



## **April 2019 Annual TRIP Rider Survey**

### **Executive Summary**

During March and April of 2019, 517 surveys were completed and returned by TRIP riders who were regularly using the service. Survey requests were mailed to 742 TRIP riders with their mileage reimbursement checks for January 2019 travel. No incentive was offered for completion of the survey. The resulting response rate was 70% 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.

Sixty percent of respondents are between the ages of 60-80 years and twenty percent are 46-60 year. It is interesting, but unexplained, that the second largest age group this year was younger than the previous year. As is typical of the distribution of TRIP clients, female enrollees outnumber male program users, seventy-five percent of respondents are female and twenty-five percent male.

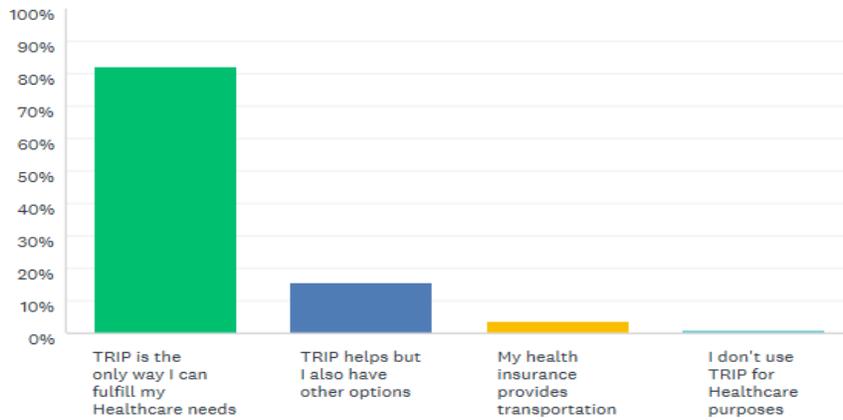
Seventy-three percent of TRIP respondents live alone, but interestingly 83% of respondents at least sometimes feel lonely. Knowing that most TRIP riders live alone, we focused on the importance of TRIP in getting medical care and TRIP's impact on client isolation. The data showed that TRIP is not only able to make sure individuals are able to make their healthcare appointments, but also is able to give them the opportunity to maintain, gain or increase their social involvement.

The respondent's main concerns with using public transportation are physical and mental challenges and safety. All TRIP clients have conditions and disabilities, which may explain the predominance of concerns about personal safety. It is understandable that 84.21% of respondents think it is important to have a companion with leaving their home. The fact that TRIP allows them to pick their companion, from their comments, we can conclude that their chosen companion brings a safety and comfort level to their travel and at the same time encourages socialization.

Following are the questions and responses of this survey:

