed to 705 TRIP riders with their mileage reimbursement checks February 2017 travel. No incentive was offered for completion of the survey. The resulting response rate was 48.8% 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.

Seventy-four percent of survey respondents are 60 years of age or older with thirty-one percent of the riders 75 years of age and older. Female enrollees outnumber male program users by about 3 to 1. This ratio has been consistent since the program began 24 years ago.

Sixty percent of the respondents make trips for medical purposes a minimum of one-time per week. Thirty-eight percent of the respondents make two or more trips per week for medical purposes.

Eighty-three percent indicated they used TRIP to travel to grocery stores, seventy-five percent for other shopping purposes. Almost fifty percent indicated that they use TRIP in order to just get out of their homes and do something.

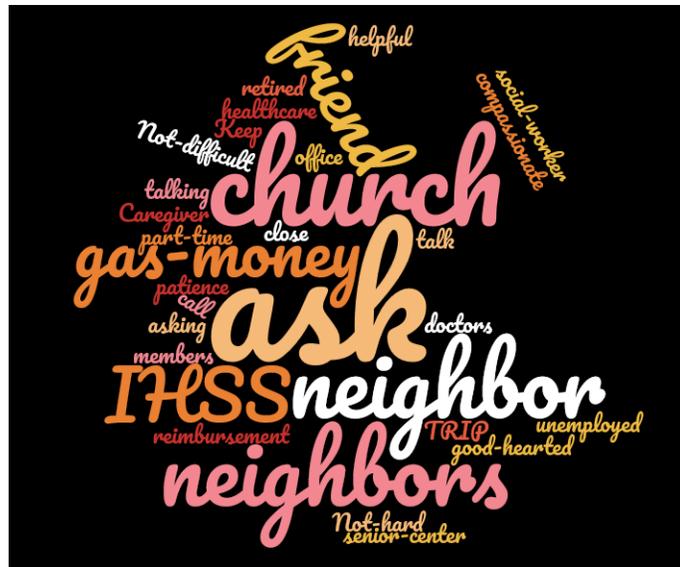
Ninety-eight percent of the respondents answered YES to the question "Has TRIP made it possible for you to meet transportation needs you weren't able to meet before". Ninety-five percent of the respondents said they use TRIP "to get to doctor appointments" and forty-two percent use the service to access physical therapy.

Respondents cited no car available, no family to help, difficulty walking, inability to use a bus or van, and danger of falls as the major issues affecting their ability to get to doctors, the grocery store or other places. Other reasons cited by at least forty percent of the respondents included inability to pay transit fares, impairment from prescribed medications, frailty, weakness and vision problems.

When asked specifically why respondent does not use public transportation, sixty percent asserted that they were not physically able to use those options and another twenty-six percent answered that they were mentally not able to use public alternatives. Other reasons cited included the need to travel outside of service areas or after hours and thirty-two percent specified that they do not use public transit because of the high cost.

When asked what assistive devices they used, almost sixty percent each said they used canes and walkers. Thirty-five percent said they used a wheelchair.

TRIP is an innovative volunteer transportation model that requires those enrolled in the program to recruit their own informal volunteer drivers. We used this survey opportunity to ask "How" riders enrolled in the service were able to recruit their volunteer. Here is a word picture from their answers.



We asked survey respondents what they would say to a new TRIP RIDER who says they cannot get a volunteer driver to help them. We are currently analyzing their advice and hope to design helpful recruitment tools for the on-going use of TRIP program clients to assist them with volunteer driver recruitment.

Respondent Profile

- 75/25 women to men
- 74% 60+
- 78% no transportation provided through health care provider
- 79% receive in-home support services
- 58% require a cane or walker for mobility assistance
- 35% use wheelchairs
- 98% claim TRIP has made it possible to meet previously unmet transportation needs

