

WILLCOX TRANSIT NEEDS SURVEY REPORT

2017



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Background

SEAGO, with financial support from the Legacy Foundation of Southeast Arizona, is dedicated to identifying and developing strategies to improve access to rural transportation across the SEAGO region.

As part of this commitment, SEAGO dedicated resources to determine the need and demand for rural transportation services in Willcox, the adjacent communities of Pearce, Sunsites, Kansas Settlement, and the agricultural area north of Willcox. In December, 2016, SEAGO amended an existing consulting contract to include the development and implementation of bi-lingual survey tools, survey and census data analysis and a final report on the outcomes of the survey and data analysis.

The final report would be used in helping to determine the feasibility for further planning for improved or increased transportation to the Willcox region. Data would also be used to support any funding applications by SEAGO or its member entities that may wish to address the needs/demand assessment.

Overview

To determine the potential need and demand for transportation services, SEAGO embarked on collecting data from three sources:

- The historic service data compiled by the Northern Cochise Community Hospital and VICaP;

- A survey tool provided throughout the service area in both English and Spanish; and

- Need-Demand estimates based on an established formula provided by the Federal Transit Cooperative Research Program using US Census data.

This report compiles the data from each of the stated sources to estimate the level of need and demand for public transit in the service area.

Survey Tools

Three survey tools were created for this effort (see Appendix A). A general public survey in both English and Spanish, an Employer survey, and a Social Services survey.

The survey plan called for a combination of survey boxes (a supply of survey forms in Spanish and English along with a box where surveys could be deposited by the respondents) left at identified locations and in-person surveys whereby a SEAGO surveyor would solicit participation from the general public and assist respondents in completing the form or, if useful, fill out the form for the respondent.

Additionally, the SEAGO surveyor was to call identified employers and social services organizations and seek participation; filling out the survey form while on the phone.

1000 General Public, tri-fold survey tools were printed in English and Spanish. Several surveys for Employers and Social Service Agencies were printed for use by the surveyor.

Survey Dissemination

All three survey tools were posted on the SEAGO website with a link to the survey pages on the site's home page.

The surveyor and SEAGO staff delivered surveys from a booth at the area health fair and seven boxes were placed at various public locations in and around Willcox. The surveyor also stood at Safeway and the general store north of Willcox to hand out surveys as well as assist participants in filling out the survey.

Surveys were disseminated at the Cochise County Healthy Community monthly meeting in Willcox where a number of non-profit human services organizations were in attendance.

Survey Collection

Surveys were collected by the surveyor where boxes were left. Additionally, surveys conducted by the surveyor were collected and returned to SEAGO. A total of 140 general public surveys were collected. An additional 38 general public surveys were submitted online. Eight employer surveys and four social services surveys were collected.

Once collected, all surveys were entered into an electronic survey format so that a complete spreadsheet of data could be used for analysis.

General Public Surveys

A total of 178 general public surveys were collected. Of those, 160 were determined to have been generated by residents of the survey area. Respondents who were residents of communities outside the survey area, were removed from the analysis.

The general public survey area includes the communities and surrounding areas of Willcox (zip codes 85643 and 85644), Bowie (85605), Dragoon (85606) and Sunizona (85625). These zip codes include the communities of Sunsites, Pearce, and the Kansas Settlement area as well as the unincorporated, agricultural area north of Willcox.

Of the 160 survey area responses, 153 or 96%, were from the Willcox zip codes.

Of the 160 surveys from the study area, 141 or 88% were completed using the English format and 19 or 12% were completed using the Spanish format.

Table 1 Survey Language Format

Service area surveys	160	100%
English Format	141	88%
Spanish Format	19	12%

The front half of the General Public survey consisted of 16 questions (see full survey in Appendix A):

- Zip code where you live
- Age
- Residency year round or seasonal
- Employment status
- Employment sector

- Distance from home to work
- Household size
- Household income
- Household members who are disabled
- Caregiver status
- Veteran status
- Primary language
- Primary means of transportation
- Reason for not driving
- Number of vehicles in household
- Knowledge of volunteer driver service

The back half of the survey consisted of a matrix asking for information on travel destinations including frequency, period destination location and whether or not transportation for this destination was a concern for the respondent. Questions were asked about:

- Employment
- Grocery shopping
- Local medical appointments
- Medical appointments in other communities
- Local shopping
- Shopping in other communities
- School
- Other services

RESIDENCY

Of the 160 responses, 146 responded to the residency question. 88% reside in the area year-round. 12% indicated seasonal residency

Table 2 Residency status

Residency	Number of respondents
Seasonal	5
Year round	141
Total	146

96% of respondents reside in the Willcox area which includes the agricultural district north of I-10 as well as the agricultural area southeast including the Kansas Road settlement area. No responses were received from 85610 which is the Sunsites, Gleeson, Pearce area.

