

TRIP-Link

(working title)

Transportation Reimbursement
& Information Program

A model Volunteer Driver Program



a self-directed, mileage reimbursement transportation service that complements public transportation.

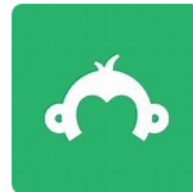
Why you? YOU are the boots on the ground...

As you watch this presentation, please consider the following and jot them down on paper.



- ▶ In your professional experience how much of a demand is there for a Volunteer Driver Program? Examples.
- ▶ Should it be a Link administered program, or a contracted service in the Valley?
- ▶ Top 5 characteristics of your ideal Volunteer Driver Program.

▶ Survey Monkey



Transportation Landscape

Why another option?

➤ **Public transportation :**

Link, Link Plus, DART, DART Chelan

Geographic area limited, reservation only

➤ **Brokered services:**

People for People, HealthTran, Cabulance

Medicaid only criteria, limited demographic

➤ **Volunteer driver programs:**

Entiat TRIPS, Volunteer Services, TLC

Seasonally limited, volunteer availability, geographically limited

➤ **Private transportation services:**

Taxi, Uber/Lyft, Veterans, Home Care Agencies/Residential

Cost prohibitive, limited to a population

➤ **Transportation assistance including gas cards:**

Wellness Place, healthcare partners

*Dependent upon availability & funding
Membership criteria*

Why you? You're “the public”.

1. The Link Transit Board of Directors approved a sales tax increase initiative 2018.
2. The public voted in favor of the initiative last year (2019).
3. Link Transit is asking the Board of Directors this fall for funding of this project in 2021.



Wheels in Motion: Addressing Needs

Link Transit vision 2020 created

- ▶ The public voted for a sales tax increase last year, which would expand services and increase access to public transit
- ▶ The Board approved the initiative



NCW Mobility Council formed

- ▶ **Mission:** To increase access to services to improve the wellness of our communities and vulnerable populations.
- ▶ **Vision:** The Mobility Council is a long term effort aimed at creating partnerships and identifying resources to expand and increase accessibility to existing services; and to advise the community on services needed to fill in the gaps.

Your voice

- ▶ Let's start at the beginning: 2016 Link Transit Survey

Sunday service ✓

Tourism and services workers/weekends ✓

More comprehensive service



- “...more fully meet the special needs of disabled residents and our growing senior population...”

Persistent Regional Transportation Gaps

Despite robust transit programs, regional transportation gaps have been well documented.

2017 Mobility Summit Identified Top Needs of Stakeholders

- ▶ Education of existing services
- ▶ Expand services ✓

Gaps identified

- ▶ Rural Areas
- ▶ Same day service needs/scheduling
- ▶ Language & cultural gaps
 - ▶ Includes low technology literate
 - ▶ Trust issues

Solutions

- ▶ Community Based problem solving
- ▶ Increase 1:1 interactions
- ▶ Volunteer trips
- ▶ Same day



Persistent Regional Transportation Gaps

2018 Chelan Douglas Coordinated Public Transit - Human Service Transportation Plan, Identified Regional Needs:



- ▶ Increased public transit service hours
- ▶ Improved *rural* transportation options
 - Serve more individuals *outside* of Public Transportation Benefit Areas (PTBA's)
 - Expand *same day service* options
- ▶ Better connectivity between counties, and
- ▶ Continued research and *support of funding* opportunities for expanded/new services

Persistent Regional Transportation Gaps

In 2018- Survey said...

Of those that use public transit (n=294):

- ▶ 47% use transit for medical care
- ▶ 51% for basic needs e.g. groceries
- ▶ Top three destinations;
 - ▶ **Wenatchee, Cashmere & Leavenworth**
- ▶ While 61% never had *difficulty with transportation*,
- ▶ *39% stated sometimes or all the time.*
- ▶ New services preferred:
 - ▶ 53% Shuttle
 - ▶ 46% Ridesharing
 - ▶ **44% Volunteer Drivers**



TRANSPORTATION NEEDS ASSESSMENT SURVEY

The NCW Mobility Council wants to know about your transportation use and needs. Your responses to this survey will help us develop a regional plan to improve transportation.