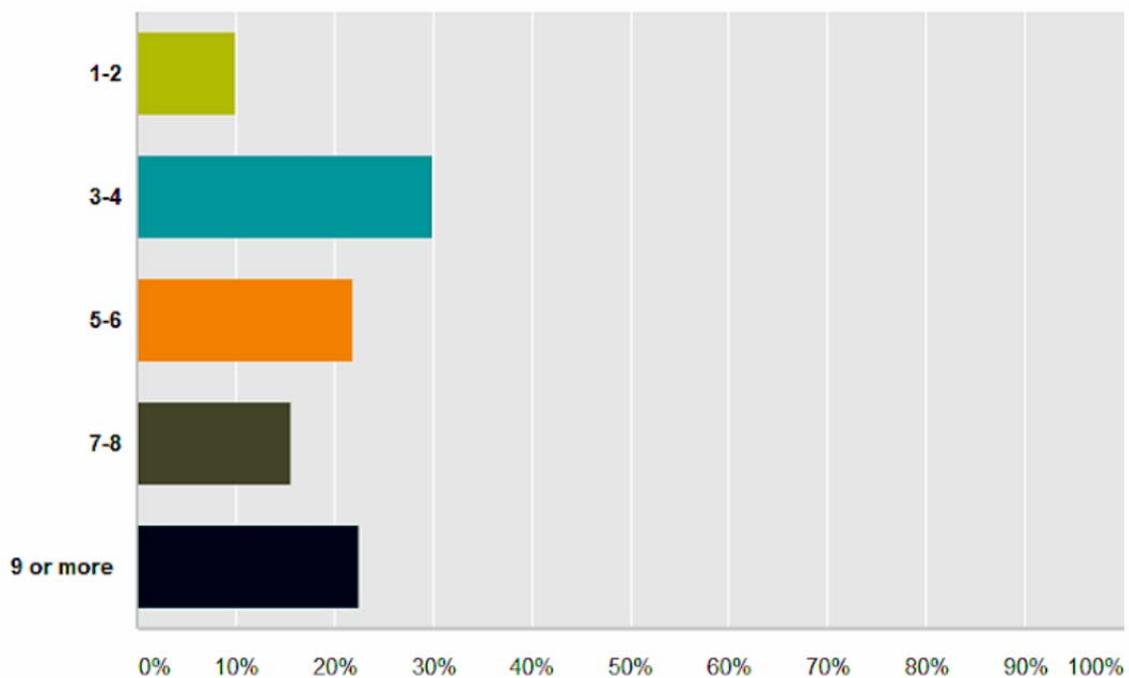
Specific Responses

Before you got TRIP, please tell us what affected your ability to get to doctors, the grocery store or other places that you wanted to go.

(Please check all that apply)

Answer Choices	Responses
▼ Didn't drive or did not have a car	71.98% 262
▼ Family was not available to take me places	68.96% 251
▼ Unable to use bus or van service due to health problems	67.86% 247
▼ Unable to pay fare to use bus or van service	42.31% 154
▼ I was very sick	34.34% 125
▼ I suffered from confusion, got lost, needed an escort	28.85% 105
▼ Danger of falls	58.79% 214
▼ Severe pain	50.27% 183
▼ Medication I was taking	36.81% 134
▼ Vision problems	36.26% 132
▼ Difficulty walking	67.31% 245
▼ I was frail or weak	37.91% 138
▼ Other (please specify)	Responses 23.08% 84
Total Respondents: 364	

How many times did you travel to receive health or medical services last month, including office appointments, therapy sessions, lab and pharmacy visits, dialysis, and emergency room visits?



Average of 5.6 trips for medical purposes per month; more than 1 trip per week.

What do you use TRIP for? *(Please check all that apply)*

Answer Choices	Responses
▼ To get to my doctor appointments	95.04% 345
▼ To get to physical therapy	42.42% 154
▼ To get to dialysis	4.13% 15
▼ To go to the grocery store	83.47% 303
▼ To go shopping for other things	75.48% 274
▼ To get out of my home just to do something	48.76% 177
▼ To eat out sometimes	2.20% 8
▼ To go to the movies	11.02% 40
▼ To go to the park	13.77% 50
▼ To visit family	42.98% 156
▼ To attend religious services	36.09% 131
▼ To visit friends	31.96% 116
▼ To go to the senior or community center	20.66% 75
▼ To pay my utilities	37.47% 136
▼ To take care of personal business	71.63% 260
▼ Other (please specify) Responses	15.43% 56
Total Respondents: 363	

Why don't you use public transportation like the bus or van service?

(Please check all that apply)

Answer Choices	Responses
▼ High cost	32.59% 117
▼ Not accessible	33.98% 122
▼ Out of area travel necessary	43.73% 157
▼ Physically impossible	60.45% 217
▼ Mentally impossible	25.91% 93
▼ Needed transportation is after hours	25.91% 93
▼ Other (please specify) Responses	22.84% 82

The following other obstacles were cited as reasons public transportation was not viewed as a usable alternative:

- Severe pain
- Inconvenient and time consuming
- None in area
- Safety issues
- Bus stop too far
- Can't be in public places
- Uncomfortable

In your own words, please tell us how difficult it was for you to recruit your own volunteer driver and how you were able to be successful.

