



# THE TRIP MODEL

## Highlights

- Volunteer Driver Programs**  
*Introduces the need 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 Program**  
*Being adapted by other communities around the country.*

**November 2009**

**For More Information Visit  
[www.TRIPtrans.org](http://www.TRIPtrans.org)**

The TRIP model was designed as a low-cost, low-maintenance, customer driven approach for providing transportation to older adults.

### TRIP—First 8 months (1993)

Miles of Service Provided	65,635
Budget	\$26,524
Service Area (sq. mi.)	7,200
Number of Rides	2,791
# of Passengers	96
# of Volunteer Drivers	114
Cost Per Ride	\$9.50

TRIP (Transportation Reimbursement and Information Program) was the outcome of a collaborative partnership between the Independent Living Partnership, sponsor of TRIP, the local Area Agency on Aging, and the county department of transportation.

TRIP is located in Riverside, California. It provides transportation to older adults in Riverside County and people with limitations. TRIP passengers recruit their own drivers and rides are arranged between passengers and their drivers.

### 2009 TRIP Experience

Miles of Service Provided	1.4 million
Budget (2009)	\$496,095
Service Area (sq. mi.)	7,200
Number of Rides (2009)	100,006
# of Passengers (2009)	583
# of Drivers (2009)	700
Cost Per Ride	\$4.96

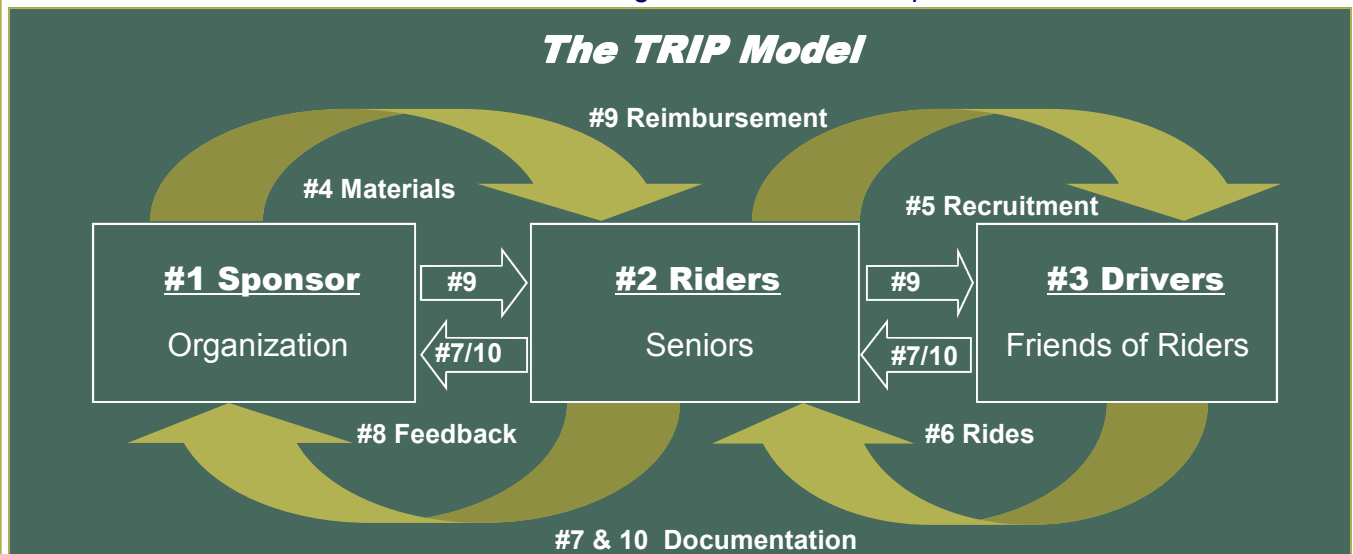
The organization of the TRIP program results in very limited staff and infrastructure support.

*The Beverly Foundation has rated TRIP as .....“the nation’s best volunteer driver model”*

TRIP is different than most transportation services .....