Table 3 Residency zip location

Resident zip code	Number of respondents
85605 Bowie area	1
85606 Dragoon & North Sunsites	2
85625 Sunizona area	4
85643-44 Willcox area	153
Total	160

Table 4 Zip Codes 86543-44



Table 5 Zip Code 85606



Table 6 Zip Code 85606



Table 7 Zip Code 85625



AGE

Of the 158 respondents who answered the question regarding age, the mean age is between 50 and 64.

38% of the survey respondents are 65 and over. The Census Bureau estimates that 32% of the service area population is 65 and over.

Table 8 Respondent age

Age	Number of respondents who answered
17 and under	2
18-29	16
30-49	35
50-64	44
65-79	51
80+	10
Total	158

Table 9 Respondent age by location

Survey respondents' residency by age					
Age	Bowie 85605	Dragoon Sunsites 85606	Sunizona 85625	Willcox region 85643-44	Total
17 or under	0	0	0	2	2
18-29	0	0	0	16	16
30-49	0	1	0	34	35
50-64	0	0	2	42	44
65-79	0	0	2	49	51
80 and up	1	1	0	8	10
Total	1	2	4	151	158

STATUS – EMPLOYED

Of the 160 responses, 73 or 46% indicated they were employed. 68 of those respondents also answered the question regarding the employment sector in which they worked.

Table 10 Employment status

Employment sector	Number of respondents
Retail	17
Health Care	12
Year-Round Agriculture	11
Government	9
Education	6
Seasonal Agriculture	3
Social Services	3
Labor	2
Manufacturing	1
Contractor	1
Telecom	1
Utilities	1
Viticulture	1
Total	68

Of those employed, the mean age is between 30 and 49. 15% of those employed are over 65.

Table 11 Respondent age by employment status

Status by age							
	Age	Employed	Retired	Disabled	Unemployed	Student	Total
	17 or under	1	0	0	0	1	2
	18-29	9	0	0	4	2	15
	30-49	30	0	1	3	0	34
	50-64	22	10	8	4	0	44
	65-79	11	30	9	1	0	51
	80 and up	0	9	1	0	0	10
	Total	73	49	19	12	3	156

Of the 73 who indicated employment, 47 indicated where they worked. Of those, only 1 worked outside the survey service area (Tucson).

Table 12 Employment location by zip

Geographic area of employment	Number of respondents
85602 Bowie area	1
85625 Chiricahua and east area	1
85730 Tucson	1
85643 Willcox area	44

Of the 73 respondents who indicated employment; 52 also answered the questions regarding location of residency and employment, 87% lived and worked in Willcox.

Table 13 Residence location by employment location

Residential Zip code of survey respondents who are employed and where they are employed						
Zip code of residency			Dragoons Sunsites 85606	Sunizona 85625	Willcox 85643	Total
Zip code where employed	85602	Benson	0	0	1	1
	85625	Chiricahua and Sunizona area	0	1	1	2
	85643	Willcox	1	2	45	48
	85730	Tucson	0	0	1	1
Total			1	3	48	52

Of the 73 respondents who indicated employment, 64 answered the question regarding distance to work (one way).

The mean distance is 4-10 miles. 70% drive 10 miles or less to work. 26% live less than 3 miles from employment. 11% drive more than 20 miles each way, to and from work.

Table 14 Distance to employment

Distance to employment	Number of respondents
< 3 miles	17
4-10 miles	28
11-20 miles	12
21-40 miles	5
41-50 miles	2
Total	64

STATUS – RETIRED (RESPONDENT ONLY – DOES NOT INCLUDE HOUSEHOLD MEMBERS)

Of the 159 respondents who answered the status question, 31% indicated they were retired. Three lived outside the Willcox zip codes.

Table 15 Retirement age

Age	Retired
17 or under	0
18-29	0
30-49	0
50-64	10
65-79	30
80 and up	9
Total	49

STATUS DISABLED (RESPONDENT ONLY – DOES NOT INCLUDE HOUSEHOLD MEMBERS)

Of the 159 respondents who answered the status question 12% indicated they were disabled. All but one lived in the Willcox zip codes.

Table 16 Disabled by age

Age	Disabled
17 or under	0
18-29	0
30-49	1
50-64	8
65-79	9
80 and up	1
Total	19

STATUS UNEMPLOYED

Of the 159 respondents who answered the status question, 7.5% indicated they were unemployed. All of these reside in the Willcox zip codes.

