

JULY 2021 SURVEY OF TRIP RIDERS REPORT

Executive Summary

During July of 2021, 322 surveys were completed and returned by TRIP riders who were regularly using the service throughout the Pandemic year. Survey requests were mailed to 572 TRIP riders with their mileage reimbursement checks for June 2021 travel.

Program use and ridership for the year remained at 75% of pre-Pandemic levels. From the returned surveys we know that 31 riders acknowledged that they had contracted COVID during the year and recovered. We suppose that some others may have been infected and did not survive or have been unable to resume their pre-COVID life.

A total of We conjecture other circumstances may also have limited continued use of the service during the year:

1. Riders stopped traveling as defense against exposure to the disease
2. The remote service provided by some medical services made physical travel unnecessary
3. Some volunteer drivers stopped providing rides
4. Off work family members were able to provide any needed rides.

186 prior riders suspended their use of TRIP during the year. As of this report we are seeing former riders coming back to the service. Follow-ups with returning riders should provide a better understanding of the reasons for suspended use during the Pandemic year.

The reduced ridership received 111,345 one-way trips and 1.8 million miles of volunteer escorted transportation for the program year ending June 30, 2021.

Quick overview of general survey data:

- 91% over the age of 55; 68% over the age of 65; and 12% over the age of 85
- 84% indicated that living during the Pandemic would have “been very difficult without TRIP”
- 97.5% of those who completed the survey responded the TRIP is a service that will be able to meet most transportation needs
- 99% told us they felt “safe” with their volunteer driver during the Pandemic
- 98% rated satisfaction with TRIP as 4 or 5 stars, 93% rated TRIP a 5-star service

We also asked what the things were that they liked about the service

- 92% marked “feel safe”
- 90% marked “know my driver”
- “Able to pick my own driver” and “On time” were marked as things they like about the service by 80% of the survey respondents
- More than 75% of the respondents marked “travel by car”, “help getting in and out of the car”, “help at appointments”, and “talking with the driver” (social interaction with the driver they know) as things they like

We also asked those surveyed to tell us other types of transportation they have used during the year

- 55% indicated they had not used any other transportation option during the year
- 25% indicated they had also used a “health service van or car”
- “Taxi, Uber or Lyft” were also used by 21% of the TRIP riders
- 17% told us they had ridden a bus
- Only 5% had the opportunity to utilize a public van (Dial-a-Ride or SunDial); a little more than 5% told us they had been able to use a non-profit van or bus

We have heard some policy makers say that they think Uber and Lyft are good alternative transportation options for older adults and persons with disabilities, so we used this year’s survey to find out what TRIP riders think

(21% of TRIP riders responding to the survey indicated they had used or tried to use Uber or Lyft – we suspect that the Uber or Lyft rides were arranged for our clients by IEHP as medical transportation):

- Of the 21% who had used or tried to use the services, 40% told us it was too expensive
- 32% indicated they “felt unsafe because driver drove too fast or was reckless”
- 27% marked that they “had been left or not picked up”
- 27% also marked that they could not communicate with the driver
- 20% complained that they had missed a needed trip because a driver or vehicle was not available and 20% also indicated they had missed a trip and were told the driver could not locate them to provide the ride
- 13% indicated that they had no complaints.

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. Prior reports about the TRIP service are available under the “News” tab at ILPconnect.org.

Read more at: [Who is eligible for TRIP?](#)

[How to apply for TRIP service for all of Riverside County.](#)

September 20, 2021