The survey takes about 5 minutes. **Complete the survey and register to win a gift card.**

1. Do you ever use public transportation (buses, shuttle, taxis and other services)?

Yes – move onto question 2

No – move onto question 8

What is



Transportation Reimbursement & Information Program

- ▶ A TRIP Model volunteer driver, mileage reimbursement service is the least costly and most effective way to provide transportation services anywhere, either as an independent service or as an addition to a menu of services to augment those you already provide.
- ▶ TRIP is a rider-focused service that has minimal infrastructure or staffing requirements and costs far less to operate than other volunteer driver model services. The service can be a low-cost way to meet or expand required Americans with Disability (ADA) services. Most importantly, TRIP delivers a high level of client satisfaction.



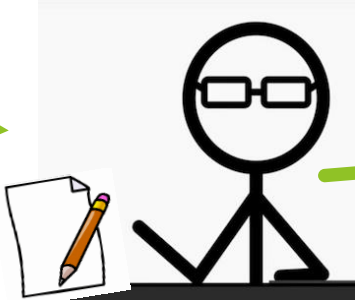
TRIP Program Profile video
www.ilpconnects.org

How traditional Volunteer Driver programs work...

1. Driver applies to be a volunteer.

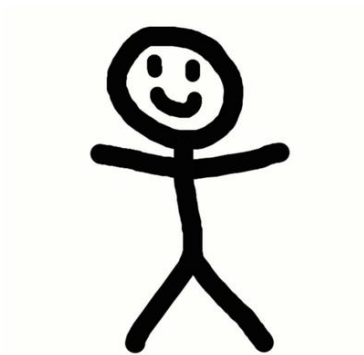


2. Application & interview



- Staff time
- Costs related to background and drug checks
- liability insurance

3. Rider is paired with Driver. Likely unknown to them or vice versa. What about care needs?



4. Mileage report to program admin

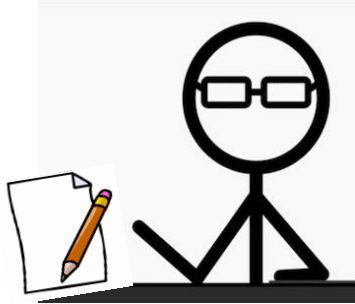


5. Mileage reimbursement sent to Driver

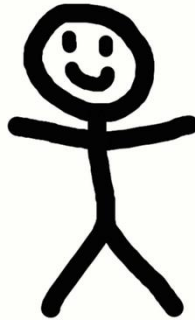


How TRIP works...

