

March 2020 Annual TRIP Rider Survey

Executive Summary

During March of 2020, 480 surveys were completed and returned by TRIP riders who were regularly using the service. Survey requests were mailed to 758 TRIP riders with their mileage reimbursement checks for January 2020 travel. During the month of January, riders were provided with 55,578 miles of volunteer driver escorted transportation and 12,276 one-way trips, free to riders, at a cost to the program of \$6.35 per one-way trip. No incentive was offered for completion of the survey. The resulting response rate was 63% 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.

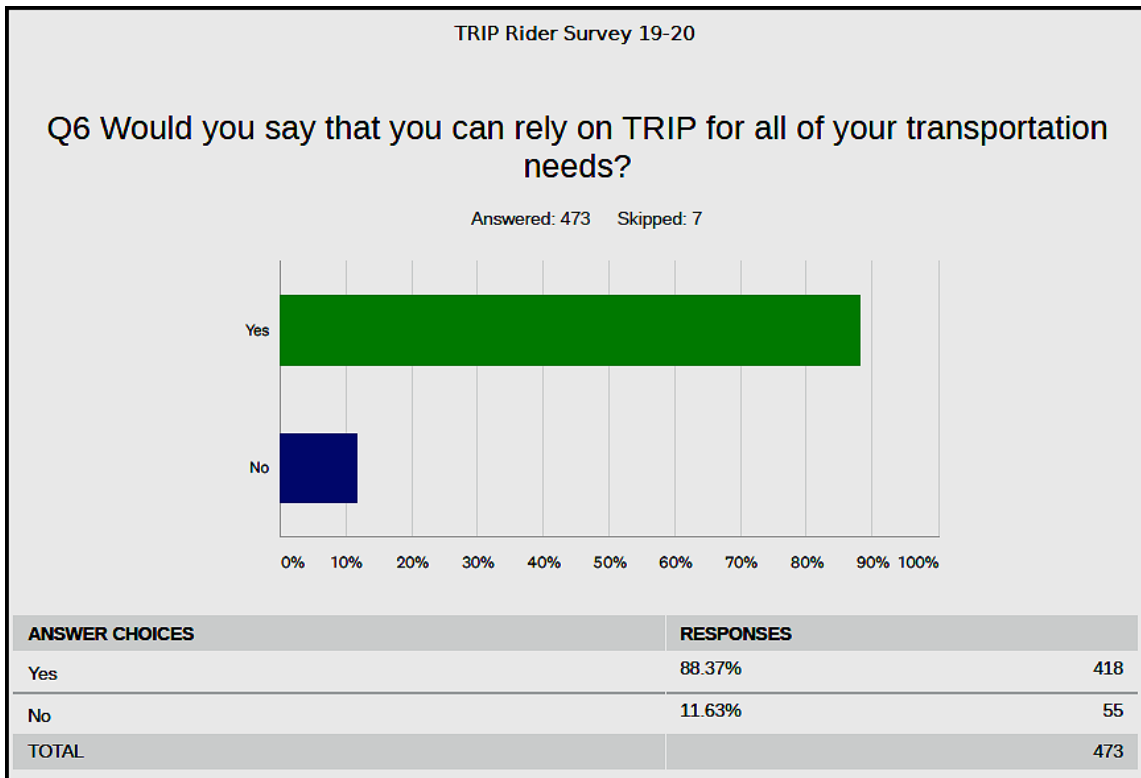
Quick overview of survey responses:

- 80% over the age of 60; 77% female; 71% live alone
- 88% say TRIP provides for all their transportation needs
- **99% view transportation as extremely important to their quality of life**
- **49% have 5 or more medical appointments each month**
- **36% tells us that family NEVER is available to help them with everyday needs**
- 68% said that they do not think that public transportation is a good transportation option for people who do not drive and gave their reasons
- **92% of the survey respondents rate 5★ satisfaction with TRIP.**

We were interested in the extent to which riders are satisfied with the TRIP service. About 40 respondents rated their satisfaction with TRIP service as 4 stars out of five possible, explaining that they needed more travel mileage support than they receive.

