



6235 River Crest Drive, Suite Q
Riverside CA 92507-0758

empowering people to live independently

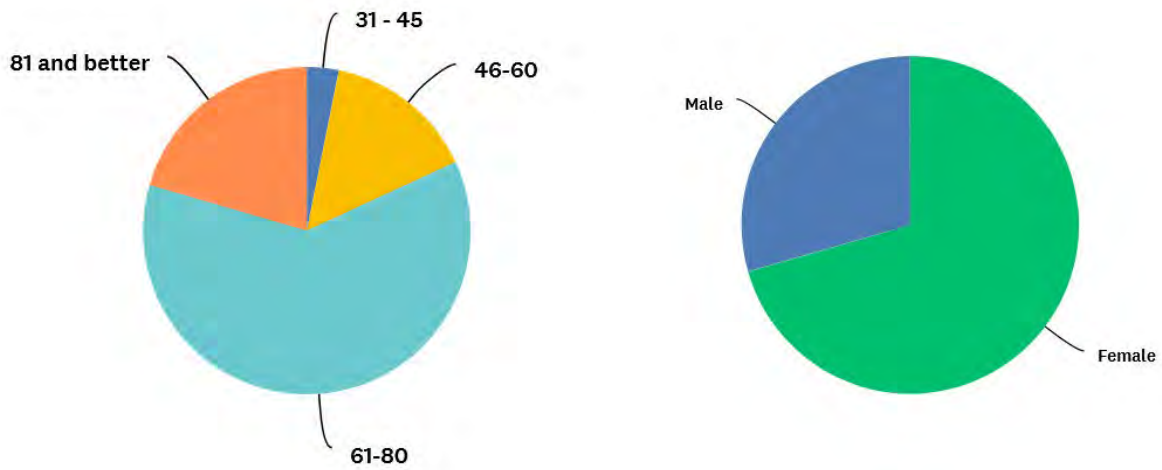
2022 TRIP Rider Survey REPORT

Executive Summary

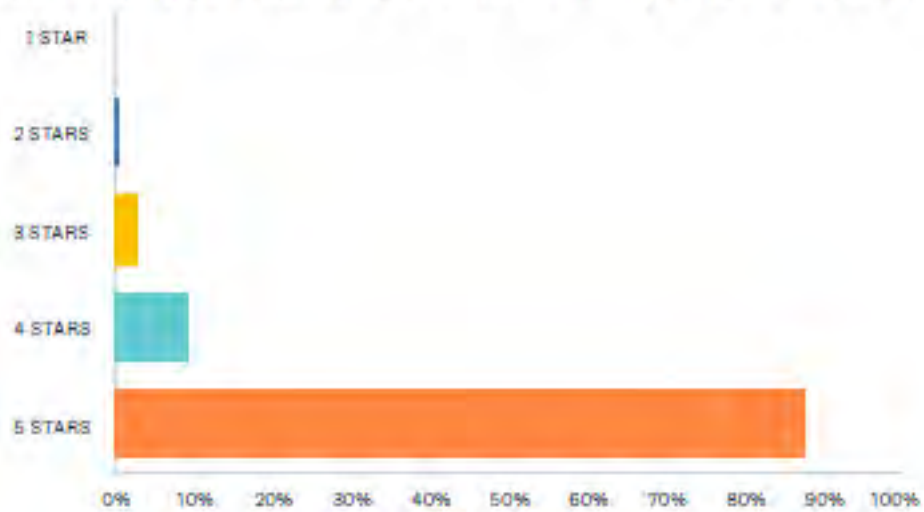
258 surveys were completed and returned by TRIP riders who used the service during the month of October 2022.

