



*Brings Low-Cost and Effective TRANSPORTATION  
to the Underserved*

The TRIP model was designed as a low-cost, low-maintenance, customer driven approach for providing transportation to older adults, persons with disabilities and other difficult to serve populations. Originally, TRIP was the outcome of a collaborative partnership between the Independent Living Partnership, sponsor of TRIP, the local Area Agency on Aging, and the Riverside County Transportation Commission in California.

TRIP is a unique, self-directed, mileage reimbursement and empowerment program that began providing transportation assistance for older adults and people with disabilities through-out Riverside County in 1993. The efficiency and effectiveness of the TRIP Model has been proven in cities, suburban, and rural areas. So far the program has provided over 16.1 million miles of assisted travel and more than a 1.3 million free, escorted trips for 5,000+ passengers with up to 1,000 volunteer drivers each year. More than 30 communities across the United States are planning or have already started and are operating services based on the TRIP model.

TRIP is different from other volunteer driver programs. Its design evolved from focus groups and was built on five innovative assumptions:

- If older adult and disabled riders recruit their own drivers, they will be empowered
- If they have something to offer friends and neighbors in exchange for rides, they will feel more comfortable asking for rides
- If volunteers are reimbursed for their travel assistance, they will be more likely to provide rides over an extended period
- If friends and neighbors can use their own automobiles, the need to purchase and maintain vehicles by the program is eliminated
- If passengers and drivers can schedule their own rides, requirements for staffing and infrastructure are significantly reduced.

TRIP is able to provide economical service to underserved residents throughout diverse service areas regardless of age and economic status. It is effective for serving the most difficult service segments – the very frail, those with debilitating sickness, and those needing escorts because of dementia. Dialysis patients are another group better served by volunteer drivers. TRIP is scalable to resource availability and its flexibility

results in budget certainty. Operational costs per passenger ride are very low – In some cases, less than fixed route subsidies.

#### Passenger Benefits:

- The service is free to users
- Advance scheduling is not necessary
- Curbside waiting and missed rides are eliminated
- Travel is in comfortable private vehicles
- Multiple stops are possible, making travel less arduous
- They have the ability to recruit volunteer drivers that passengers already know and want to be with
- Travel destinations can cross boundaries
- Travel is available 24 hours a day, 7 days a week
- Any level of service is possible, dependent on the needs and preferences of the passenger
- Travel is possible between cities without transfer or inconvenience
- A volunteer escort-driver makes each trip with their rider, assisting them as necessary and required
- An opportunity for enhanced companionship is provided, personal isolation is reversed and social networks are strengthened and rebuilt.

TRIP is a service program of the non-profit, 501(c) 3 Independent Living Partnership. In 2012, TRIP was selected as a Beverly Foundation STAR AWARD winner.



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***“Empowering people to remain independent”***