We wondered too how many of our riders also had transportation to medical appointments provided by their health insurance. We wanted to know how satisfied riders were with these other services and if TRIP was an unnecessary duplication of these other services. 35% of TRIP riders report that they have health insurance provided transportation to services at some level, but 83% of TRIP riders with health insurance provided transportation reported that the service as not adequate for their needs.

We asked if TRIP riders agreed that public transportation alternatives are a good option for people who do not drive and 69% of TRIP riders said “no”. We think some dissatisfaction with public transportation services can be attributed to an insufficiency of public relations success by the industry, but the explanations provided by survey respondents for their belief that public services are not a good option for themselves, at least, can be viewed as aspects of service that could potentially be addressed to improve the positive perception of older adults and those with disabilities.

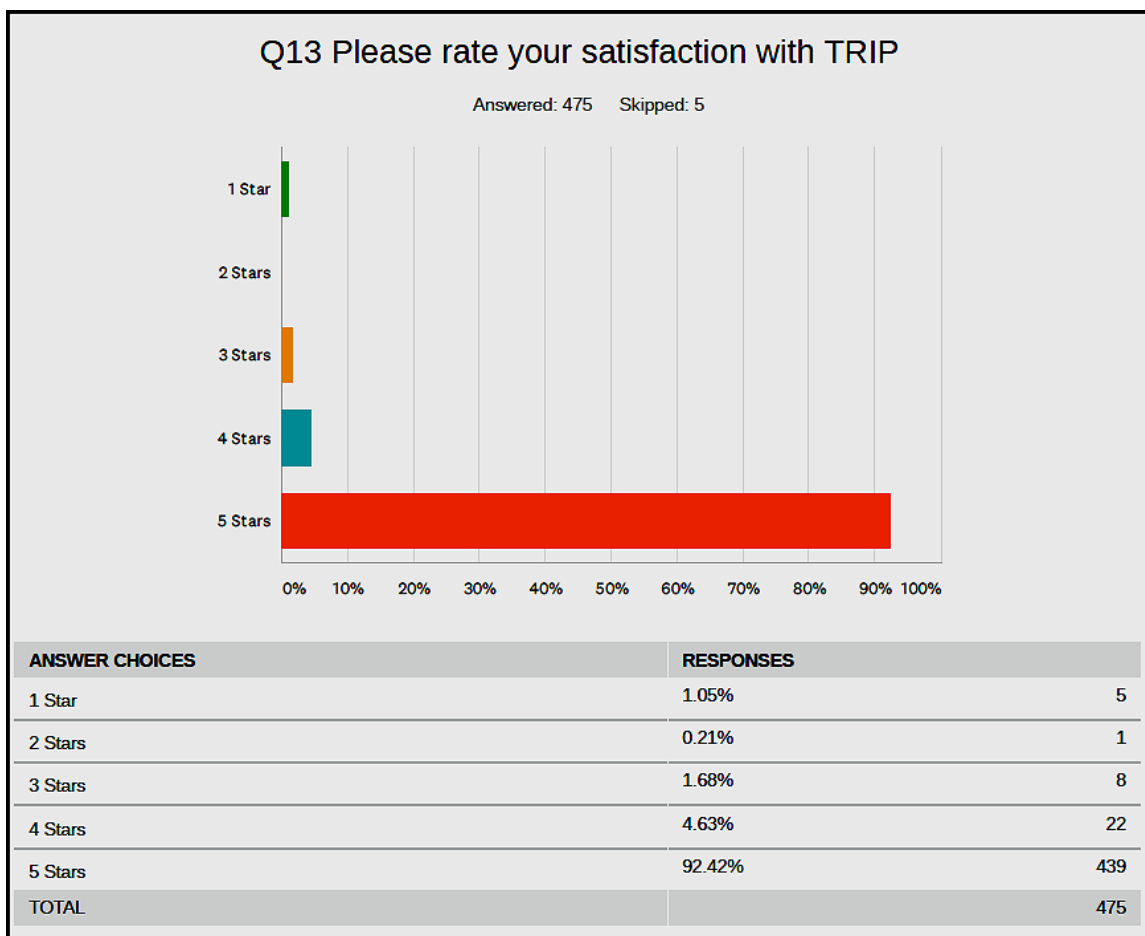


Factors limiting total reliance on TRIP for respondent transportation requirements principally fell into two categories of not enough mileage allowance or a limitation of purposes for which the survey could be used.