#### Q4 How important is TRIP in fulfilling your Healthcare transportation needs?

Answered: 514 Skipped: 3

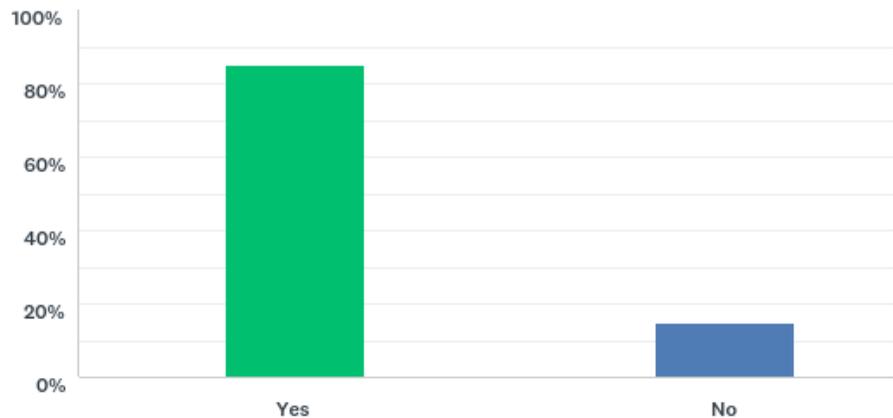


**82.49%** say TRIP is the ONLY way they can fulfill their healthcare needs

TRP Rider Survey 18-19

#### Q5 Do you think that being able to make your scheduled doctor appointments affects your outlook?

**85.08%** say that being able to make scheduled appointments affects their outlook

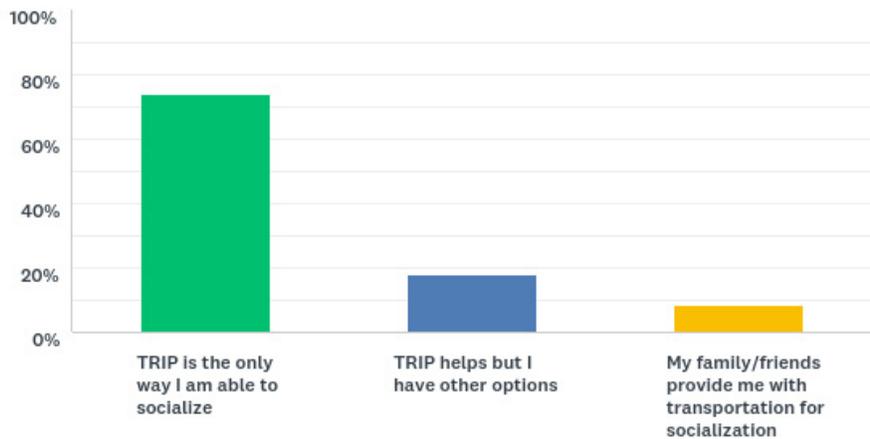


#### Some of the Respondents Comments:

- It is very reassuring to know I will make my appointments
- No stress or breakdowns
- Knowing that I still can get my doctor's care, medication, and help when needed, makes my outlook positive
- By seeing the doctors, I stay healthier
- I am disabled; I don't walk, it is imperative to see Doctor for my prescriptions and physical therapy.
- Without TRIP, there would be doctor appointments missed and that would affect my health dearly
- I have eleven doctors, mostly specialists. These doctors help me be in good health.
- I would be dead already
- I have been a lot healthier and less stressed knowing I'll be able to get to my appointments.
- I feel safe being able to see the doctor for current health concerns

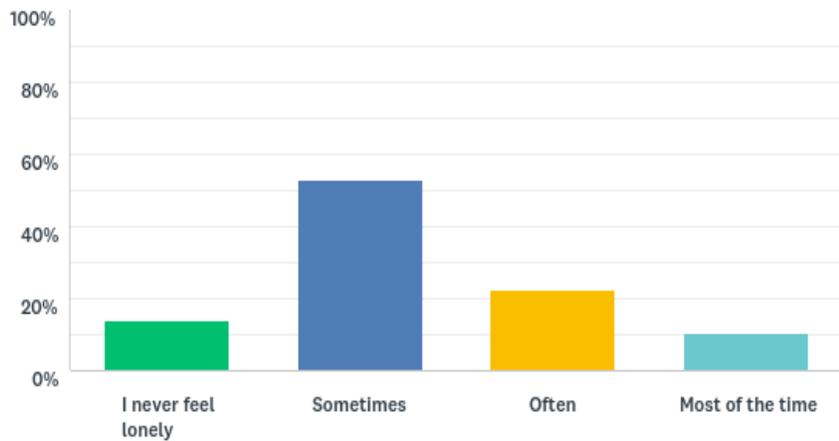
Q6 How important is TRIP in fulfilling your Socialization transportation needs?

**74.16%** report that TRIP Is the ONLY way they are able to socialize

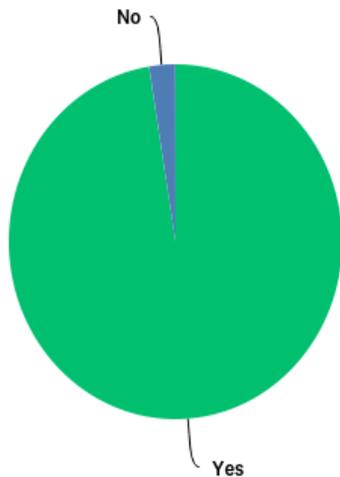


Q7 Please tell us how often you experience feeling loneliness?