Table 17 Unemployed by age

Age	Unemployed
17 or under	0
18-29	4
30-49	3
50-64	4
65-79	1
80 and up	0
Total	12

STATUS – STUDENT

Of the 159 respondents who answered the status question, 1.8% indicated they were students.

All three live in the Willcox zip codes.

Table 18 Student by age

Age	Student
17 or under	1
18-29	2
30-49	0
50-64	0
65-79	0
80 and up	0
Total	3

HOUSEHOLD SIZE

Table 19 Household size

Household Size	Number of respondents
1	33
2	42
3	25
4	32
5	13
6	9
Total	154

Of the 154 respondents who answered questions on age and family size, 14% reside in 2 person households where the respondent ages are 65 and over. 12% reside in 1 person households where the respondent ages are 65 and over. 11% reside in households with 3 or more people where the respondent ages are 65 and over.

Table 20 Household size by age

Age Size → ↓	1	2	3	4	5	6	Total
<17	0	0	1	1	0	0	2
18-29	2	3	1	7	4	2	19
30-49	4	0	7	12	6	2	31
50-64	8	17	8	6	3	2	44
65-79	13	20	8	6	0	3	50
80+	6	2	0	0	0	0	8
Total	33	42	25	32	13	9	154

Of 160 respondents, 148 answered the annual household income question.

Table 21 Household income

Income Level	Number of Respondents
< 18,000	45
18-24,000	26
25-30,000	22
31-37,000	13
38-43,000	11
44-50,000	4
51-55,000	11
>55,000	16
Total	148

Of the 160 respondents, 133 answered both the household size and household income questions.

63% live in households whose income is 150% or less of the Federal Poverty Level.

28% live in households whose income is at or below the Federal Poverty Level

Table 22 Household income by household size

Annual Income by Household size									
150% of Poverty		under \$18,000	\$18-24,000	\$25-30,000	\$31-37,000	\$38-43,000	\$44-49,000	>\$55,000	Total
Household Size	1	19	2	2	1	1	1	2	28
	2	9	2	10	3	5	1	5	35
	3	5	4	2	3	1	1	4	20
	4	5	10	4	4	2	0	4	29
	5	3	4	3	0	1	1	0	12
	6	3	3	0	2	1	0	0	9
Total		44	25	21	13	11	4	15	133

DISABILITIES

Of the 160 respondents, 62 or 39% indicated that they or someone in their household were disabled.

Of those who answered the question regarding the number of persons in their households who had disabilities, there were a total of 70 disabled persons identified.

Of the 160 respondents who answered both the caregiver and households with disabled questions, 28 or 17% indicated they were caregivers. Of these 28 caregivers, 17 or 63% are caregivers in their own homes.

Of the respondents who answered both the disabilities and household size questions, 57 persons were identified as disabled with 19 or 33% living alone. Four respondents, or 7% lived with one other person who was also disabled.

Table 23 Number of disabilities by household size

Number of disabled persons in household by household size					
# of disabled persons	1	2	3	Total	
Household Size	1	19	0	0	19
	2	10	4	0	14
	3	7	2	1	10
	4	7	3	0	10
	5	1	0	0	1
	6	3	0	0	3
Total		47	9	1	57

VETERANS

Of the 160 respondents, 32 or 20% indicated veteran status. Of those, 30 also answered the household income question.

10 or 31% of those with veteran's status live at or below 150% of the federal poverty level based on household size.

5 or 15% of those with veteran's status indicated that their primary source of transportation was something other than their own vehicle, including rides with friends, relatives, neighbors, and medical transport services.

Table 24 Veterans status by household income

Veterans by Household Income	
Annual Income	
under \$18,000	8
\$18-24,000	2
\$25-30,000	8
\$31-37,000	2
\$38-43,000	3
\$44-49,000	3
\$50-55,000	3
more than \$55,000	1
Total	30

LANGUAGE

Of the 160 respondents, 159 answered the question regarding language.

19 of the 160 survey responses were completed using Spanish Language survey tools.

Table 25 Language preference

Primary Language	Number of Respondents
English	120
Spanish	34
English and Spanish	3
English and Native American Language	1
Native American Language	0
Spanish, English, Native American	1
Total	159

VEHICLES

Of the 160 respondents, 156 indicated the number of vehicles in their household.

18 or 11.5% of the respondents do not have a vehicle.

Table 26 Number of vehicles in household

Number of vehicles in household	Number of Respondents
0	18
1	71
2	42
3	25
Total	156

Of the 156 respondents who answered the vehicle question, 150 also responded to the household number question. 11% of these households do not own a car. 38 household members or 9% of the estimated 429 household members do not have access to a vehicle.

