



*empowering people to live independently*

## **March 2018 Annual TRIP Rider Survey**

### **Executive Summary**

During February and March of 2018, 472 surveys were completed and returned by TRIP riders who were regularly using the service. Survey requests were mailed to 725 TRIP riders with their mileage reimbursement checks for January 2018 travel. No incentive was offered for completion of the survey. The resulting response rate was 65% 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.

Fifty-six percent of respondents are between the ages of 60-80 years and eighteen percent are 81 years or better. Female enrollees outnumber male program users, seventy-six percent of respondents are female and twenty-four percent male.



The major impediments that challenge access to health services and to other subsistence destinations are as follows:

- 74.73% No vehicle or unable to drive
- 72.19% No family available to help with transportation
- 69.64% Unable to use bus or van service due to health problems
- 69.49% Have difficulty walking
- 57.54% Are at risk of falling

From past surveys, we know that Riders use TRIP to access medical services. This survey revealed that the majority of respondents now access medical services 3-4 times per month. Eighty-six percent of respondents indicated that before having TRIP, they delayed medical visits because of transportation difficulties and seventy percent thinks that resulting delayed or missed appointments affected their health.

*Parent and creator of the award-winning and nationally acclaimed  TRIP program.*

We wanted to know more about the type of medical services TRIP riders are able to access, 51% of respondents reported that most of the medical trips were pre-scheduled and part of their ongoing care. ***Ninety-one percent of TRIP riders feel that TRIP assistance has helped deal with their health issues more effectively.***

We always wonder, what would happen if TRIP was not available for Riverside County residents? Well, we asked them how they would get to medical services if TRIP was gone and these are just a few frightening answers we received:

- I really don't know
- I would not get to medical services
- Without TRIP, I wouldn't be able to get to medical services
- 911 or don't know
- I wouldn't be able to because all of my appointments are far away

The top three reasons why TRIP respondents are unable to use public transportation such as the bus or van service are:

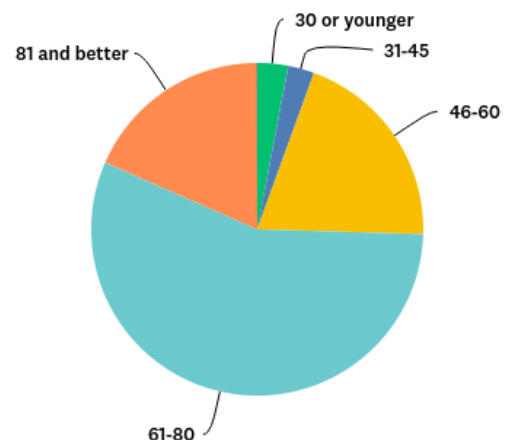
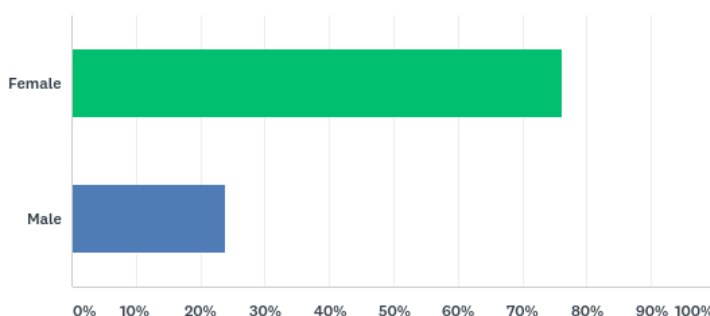
1. *Physically impossible*
2. *Not accessible*
3. *Out of the area travel needed/ High cost*

Being able to access medical care might seem the main focus TRIP riders have, but as a result 94% report that being on TRIP has helped them feel less stress and 85% feel their life is better. Feeling less stress can lead to infinite positive outcomes in one's life and here are a few examples in TRIP riders own words:

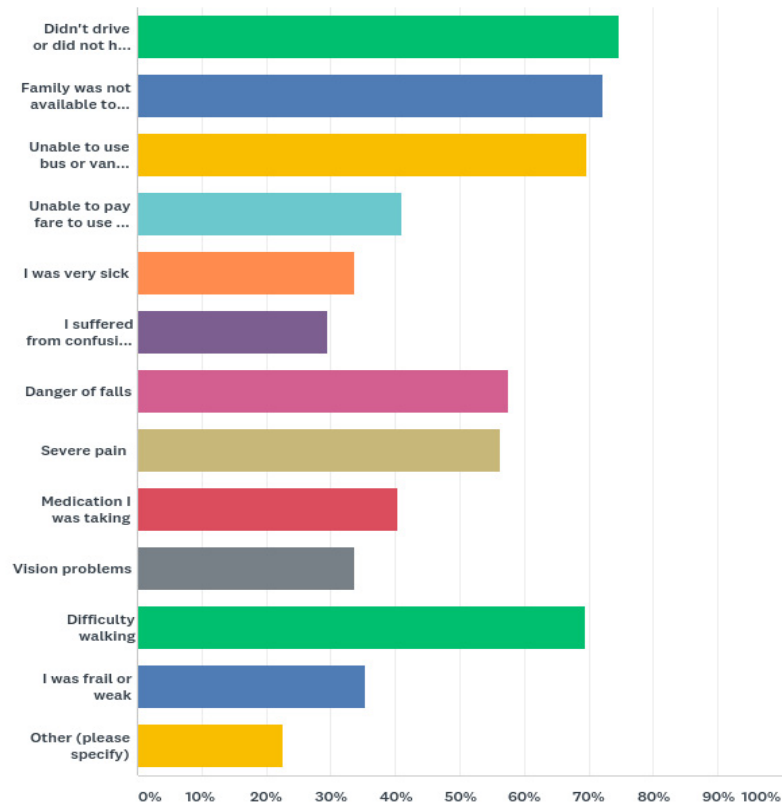
- TRIP allows me to have less stress from worrying about making and keeping appointments and am now able to visit family and friends
- TRIP is like having your own car with a driver. Drivers are so sweet to me
- TRIP has made my life a pleasure and not a tragedy!
- TRIP helps me to go to my mother so I can help her - she is 90 and lives alone
- I feel secure and feel less sick
- You have improved my life because without this help, I wouldn't have a good and relaxed life
- I really feel better with having TRIP. I am less stressed and I am much healthier and happy more often
- Without TRIP I may not have the opportunities to visit loved ones, take care of important issues or not feel motivated to get out and live. Thanks!