- 258 surveys were completed and returned by TRIP riders who used the service during the month of October 2022. (46%)
- 566 unique riders used TRIP volunteer assistance during the survey month.
- 88% of riders rated satisfaction with the service as 5 out of 5 stars. 96.8% rated satisfaction with the service as 4 or more stars out of 5 stars.
- 90% reported that TRIP assistance has enabled the riders to “meet most of their transportation needs”.
- 91% of respondents indicated that having TRIP assistance has “definitely” helped them “deal with health issues more effectively”.
- 53% of respondents do not have relatives alive or living nearby.
- 90% of our clients use cell phones for personal communication purposes, pretty much exclusively. Primarily phones are used to make and receive phone calls and 31% use them for email.
- As many as about 60% of our TRIP clients might be able and want to have monthly mileage reimbursement payments directly deposited in their bank accounts.
- 83% of riders rated payment of mileage reimbursement to volunteer drivers as “very Important” / 94% rated payment of mileage reimbursement as “somewhat or very Important.”
- An average of 17 one-way trips were provided for each TRIP rider during the month.
- An average of 309 one-way trips were provided for TRIP riders each day.
- The total expense for operating TRIP for Riverside County for the full month of October 2022 was \$72,926.84
- The average cost of each individual one-way trip was \$5.89.
- The average subsidy per passenger mile for each trip provided was 43 cents.
- More than 550 volunteer drivers contributed 8,947 hours of service in October.
- 146 of the survey participants provided comments to share with TRIP funders and the Board of Directors of ILP, including an enlightening letter from Glenna Maxcy, which is included in its entirety at the beginning of the comments section.

Survey Data and Individual Responses (258 survey participants)

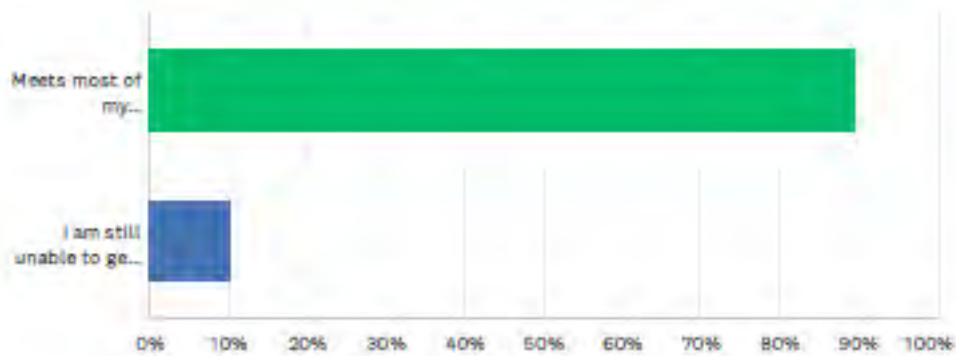


Please rate your satisfaction with TRIP (5 stars is best)



ANSWER CHOICES	RESPONSES
1 STAR	0.00%
2 STARS	0.40%
3 STARS	2.81%
4 STARS	9.24%
5 STARS	87.55%

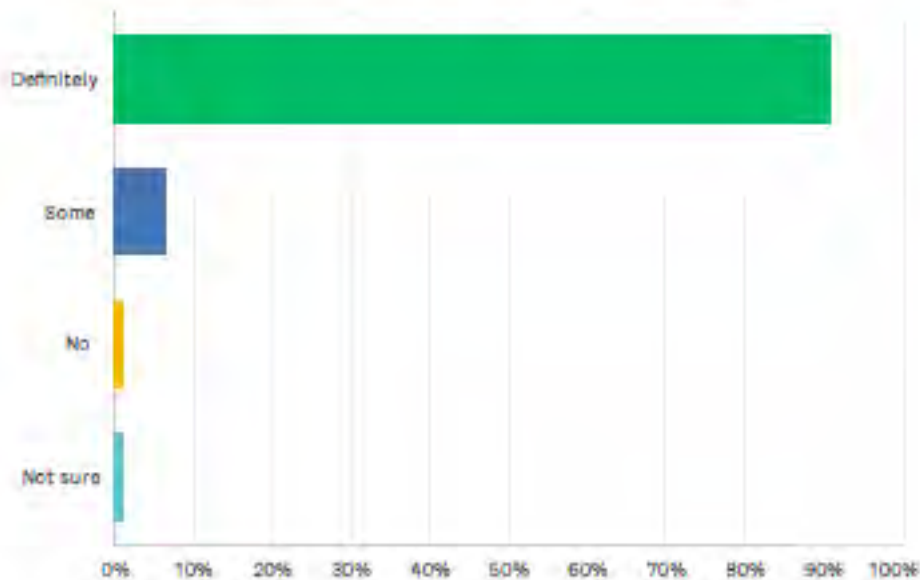
How well does the TRIP assistance we provide for you meet your regular transportation needs?