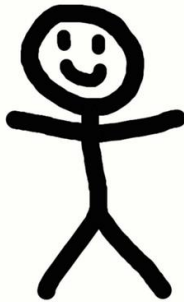
1. Application & interview



2. Rider chooses someone they know to drive, and who knows them.



3. Mileage report to program admin



4. Mileage reimbursement sent to Rider



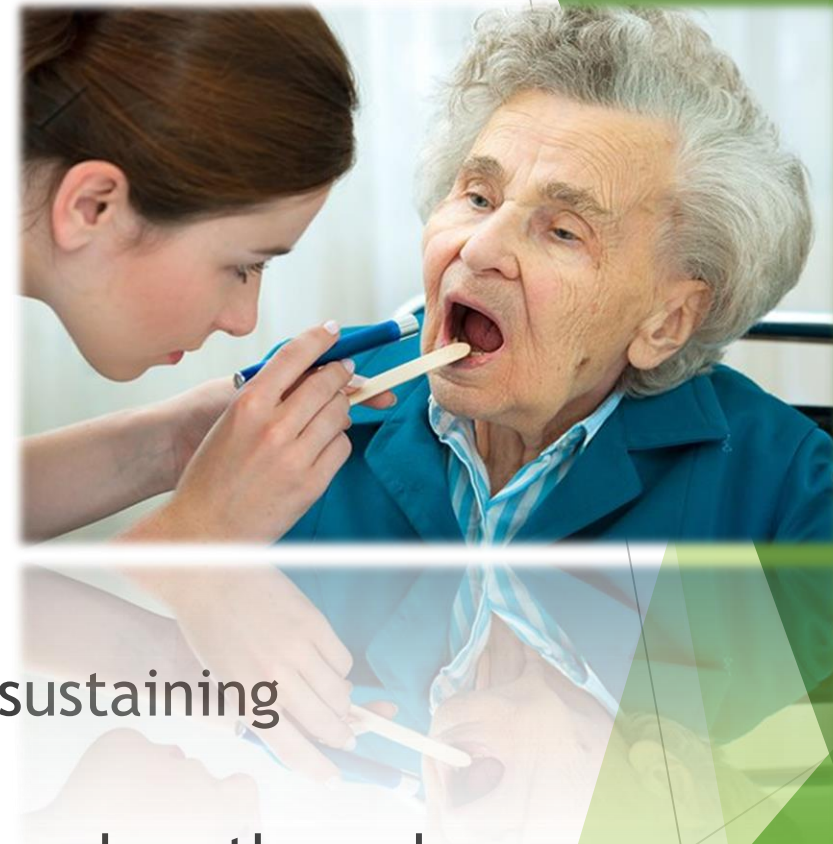
5. Rider pays driver mileage reimbursement