**85.8%** say they sometimes, or more often, experience loneliness



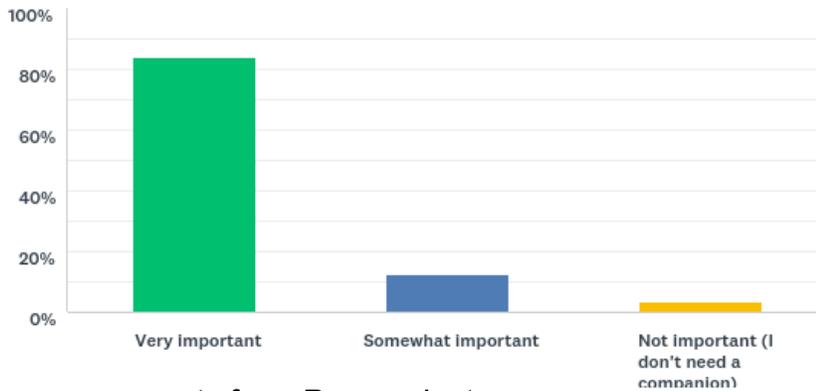
Q8 Do you think that having TRIP makes you feel more connected?



Some respondents' Comments:

- Without TRIP, I could not go anywhere.
- I can escape these 4 walls. Helps me to get groceries I otherwise wouldn't be able to lift.
- I feel good because I feel safe with my driver.
- I am not staying at home with just my two dogs. I know I have to get outside and be around others.
- Because they take me to meet my needs and at the same time they make me feel happy.
- TRIP gives me the opportunity to get out into the community and meet people at the stores or the bank.

Q9 How important is it for you to have a companion when getting out of your home?



84.21% Say it is very important to have a companion outside of the home

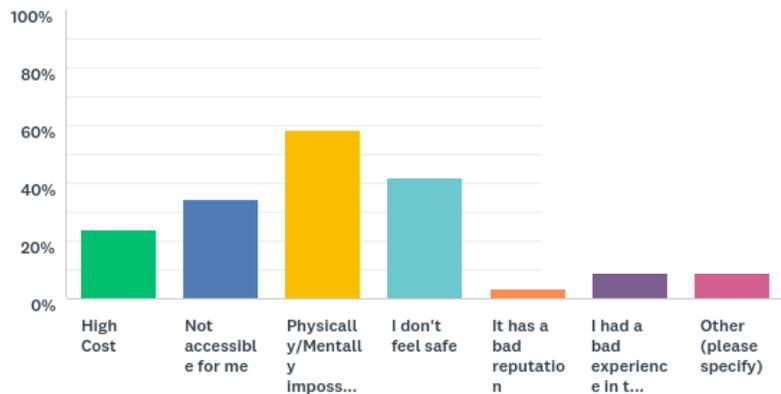
Some comments from Respondents:

- I have conversations with my caregiver on the way and once we get to the destination I hold her arm so that I don't fall.
- I feel safer when I have my friend to help me do things and stabilize my walking.
- I need assistance with all my movements. In and out of cars, walking, carrying my items; everything
- The company keeps me motivated and they assist me with my needs.
- It feels good to share your thoughts with a person that listens and cares for you.
- Can't explain myself, I need help in my doctor appointments and lab work. I am not fast in computer. Need help.
- My volunteer driver gets me safely down the carport stairs and into the car with oxygen
- I need help remembering things, help carrying things, help feeling safe and supported especially when on medication
- My driver, who is very committed to me, helps me see the sky, the mountains, the hills, and the beauty all around me. Thanks to you, she gets some reimbursement for getting me out of my house.

Q10 Why don't you use public transportation like the bus or van service?