This is a sampling of respondent comments about this question:

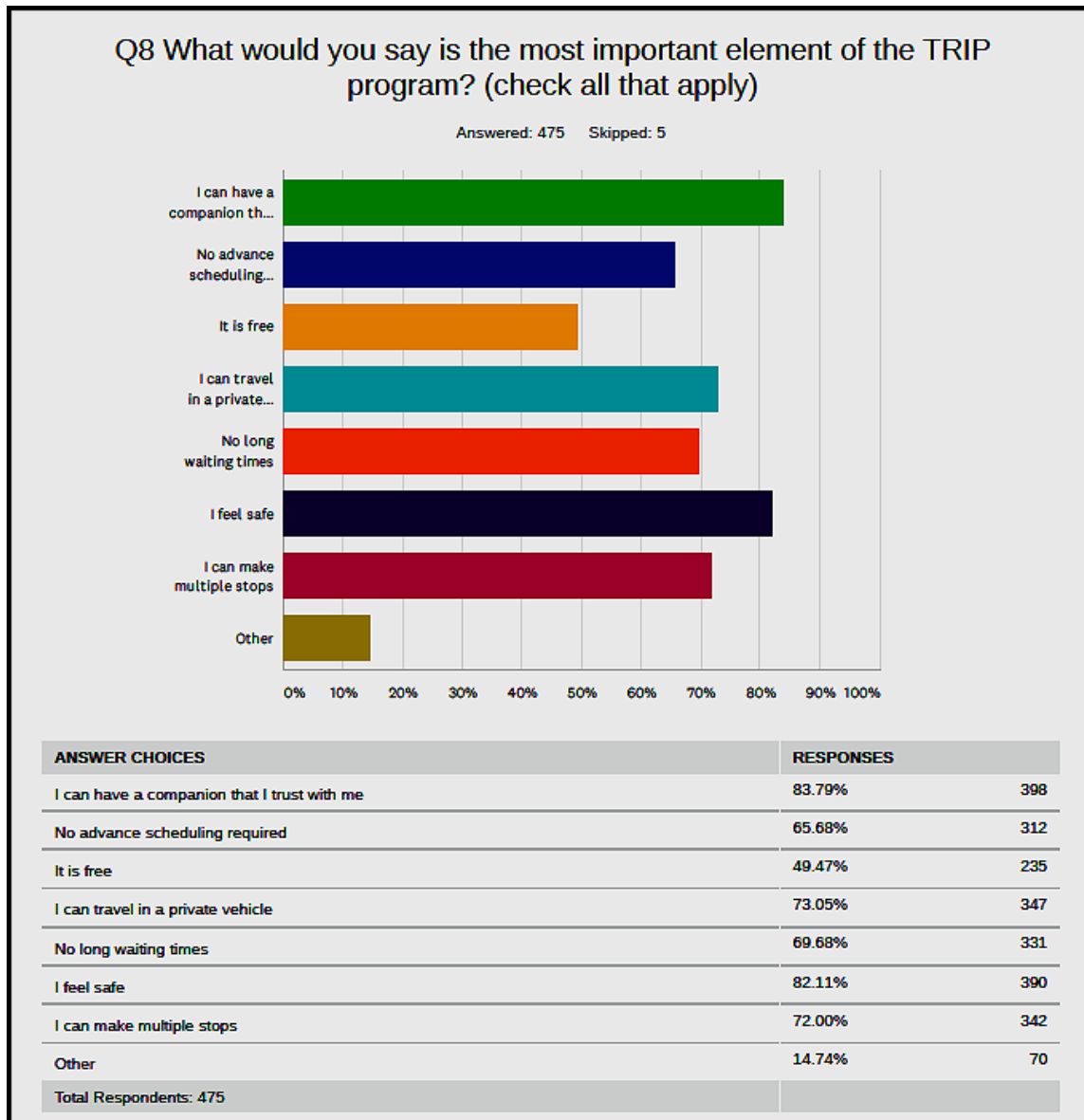
- No Not enough mileage
- No TRIP limits the mileage
- No I need more from caregiver when miles have been used
- No I use TRIP for medical appts only
- No I have more miles that I need to be driven than my caregiver gets reimbursed for.
- No I travel more than 300 miles a month but I am very grateful for TRIP.
- Yes I can tell my IHSS helper where I need to go and she will take me
- Yes I need my caregiver's help.
- Yes Because they stay with me and don't have to wait for them to pick me up and they take me to other stuff like shopping and banking
- Yes Yes because my volunteer driver is available whenever I need her.
- Yes Helps me to be able to ask friends for rides and be able to assure I can pay for gas.
- Yes Yes very much so the person that helps me has a low car and could use my manual chair and stays with me all the time.
- Yes Sometimes I need to travel to Loma Linda for treatment