ANSWER CHOICES	RESPONSES
Meets most of my transportation needs	89.60%
I am still unable to get to places I need to go	10.40%

89.6% = Meets most of my transportation needs

Would you say TRIP transportation assistance has helped you deal with your health issues more effectively?



ANSWER CHOICES	RESPONSES
Definitely	90.94%
Some	6.69%
No	1.18%
Not sure	1.18%

Before TRIP, please tell us what affected your ability to get to doctors, the grocery store or other places that you wanted to go.
(Please check all that apply.)

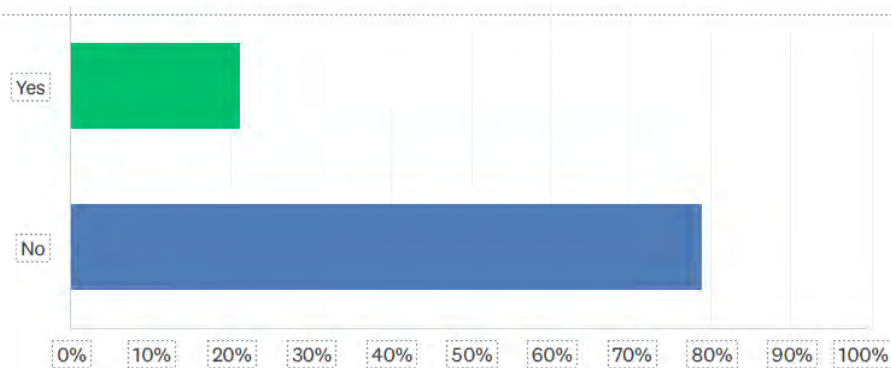
ANSWER CHOICES	RESPONSES
Didn't drive or did not have a car	75.19%
Danger of falls	60.85%
Family was not available to take me	68.60%
Severe pain	42.64%
Unable to use bus or van service due to health problems	64.34%
Medication I was taking	34.50%
Unable to pay fare to use bus, van service, Lyft or Uber	45.35%
Vision problems	32.56%
I was very sick	27.91%
Difficulty walking	62.79%
I suffered from confusion, got lost, needed escort	31.40%
I was frail or weak	28.29%

Please tell us how your life would be different if you didn't have TRIP?
(Recorded from written comments of respondents.)

ANSWER CHOICES	RESPONSES
Would be stuck in my house	33.02%
Would not be able to live in my house	4.25%
Would worry about not having the transportation I need	18.40%
Would feel more stressed about living on my own	6.13%
Would not be able to get to medical services	58.02%
My health would suffer	12.74%
Would not be able to get groceries	28.30%
Would not be able to pay bills	10.38%
Would not be able to run errands	16.98%
Would not be able to attend religious services	3.77%
Would not be able to visit friends	3.77%
Would not be able to visit family	5.19%
Would lose connection with my community	1.89%
Would be more isolated, lonely, and depressed	8.96%
Would negatively affect my mental health	9.43%
Would cause a decrease in the quality of my life	13.68%

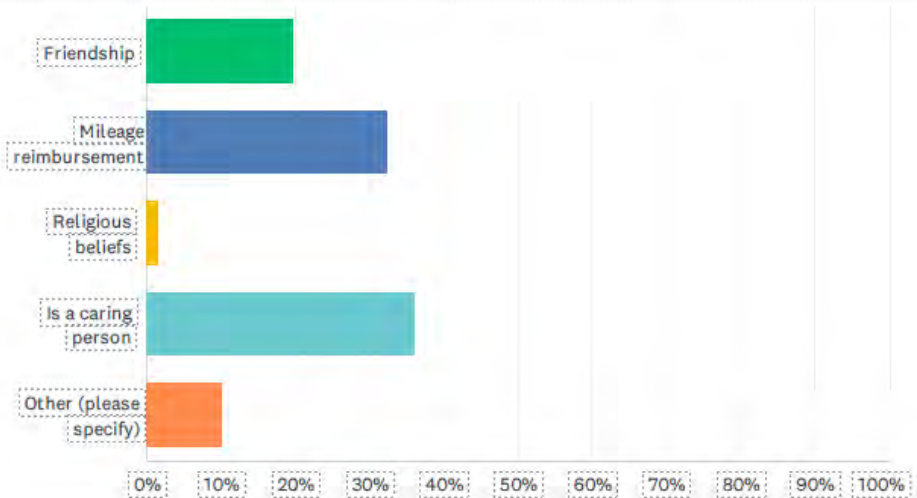
We asked also about whether or not our clientele, while having significant mobility challenges, had at least considered using public transit for needed transportation and found that mostly it had not even been considered as an option!

