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empowering people to live independently

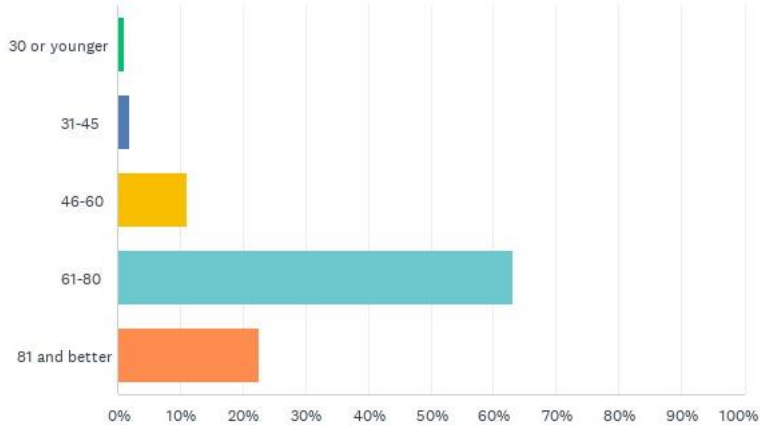
2024 TRIP Rider Survey

Executive Summary

- 464 active TRIP service users were sent the Annual TRIP Rider Survey to fill-out and return with their request for mileage reimbursement for their travel during February 2024.
- 304 surveys were completed and returned by TRIP riders. Consistent with normal return rates for our annual survey of riders, which we interpret as a demonstration of the importance of the service in the lives of our clients, 65% of the surveys sent were returned. Generally, a response rate of no more than 30% to customer satisfaction surveys can be expected.
- 85% of the survey respondents report an age of 61 years or greater, showing the importance of TRIP service to our aging population. 63% were between the ages of 61-80
- The majority at 73% were female respondents.
- 73% of respondents live alone and reported “physical limitations” as the primary reason they are unable to use public transportation to meet their transportation requirements.
- **55% of respondents have an annual income between \$10,000- \$30,000. 41% have an annual income of less than \$10,000.** The majority of TRIP riders have limited financial resources.
- **33% reported that they do not feel safe as the primary reason for an unwillingness to use public transportation.**
- **More than 60% of the respondents indicated that receiving service from a Volunteer Driver, they selected themselves, gave them trust in the service, made them feel safe, and insured the reliability of their travel.**
- Of usual importance, 93% of respondents reported medical travel as the primary purpose of travel and 79% for shopping for essential items.
- When asked what would happen if TRIP was no longer an option, **83% reported that they would miss appointments. 75% would not be able to go places and 70% would feel stressed.**
- **93% of respondents rated satisfaction with TRIP service as 5 out of 5 stars.** 99.3% rated satisfaction as 4 or more stars out of 5 stars.

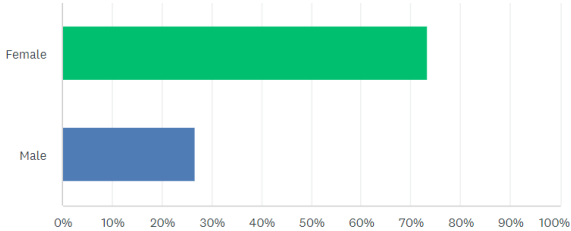
Survey Data and Individual Responses (304 survey participants)

Q1 What is your age



What is your gender

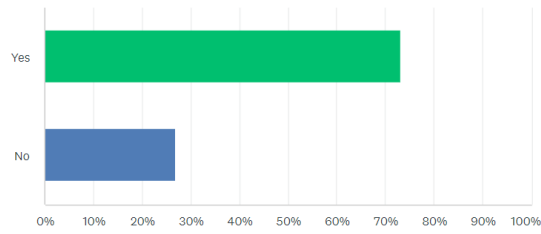
Answered: 300 Skipped: 4



ANSWER CHOICES	RESPONSES	
Female	73.33%	220
Male	26.67%	80
TOTAL		300

Do you live alone?

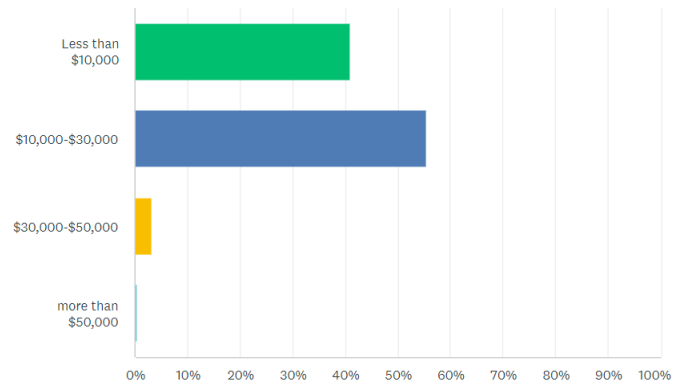
Answered: 302 Skipped: 2



ANSWER CHOICES	RESPONSES	
▼ Yes	73.18%	221
▼ No	26.82%	81
TOTAL		302

What is your household income?

