TRIP MODEL

More than a quarter of a century ago and millions and millions of volunteer assisted rides ago, the TRIP Model was designed for what older adults and people with disabilities thought to be an ideal way to meet their transportation needs.

The model has proven to be the lowest cost method for an organization or agency to provide transportation for members of the population needing special services, up to 80% less per trip than paratransit and about 50% of the cost per passenger mile of regular bus transportation. The implementation of TRIP Model transportation has been a huge success.

In recent surveys of riders in TRIP Model services, nearly every rider has said that they would recommend the TRIP form of transportation to anyone who requires transportation assistance.

So, what is it that makes a TRIP Model service so special?

- ✅ It can be used by anyone, living anywhere, rural, suburban or urban
- ✅ Riders can travel whenever they need or want to go
- ✅ Riders travel in the comfort of private vehicles
- ✅ Riders select their own volunteer driver from people they already know
- ✅ Riders can make as many stops as wanted on a single outing
- ✅ Riders can alter destinations as needed in mid-trip
- ✅ Riders say TRIP Model transportation gives them freedom and independence

TRIP Model service does not impose schedules or select and match strangers as volunteer drivers. TRIP Model service does not *give* rides to riders. TRIP Model service *empowers* riders to assume responsibility for and take control of getting the travel they need when they need it.

The particulars of TRIP Model service are a critical framework. The frame is the fitting together of pieces that give the transportation service its shape, making it workable and economical. Rider responsibility and volunteer autonomy are key factors.

Each element of the design has a rational and important purpose:

- Riders select their own volunteer driver from among friends or neighbors to eliminate the program need to evaluate the suitability of volunteers and also to eliminate the program responsibility and liability of matching drivers with riders

- Mileage reimbursement payments are used to facilitate and support rider solicitation of volunteer drivers

- Mileage reimbursement payments are paid to riders to give to their volunteers to elevate the control status of riders over volunteers, to maintain distance between volunteers and the organization or agency and avoid any confusion that volunteers "work" for the organization or agency

- The payment of ongoing mileage reimbursements, through the riders, inspires continuous service of riders by their volunteer drivers

- The enforced requirement that riders pass on mileage reimbursement payments to volunteers, when received, protects riders from County Services, Medicare, Medicaid or Social Security counting recurring pass-through of mileage reimbursement as income that might affect the earned benefits they are receiving

- Direct scheduling of rides between riders and their volunteers also works to maintain distance between volunteers and the organization or agency, minimize risk and liability, and lower service operating costs

- The design of the request for mileage reimbursement form that is generated by the TripTrak^{TM} program software conforms to the requirements of an allowable Internal Revenue Service mileage reimbursement plan and facilitates the mailing of mileage reimbursement payments easily in number ten window envelopes

- Automatic TripTrak^{TM} printing of mileage reimbursement payment checks eliminates disbursement check printing expense

- Mailing of checks to riders at the same time each month eliminates the administrative waste of time answering unnecessary phone calls to the program about the status of mileage reimbursement payments

- Marking number ten window envelopes with "do not forward" insures that riders continue to be active and located where they say they are

Everything is done for a reason.

Refer to the *TRIP SERVICE SET-UP GUIDE in* TripTrak^{TM} for complete details.