Transit agencies in Riverside County provide van services for people with disabilities. Have you thought about using these special services for your transportation needs?



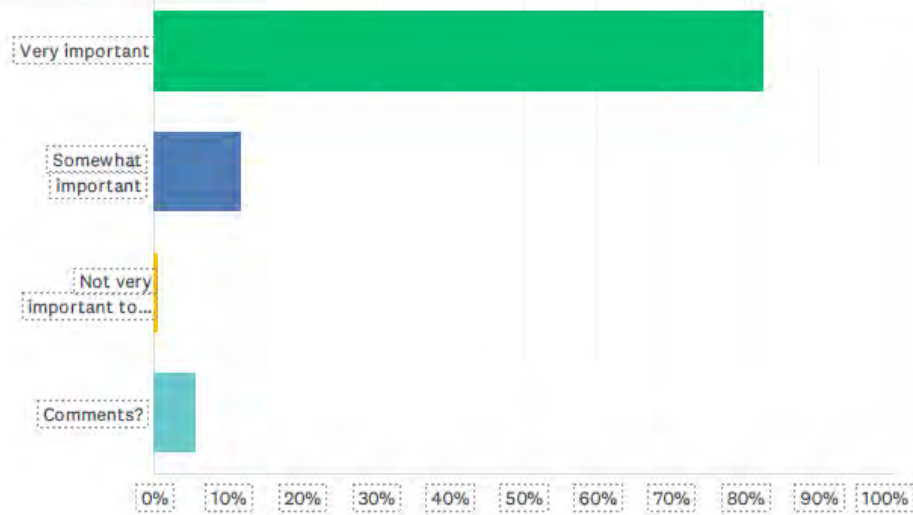
What riders have to say about mileage reimbursement payments.

Why do you think your driver volunteers to provide you with your needed rides? (Best answer)



ANSWER CHOICES	RESPONSES
Friendship	19.92%
Mileage reimbursement	32.42%
Religious beliefs	1.56%
Is a caring person	35.94%
Other (please specify)	10.16%

How important do you think the mileage reimbursement is to your volunteer driver?



83% Very Important / 94% Somewhat or Very Important.

Though mileage reimbursement payments are viewed as important by riders, the character of volunteer drivers is seen to be an important factor in the driver’s willingness to volunteer and friendship between riders and volunteers is also seen as a motivating factor.

How satisfied do you think your volunteer driver is with the mileage reimbursement they receive?

ANSWER CHOICES	RESPONSES
Satisfied	58.89%
Somewhat satisfied	36.76%
Not satisfied	4.35%

In this section of the survey, 11 respondents indicated they were not satisfied with the amount of the reimbursement paid. When respondents were asked if there was “anything special that you would like to tell us”, 22 respondents (9%) commented that they thought the mileage reimbursement rate should be raised.

NOTES:

- The amount of the current reimbursement rate being paid is \$.35 per mile.
- The average length of a one-way trip provided by a volunteer driver in October 2022 was 17.1 miles.
- The reimbursement payment paid for each one-way trip was \$5.99.
- According to the U.S. Department of Energy, the average MPG efficiency for passenger cars in 2022 was 24.2 miles per gallon.
- The cost of the gas needed to provide the 17.1 miles of transportation was \$4.23 (17.1 miles per one-way trip / 24.2 = .71 x \$6.00 per gallon, or \$4.23).
- At an estimated cost of gas being \$6 per gallon, the reimbursement amount paid for an average trip provided by a volunteer driver (calculated at .35 per mile) exceeded the actual expense of the fuel needed for the trip by \$1.77.
- The 22 respondents, who suggested the current rate of reimbursement paid by TRIP in October 2022, needed to be raised based their conclusion and suggestion on something other than an actual cost analysis.
 - TRIP mileage reimbursement is intended to help pay for gas expense plus a little extra to help pay for related vehicle use cost, which it does at the current rate
 - Compensation for volunteer time cannot be included in the payment of mileage reimbursement.