## 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 Process Is Outlined Below. :

**(#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. Its three basic elements (sponsor, riders, and drivers) interact in a manner that results in administrative efficiency and cost effectiveness. The mutual-agreement scheduling method creates the possibility of 24/7 availability for travel to mutually agreed on destinations. The involvement of drivers

## Why It's Exceptional

### Special Features

- Designed to limit liability
- Simple to administer
- Drivers vetted by passengers
- Can be organized in any location
- Low cost to operate
- No volunteer recruitment headaches
- No dispatch expense
- No paid drivers
- Arranged for 24/7 travel
- Available for travel to any destination
- Capability of providing assistance

who are friends of riders ensures that drivers are aware of and perhaps experienced in providing the type of transportation assistance needed by riders. 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.

The TRIP model is an outgrowth of five innovative assumptions.....

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

### **How It's 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 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.

#### **Central Features**

<u>Program Feature</u>	<u>Yes</u>	<u>No</u>
Staff Recruits Drivers		x
Staff Schedules Rides		x
Program Owns Vehicles		x
Volunteer Driver Pays for Fuel		x
Riders Pay Fees		x

### **Why It's Valuable**

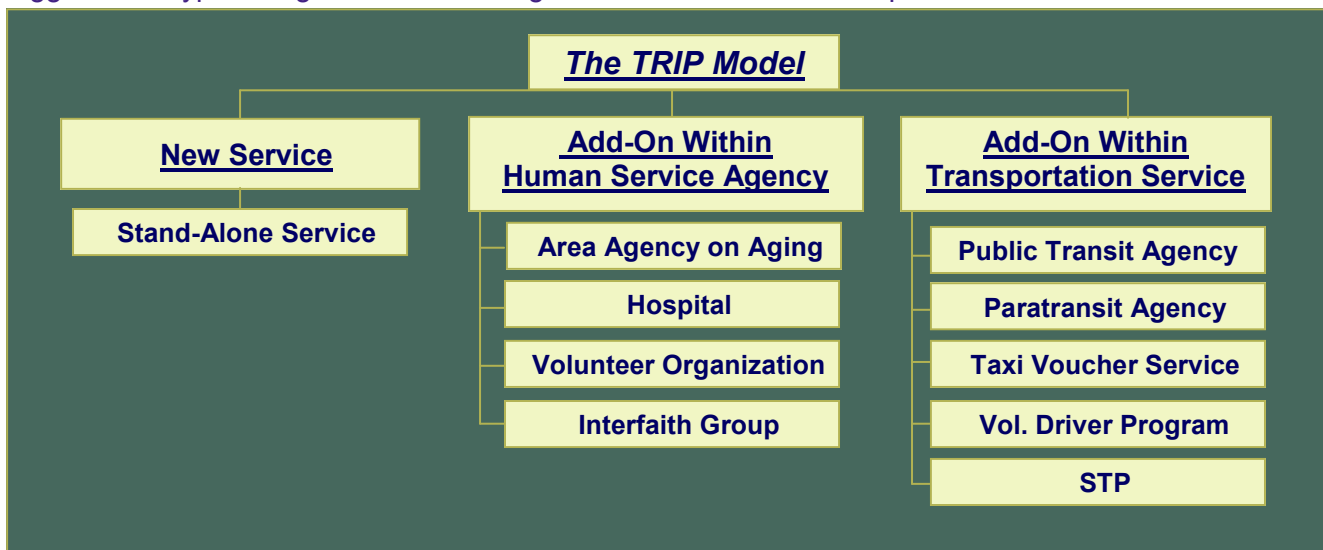
TRIP is an appropriate option for existing or prospective transportation services that believe in empowering older adults by giving them a sense of independence and self esteem. The accompanying chart indicates rider responsibilities for facilitating and administering their own transportation.

#### **Rider Responsibility = Empowerment**

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

TRIP can be implemented in rural as well as urban and suburban communities. The following illustration suggests the type of organizational arrangements that can be developed.

### **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. Several examples include: the Senior Express Program in Kansas City, KS; a Faith in Action Program of McHenry County, Crystal Lake, IL Out and About Vista, Vista, CA; TRIP of San Mateo County, CA; TRIP of Mystic Valley, MA. 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 senior transportation option that will work for everyone.....*



## **The Senior Transportation Option That Will Work For Everyone**

**AVAILABLE NOW**

**How to Start a TRIP Service in Your Community  
Manual**

**TripTrak™ Software**

**Customizable Form Package**

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