

TRIP (Riverside, California)

Transportation Reimbursement and Information Project

Transit Budget: \$547,504

Trips: 98,100

Enrolled Riders: 445 # Volunteer Drivers: 750

Special Services: Mileage reimbursement - Rider empowerment - Self-scheduling of rides

INTRODUCTION: The County of Riverside is more than 200 miles in length and covers 7,200 square miles. In the early 1990s its regional transportation agency (RCTC) and its county office an aging (RCOA) joined force to respond to the unmet transportation needs of its older population and people with disabilities. They agreed to commit funds to support a new transportation program that would complement existing transit services, and to assign its operation to a third party: the Senior and Disabled Citizens Coalition (now named the Independent Living Partnership), a non-profit 501(c)(3) organization established in 1989. Together they created TRIP (a Transportation Reimbursement and Information Program).

REMARKABLE INITIATIVE: TRIP's unique design resulted from a willingness to respond to prerequisites established by the sponsoring agencies. These included ease of use, administrative simplicity, user empowerment, free transportation, 24/7 availability, and assistance needed by users. The solution was to involve the riders in finding their own drivers who would volunteer their time and their personal vehicles. Riders and drivers self-schedule the rides and once a month the riders submit a request for mileage reimbursement to TRIP. TRIP then mails checks to the riders who pass them on to the drivers. This model has the advantages of limiting both infrastructure and operational costs, of considerably reducing staff activities, and of involving the community.

MISSION AND SERVICES: TRIP is offered as a unique service for those who are unable to use other means of transportation, and who are otherwise unable to access health and social services or activities in the community. TRIP reimburses for mileage to many locations, especially for life-sustaining activities such as medical appointments and grocery shopping, thus enabling riders to live independently in their homes and in the community.

SPECIAL FUNDING: TRIP receives Measure A Funds (a half-cent sales tax for transportation) that was approved by voters in 1988 and allocated to the funding of transit services for seniors and people with disabilities. Other sources of funding come from the County Office on Aging, the City of Blythe, and from the SunLine Transit Agency, for the services provided in the Coachella Valley.

FUTURE EXPECTATIONS: TRIP was adapted to create a generic model called *Volunteer Friends*. The *Volunteer Friends* model has been adapted as a component of an existing transportation program within human service agencies and as a stand-alone transportation service in several communities.

[A Day Inside TRIP](#)

[How TRIP Works](#)

for more information visit www.livingpartnership.org/Transportation.htm