Table 27 Vehicles in household by household size

Number of Cars per Household	1 person in Household	2 people in household	3 people in household	4 people in household	5 people in household	6 or more people in household	Total
0	8	0	4	2	2	0	16
1	23	13	11	17	2	4	70
2	2	21	5	6	6	1	41
3	0	6	3	7	3	4	23
Total	33	40	23	32	13	9	150

Of the 160 respondents 145 answered both the household income and primary means of transportation questions.

23% of respondents indicated that a personal vehicle was not their primary means of transportation. Of those, 16% relied on family and friends with 6% walking, using medical transport, carpooling, using van service or other means.

77% of respondents indicated that a personal vehicle was their primary means of transportation.

Table 28 Primary means of transportation by household income

Primary means of transportation by household income										
Household Income		under \$18,000	\$18-24,000	\$25-30,000	\$31-37,000	\$38-43,000	\$44-49,000	\$50-55,000	> \$55,000	Total
Primary Means of Transport	Personal vehicle	31	18	17	10	8	3	9	16	112
	Friend, relative, neighbor	11	6	2	3	1	0	1	0	24
	Walk	2	0	1	0	0	0	0	0	3
	Medicaid transport	0	0	0	0	1	1	0	0	2
	Carpool for work	0	1	0	0	0	0	0	0	1
	Van or bus service	0	0	1	0	1	0	0	0	2
	Various	0	0	1	0	0	0	0	0	1
Total		44	25	22	13	11	4	10	16	145

18 or 11% of those who responded to both the number of vehicles and the primary means of transportation reported that they owned at least one vehicle but that the vehicle was not their primary means of transportation. 15 of the 18 reported that friends, relatives and neighbors were their primary source of transportation.

Primary Means of Transportation by Number of Vehicles in Household									
Primary Means of Transportation		Personal Vehicle	Friend, Relative, Neighbor	Walk	Medicaid Transport	Carpool for Work	Van or bus service	Various	Total
Number of vehicles in Household	0	0	11	3	0	1	1	1	17
	1	56	11	1	2	0	0	0	70
	2	39	2	0	0	0	0	0	41
	3	23	2	0	0	0	0	0	25
Total		118	26	4	2	1	1	1	153

Table 29 Number of vehicles by primary means of transportation

Of the 160 respondents, 48 or 30% identified reasons they do not own or use a car (even if they answered yes to car ownership). Respondents were able to check more than one box.

Affordability was chosen 40 times or 71% of the 56 responses. No driver's license was chosen 10 times or 18% of the 56 responses.

Table 30 Reason for not driving by household income

Reason for not driving → Income ↓	Can't afford a car	Can't afford gas and insurance	Prefer to Walk	Medical or Physical condition	No Driver's License
<18,000	8	6	1	1	5
18-24,000	6	9	0	0	1
25-30,000	3	3	0	1	0
31-37,000	1	1	0	1	1
38-43,000	1	1	0	0	1
44-49,000	0	0	0	1	0
50-55,000	1	0	0	0	1
>55,000	0	0	0	1	1
Total	20	20	1	5	10

TRIP DESTINATION – EMPLOYMENT

Of the 160 respondents, 51 answered both the residence and employment zip codes questions.

94% live and work in the Willcox zip code area.

Table 31 Employment destination

Employment Zip Code by Residence Zip Code					
Zip code of Residence		Dragoon North Sunsites 85606	Chiricahua Sunizona 85625	Willcox 85643	Total
Zip Code Employment	Benson 85602	0	0	1	1
	Sunizona Chiricahua 85625	0	1	0	1
	Willcox 85643	1	2	45	48
	Tucson 85730	0	0	1	1
Total		1	3	47	51

Of the 73 respondents who indicated employment, 24 or 33% indicated concern about transportation to employment destinations.

Employment trip frequency by number of respondents who said that transportation to the destination was a concern											
Frequency of one-way trips per week	1	3	4	5	6	7	8	10	18	20	Total
Respondents who indicated that transportation to this destination was a concern	2	1	2	8	9	0	1	1	0	0	24

Table 32 Employment transportation concern

DESTINATION – GROCERY

Grocery trip frequency by number of respondents who said that transportation to the destination was a concern								
Frequency of trips per week to grocery	1	2	3	4	5	6	7	Total
Number of respondents with transportation concerns	12	12	4	1	3	1	0	33

Of the 160 respondents, 33 or 21% indicated that transportation for grocery shopping was a concern.

Table 33 Grocery shopping transportation concern

Respondents indicated that in addition to shopping for groceries in Willcox, they also shopped less frequently in Benson, Tucson, Safford, Douglas, Bowie, and Agua Prieta.