## Respondent Profile

- 56% Between 61 and 80 years of age
- 76% Female/ 24% Male

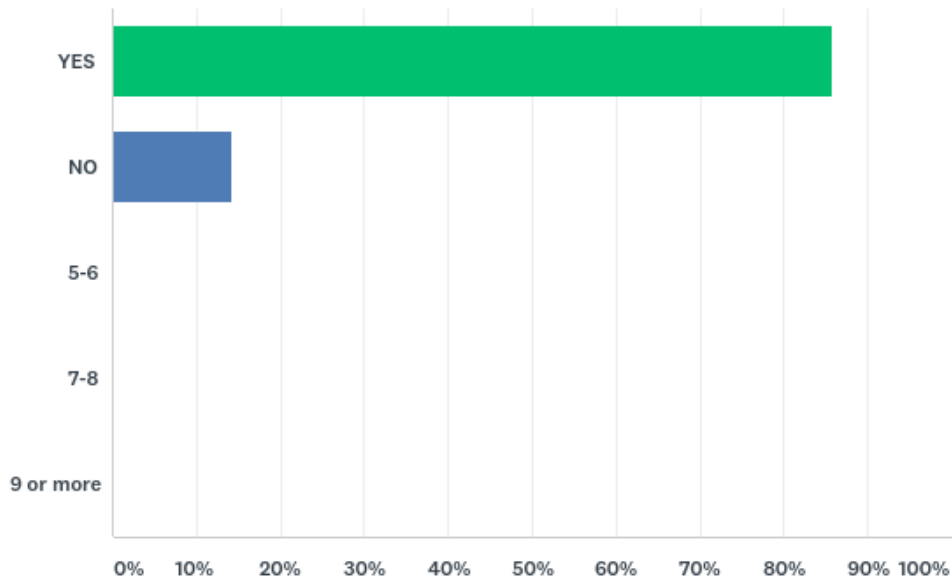


- 74.73% Unable to drive
- 69.43% Have difficulty walking

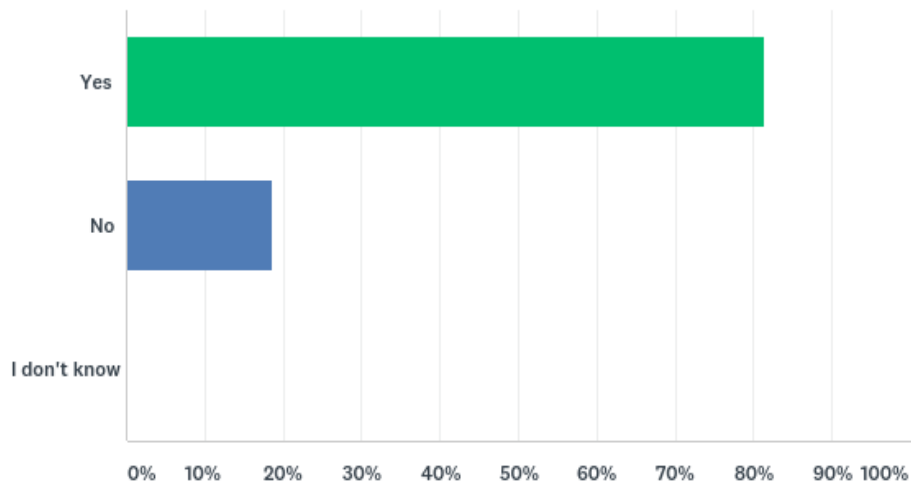


## Specific Responses

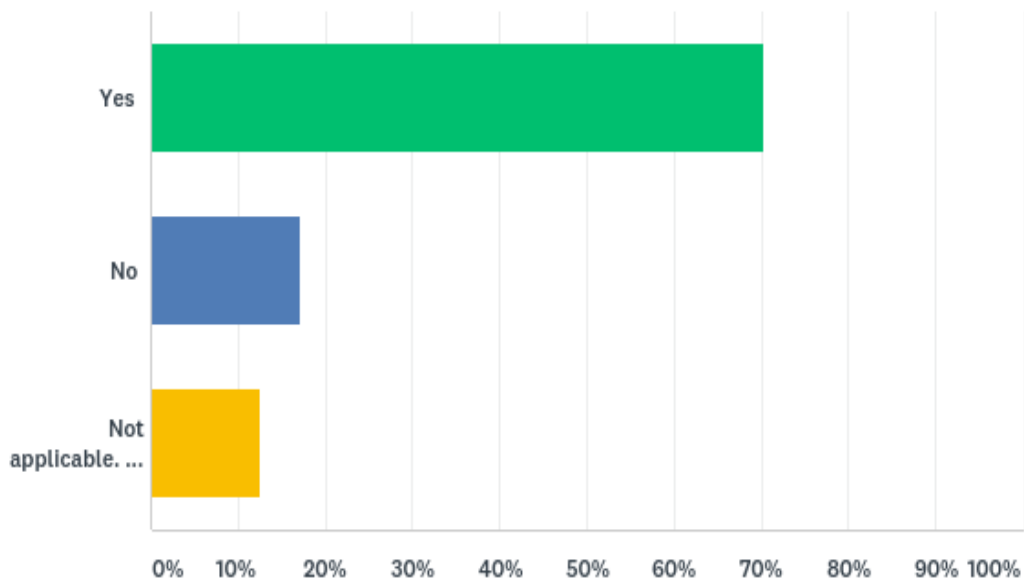
Before having TRIP, did you **delay** medical visits because of transportation difficulties?



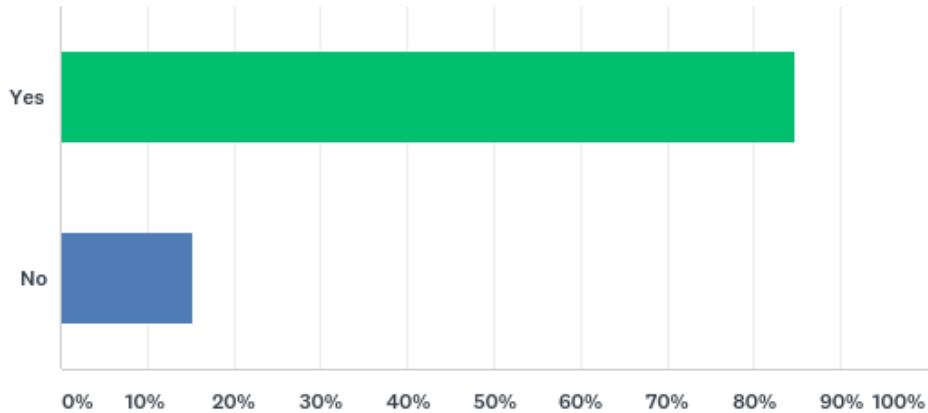
Before having TRIP, did you **miss** any medical visits because of transportation difficulties?



