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*empowering people to live independently*

## 2025 TRIP Rider Survey

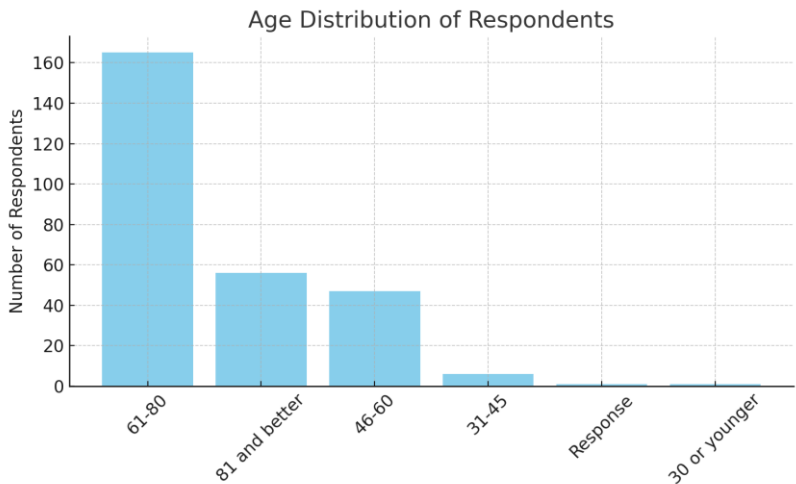
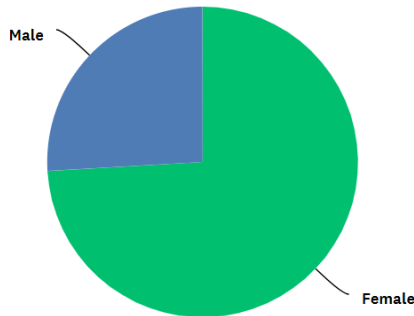
### Executive Summary

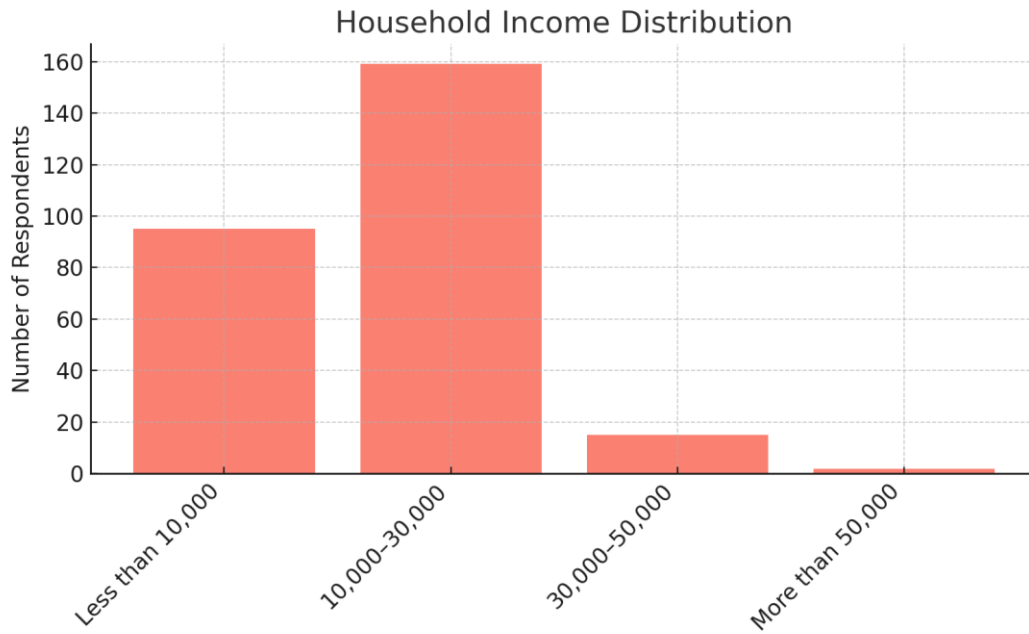
In January 2025, 459 active TRIP service users were sent the Annual TRIP Rider Survey to fill-out and return with their February request for mileage reimbursement form. 276 surveys were completed and returned by TRIP riders. Consistent with normal return rates for our annual survey of riders, which we interpret as a demonstration of the importance of the service in the lives of our clients, 60% of the surveys sent were returned.

This report summarizes key findings from both closed and open-ended questions, highlighting demographics, service satisfaction, financial and health impacts, and the program's significance to TRIP rider well-being.