- Yes Because I have someone I can trust and feel safe
- Yes They give my provider money to help with her gas for my transportation
- Yes Before TRIP I wasn't able to go out to see family or go to places I enjoy
- Yes Convenient
- Yes Driver stays with me and we can leave right after my treatments
- Yes Volunteer driver likes the mileage reimbursement
- Yes I feel safe with my volunteer driver and she is patient with me and does not rush me.
- Yes TRIP gets me where I have to go and keeps me safe
- Yes Flexible and easy to use
- Yes I go almost every day to the doctor or physical therapy.
- Yes I have 200 miles a month. TRIP is a wonderful program; makes us feel that it is good to continue with life.
- Yes I need an escort
- Yes For me it is easier because I depend on someone else to be able to walk.
- Yes I am able to go to my doctors and the pharmacy all in one trip.



92% of the respondents rated their satisfaction with TRIP at 5 stars out of 5 possible. Based on the content of the surveys in which the respondents rated their satisfaction as 1 star or 2 stars, it would appear that there was some misunderstanding of whether 1 star or 5 stars was

the highest rating. In the case of those rating their satisfaction at 3 or 4 stars, the respondents felt that they needed a larger mileage allowance each month or to be allowed to use the service for more purposes than the Eligibility Determination Committee had provided for them.



84% responded that the most important element of TRIP was being with a companion they could trust followed closely by the importance of feeling safe (82%).

No requirement for advance scheduling, the ability to make multiple stops, traveling in a private automobile, and not having long wait times for pick-up were all cited as important elements of the TRIP service by about 70% of the respondents.

Not being charged for the service was cited as an important element of the service by about half of the respondents.

The reverse of the elements cited as important with TRIP were often cited as aspects of other services that respondents found to be problematic. (see below)

Transportation Services Provided by Health Insurance

43% of TRIP clients reported that they also have transportation options provided through their healthcare plan.

63% of those with healthcare plan services have IEHP assistance
8% of those with healthcare plan services have Scan
6% of those with healthcare plan services have Molina
4% of those with healthcare plan services have HealthNet

83% of the respondents, who said they have transportation options provided through their healthcare plan, indicated limitations of the provided services. This is a sampling of comments about healthcare plan services.

It only provides 12 trip to the doctor a year

Not reliable

The transportation charged 150.00 for less than a 10 mile trip. The HMO is being very over charged. That is not right.

My oxygen wouldn't last that long and they wouldn't take me other places.

They do not run on weekends or do not take last minute appointments.

Have to make app week in advance and sometimes they send a taxi when I go - I need to take my electric wheelchair

Sometimes they don't have enough workers and they don't show up to pick you up

In case of emergency, I would need 5 days in advance scheduling

They are not always on time or they do not show up

When I am more than 15 minutes late I am not seen by the doctor

I need someone with me when I go to places

Unreliable all the time do not show up sometimes

They are not reliable they are late and never on time to pick you back up

Only provides rides to Medical appointments

Advance scheduling required

Unreliable, don't wait, leave and don't come back after my treatments

Need help with transportation for reasons other than medical

5 day advance notice; have to go 2 hours before appointment; have been stranded for hours

