

Beverly Foundation

Fact Sheet Series Vol. 1 (9)

The TRIP Model

Highlights

- **Volunteer Driver Programs**
Introduces the needs for a low-maintenance model for a volunteer driver program
- **The TRIP Model**
Illustrates the model, how it works and why it's different than other volunteer driver programs
- **How It's Exceptional**
Presents the characteristics that make TRIP an innovative yet simple approach
- **Why It's Valuable**
Describes the model as an innovative yet simple method of providing transportation.
- **Where It Can Be Adapted**
Suggests three ways the model can be adapted
- **Exemplary Programs**
Includes descriptions of three volunteer friends programs

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For More Information Visit
www.beverlyfoundation.org



The Beverly Foundation

Volunteer Driver Programs

Volunteer driver programs have been providing transportation to older adults for more than sixty years. A recent Beverly Foundation survey found that a large number of volunteer driver programs provide transportation with limited staff, limited infrastructure, and limited financial resources. Recruiting riders and drivers and scheduling rides appeared to be one of the major contributors to time and effort requirements on the part of staff. These and other challenges can make it difficult for organizations and communities to make the decision to start up new volunteer driver programs.

The TRIP Model

The TRIP model was designed as a low-cost, low-maintenance, customer driven approach for providing transportation to older adults. The original TRIP (Transportation Reimbursement and Information Program) program is located in Riverside, California. It was the outcome of a collaborative partnership between the

The TRIP Experience*

Start Date	1993
Budget (2007)	\$496,777
Service Area (sq. mi.)	7,200
Number of Rides (2007)	79,989
# of Riders (2007)	445
# of Drivers (2007)	602
Cost Per Ride	\$6.21

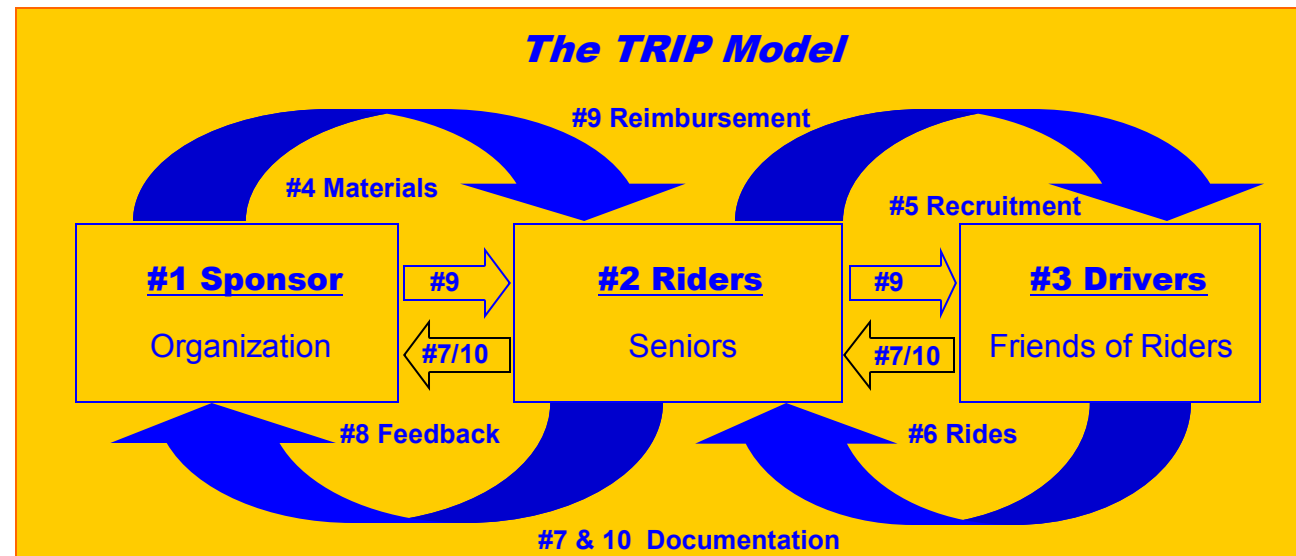
Independent Living Partnership, sponsor of TRIP, the local Area Agency on Aging, and the county department of transportation. In addition to drawing on the best features of existing volunteer driver program models, the TRIP model was a precursor of the Beverly Foundation's 5 A's of Senior Friendly Transportation.¹

* Examples of three TRIP programs are included on page 4.

¹ The 5 A's are detailed in Fact Sheet Vol. 1 (#5).

How It Works

Below is an illustration that includes the primary features of the TRIP model. Its basic ingredients include: a sponsor, riders, and drivers.