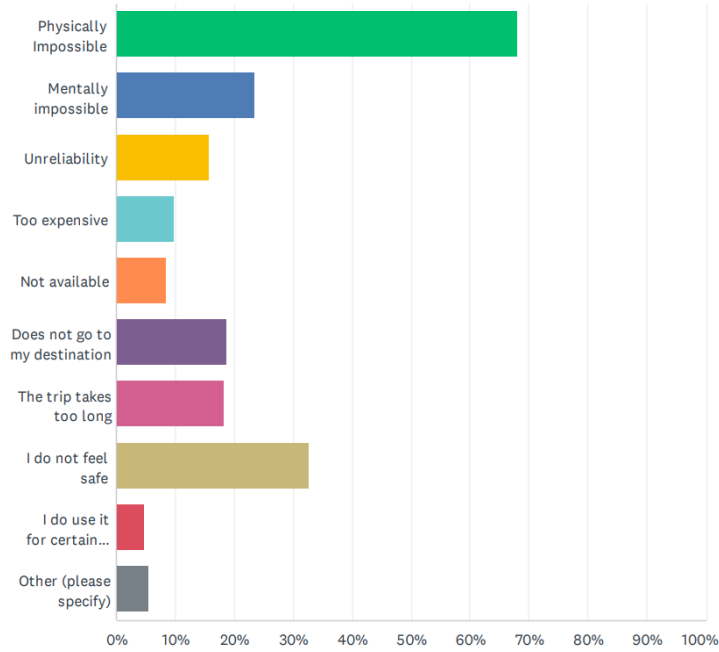
Answered: 303 Skipped: 1



ANSWER CHOICES	RESPONSES	
▼ Less than \$10,000	40.92%	124
▼ \$10,000-\$30,000	55.45%	168
▼ \$30,000-\$50,000	3.30%	10
▼ more than \$50,000	0.33%	1
TOTAL		303

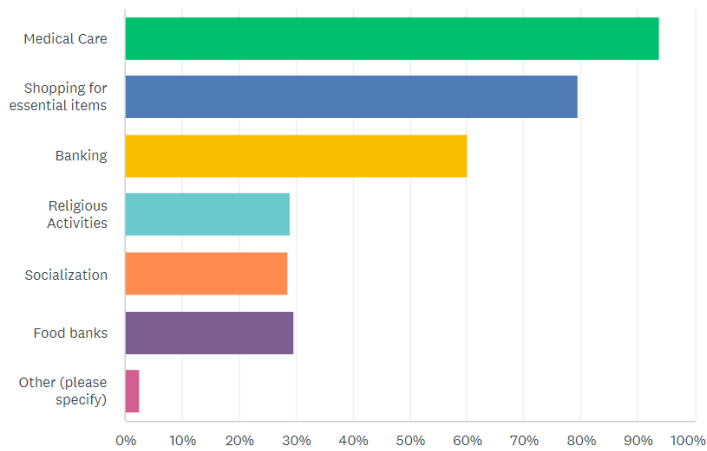
Q5 What is the primary reason that you are not using public transportation?

Answered: 304 Skipped: 0



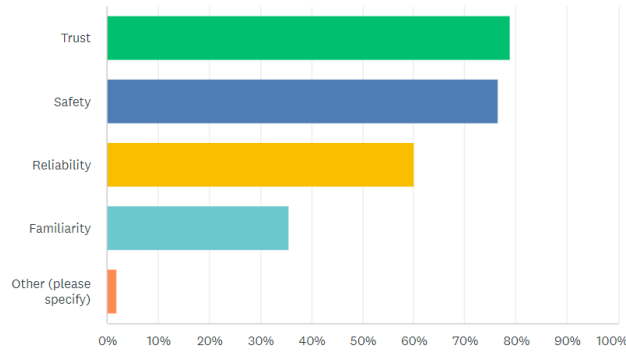
What is the primary purpose of your trips using the TRIP program?

Answered: 304 Skipped: 0



What is the most important aspect of having a Volunteer Driver that you selected ?

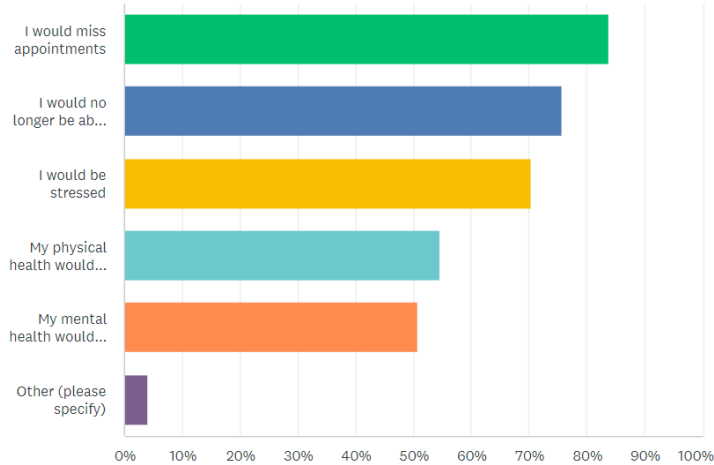
Answered: 304 Skipped: 0



ANSWER CHOICES	RESPONSES	
Trust	78.95%	240
Safety	76.64%	233
Reliability	60.20%	183
Familiarity	35.53%	108
Other (please specify)	Responses 1.97%	6
Total Respondents: 304		

How would you be impacted if TRIP was no longer an option for you?

Answered: 304 Skipped: 0



ANSWER CHOICES	RESPONSES	
I would miss appointments	83.88%	255
I would no longer be able to go to places	75.66%	230
I would be stressed	70.39%	214
My physical health would decline	54.61%	166
My mental health would decline	50.66%	154
Other (please specify)	Responses 3.95%	12
Total Respondents: 304		

Q9 Please rate your satisfaction with TRIP