### Demographics

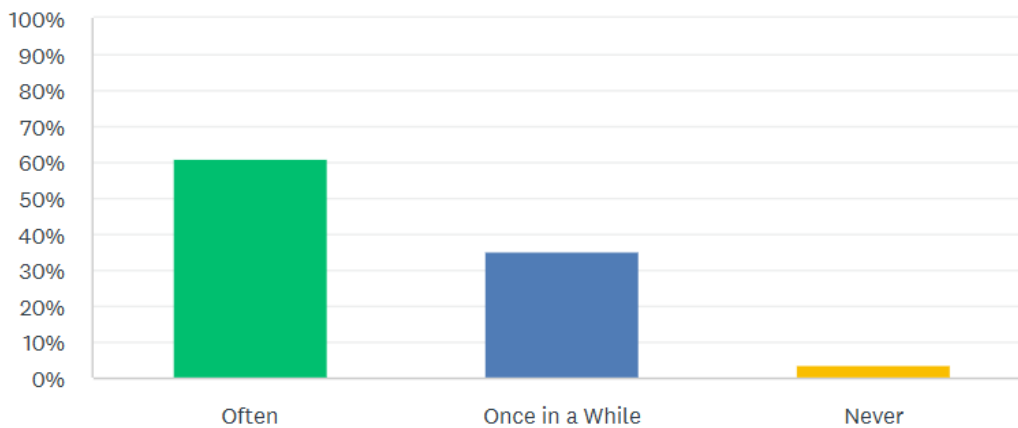
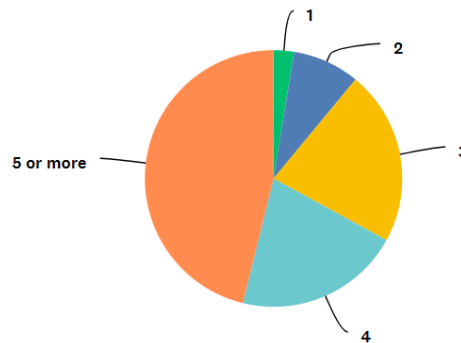
Respondents were predominantly aged 61-80 years old, with more than 74% identifying as female. The majority (70%) reported living alone and having modest household incomes.





### Financial Stress and Healthcare Use

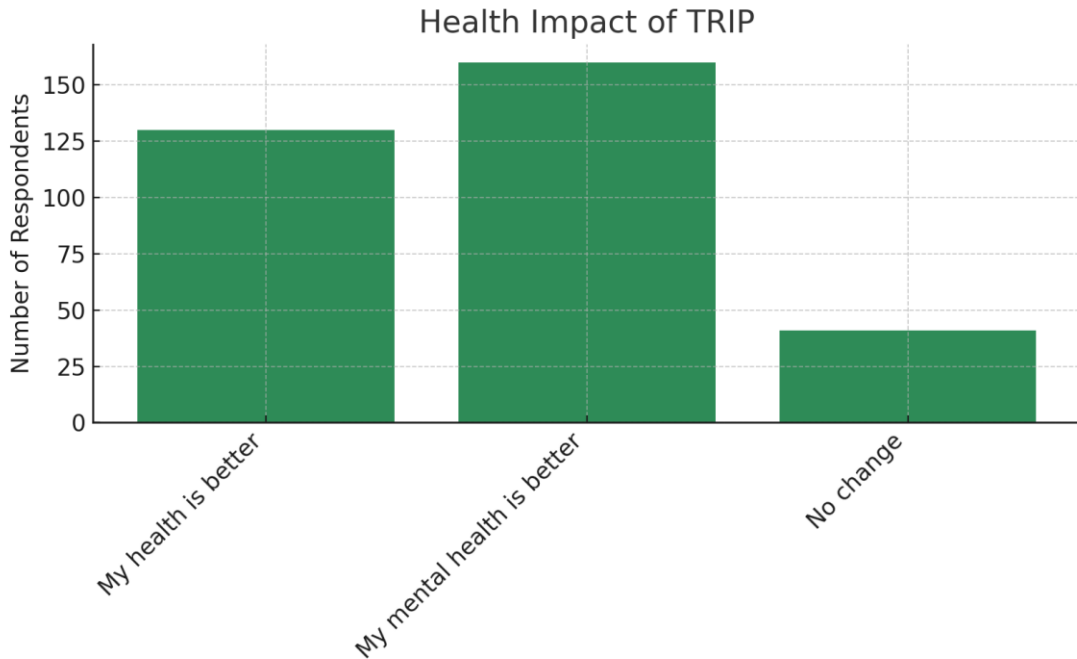
Over 60% of respondent's experience financial stress often. Many use TRIP for frequent healthcare visits, with nearly half taking five or more trips per month.



### Financial Stress Frequency

### Impact on Health and Quality of Life

Respondents widely reported improvements in physical and mental health due to TRIP. Almost all participants rated transportation as critical to their quality of life.