If you did not have adequate transportation, do you think that the resulting delays or missed appointments affected your health?



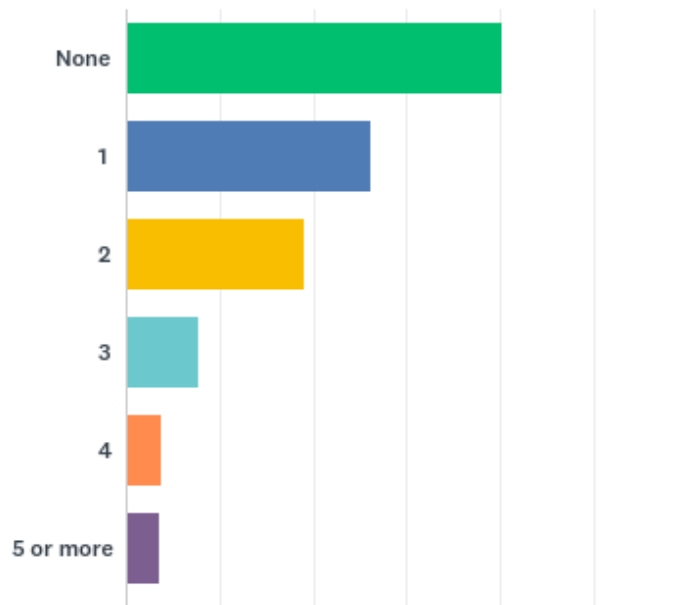
Has your ability to receive medical care when needed changed since being on TRIP?



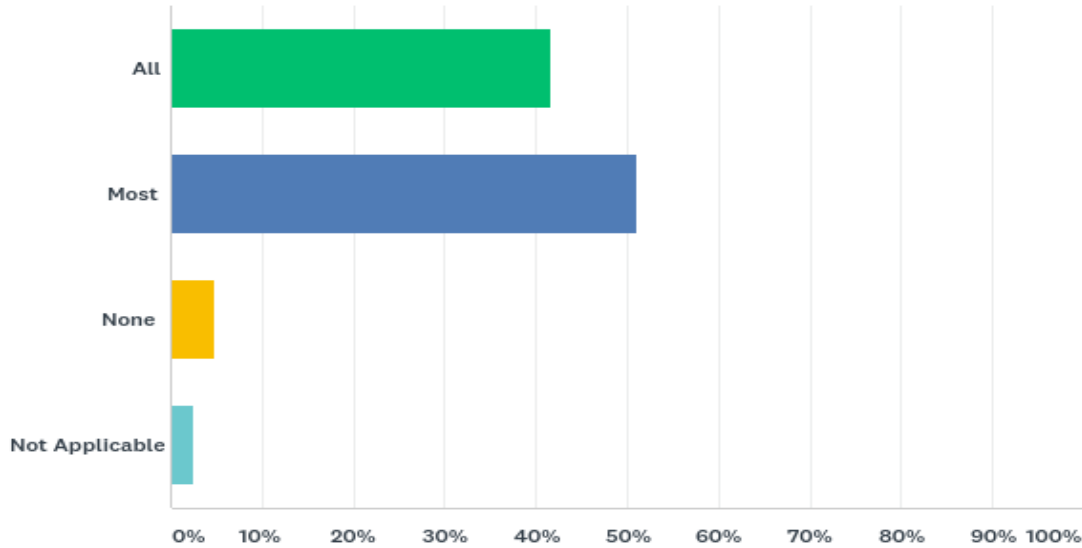
How many times did you access medical care last month?

ANSWER CHOICES	RESPONSES	
None	0.86%	4
1 to 2	20.56%	96
3 to 4	40.26%	188
5 to 6	18.63%	87
7 to 8	6.42%	30
9 or more	13.28%	62

How many of your medical trips last month were unplanned and urgent?



How many of your trips for medical purpose last month were pre-scheduled as part of your ongoing care?