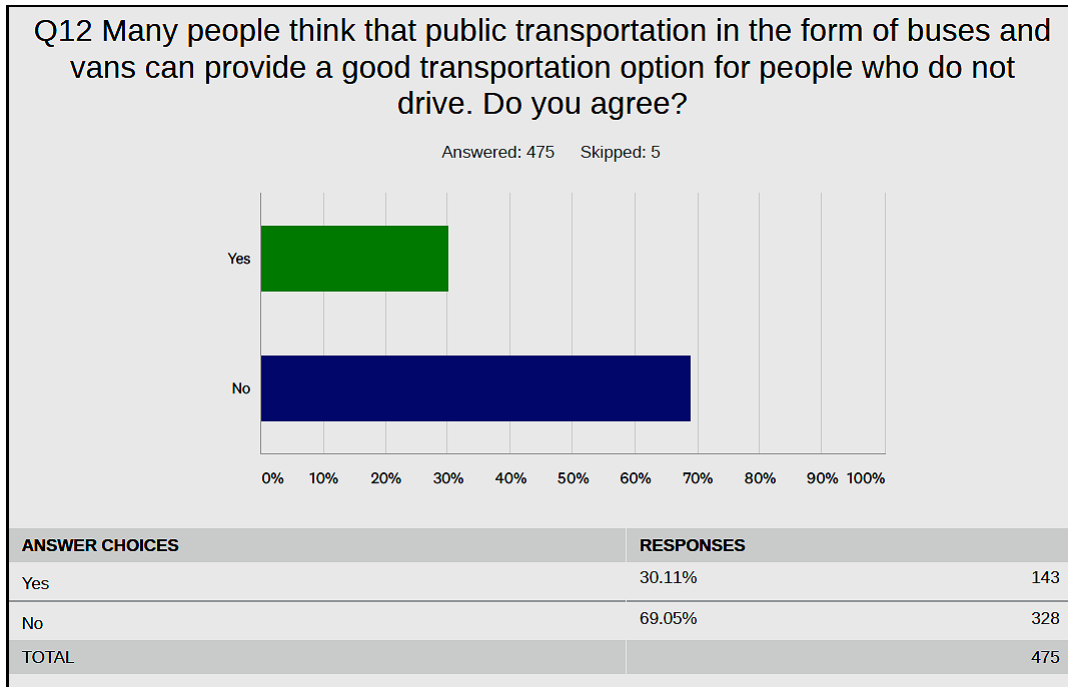
I am paranoid and do not feel comfortable with strangers.

I have had medical appointments cancelled because I would arrive late using this service.

I must call 5 business days prior and must get a referral and then approval from IEHP.

Perception of Public Transportation Service

When people apply for TRIP service, they are initially questioned about other existing alternatives they might have, including their ability to drive for themselves, the availability of family members to provide needed transportation, and their ability to utilize public transportation services. Those people who are ultimately eligible to receive TRIP service have been determined to not have the ability to use alternative services based on a variety of limitations.



We recognized that people receiving TRIP service have been determined to not be capable of using existing public transportation alternatives but we were interested to find out how TRIP clients viewed bus and van options. 30% of survey respondents reported agreement that buses and vans are a good transportation option for people who do not drive.

Almost 70% reported disagreement with the statement. While some of the disagreement might be based on a generally held perception about public transportation options, the comments of TRIP clients who disagreed with the statement seem to relate more to their individual inability to utilize the services in the form they are provided. As such, their comments can be viewed as constructive criticism of public transportation services.

Following is a random selection of “NO” explanations as written.

No bus line where I live.

I am unable to walk to the stop, not safe, and bus routes are not always close by and scary at night.

The buses are on a schedule. Out here they don't take people on wheelchairs or scooters you have to schedule the van and it is expensive. The van charges coming and going home.

I'm blind and I'm on oxygen and it only lasts for 45 min or less.

You have to wait and walk to the bus stops and be prompt and also have financial support.

Sometimes the rides are uncomfortable.

It is a long waiting time in the sun which causes me to pass out.

I don't have the strength enough to take other transportation. I feel safe with my TRIP driver.