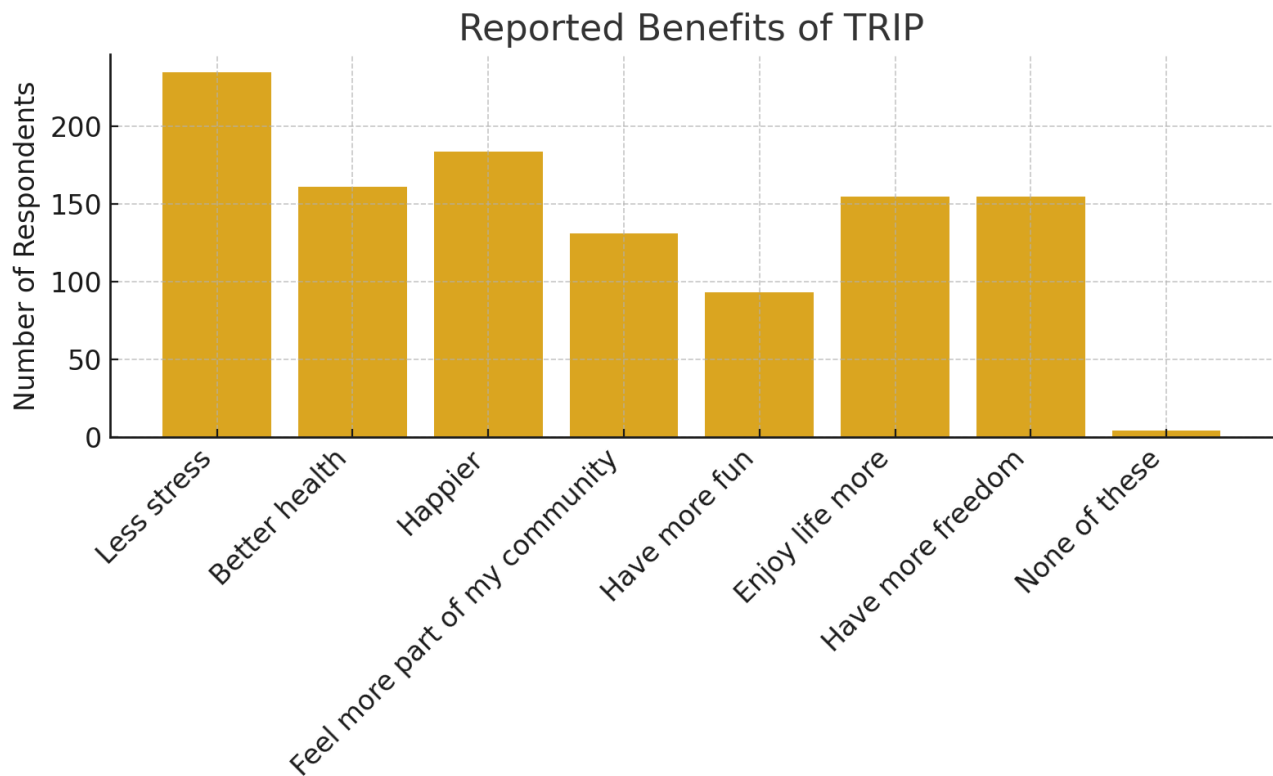
### Satisfaction with TRIP

90% of riders gave TRIP the highest satisfaction score. The program is highly valued, with respondents frequently citing positive personal outcomes.



### Benefits of TRIP

Riders report numerous benefits from TRIP services, such as reduced stress, improved health, greater happiness, and a stronger connection to their communities.



### Rider Testimonials

Riders shared how losing TRIP would impact their lives. Here are a few selected responses:

- *"It would be very hard and difficult to get around."*
- *"My health would decline completely I wouldn't be able to seek medical attention as needed."*
- *"I would be a shut in and never be able to see my grandchildren."*
- *"It would be harder for my life because I wouldn't be able to get to all the places easily."*
- *"My life would be so difficult in the absence of the peace of mind TRIP brings for me. Being a dependable person, which requires help, such stress would significantly affect my life, my emotional and mental health by having terrible worry of feeling an uncertainty for any transportation necessity or any sudden emergency. If TRIP was no longer available for me, I wouldn't feel safe."*
- *"I would not be able to make appointments without TRIP. I would not be able to visit family or friends. Be able to go to the store and pick up meds. Thanks for increasing my life."*
- *"I would be homebound and have no social life."*
- *"I would not be able to get to my chemotherapy."*
- *"I would feel disconnected from the world."*
- *"I would be stuck at home or having to pay for transportation which would be extremely hard on me financially, I am on a fixed income."*

### Conclusion

TRIP is more than just a transportation service. It is a lifeline for many, especially seniors and those with limited income. It enables access to healthcare, reduces isolation, and significantly improves quality of life for its riders.