**Before** being on the TRIP Program, how often did you go to an emergency room for care?

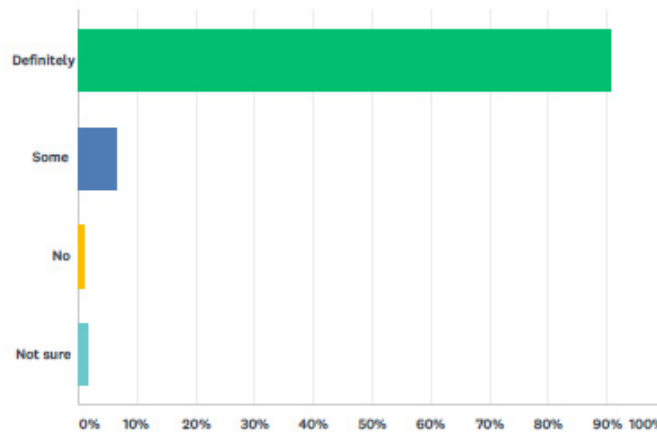
ANSWER CHOICES	RESPONSES	
Never	24.45%	112
Occasionally	67.25%	308
Monthly	7.21%	33
Weekly	1.09%	5
TOTAL		458

**Since** being on the TRIP Program how often have you gone to an emergency room for care?

ANSWER CHOICES	RESPONSES	
Never	40.65%	187
Occasionally	56.52%	260
Monthly	2.61%	12
Weekly	0.22%	1
TOTAL		460

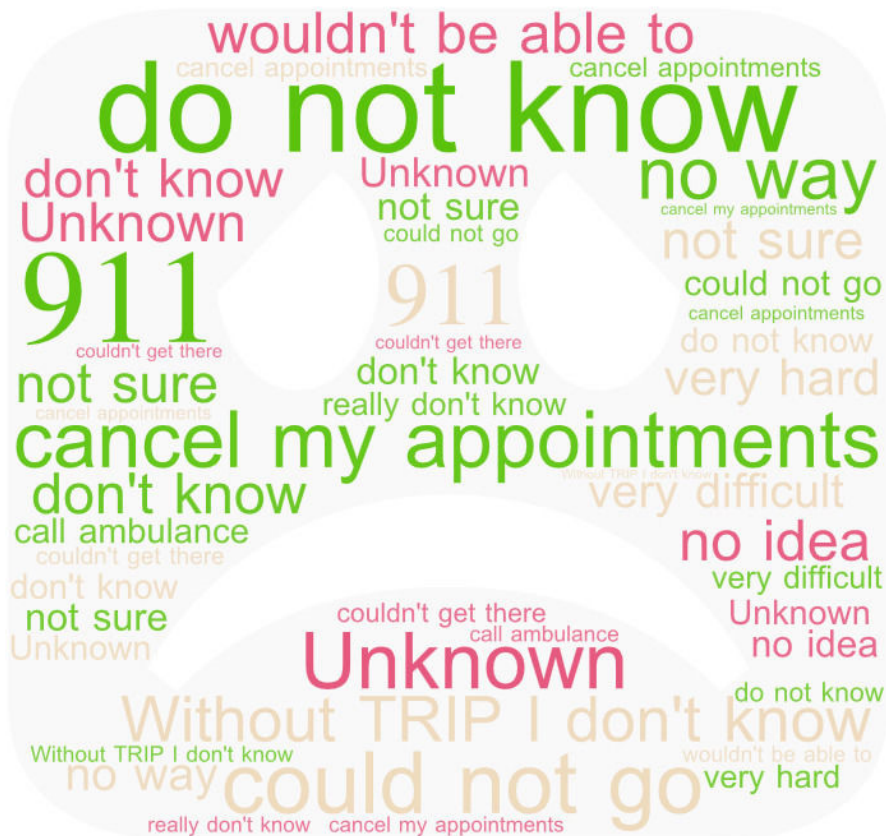
**Since being on the TRIP Program, visits to an emergency room for care dropped by 16.2%.**

Has TRIP transportation assistance helped you deal with your health issues more effectively?



ANSWER CHOICES	RESPONSES	Count
Definitely	90.73%	421
Some	6.47%	30
No	1.08%	5
Not sure	1.72%	8

If you didn't have TRIP how would you get to medical services?  
*Word picture from their answers:*



**The majority of respondents**  
**Do Not Know**  
**how they would get to their**  
**appointments**

Which of these statements apply to you now? Please check all that apply.