The TRIP Model works like this:

- (#1, #2, and #3) A sponsor identifies riders who in turn recruit their own drivers.
- (#4) The sponsor conveys materials about the program to the riders who share it with their drivers.
- (#5) The riders identify their drivers.
- (#6) The drivers provide rides to the riders.
- (#7) Both the riders and drivers convey their documentation to the sponsor.
- (#8) The riders provide feedback to the sponsor.
- (#9) Reimbursement is given to the riders who then give it to their drivers.
- (#10) Documentation necessary for program administration is conveyed to the sponsor.

TRIP is different than most transportation services because it does not recruit drivers, schedule rides, own vehicles, or charge fees. Additionally, the model includes several exceptional characteristics. (1) Its three basic elements (sponsor, riders, and drivers) interact in a manner that results in administrative efficiency and cost effectiveness. (2) The involvement of both the riders and the volunteer drivers in organizational and administrative activities results in self-management and self-esteem. (3) The mutual-agreement scheduling method creates the possibility of 24/7 availability for travel to mutually agreed on destinations. (4) The involvement of drivers who are friends of riders ensures that drivers are aware of and perhaps experienced in providing the type of transportation assistance needed by riders. (5) The exchange approach to mileage reimbursement by providing riders with mileage reimbursement checks which the rider then gives to the driver enables the rider to ask for a ride with the promise of giving something in return. The rationale is that riders will be more likely to ask for a ride if they are not asking for charity.

And finally, the model creates an “arm’s length relationship” between the program sponsor and the driver. According to risk management professionals and insurers this characteristic has the potential of limiting liability because: (1) the drivers are not recruited or managed by the program; (2) the program does not own vehicles; and (3) staff do not schedule rides.

Why It's Exceptional

Exceptional Features

- Designed to limit liability
- Organized to limit administration
- Planned for rider/driver contributions
- Arranged for 24/7 travel
- Available for travel to any destination
- Capability of providing assistance
- Exchange approach to reimbursement

The typical volunteer driver programs needs to recruit drivers, and works with both riders and drivers to schedule rides.

How It's Exceptional

Central Features of the Model

Program Feature	Yes	No
Staff Recruits Drivers	X	
Staff Schedules Rides	X	
Program Owns Vehicles	X	
Volunteer Driver Pays for Fuel	X	
Riders Pay Fees	X	

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 they can be reimbursed for their travel, friends and neighbors will be more likely to provide rides. (4) If friends and neighbors can use their own automobiles, it will eliminate the need to purchase vehicles. (5) If riders and drivers can schedule their own rides, it will eliminate the need for staffing and infrastructure.

The accompanying chart indicates several ways the TRIP model eliminates costly features that are included in many paid and volunteer driver programs.

Why It's Valuable

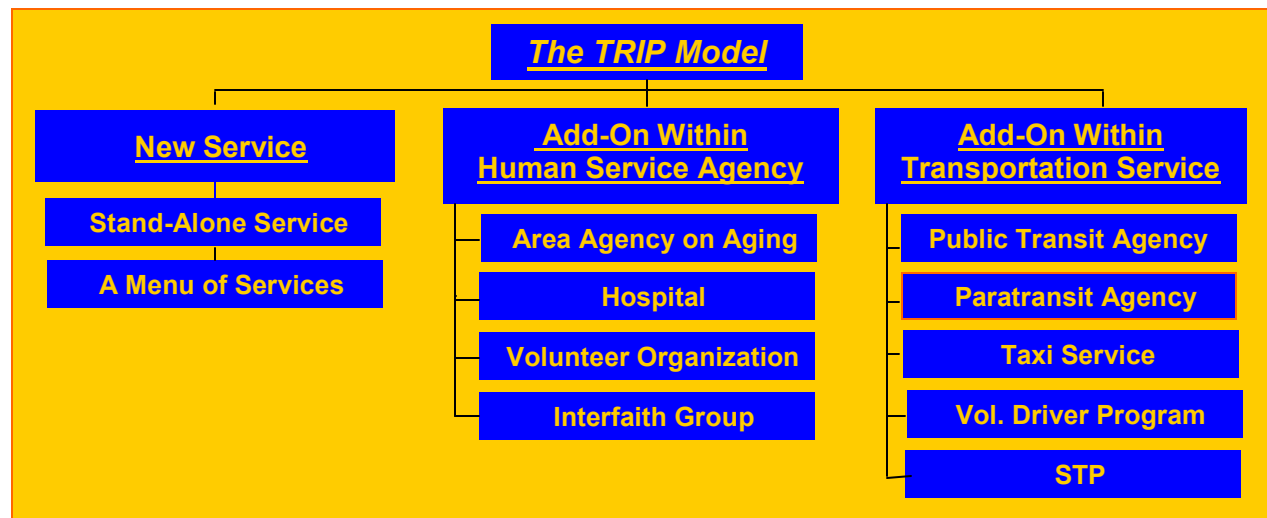
TRIP is an appropriate option for existing or prospective transportation services that believe in empowering older adults by giving them a sense of independence and self esteem. The accompanying chart indicates rider responsibilities for facilitating and administering their own transportation.