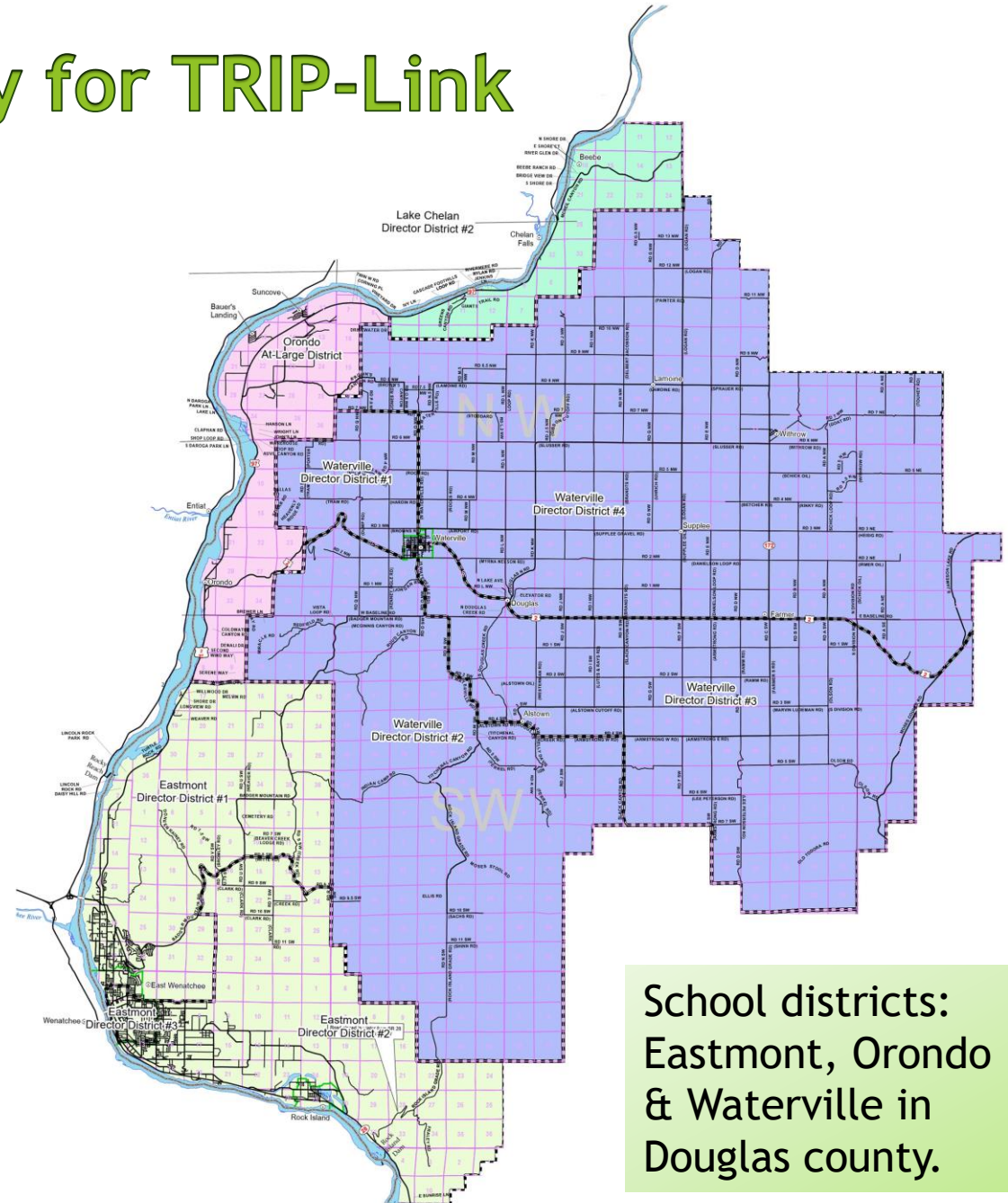
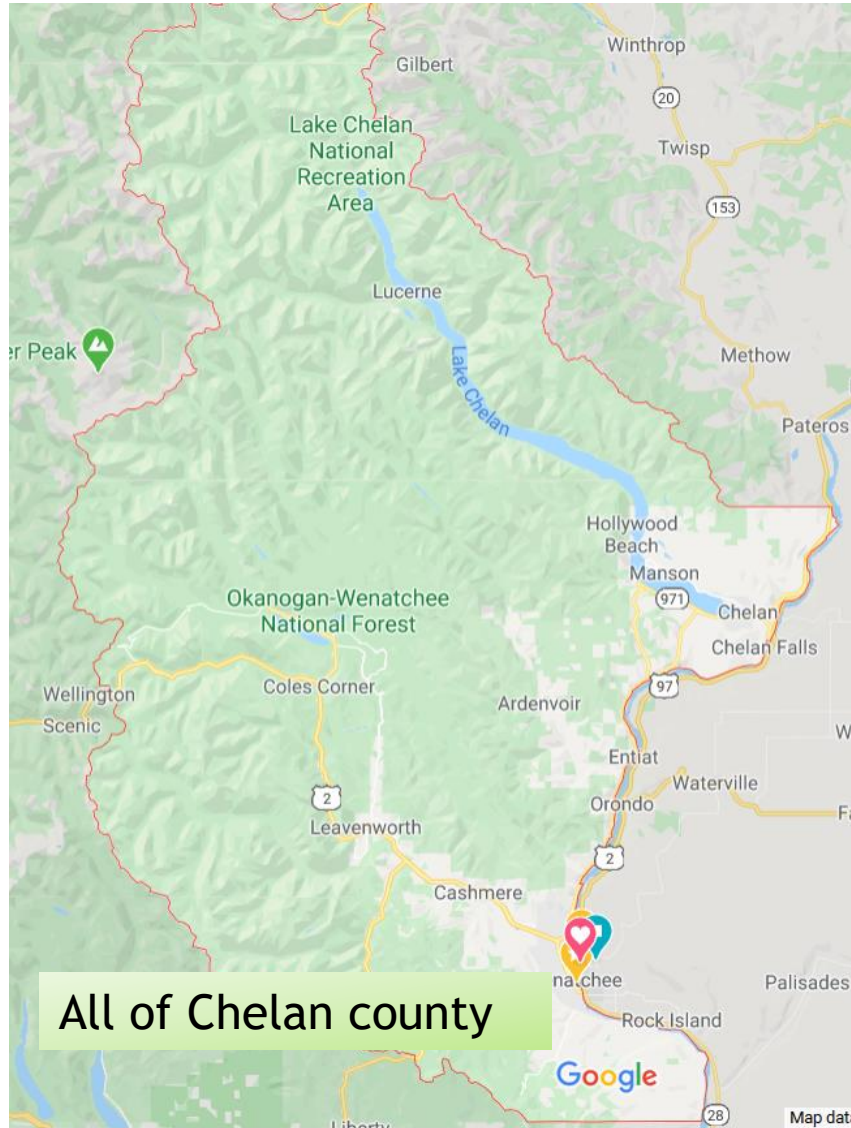
Who would it serve?