Table 34 Grocery shopping destination

Grocery Destination							
Grocery Destination	Willcox	Benson	Tucson	Safford	Douglas	Bowie	Agua Prieta
Frequency of weekly trips to Grocery	1	24	1	2	3	0	0
	2	25	1	1	1	2	0
	3	10	0	0	0	0	0
	4	2	1	1	0	0	1

	5	6	2	0	0	0	0	0
	6	1	0	0	0	0	0	0
	7	2	0	0	0	0	0	0
Total		70	5	4	4	2	1	1

DESTINATION - MEDICAL

Of the 160 respondents, 32 or 20% indicated that transportation to medical appointments was a concern.

Table 35 Medical transportation concern

Medical trip frequency by number of respondents who said that transportation to the destination was a concern				
Frequency of trips to medical facilities per month	1	2	3	Total
Number of respondents with transportation concerns	18	11	3	32

Of those respondents who answered both the medical trip frequency and medical trip destinations questions, 44% of identified medical trips were to Willcox; 40% to Tucson; 5% to Douglas; 2% to Safford and 1% each to Benson, Sunsites, and Sierra Vista.

Table 36 Medical destination

Medical trip destinations										
Medical trip destinations	Willcox	Tucson	Douglas	Safford	Benson	Sunsites	Sierra Vista	Phoenix	Show Low	Total
Frequency of monthly medical trips	1	26	22	4	3	2	1	1	1	60
	2	14	15	2			1		1	33
	3	8	6	0		1				15
Total	48	43	6	3	2	2	2	1	1	108

DESTINATION – OUT OF TOWN SHOPPING

Of the 160 respondents, 16 or 10% indicated that transportation to out of town shopping was a concern

Table 37 Out of town shopping transportation concern

Out of town shopping trip frequency by number of respondents who said that transportation to the destination was a concern					
Frequency of monthly trips for out of town shopping	1	2	3	4	Total
Number of respondents with transportation concerns	15	1	0	0	16

Of those respondents who answered both the out of town shopping frequency and out of town shopping destinations questions, 50% of identified trips were to Tucson; 22% to Benson; 12% to Safford and 8% to Douglas.

Table 38 Out of town shopping destinations

Out of town shopping destinations									
Out of town shopping destinations		Tucson	Benson	Safford	Douglas	Willcox	Phoenix	Show Low	Total
OOT Shopping Frequency	1	13	5	4	4	2	1		29
	2	10	6	2	0	0		1	19
	3	1	0	0	0	0			1
	4	1	0	0	0	0			1
Total		25	11	6	4	2	1	1	50

Social Services Survey

Four Social Services Surveys were submitted from the Willcox area.

Two served elderly, low income and children and provided health care

One served low income and children and provided Substance Abuse Prevention

One provided health care to the general public

Each operated Monday through Friday with the Substance abuse organization available on Saturdays with appointment.

None of the four organizations reported any employees with disabilities.

Three of the four required that all employees be licensed drivers with the fourth requiring some employees to be licensed drivers.

No organization reported that an employee and quit or was declined a job based on lack of transportation.

Three organizations reported that transportation is rarely a problem for employees. The fourth reported that it sometimes is a problem for employees.

One organization reported that 25% of employees share rides. One reported that 5% of employees share rides.

Three organizations reported requirements for parcel delivery to Willcox, Douglas, Benson, Sierra Vista and Bisbee.

Two organizations maintain fleets that include vans. Three organizations rely on personal vehicles for work related transportation.

Two organizations reported the number of individual clients served: 1 – 100-200 2- 51-100

All four organizations reported that clients must arrange their own transportation to and from service facilities.

Of the four organizations reporting, two indicated that 40% of their clients had broad, unmet transportation needs. One organization reported 25% and the fourth reported 20%.

Two organizations reported that 15% of their clients are elderly.

Two organizations reported that 5% of their clients are disabled. One organization reported that 10% of their clients are disabled.

Two organizations reported that 80% of their clients are low-income. One reported that 60% are low income. The Fourth reported that 90% are low income.

Employer Survey

There were no employer surveys submitted

TCRP Rural Transit Need/Demand Estimation

Transit needs and demands were estimated using procedures described in Transit Cooperative Research Program (TCRP) Report 161 – Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation. The formula is designed to determine the magnitude of need in a geographic area and estimate ridership for a potential transit system. Data is gathered from Census Tables: S0101; S0801; C17001, & C08201 as prescribed by the TCRP program and input into the demographic tables below.

