

# TRIP

Unique Design and Benefits



# *Who Probably Has Adequate Transportation?*

- *People who are able and can afford to drive*
- *People who have a spouse or children who are able and can afford to drive*
- *People who have reasonable access to public transportation options, are physically and mentally able, and can afford to use these services*
- *People who have friends or neighbors who have the means and are willing to help out those they know*
- *If none of the above, people who live in an area served by special transportation services that might be provided by a human services agency, senior or community center, health service provider, municipal government, or other non-profit service agency*

# *Who May Not Have Adequate Transportation?*

- *People who live in an area without public or other transportation services or where minimal services are provided*
  - *People who are elderly and live alone*
- *People who have disabilities and/or suffer from chronic or serious illnesses or mental impairments that limit their mobility*
- *People who are living on very low income that may be near or below the poverty level*
- *People who have become isolated by choice, circumstances or who have been abandoned by family and friends*

*The TRIP Mission is to supplement public and other services and provide needed transportation for underserved populations*



“Don't walk behind me; I may not lead. Don't walk in front of me; I may not follow. Just walk beside me and be my friend.”

— Albert Camus

## *What Are the Organizational Benefits of Operating a TRIP Service?*



- **It is effective for serving the most difficult service segments – the very frail, those with debilitating sickness, and those needing escorts because of dementia**
- **It can provide low cost service in parts of service areas where fixed route and paratransit are infeasible**
- **It can serve as a supplemental service to mitigate complementary paratransit demand, much as travel training does (transit benefit)**
- **It can be offered as an alternative for riders who are older and have difficulties using fixed but don't qualify for ADA paratransit**
- **It can provide services when other system services are not operating**
- **It can provide economical service to underserved residents regardless of age and economic status**

## *Still More Benefits of Operating a TRIP Service...*

- **Dialysis patients are a group better served by volunteer driver friends**
- **Can usually be implemented without causing labor contract issues (benefit for transit and paratransit operators)**
- **Low cost of insurance, very low administrative costs**
- **Budget certainty - Can be strictly limited and managed**
- **Very low cost to operate and scalable**
- **High level of self policing (riders choose their volunteers) and, historically, very low levels of fraud**
- **It is a valuable resource for person-centered care and mobility managers**



## *Proven Performance*

- For almost 2 decades, the program has been serving underserved older adults and persons with disabilities all across the 7,200 square mile Riverside County service area:
  -  15.2 million miles of assisted travel
  -  1.3 million free, escorted trips
- Last month 528 riders received 8,499 one-way trips at *no charge to the passengers* at a cost of \$6.76 to the program.
- So far this year, 690 unique passengers have received 42,547 trips, that they could not have made in any other way. At this rate we project that, by the end of the program year, more than 850 unique riders will have received more than 102,000 rides

## *Providing Difficult Rides*

### *Expense Comparison*

- **1,000 one-way trips using TRIP model = about \$7,000**  
[last month, \$6.76 per one-way trip]
- **1,000 one-way taxi voucher trips = \$10,000+**  
[\$10 to \$20 per trip]
- **1,000 one-way trips by you recruit, you screen, you train, you match, and you schedule volunteer service = about \$15,000+** [Best case national data]
- **1,000 one-way trips by paratransit = \$20,000+**  
[senior/disabled, \$20 to \$35 per trip + 10% subsidy]





## *Designed Around Senior-Friendly Qualities*

**TRIP was created using a marketing approach – in 1993 the Regional Planning Organization and the Office on Aging asked older adults what they wanted in a transportation service and then designed the program based on their preferences:**

- Personal vehicles are used**
- The service is free to users**
- It is available 24 hours a day, 7 days a week**
- No advance scheduling is required**
- 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**
- Riders receive mileage reimbursement, which they then pay to their drivers**

## *How the Model is Innovative*

**The TRIP Model is an outgrowth of five innovative assumptions:**

- (1) If seniors recruit their own drivers, they will be empowered**
- (2) If they have something to offer friends and neighbors in exchange for rides, they will feel more comfortable asking for rides**
- (3) If volunteers can be reimbursed for their travel, they will be more likely to provide rides over an extended period**
- (4) If friends and neighbors can use their own automobiles, the need to purchase and maintain vehicles by the program is eliminated**
- (5) If passengers and drivers can schedule their own rides, requirements for staffing and infrastructure are significantly reduced**

## *Benefits for Riders*

- ✓ The service is FREE for riders
- ✓ 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
- ✓ Able to recruit volunteer drivers who are neighbors or friends
  - ✓ 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 rider
- ✓ Travel is possible between cities and counties, without transfer or inconvenience
  - ✓ A volunteer escort-driver is always at the rider's side
  - ✓ Provides an opportunity for enhanced companionship.

## *Limited Liability*

- **According to risk professionals and insurers, the potential for limiting liability for the sponsoring organization is created through the combination of:**
  - **Maintaining an arm's length relationship between the program and the volunteers**
  - **The vehicles that are used not being owned by the program**
  - **And not charging fees for service.**
- **No crashes have ever been reported to TRIP. No insurance claims have ever been asserted against TRIP or ILP.**

# *Simple Operation Supported by Intelligent Software*

- Outreach and in-services are conducted
- Referrals are received from community partners  
(social and health services, others)
- Applications and necessary verifications are completed
  - Eligibility of individual applicants is determined
- Approved applicants are notified of service to be provided
- Approved passengers arrange travel with volunteer drivers  
**(that they have recruited themselves)**
  - Passengers travel with volunteers as mutually arranged
- Requests for reimbursement are submitted at month's end
- Requests are reviewed and compared with approved allowances
  - Deviation from eligibility or questionable requests  
are discussed with passengers
- Detailed data is entered for each reimbursement request in TripTrak
  - Mileage reimbursement checks are issued and mailed
  - Performance reports are generated and reviewed



# Self-Directed, Mileage Reimbursement Service

*The Transportation Option  
That Will Work Everywhere!*