- ▶ Seniors
 - ▶ Persons with disabilities
 - ▶ Isolated residents
 - ▶ Residents outside of our current $\frac{3}{4}$ mile Link Plus service area*
 - ▶ Persons who are acutely ill, or require life sustaining treatments, or are end of life
 - ▶ Persons who need hand to hand assistance or door through door
- Public Transportation funding is limited to our Public Boundary Service Area.

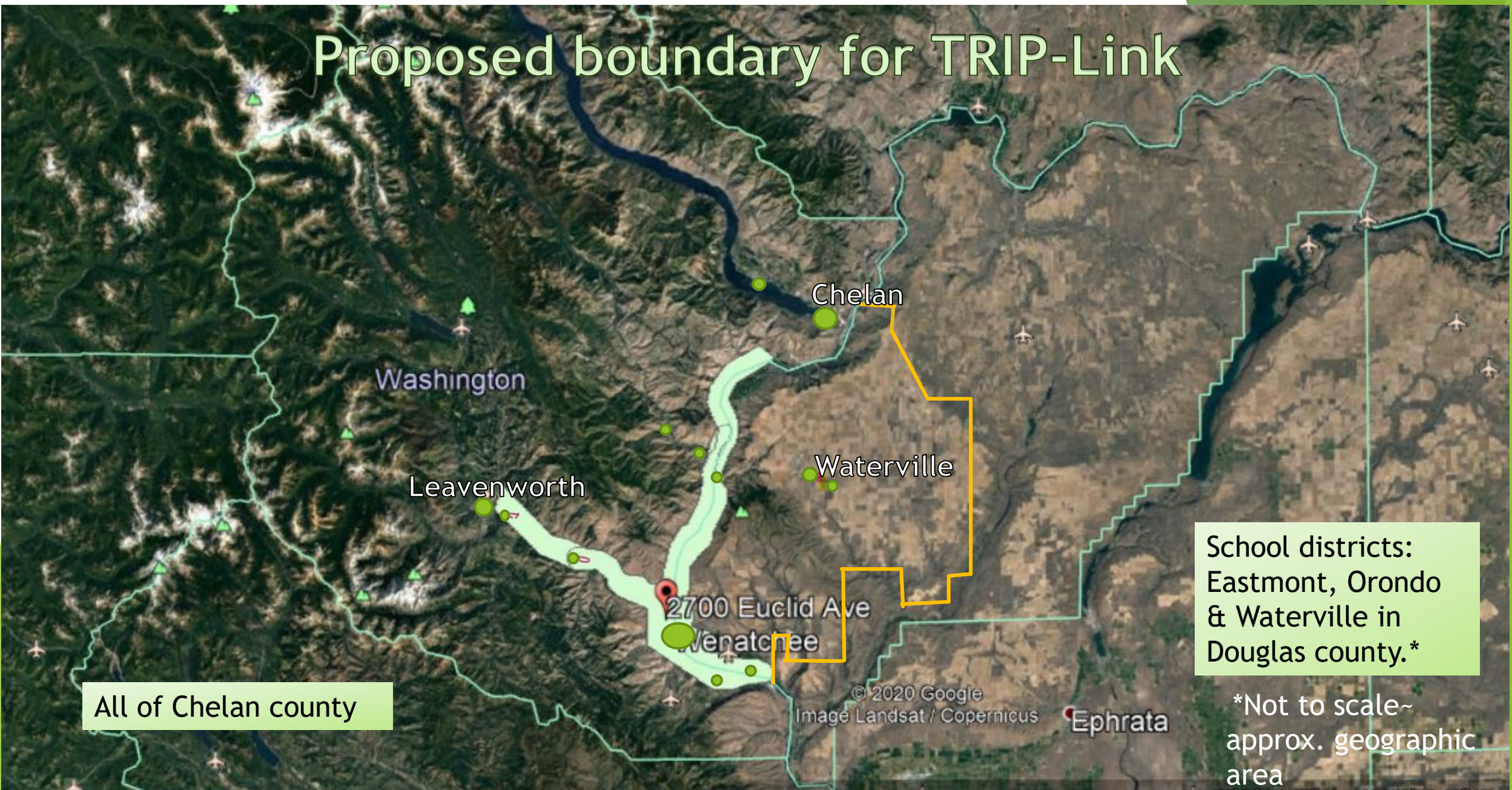
Eligibility criteria yet to be determined.