We are considering the feasibility of altering methods of gathering reliable trip data electronically and asked some questions to help us evaluate the connectivity and capabilities of our riders. Cell phone use is informative.

How do you use your cell phone? (please check all that apply.)

ANSWER CHOICES	RESPONSES
Do not use	10.20%
Phone calls	81.96%
Text messaging	54.12%
Email	30.98%
Internet	22.75%
Video games	9.41%
Take photographs	20.39%
Other applications?	3.92%

90% have cell phones and 82% use them to make and receive phone calls. 54% say they use cell phones for texting. 30% report they use their cell phones to send and receive email and 22% use a cell phone to access the Internet. 20% report that can use a cell phone to take photographs. Only 4% indicated that they currently use a cell phone for applications other than for personal communication purposes. 38% of the respondents report that they have and use a computer, laptop, or tablet and 44% report that they use email.

When asked if survey respondents would be interested in submitting mileage reimbursement requests electronically. 62% told us “No”. When asked if they receive any monthly payments by direct deposit to their bank account, 65% said they did, and we will consider the feasibility of making direct deposit mileage reimbursement payments for clients who would like that service.

Finally, we asked survey respondents: “Is there anything special that you would like us to tell organizations that provide funding for your TRIP service or to our Board of Directors?” One hundred and forty-six of the survey participants took the opportunity to provide comments. First is a letter sent by rider Glenna Maxcy, in its entirety, which is followed by all the comments included by riders on their survey forms, as written. We have highlighted some that we find particularly interesting.

[sic] – transcribed from handwritten letter

November 1, 2022

Dear Business Organizations in the Community
and Board of Directors:

I would like to thank you for providing the funding that assists the Trip Program for individuals in the community that have a financial need for transportation assistance.

During the past year I’m proud to say that I have been able to make every doctor appointment scheduled because of the financial assistance I have been given through the Trip service. My health and overall emotional, mental and physical, as well as spiritual state of mind and body has changed for the better because I have had transportation to make it to all my counseling and doctor appointments.

I appreciate your caring and giving hearts and I wish I could tell you this in person because I’m a better person today because of the generosity of each of you who have chosen to use your gift of giving to bless others!

I’m also able to get transportation to do my own grocery shopping, banking, church and visitation to family and friend which has also been a tremendous help and blessing.


The Trip Program has saved my life and the service to this disabled person who cannot drive now has the ability to perform my activities of daily living because of your generosity and again your giving hearts.

I pray that as I get healthier I would be able to financially give back and pass on to others what the Trip Service passed on to me during these hard and probably most difficult times in my life financially and physically.

Again, I would like to thank each and every one of you for providing funding as the funding has made it possible to meet all my regular transportation needs. My life and overall state of mind and health has changed. When offered help through the TRIP Service financially I chose during the PANDEMIC to not isolate myself anymore and making my appointments and counseling brought me out of a deep depression and I am proud to say I have chosen to NO LONGER ISOLATE myself which caused me to reach out and find transportation to help with attending the appointments of my specialty doctors and primary care physician/PA's.

I quite often have asked myself why do I deserve such a blessing? The answer simply comes back each time I ask why me... Because of the caring and giving hearts of the Business Organizations in the Community and the Board of Directors of the Trip Program.

From the bottom of my  I want to again thank each of you!!!

Sincerely with a grateful, thankful and Blessed 
/s/ The Trip Program Participant! Glenna I. Maxcy

Thank you, I very much appreciate you guys have blessed me.

They need to send forms on time if they want to receive mileage reimbursement on or before the fifth of each month.

Thank you, sincerely grateful for this help. I'm 93 years old.

Consider the rising prices of fuel.

TRIP provides some independence for not so well seniors and am able to have more control of my pay. Great feelings.

I am very happy with my driver and TRIP for helping me. Thank you.

Thank you. My driver happily takes me to where I need to go.

Good.

I truly appreciate having the benefit.