Table 39 TCRP demographic data input

Demographics Inputs		Enter demographic data (from US Census website or other source)
Total Population		10,237
Persons Age 16 and Above		
Persons Age 60 and Over		3,798
Persons Age 16 to 64		
Mobility Limited Population		
Mobility Limited 16 to 64		1,201
Families Below Poverty Level		
Persons Age 16 to 59		
Persons Age 75 and Above		
Persons Age 65 and Above		
Persons Age 64 or Less Living Below Poverty Level		766

Table 40 TCRP vehicle data input

Transit Need Inputs		
Number of persons residing in households with income below the poverty level:	1,802	
Number of persons residing in households owning no vehicles:	Households	Persons
1-Person households:	112	112
2-Person households:	169	338
3-Person households:	65	195
4-or-more-Person households:	0	0

The Output Table utilizes a formula that estimates the need based on the number of household with incomes at the poverty level, the number of households without a vehicle, and number of persons who have mobility limitations. Because not everyone who is perceived to have a need actually has one, the formula uses a mobility gap which better estimates those with actual unmet needs and calculates passenger trips on a single, one way trip, 300 days per year.

Demand is then estimated using the figures established from determining need.

A final estimate of Total Rural Non-Program (demand from persons not participating in a particular social service program)

Table 41 TCRP output/findings

Estimation of Transit Need		
Total need for passenger transportation service:	2,447	Persons
Total households without access to a vehicle:	346	Households
State Mobility Gap:	1.2	Daily 1-Way Pegr.-Trips per Household
Total need based on mobility gap:	415	Daily 1-Way Passenger-Trips
	124,600	Annual 1-Way Passenger-Trips
General Public Rural Non-Program Demand		
<i>Estimate of rural transit trips based on vehicle-miles</i>		
Rural transit trips:	9,262	Annual 1-Way Passenger-Trips
<i>Estimate of rural transit trips based on vehicle-hours</i>		
Rural transit trips:	7,696	Annual 1-Way Passenger-Trips
<i>Trips per person based on vehicle-hours per person</i>		
Trips per person:	1	Annual Trips per Person
Non-Program Demand based on TCRP B3 Methodology		
Demand for Persons Age 60 and Above	7,900	Annual 1-Way Passenger-Trips
Demand for Persons with Mobility Limitations Age 16 to 64	2,400	Annual 1-Way Passenger-Trips
Demand for General Public	1,300	Annual 1-Way Passenger-Trips
Total Rural Non-Program Demand	11,600	Annual 1-Way Passenger-Trips

Existing Service Data

Previous service

In 2009, the Northern Cochise Community Hospital, expanded its nursing home transportation program to include demand response services for the elderly and disabled among the general population within the Hospital's 950 square mile service area. In 2010, the Hospital applied to ADOT for vehicles under the 5310 FTA program, in support of its expanded services and growing demand. At the time of application, the system, annually, was providing over 16,000 trips; 2,400 service hours, and over 15,000 service miles.

In 2014, the Hospital suspended its transportation services as a result of budget considerations.

Northern Cochise Community Hospital													Total	
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June		

Table 42 NCCH 2014 trip data

Unduplicated New Clients Under 60	11	0	1	1	0	1	0	2	1	1	0	0	18
Unduplicated New Clients 60 or Older	47	16	15	17	12	8	7	9	8	7	5	4	155
Grand Total Units/ 1- WayTrips	1172	1262	1440	1688	1442	1294	1312	1230	1260	1510	1408	1070	16088

Existing Service

In January 2017, the Volunteer Interfaith Caregiver Program (ViCaP), with support from SEAGO and the Legacy Foundation began providing limited demand response services to the Willcox area as part of a pilot project that would address a high priority, service gap area with no transportation services.

The current service is a demand response system requiring 48 hours advanced notice for a ride with a week’s notice required for rides to Tucson. ViCaP has applied to ADOT’s 5310 program for operating funds to continue the pilot project.

Table 43 ViCaP 2017 trip data

ViCaP Willcox Demand Response Performance to date

	January-17			February-17			March-17			April-17			May-17		
	Miles	Trips	Riders	Miles	Trips	Riders	Miles	Trips	Riders	Miles	Trips	Riders	Miles	Trips	Riders
Wheelchair-accessible van	2110	101	38	2693	176	48	3847	143	42	3573	99	45	3783	219	52
Willcox Volunteer Support	900	24	5	919	52	12	530	52	17	906	64	11	34	10	3

Average Miles p.m.		Average Trips p.m.	Hours
3,859	month	188.00	173
46,311	annual	2,256.00	2080

Findings

	Census Data	Survey Data
Population	10,237	451 all reported household members from 160 respondents
Population over 60-65	37% over 60	61 or 38% of respondents over 65 yoa
Disabled household members	8%	57 or 12% household members
# of persons under age 65 living in households at or below poverty level	7%	40 or 25% survey respondents
All persons in households at or below 100- poverty	10.5%	126 or 28% reported household members
Number of persons living in households with a vehicle	1,802 or 17.5%	77 or 17%

