

Survey Details

How has having TRIP transportation helped you?

Answer Choices	Responses	
Less stress	89.43%	313
Better health	50.29%	176
Happier	57.14%	200
Feel more part of my community	38.86%	136
Have more fun	31.43%	110
Enjoy life more	49.14%	172
Have more freedom	52.29%	183
NONE OF THESE	0.29%	1
Other (how)?	22.57%	79
Total Respondents: 350		

Other responses mentioned specific benefits (examples):

1. Gives me a choice for appointment times
2. Just knowing I can give my driver gas money makes less stress for me
3. Driver comes and helps without expecting pay in advance
4. More peaceful
5. Safe!!

How did you FIRST hear about TRIP?

TRIP targets unserved and underserved area residents. The characteristics of this population segment include having low-income, having disabilities that impact mobility, and often being isolated, alone and homebound. TRIP relies on assistance from social services for identification and referrals of persons needing special transportation service. Currently TRIP serves about 600 persons monthly, with a total active enrollment of more than 800. We wanted to know how the current client base learned about the service.

Answer Choices	Responses	
Friend or neighbor told me	33.14%	116
Caregiver told me	23.14%	81
Social worker told me	24.00%	84
Person at doctor's office told me	2.86%	10
Person at senior center told me	2.57%	9
Person at church told me	0.29%	1
Saw a brochure or flier	4.29%	15
Information on TV or radio	0.29%	1
Other (how did you first learn about TRIP)?	9.43%	33
Total		350

Although TRIP has “advertised” in common ways, including the distribution of brochures, advertising on radio and television, and outreach to general service providers and religious organizations, ultimately survey respondents report that it has been word of mouth promotion of the TRIP service by friends, neighbors, caregivers and social workers that has provided the impetus for application. We presume that standard methods of outreach informed those who subsequently recommended TRIP assistance. “Other” responses named particular agencies and organizations where people learned about TRIP. Most common response was “Office on Aging”.

How do you find out about services that are available in your community?

Another question was included in the survey to ascertain what sources of information TRIP riders use on a general and on-going basis. Again, our sample population relies primarily on word of mouth for information about the availability of support services.

Answer Choices	Responses	
Friends, neighbors or family tell me	52.29%	183
Caregiver tells me	42.29%	148
Information given to me at medical center or clinic	21.43%	75
Information at senior or community center	28.29%	99
Information at city offices	10.00%	35
Newspaper	8.29%	29
Advertising in "Bargain Bulletin"	5.43%	19
Radio	2.29%	8
Television	15.43%	54
Things that come in the mail	24.57%	86
Call to Office on Aging "HelpLink" at 1-800-510-2020	21.43%	75
Other (please specify)	14.00%	49
Total Respondents: 350		

“Other” responses again named specific organizations and activities, including a church, health fairs, park offices, and a doctor. Seven responses were related to Internet sources and searches.

What do you think about public bus service?

In collaboration with two area transit operators and the regional transportation commission, TRIP riders were asked about public transit services and their ability to use them.

- Only 1.7% of TRIP’s riders believe that they might be able to use bus service
- 65.1% said they were unable to use bus services due to physical impairments
- 21.4% reported that mental health issues preclude their use of public services
- 10.6% claim that there is no bus service in their area.

Almost one-third of the survey respondents selected the “It is too complicated for me to ride the bus” response, though it is not clear how much of the perceived complicatedness is due to their physical or mental status as opposed to perceived system attributes.

- 26.6% said that bus transportation does not go where they need to go

- 24.3% reported an inability to walk to a bus route in their area
- 21.7% said that they are afraid to ride a bus
- 20.9% said they cannot afford to ride a bus

What do you think about public van service such as Dial-A-Ride and SunDial?

- 41.0% said they were unable to use accessible van services due to physical impairments
- 14.9% reported that mental health issues preclude their use of access services
- 21.7% reported that they had previously used a van service but were no longer able to use the service
- 31.9% reported that they are not able to wait on the curb for pickup
- 27.7% said they cannot afford to ride use a van service
- 23.1% said that using a van service is too complicated
- 6.0% said I think I might be able to use a van service if I knew how it worked.

Who do you think of as a close friend and see regularly?

- 48.0% named their “caregiver”
- 41.4% said they regarded a member of their family as a close friend
- 24.3% said a neighbor
- 4.0% said no one
- Others named their doctor, pastor or others from church; one wrote that they wished they had someone to talk with.

Tell us about something that you have done in your life that was really special and that you would like to do over again if you could.

Finally we asked this open ended question. Many of the answers were eye-opening. TRIP clients, who now are hobbled by physical and mental challenges and largely without financial means, had rich and fulfilling lives in their past. One told us about being a model and actress who reveled in dining at the Astor. Many have been professionals: business people, professors, nurses, bakers, painters, dancers, and teachers and that they wish they could return to the active lives they had in the past.

Many answered that they simply would like to be healthy again and without pain. Some said they would like to teach again, or help others, or complete their education, or visit distant or absent family or friends. Some told us that they would like to travel back to somewhere they have been, take a vacation, or have babies to care for again. Some told us they would like to be able to do physical things like take walks, hike, ride a motorcycle, skydive, go bowling, or play golf.

One responded simply “Walk, Run, Jump!”