To give more money because it is not enough for gas and to be able to go any where I want.

Sorry but it is not much that you give to drivers. Because the cost of gas is so high, but I guess it's better than nothing. Thank you.

I thank you for your service really helps me a lot bless you all.

I am very thankful to you and will the organizations up the funds giving?

I would like more miles because gas is so expensive and my doctors are so far.

Thank you. I don't have the money to pay people and I can have a more dignified life now that my life is a little harder.

TRIP helps me a lot to take me to my appointments. But how much you pay per mile is too little.

Thank you, Thank you for the help.

I would like more miles to be able to visit friends and family.

Thank you.

Let them provide more miles if possible.

No.

Thank you.

I appreciate very much thank you sir/ma'm.

Thank you.

The service is important because it provides a way for me to get around.

At some point maybe the organization would be able to donate motorized chair so I can be a little more mobile than what I am. Thank you and the organization for all your assistance.

I really appreciate the TRIP Program for providing reimbursements to my driver. In doing so I get to go out more often and not worry about how to get to and from lab work, etc.

Being blind this is extremely helpful to me because my driver also walks me to the medical office.

I really appreciate this TRIP. Without it I wouldn't be able to go anywhere.

Very much appreciate the help.

No thanks.

My writing is getting worse please allow me to use a stamp to sign my name.

I want to say THANK YOU! It is a huge help to have this service and to have someone (volunteer) with me and to help me in my travels when I need it. Thank You.

Thank you for helping my driver.

TRIP reimbursement helps severely disabled persons, like myself, receive safe and daily trips as needed without feeling like a burden to friends or getting lost.

That transportation always has to be door-to-door because I am partially paralyzed.

Thank you so very much for helping me get to where I need to go.

Thank you for your help; my life would be difficult without TRIP.

Thank you for your generosity. Before TRIP, I was not able to go and visit my brother at all.

I would like to know if I can get more mileage added to my trip. My doctors are long distance. I would really appreciate that.

If this program were to end, I would appreciate advance notice of a couple of months. It would take time to replace such a great and helpful program—it if could be replaced at all.

Yes, thank you for creating a program that does more than provide funds, you help me make sure that needs are met medically, mentally and emotionally. I'm truly grateful.

This service is a great help and without it, I would have a great hardship. Thank you.

More money/funds available for mileage

I'm really thankful for the TRIP program at least I can safely go to the bank and shop and also meet people other than my neighbors. Gas prices are terrible and I have to pay out of my pocket for my doctor appointments.

Thank you for funding this great service. It's greatly needed and appreciated.

Thanks for everything you do and thank you for looking into alternative ways to turn in mileage sheets as it is not always easy for my driver to mail in forms as she lives an hour away from the office. WE appreciate everything you provide for us. Thanks again!

No.

Thank you. You never know what kind of senior citizen you will become. You could run marathons at 90 or you can develop physical disabilities at 50. Thank you for helping those of us who once raised families, worked, helped our communities, but no longer can. May God Bless You all.

The form is confusing like hours mean destination whole time or rounding out hours.

I would like to tell you all that I am so very grateful for all you do. You are such a blessing and especially now going through very scary health issues that cause worry and anxiousness, your help give some less things to worry about and gives me hope because of you, I can make it to my doctors. God Bless you all.

I want to say Thank you. I have no family anymore without TRIP I would probably be dead.

No for now, as long as I have my driver everything is okay.

Thank you for your help

No.

Tell them I am very thankful for their help.

None at this day.

Thank you for your services.

Truly appreciate your help.

More funding would help due to inflation.

Thank you. This program has made a huge change for the betterment of my life. Bottom line - you have helped with my depression by being able to feel important again.

I am very grateful for this needed service.

TRIP is a well-run organization providing a much-needed service.

Thank you all. I appreciate the help. This program is very important to so many of us disabled people.

I think TRIP is a necessary program all the way around, and I am very thankful for it.

More reimbursement for fuel cost expenses.

Thank you very much.

Thank you for your service.

Consider more money to the drivers.

I feel blessed to have this service.

Very grateful for the assistance with TRIP.

TRIP assistance is a life saver for me. I have a reliable driver that is safe driver and courteous. Thank you so much for your generosity, caring for those who are unable to drive anymore, and are unable to pay out of their own pockets.