Proposed boundary for TRIP-Link



Proposed boundary for TRIP-Link



All of Chelan county

School districts:
Eastmont, Orondo
& Waterville in
Douglas county.*

*Not to scale~
approx. geographic
area

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Image Landsat / Copernicus

Ephrata

Benefits of a TRIP type service

- ▶ A TRIP service is quick and inexpensive to **start-up** and operate
- ▶ A TRIP service can be a **stand-alone** service or it can **harmonize** with a menu of existing services
- ▶ Subscription software is available to fully manage and administer the TRIP service
- ▶ Because passengers recruit their own volunteers, staff and infrastructure **costs are significantly reduced** and the risk of using volunteer drivers is lowered
- ▶ It 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
- ▶ Operational costs per passenger ride are very low - In some cases, less than fixed route subsidies.



Benefits to TRIP riders

- ▶ 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
- ▶ 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](#)
- ▶ A volunteer [escort-driver](#) makes each trip with their rider, assisting them as necessary and required
- ▶ An opportunity for [enhanced companionship](#) is provided.
- ▶ ● ● ●

FYI

2018-2019 TRIP Riverside County Report

- ▶ 809 individual riders received an average of 14 one-way trips each month
- ▶ Each one-way trip on our program cost us \$6.33
- ▶ During the 2018-2019 service year each one hundred dollars spent to provide TRIP transportation provided sixteen one-way trips. For transit for each \$100 spent paratransit could provide 2.8 one-way trips.
- ▶ 147,000 hours or 412 hours a day of volunteer time was contributed to escort and drive TRIP clients to appointments, to get needed groceries and for excursions for other purposes, including worship and visiting friends and family.

TRIPS

373 trips per day
\$6.33/trip
\$2,366/day
\$740,558/year

LINK PLUS

150 trips per day
\$48.00/trip
\$7200/day
\$1,807,200 year

Based on 313 days/yr (no Sunday)

FYI

Link Plus

- ▶ Though most available service, not practical and inconvenient
- ▶ Most expensive service to administer. \$48 + per *trip*
- ▶ Reservation only
- ▶ Limited to within $\frac{3}{4}$ mile and times of most of Link fixed routes
- ▶ Some riders have too high of care needs
- ▶ Driver limitations
- ▶ For some, too expensive

150 trips per day
\$48.00/trip
\$7200/day
\$1,807,200 year



How do you feel about a TRIP program?

- ▶ We know there is a need above and beyond Link Plus
- ▶ It's up to a community to engage their representatives
- ▶ YOU do make a difference
- ▶ Who to contact?
 - ▶ Your agency leadership
 - ▶ Local city and county officials
 - ▶ Service provider leaders



- ▶ www.ilpconnect.org Model Program for TRIP - Riverside CA

Other models:

- ▶ <http://www.mves.org/trip> Middlesex Co. MASS
- ▶ <http://freedomroadtransportation.org> Orion MI
- ▶ <https://homage.org> Lynnwood WA (Pay Your Pal)
- ▶ Other resources: <https://www.ncwmobilitycoun>



Pay Your Pal



Questions?