- Fifteen percent (51) of the 322 respondents, who answered the question, said it was easy or not difficult to recruit a volunteer
- Seven percent (24) of the 322 respondents said it was difficult or hard to recruit a volunteer
- Response details for all respondents recounted the methods and specifics of recruitment efforts
- Common to a large number of reported successes was perseverance in “asking” a variety of people, including neighbors, friends, friends of friends and friends of family, acquaintances, at churches, and in other settings
- Also mentioned was inclusion of information about the TRIP Program, and especially telling people that they would receive mileage reimbursement to help cover the cost of gas
- The largest number of volunteers for TRIP Riverside riders are their In Home Support Caregivers.

A representative sample of question responses are reported below.

- It was not hard - a close friend drives for me.
- I asked my Caregiver.
- Not difficult at all. By being polite and courteous as possible.
- I am very lucky to have lived in this mobile home park with caring neighbors. I call on them only for necessary trips.
- It was sort of easy. I asked the people at the senior center if they knew anyone.
- My driver is my neighbor. She lives in the same senior apartment as I do. She is so nice to me when it comes to taking me to my doctor appointments. We go together to grocery stores, other stores, pay utility bills together. Thank you.
- I got lucky someone knew someone and told me about them.
- I asked friends if they knew anybody that could drive to my doctor's appointment. They referred me to my driver.
- Not difficult; asked friends.
- My neighbor and friend take me and I'm able to pay them for that through TRIP
- I just asked around.
- My caregiver's husband is my volunteer driver.
- Not hard, someone from church who was a stay home mom with kids in school
- It was not difficult for me because at my church there are several people that will help me.
- This was easiest part. Having gas money help greatly.
- I met my volunteer drivers through a friend.
- Not everyone will want to do this, non-profit service. You need to speak to those special people very compassionate, kind and good hearted to help people without many resources.
- I just told her about TRIP and we started sending in the paper and getting a check for gas.
- I was able to get someone where I live.
- A man lives in the same park as I do and helps me.
- Called friends to find a volunteer as I need assistance since I live alone with no family.
- Word of mouth and friends.
- I already knew the person.
- I asked around in the community in which I live and found a volunteer driver.
- Asked caregiver.

- Before TRIP it was hard because of the cost of gas. The mileage reimbursement makes the difference.
- My driver has been a friend of my daughter's for many years.
- Friends recommended my driver to me.
- I depend on friends in my complex.
- I found a reliable person who helps me.
- It was very difficult for me. I would talk to people when I went to Karaoke and pass out a card on the tables.
- I asked a friend of the family if they could be my driver.
- It wasn't difficult at all. She is a friend of mine.
- TRIP is a way to get friends to help that have good cars and know that they will be paid.
- I would ask my friends whoever was free to take me.
- Asked Jewish Family Services to help me get a volunteer.
- I found a volunteer through my church.
- Told people my story. Live alone, can't see, no car. Told them they would get paid to drive me. And some people volunteered. Wasn't too difficult.
- It was relatively easy because I know a few Christians who are retired and a few who are unemployed or only part-time employed.
- My friend got laid off work and needed gas money and when she is not available I ask another friend.
- It was not difficult once they learned they would be reimbursed for gas money.
- Having an IHSS provider, made it much easier to have a driver.
- They are most willing to get me around as long as we schedule things around what they have to do.
- Recommended by my sister.
- Through my family. I became friends with my driver and now we are inseparable.
- My IHSS caregiver found a volunteer for me.
- Through my social worker.
- One of my nurses recommended a volunteer.
- I asked neighbors and friends.
- I ask friend from church or friends of my family friends.
- It wasn't difficult now that I have some financial assistance for gas.
- It was easy. I found a lady that attends my church through a referral.
- Not difficult. I asked someone if they would be able to drive me and they happily said yes.
- It was hard at first but I just talked to my friends and found a friend who was able to help me.
- I was referred by someone who lives in my complex.
- Not difficult at all. My caregiver offered and several friends of my daughter offered.
- The person who cleans my house takes me to where I need to go.
- Miracles happen when you are in need! Search through your acquaintances, family, and neighbors.
- Ask friends and neighbors. I found someone by chance that is retired and wanted to help others.
- It was not difficult. Friend of a friend kind of thing.
- Where I live I have no family no friends so yes it was very hard to get help or to find someone to take me around town to go to doctor, church, etc. Then I ask someone at church and they agreed to do so I told them about TRIP and I got the help.