I can get to my doctor's appointments	90.50%	419
I can go to grocery and other stores	82.72%	383
I can go to religious activities	49.03%	227
I can get out and have some fun	45.36%	210
I can visit friends or relatives	53.13%	246
I can get to physical therapy	44.71%	207
I can get to dialysis	4.10%	19
Being on TRIP has helped me feel less stress	94.38%	437
Being on TRIP has given me more ability to take care of my everyday needs	85.31%	395
Since being on TRIP I feel my life is better	85.53%	396
Because of TRIP I have made a new friend	43.41%	201
I don't feel trapped in my home anymore	79.48%	368
I am more hopeful about my future	67.39%	312

**TRIP has helped 94.38% of respondents feel less stress.**

Why don't you use public transportation like the bus or van service? (Check all that apply)

ANSWER CHOICES	RESPONSES	
High cost	39.14%	182
Not accessible	42.80%	199
Out of area travel necessary	39.57%	184
Physically impossible	64.09%	298
Mentally impossible	27.74%	129
Needed transportation is after hours	30.11%	140

We asked, in your own words, please tell us how important having TRIP assistance is for you. This a sample of what respondents wrote:

- TRIP allows me to have less stress from worrying about making and keeping appointments and am now able to visit family and friends
- Now able to help cover the cost of going places and am able to get out to visit family and go when I need to
- There are many things I would be unable to do without TRIP
- I am so happy for TRIP and their help! I wish I can get more miles because I live far from doctors and stores, but thank you.
- TRIP is like having your own car with a driver. Drivers are so sweet to me.
- I provides me support to pay for gasoline and cover costs for a driver
- Gets me to doctors on time and to stores.



- Without TRIP I would be isolated and unable to get medical treatment or basic living help.
- TRIP has made my life a pleasure and not a tragedy!
- Without TRIP I would have to ask for free rides and mostly get turned down. Don't know what I would do without TRIP
- Very important
- Less stress about getting to medical appointments
- TRIP is important to my survival.
- Blessed to get a check from TRIP and to give the money to people for taking me places
- Very important!
- Unable to walk to bus stop and get lost
- TRIP is absolutely necessary
- Important because I have someone to take me where I need to go and to help me carry my bags
- Gives me more freedom to get out
- Getting to and from place to place
- I can get to medical appointments hospital when it is an emergency. I have someone to take me and feel safe because I do not have to go alone
- I would not have any way to pick-up meds or groceries or see doctor
- I would not have a life
- Without TRIP I wouldn't be able to keep my blood sugar under control or go to physical therapy
- Without TRIP I would be homebound
- My driver is very helpful and takes care of me.
- Very important to use
- Very important to use.
- I don't know how I would get to doctors and test facilities.
- It is very important. Now I can go to more places and not be stuck at home. I feel secure and feel less sick. I need to get out more often and need more mileage paid because my aide struggles with gas.
- TRIP is very helpful in getting errands and medical appointments. Thank you for everything.
- You have improved my life because without this help, I wouldn't have a good and relaxed life.
- I constantly suffer from vertigo and with TRIP the person who drives me can come into my building.
- To be able to do what I need to do when I need to do it.
- It helps me get to where I need to go, when I want to go. I can get food, medical, household needs more efficiently.
- With TRIP I am able to get to all of my appointments and have my driver reimbursed for the gas. For I am on a very fixed income.
- With TRIP program, I am able to go to all of my appointments and church activities and shopping.
- Over the years of help from TRIP, the gas assistance has been much needed.
- It gives me peace of mind because my ride is at my door when I need it.
- TRIP means everything to me. I no longer have the worries of getting where I need to go. TRIP is an awesome program.
- It makes a world of difference in my life.
- Without TRIP I don't know how I could manage my dr. appointments or get food.
- It is very important because I feel independent and I can go where I need to go.
- TRIP has assisted me by getting to appointments on time.
- Thanks to my caregiver, she told me about the TRIP program. The TRIP program is a blessing for me and it has changed my life in a positive way. I don't have the words to say thank you.
- By me having TRIP and being totally blind, TRIP has helped me with your service. Due to my limited income, you have made it possible for me to get to the places I need to go. Thank you very much.
- It's been a lifesaver. I can get to my doctor appointments.
- My caregiver couldn't afford all my trips without TRIP money
- Makes life easier because I can get where I need to go and take care of my daily needs