Thank you for your assistance

Thank you.

This is a great program that provides the help I need to get to most of my appointments, including a few fun things.

Without TRIP, I would have to pay to fill up peoples' tanks of gas that I just cannot afford.

Gas prices are getting more expensive; drivers should get more pay money for their gas.

I love TRIP.

That I am very grateful.

Thank you for this help.

More miles definitely would help me because gas is too expensive.

My volunteer driver needs more pay and gas is very expensive due to price increases in gas.

An increase in cents per mile would be nice as gasoline is so expensive.

Thank you for all you do.

Because I am low income, I would not be able to pay my caregiver if I did not have help from TRIP. Thank you.

Thank you for your services.

Please consider fluctuation of gas prices. I have a very caring person, but when gas prices went up it was hard on her.

Thank you.

Yes- please let them know if it were not for them I would not get the medical care I need and my caregiver is willing to do all this because of your money reimbursements. You are saving people lives.

Would appreciate an increase of miles.

Thank you to helps us to be more my life.

Wish check amount were more due to current cost of gas.

I got so many issues back neck I am falling all the time I can't use a cane due to my hands are dumb and my feet is in so much pain I can't barley see. **I'm so pleased with this program, church family doctor's bible study it is very important.** Thank you.

Thank you for all your support.

I think the volunteer driver should get paid a little more

Thank you for your help.

Very beneficial for my age and health.

Very beneficial for my caretaker.

Yes, tell them thank you very much, it has helped me a lot. Your trip program has been a blessing in my life.

As gas prices keep going up will the TRIP money go up as well? Gas is so expensive.

Thank you TRIP for all your help.

Thank you for all your help.

No.

Thank you guys.

I think they do a wonderful job providing funding it is greatly appreciated. Also with the increase in gas my volunteer driver sometimes complain.

I am grateful for TRIP.

The help or pay for mileage is not enough for doctors' visits.

Thank you.

Help.

I am so glad that TRIP provide payments for my provider to take me to doctor appts. and other places I have to go.

Thank you very much for your support of this wonderful program. Your assistance makes life a little easier for those of us with mobility issues.

No.

No thanks.

The staff of TRIP are the best, kind and very good. Thank you very much. May God Bless you all.

You are a blessing to those that have trouble getting around thank you so much.

Thank you so much.

Thank you for your help

Thank you Much appreciated

It is a very good program, now that gas is so high. I feel safe using TRIP, there are many accidents that happen in the streets.

I just want to thank you for providing the community with the valuable resource.

Thank you from the bottom of my heart. It is scary getting old and feeling like you are trapped at home with no way to get around. My husband has dementia, and your service helps us to be independent.

I am thankful and grateful. Thank you for your assistance.

Most grateful for this service. Bus, Van service etc. do not provide help assisting rider into vehicle our out nor with packages or groceries, etc. Also , they transport rider through the longest route to destination or return. This TRIP service is the best for aged riders with conditions and disabilities. Thank you Thank you!

I'm thankful for the program and would love you need to raise the mileage.

Would like to say thank you so much for caring and helping people stay mobile.

Thank you.

I am very thankful for this service because my pension is minimal and like a mentioned before, my mobility is very limited.

I thank them for providing these services to me.

Please tell them and your office staff that I am most humbled grateful. My helper/driver won't take one cent from me so I am thankful for anything to help her. God Bless you all.

Again, I am so blessed with service. Thank you.

Thank you for helping me with my transportation needs.

Thank you for your help

A little bit more miles.

I need to use multiple drivers.

Thank you all so much

TRIP Program is a life saver. I am able to get exercise, food, doctor, medicine, even visit family members on special days. Very grateful for the help.

Thank you.

No.

I would tell them how important it is for the seniors not to be forgotten, because one day every one becomes a senior. Thank you so much.

I am very thankful for your assistance.

I am so grateful for your service; just knowing I'm safer brings peace. I can now enjoy going places and not be stuck always at home. It gave me my life back.

Raise mileage.

I appreciate the help from TRIP.

No.