**58.56%** say it is physically or mentally impossible.

**42.02%** say they do not feel safe.

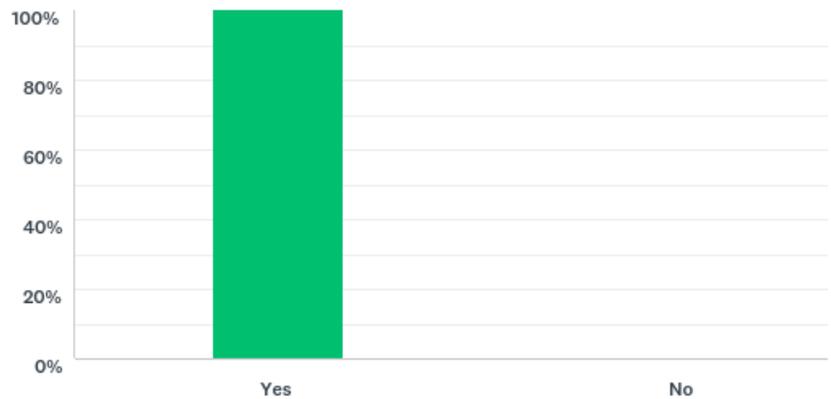


Some of the Respondent's concerns:

- Caregiver lifts heavy bags. Help me to get legs in car.
- I would get lost.
- Too far to walk to bus stop due to lower back issues.
- Can't walk fast to cross to bus stops. Can't wait long. Need assistance. Can't walk for long distance.
- I have a difficult time getting in and out of the van with no help
- I get anxiety I don't like being alone with people I don't know
- My mobility is compromised due to illness
- Experience too much anxiety and nervousness especially after being confused in the past.
- My eye sight does not allow me to dangerous

Q11 Would you recommend TRIP service to someone that needs assisted transportation?

**99.81%  
recommend  
TRIP  
service**



Some Respondent's Comments:

- I feel better and safe
- Yes because it is a way to go out feeling secure and safe
- Yes because it is on time. The person is always here for me when I need them and I feel safe and very comfortable.
- It is safe transportation with someone you trust.
- Trip provides safe and a known person for us. Our own caregiver to drive us and reimburse her cost
- This program is my safe haven and I truly believe it would help lots of other people in the same situation or similar. I wish there was more information about trip out there for needy people
- Helps individuals like me safely get around w/o getting lost.
- I believe this program will help others stay connected to the world of their family, friends, and physical activities
- You can pick your own time frame with someone you know and go where you need to go.
- Very much so. You really keep me from severe depression. Thank you.
- It allows me to live a better life.
- It is a very human service for people with general weaknesses like me. I can't open the door to my apartment on my own. I fell once again last week. I have seizures.

assistance cost grateful wonderful program use want us allows much sure gives worry things  
 feel better need transportation pay gas need go makes feel gas pay person well  
 takes saver life appointments safe transportation able drive driver freedom  
 TRIP helps safely someone Absolutely recommend TRIP  
 helps lot safe pay driver good friends service feel program  
 already people definitely TRIP really help will need tell  
 Yes blessing Thank dependable know great program  
 transportation money helpful around go TRIP helps lot life  
 Thank much make doctor appointments caregiver help others great always  
 doctors without way great service Without TRIP independence time taken care  
 TRIP  
 recommend live gives go home reliable now seniors lot people Everyone excellent  
 many appreciate feel safe course



**self-reliance.**

**independence.**

**freedom.**

These values must never be lost. Age, the loss of family and friends, the loss of financial security, sickness or disability can conspire to limit capability and means. In these circumstances the spirit of hope may need a little push.

We have proven the only thing needed is for useable, reliable, accessible and affordable transportation to again be available. And even better when it includes a companion for sometimes difficult trips to doctors.

That's the innovative TRIP Program, started by the non-profit Independent Living Partnership twenty-five years ago and now over 2 million trips old. We are ready to assist communities across the country to also start and operate efficient and effective volunteer driver mileage reimbursement services.



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