Rider Responsibility = Empowerment

- recruiting one's own driver
- scheduling rides
- giving feedback to the sponsor
- submitting documentation
- using reimbursement to pay for rides

Below is an illustration of the three ways a TRIP program can be organized: (1) as a new service; (2) as an add-on service within a human service agency, or (3) as an add-on within a transportation service.

Where It Can Be Adapted



Whatever the organizing approach, TRIP is designed as a dynamic and flexible model that can be adapted within any community. For example, one community may only want to provide reimbursement to non-emergency medical appointments; another might want to allow drivers to use program owned vehicles; while another might want to allow drivers to limit assistance to the door rather than through the door. Such adaptations are keys to its success as a transportation service, for it is essential that when implemented, the TRIP model reflects the interests and expectations of the stakeholders, the special needs of prospective passengers, and the organizational and financial resources of the community.

The TRIP model and two adaptations are described on Page 4.

Exemplary TRIP Programs

The examples below present a variety of volunteer driver program approaches

TRIP - Riverside, California TRIP supplements public transportation services in Riverside County, California by reimbursing volunteers to transport individuals where no transit service exists or when an individual is too frail or suffers from other conditions that limit the feasibility of other transportation. Individuals are referred by social workers and other professional evaluators from 130 non-profit and governmental partners, such as the Department of Public Social Services, the Office on Aging, the State's Multipurpose Senior Services program, visiting nurses, the ADA services of public transit operators, and many health and human services providers. All referrals are through the Information and Referral call center of the county Office on Aging.

TRIP then completes an application for program certification and service by telephone. After appropriate medical verifications of health status are received, the application is reviewed by an Eligibility Determination Committee comprised of agency board members, representatives of funding agencies, and members of the senior and disabled community. The committee examines each request on a case-by-case basis with two objectives in mind: (1) Provide guidance and counsel to applicants for successful use of public transportation alternatives, or (2) Provide TRIP assistance if it is determined that an applicant is unable to successfully use existing services and that the needed transportation is not likely to occur without TRIP assistance. The goal of TRIP is to promote independence, not increased social dependency—the goal is not to “help” people, it is to empower them.

Once approved for TRIP assistance, TRIP participants are then asked and assisted to recruit their own volunteers from friends or neighbors. At the end of each month, Riders send in their mileage requests for reimbursements for their volunteer drivers. The details of each request are entered in TRIP's TripTrak program management application, including dates of travel, reasons for travel, origination, destination, miles driven, driver identification, and volunteer time spent. TripTrak then provides for the printing of the reimbursement checks that are sent to the riders. TripTrak is used to print reports that provide program performance verification and support ongoing requests for program funding.

www.livingpartnership.org/Transportation.htm

Senior Express Transportation Program - Kansas City, Kansas Created in 2006 by the Shepherd's Center of Kansas City, Kansas, the Senior Express Transportation Program shares several features with the TRIP model. The riders recruit their own drivers and schedule with them the rides that they need. To participate in the program, the riders must agree to take responsibility for selecting their drivers, and ensuring that their drivers are operating their vehicle according to all state laws. In addition to reducing liability exposure, the program offers the advantage of empowering riders to choose drivers that they know and with whom they are comfortable. Because the destinations, time of the rides, and the reasons of the trips are arranged between the riders and the drivers it allows the crossing of jurisdictional boundaries, the provision of high level of assistance (door-through-door), and the elimination of day and time constraint. In 2007, 102 riders participated in the program. The Senior Express's 2007 budget of \$75,000 consisted of 70% grants and 30% corporate and individual donations. www.shepherdscenterkck.org

Faith in Action of McHenry County - Crystal Lake, Illinois In 2007 *Faith in Action of McHenry County* added a pilot project known as the “The Senior Connection” to its programs to connect senior residents with neighbors. Based on the TRIP model, the “Senior Connection” enables riders and their neighbors who drive them to schedule rides on the basis of mutual agreement. The drivers still provide reports on destinations but this program eliminates staff's time and resources in scheduling rides. In 2007 *Faith in Action of McHenry County* provided 4,787 rides to 318 riders, with a budget of \$51, 120. www.fiamchenrycounty.org