Prepared by:

**Richard Smith
Chief Executive Officer
December 30, 2022**

ADDENDUM

Effect of Covid

During December of 2022, 254 surveys were completed and returned by TRIP riders who used the service during the month of October. Survey requests were mailed to 564 TRIP riders with their mileage reimbursement checks. No incentive was offered for completion of the survey. The resulting response rate was 45% of those receiving the survey request.

The impact of the Covid Pandemic on TRIP ridership has been long lasting. In 2019, TRIP was delivering an average of 12,350 one-way trips and 196,500 miles of volunteer assisted transportation per month for 740 riders. By May of 2020, the number of riders receiving service each month had fallen by 15% to 634, the number of one-way trips delivered was down 22% to 9,620, and the number of miles of service provided by volunteers was down by 24% to 148,763.

By July 2021 ridership had stabilized at 88% of the number of riders relying on TRIP transportation assistance since before the rampant spread of Covid. From a survey conducted in early 2021 we know that at least 4% of our pre-Pandemic riders had contracted Covid and recovered to resume use of TRIP services. We suppose that others may have been infected and did not survive or have been unable to resume their pre-COVID life.

Our ongoing Covid experience is rearranging our lives. We conjecture that other circumstances, beside sickness and death, may also have had the effect of limiting the need for use of TRIP volunteer driver assistance:

1. Riders stopped traveling as defense against exposure to disease and now use alternatives to physical rides, especially including shopping remotely and having groceries delivered to their homes.
 - a. Respondents to the 2018 survey of TRIP riders said that shopping for groceries was a main purpose of their use of TRIP but only 28% of this year's survey respondents indicated that program use was critical to their ability to get groceries.
 - b. Telehealth is now provided by more medical services, making the number of trips to receive medical care less necessary than before. In 2018 over 90% of survey respondents said that they used TRIP for travel for medical purposes. This year 58% of survey respondents indicated that TRIP was critical to them for accessing medical services.
2. At the height of the Pandemic many family members were off work and able to provide any needed rides and their lives have altered so that they are still able to help.
 - a. We think some family members have transitioned from "off work" to retirement status and remain available to assist disabled or elderly relatives.
 - b. The upheaval caused by the Pandemic has likely resulted in the consolidation of some families resulting in circumstances where more family assistance is now available for some relatives needing assistance with daily living needs.

New applicants for TRIP assistance continue in a steady stream. Each month 12 to 20 new applicants are approved to use the service. This level of new enrollees is sufficient for replacement of users who pass away or need to transition to higher levels of care.

The approval process for new applicants is grounded in a care management approach. A member of the TRIP team has a phone conversation with each applicant to get to know them and collect information, including:

- Housing status and living arrangements
- Health and mobility challenges
- Transportation services previously used
- Familiarity with public transportation availability
- Unmet transportation needs
- The location of medical services and other resources needed by the applicant and the frequency of required access.

Presentation of cases is made to the Eligibility Determination Committee (EDC) at the next scheduled meeting of the committee for evaluation of individual capabilities and need.

17 new applicants were approved for TRIP transportation assistance at the October 18, 2022 meeting of the EDC:

- Ages of approved applicants ranged from 28 years old to 87 years young
- Newly approved riders have multiple combinations of qualifying disabilities:
- Alone or no family support available
- Broken ribs
- Dementia
- End-stage renal disease, dialysis requirements
- Fibromyalgia
- Hearing insufficiency

- Inability to drive
- Low vision, cataracts and glaucoma
- Lupus
- Lymphoma
- Mental health issues, bi-polar and obsessive-compulsive disorders
- Neuropathy
- Osteoarthritis
- Rheumatoid Arthritis
- Spinal injury
- Strokes, with weakness and paralysis
- Very low income.



self-reliance.

independence.

freedom.

These values must never be lost. Age, the loss of family and friends, the loss of financial security, sickness or disability can conspire to limit capability and means. In these circumstances the spirit of hope may need a little push.

We have proven the only thing needed is for useable, reliable, accessible and affordable transportation to again be available. And even better when it includes a companion for sometimes difficult trips to doctors.

That's the innovative TRIP Program, started by the non-profit Independent Living Partnership twenty-five years ago and now over 2 million trips old. We are ready to assist communities across the country to also start and operate efficient and effective volunteer driver mileage reimbursement services.



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