



2018-2019 TRIP RIVERSIDE COUNTY REPORT

809 individual riders received an average of 14 one-way trips each month

This year TRIP riders again shouted their satisfaction for TRIP volunteer driver, mileage reimbursement transportation assistance with words like “freedom”, “independence” and “peace of mind”, as detailed in our April *Rider Survey*. The service is very popular with our elderly, infirmed, alone, disabled and low-income clients, who are able to keep health appointments, get out of their homes, get groceries, and live fairly normal lives in spite of the huge challenges they face.

98.1% said they would recommend TRIP.

98.1% told us in the survey that they would recommend TRIP service to someone that needs transportation assistance.

As we review the last year of operation, we ask if the service is well-used and cost efficient. This year we developed a report in our TripTrak software to generate statistics from the year’s data to report TRIP’s performance by standard transportation performance measures and to compare TRIP’s performance with Department of Transportation National Database cost statistics for transit services (which may vary slightly from the experience of regional transit agencies). We were amazed at the comparative findings. Two primary performance statistics that are used are *cost per one-way trip* and *cost per passenger mile*.

We knew TRIP was much less costly than paratransit or other van based demand alternatives but the answer of how the cost of providing TRIP service stacks up with the database average of fixed route

Each \$100 spent for TRIP provided 16 one-way trips.

bus cost was enlightening. Each one-way trip on our program cost us \$6.33 as compared with the 2015 National Database reported cost of \$35.55 per one-way trip by paratransit service, 5.6 times LESS using TRIP. The cost per passenger mile with TRIP this last year was 41% of the National Database cost per passenger mile of cost for transportation provided on a regular bus. We have begun using a number of one-way trips for each \$100 of cost configuration

that gives an instant picture of service performance that can be used to compare the incredible cost efficiency of TRIP with the cost of other services. During the 2018-2019 service year each one hundred dollars spent to provide TRIP transportation provided sixteen one-way trips. For transit for each \$100 spent paratransit could provide 2.8 one-way trips. TRIP transportation was again proven to be highly cost-effective.

Looking at service growth, over the last five years ridership has increased by 37%. For Western Riverside County the number of one-way trips provided annually has increased by 20% and the number of trips for the Coachella Valley has increased by 28%. For the year ending June 30, 2019 a total of eight hundred and nine individual clients received more than 138,000 one-way trips.

37% growth in ridership since 2014.

82.5% had to rely on TRIP for access to healthcare.

TRIP is and must be a continuous resource for people who have no other way to get where they need to go, day-in and day-out, every week and every month that they need transportation. On average TRIP clients received 3.3 one-way trips per week, every week, or about 14 one-way trips each month. All of these rides were free to the rider. In this year’s *Rider Survey* 82.5% said TRIP was the

ONLY way they could fulfill their healthcare needs. TRIP is a necessity for its clients, not a discretionary service that can be sporadically available.

In order to provide this level of cost-effective service a huge share of the credit goes to the volunteer drivers who donate their care and time to providing the needed rides for TRIP clients. We keep track of that too. Turns out that during this past year 147,000 hours or 412 hours a day of volunteer time was contributed to escort and drive TRIP clients to appointments, to get needed groceries and for excursions for other purposes, including worship and visiting friends and family. 73% of TRIP clients live alone. TRIP clients are allowed to pick their companion and volunteer escort-driver. Our clients have told us that this characteristic of TRIP transportation gives the added benefit of intimate socialization and a sense of safety and comfort lacking from alternative forms of public transportation. Nearly all of 501 survey respondents said that having TRIP assistance helped them “feel more connected”.

Volunteers help to provide sense of well-being.

Though providing TRIP-type transportation costs much less than providing rides by other means, a service as large as TRIP in Riverside County requires a high level of sustained funding. For 2018-2019 the Riverside County Transportation Commission, the Riverside County Office on Aging, and three Department of Transportation, Section 5310 grants were required to underwrite the service. A significant challenge to the stability of providing TRIP service is reliance on grants with varying start and end dates and fluctuating amounts of available funds. Sometimes grant periods overlap and sometimes there are gaps between the availability of funds. TRIP is currently facing this dilemma for program support. Too much or too little or now or later remains a troublesome planning obstacle.

Using studies of ridership and patterns of trip use, we can draw these conclusions from the past service year’s riders and the trips provided:

- Women were about 75% of the riders served, 600 clients
- 35% of clients, female or male, use wheelchairs (285 individuals)
- More than 82% relied on TRIP transportation to access healthcare and each client made about 5.6 trips per month for healthcare purposes, about 55,000 trips or 40% of the trips provided over the last year
- 85% or about 700 of the clients depended on TRIP transportation regularly to get their groceries and other living supplies.

TRIP is the lifeline of most of our clients.