Too much waiting time.

Public transportation is unreliable.

I live far out and the bus is hard to take I have to wait too long for return if its a quick trip.

Public Transportation is great for some people but not for those that are suffering with chronic pain and other health problems - different weather conditions can be difficult.

Difficulty making long term plans for trips and often disabled treated badly on public transportation.

Too much waiting.

For me having private transportation with someone you trust is better and causes less anxiety and stress.

I have had problems with Dial-a-ride not finding my address; I have had 2 accidents riding a bus; also riding the bus hurts my back.

Hard to walk and brain trauma causes confusion.

I have too much anxiety and body issues to use public transportation.

One might have to take two buses to get to your appointment; it is inconvenient. Long wait time for a bus. And, they do not drop you off close to where you live.

It is difficult to get on and off the bus with total knee replacements in both knees and with colon cancer.

I would feel unsafe.

There are no buses in my area - when there are buses they are filthy and dangerous.

It scares me that someone may rob me or hurt me.

Sometimes I need to make multiple stops - I would get lost and can only walk a few steps at a time.

I am severely disabled and legally blind and need assistance most of the time.

Some people can't or have a problem stepping up and stepping down the stairs.

Oxygen and heavy case too hard to lift; unsteady on feet; chemotherapy on bus makes me vomit.

Not always reliable; travel to different areas; have stand and wait for a bus carrying my oxygen, purse, paperwork, walker and water.

I can't walk to the nearest bus stop because it's too far away. Also, the groceries are too heavy to carry that far.

I am in frequent pain and the ride on a bus or van is hard on my body; the ride is not smooth. The TRIP Program makes it possible for me to go to Urgent Care or the Emergency Room after hours. The other services are not available after hours. Also, the other services travel a fixed route. In addition, the other services have limitations on where they can take you during one trip.

Who TRIP Clients Are

From previous surveys over the last 20 years and from daily intake and application data, we know that TRIP clients are low income, have physical or mental disabilities, require frequent medical services, are about 75% female, and often live alone without family close by.

From the current survey:

- 80% of the respondents were 61 years of age or better; almost 20% over 81 years.
- 78% of respondents to the current survey were female
- 72% of the respondents reported that they live alone
- 99.2% report that having reliable transportation is extremely important to their quality of life
- 99.5% of the survey respondents reported needing to make at least one healthcare related trip per month; 71% of the respondents indicated needing to make one or more healthcare trips per week.

A randomly selected sample of ten currently active TRIP clients, who received mileage reimbursement payments for volunteer assisted transportation provided during February 2020, had the following verified conditions and disabilities:

- Arthritis (multiple riders)
- Blind (two riders)
- Cancer
- Chronic pain (multiple riders)
- Danger of falls (multiple riders)
- Depression (multiple riders)
- Diabetes (multiple riders)
- End-stage renal disease requiring regular dialysis (three of the riders)
- Guillain-Barré
- Heart disease (multiple riders)
- High blood pressure (multiple riders)
- Leukemia
- Multiple Sclerosis
- Osteoporosis
- Pulmonary fibrosis

A review of current clients by enrollment date finds that the median time for a person to remain an active TRIP client is 1.79 years.

How TRIP Is Working During COVID-19 Health Emergency

We interviewed fifteen riders during the period from 3/25 to 3/27/2020 to learn if and how TRIP works during the kind of health emergency we are now in.

TRIP riders told us that, like everyone should be, they are staying home, physical distancing and making fewer trips. TRIP volunteers regularly call their riders to make sure they are OK. Riders say their volunteers have been stepping up and taking precautions to keep their riders as safe as possible.

They come to the rider's home bringing supplies and groceries when needed by their riders. Mainly the trips provided by volunteers are for ongoing doctor's appointments and to grocery stores early in the day during the special store hours. Because TRIP service is so personalized, riders feel the transportation provided "is the best thing at this moment", easy to arrange and convenient.

We were very pleased to learn that the TRIP program has been strengthening relationships between riders and volunteers for a long time and now, during a crisis, drivers are ready to step in and make sure riders are ok and have what they need.