	Census Data	VICaP	NCCH	Average
Demand for annual 1-way trips	11,600	2,256 Based on 5 mos. Start-up data	16,088 12 mos. Seasoned data	9,981

When applying the survey data to the TCRP formula, the total non-program demand is estimated to be 600 trips annually. The census data population for the study area is 10,237. The survey population is 160 respondents representing a population of 451. 451 is 4.4% of the census population

The Census data estimated a demand for 11,600 annual trips. 4.4% of 11,600 is 510 rides.

The TCRP formula using survey only data estimates 600 annual trips. 600 is 4.4 percent of 13,636 trips per year. 13,636 is 117% of the Census data estimate and 85% of the NCCH historical data.

Summary

The vast majority of survey responses came from Willcox zip codes.

Nearly all respondents are year-round residents.

AGE:

61 of 158 respondents is over 65 years of age.

EMPLOYMENT:

The mean age of respondents was between 50-64

46% were employed and 33% indicated a concern regarding transportation to jobs.

The top three employment sectors were retail, agriculture, and health care.

15% of those employed are over 65 years of age.

Only one respondent worked outside of the study area (Tucson)

The mean distance to work is 4-10 miles. 11% drive more than 20 miles away.

Of the 24 respondents who indicated a concern for transportation 6 drive over 20 miles to work; 12 drive between 4 and 20 miles, and 8 indicate their primary means of transportation is something other than a personal vehicle (friend, neighbor, relative, van, carpool, etc.)

DISABILITY:

19 of 160 respondents said they were disabled. 10 of those are over 65. Among the total of 451 household members of the survey respondents, 57 have a disability.

INCOME:

126 household members live at or below the poverty line.

275 household members live at or below 150% of the poverty line.

VETERAN STATUS:

30 of the respondents are veterans. The mean income for a veteran household is \$25-30,000. 8 earn less than 18,000 per year.

VEHICLES IN HOUSEHOLD:

18 or 11.5% of households had no vehicle

23% indicated that a personal vehicle was not their primary means of transportation

Friend's relatives, and neighbors was the primary means of transportation for most of the households that didn't have a vehicle.

Affordability was the most often cited reason for not using a personal vehicle as a primary means of transportation. No driver's license was the second.

TRANSPORTATION DESTINATIONS:

Of the 160 respondents, those who indicated that transportation was a concern to a particular destination:

Employment – 24

Grocery – 33

Medical Appointments – 32

Most cited destinations were:

Willcox – 48

Tucson – 43

Douglas – 6

Safford 3

Out of town shopping – 16

Most cited destinations were:

Tucson – 25

Benson – 11

Safford – 6

Douglas - 4

NEED AND DEMAND:

NCCH had a ridership of 16,088 in 2014

TCRP report formula estimates 11,600 trips based on census data

TCRP report formula estimates 13,636 trips based on survey data

VICaP data estimates 2,256 rides but is a new service with only 5 months of presence in the area.

92 or 56% of 160 respondents did not know there was a demand response system for elderly and disabled operating in the Willcox area.

WILLCOX SURVEY 2017

Appendix A

Survey Tools



english

Take part in the SEAGO Transportation Survey 2017

SouthEastern Arizona Governments Organization (SEAGO) is conducting this survey to determine the transportation needs of residents in Willcox and the surrounding communities. This information is essential in developing future planning and funding for expanded local and inter-city transportation services. Please fill out both sides of this survey and return it by April 30 to the location where it was received or mail it to SEAGO Transportation, 1403 W. Hwy 92, Bisbee AZ 85603. Write or fill in the circle that best represents your answer.

You may also use an online survey instead. Go to: <https://form.jotform.us/70654261933154>



Participa en la Encuesta de Transporte de SEAGO 2017

español

La Organización de Gobierno del Sudeste (SEAGO) está conduciendo una encuesta para determinar las necesidades de transportación de los residentes de Willcox y las comunidades circunvecinas. Esta información es esencial para el desarrollo de la planificación y financiación futura de los servicios de transporte locales e interurbano. Por favor llene los dos lados de la encuesta y entréguela más tardar para el 30 de abril en el local donde la recibió o mandarla por correo a Transportación SEAGO, 1403 W. Hwy 92, Bisbee AZ 85603. Escriba o rellene el círculo que mejor represente su respuesta.

También puede hacer la encuesta en línea. Vaya al sitio <https://form.jotform.us/70656056529159>

SEAGO Transportation Survey 2017

Zip code where you live: _____

Age: 0-17 or under 18-29 30-49
 50-64 65-75 80 and up

Residency: Year-round Seasonal

Status: Employed; Zip code where employed: _____
 Retired Disabled Unemployed
 Student; Zip Code of School: _____

If employed, in what sector do you work?
 Government Education
 Manufacturing Health Care
 Retail Social Services
 Wine/Viticulture
 Other Seasonal Agriculture
 Other Year-Round Agriculture
 Other (list): _____

Household size (everyone who lives in your household): 1 2 3 4 5 6 more

Household Annual Income (excluding income of minors): under \$18,000
 \$18-24,000 \$25-30,000
 \$31-37,000 \$38-43,000 \$44-49,000
 \$50-55,000 more than \$55,000

What is your primary means of transportation?
 Personal Vehicle
 Friend, relative, neighbor Volunteer driver
 Win or bus service
 Medicaid transportation
 Employer vehicle Other (list): _____

Is anyone in your household disabled?
 Yes—How many?: _____ No

Are you a caregiver for someone with disabilities? Yes No

What is the primary language spoken in your household? English Spanish
 A Native American Language
 Other (list): _____

How far do you drive to work?
 Less than 3 miles 4-10 miles 11-20 miles
 Other (list): _____

Are you or any member of your household a veteran? Yes No

If you don't drive a car, why not? Check all that apply. No driver's license
 Can't afford a car
 Can't afford gas/insurance
 Medical or physical condition
 I prefer to walk or bike
 Other (list): _____

How many vehicles are running and available to you in your household?
 none 1 2 3

Did you know that there is a volunteer driver transportation service available in the Willcox area for the elderly and disabled? Yes No

Transportation Survey 2017 Return to: SEAGO Transportation, 1403 W. Hwy 92, Bisbee AZ 85603

SEAGO Transportation Survey 2017

The following asks about the number of times per week or month you travel to certain destinations, where those destinations are and if you have trouble getting transportation to those destinations.

How many trips do people in your household make?	Frequency or number of trips	Period	Destination	Transportation is a concern in getting to this destination
SAMPLE	5	1 Week 1 month	4 Willcox 0 Douglas 0 Benson 0 Tucson 0 Other _____	0 Yes 0 No
Employment	0 week 0 month	0 Willcox 0 Douglas 0 Benson 0 Tucson 0 Other _____	0 Yes 0 No	
Grocery	0 week 0 month	0 Willcox 0 Douglas 0 Benson 0 Tucson 0 Other _____	0 Yes 0 No	
Local Medical Appointments	0 week 0 month	0 Willcox 0 Douglas 0 Benson 0 Tucson 0 Other _____	0 Yes 0 No	
Medical appointments in other communities	0 week 0 month	0 Willcox 0 Douglas 0 Benson 0 Tucson 0 Other _____	0 Yes 0 No	
Local Shopping	0 week 0 month	0 Willcox 0 Douglas 0 Benson 0 Tucson 0 Other _____	0 Yes 0 No	
Shopping in other communities	0 week 0 month	0 Willcox 0 Douglas 0 Benson 0 Tucson 0 Other _____	0 Yes 0 No	
School	0 week 0 month	0 Willcox 0 Douglas 0 Benson 0 Tucson 0 Other _____	0 Yes 0 No	
Other Services	0 week 0 month	0 Willcox 0 Douglas 0 Benson 0 Tucson 0 Other _____	0 Yes 0 No	



South Eastern Arizona Governments Organization (SEAGO) is conducting this survey to determine the transportation needs of residents in Willcox and the surrounding communities. The information is essential in developing future planning and funding for expanded local and inter-city transportation services. Please fill out both sides of this survey and return it by April 30 to the location where it was received or mail it to SEAGO Transportation, 1403 W. Hwy 92, Bisbee AZ 85603. Write or fill in the circle that best represents your answer.

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 You may also use an **online survey** instead. Go to: <https://form.jotform.us/70654261933154>

SEAGO Transportation Survey 2017

Las siguientes preguntas son sobre el número de veces por semana o mes viaje a ciertos destinos, donde los destinos son y si tienes problemas para conseguir transporte a los destinos.

¿Cuántas veces hacen las personas en su hogar?	Frecuencia o número de viajes	Período	Destinación	El transporte es una preocupación para llegar a este destino
Ejemplo	1	1 Semana Otras _____	1 Willcox 0 Douglas 0 Benson 0 Tucson O Otro _____	1 Si 0 No
Trabajo		0 semana Otras _____	0 Willcox 0 Douglas 0 Benson 0 Tucson O Otro _____	0 Si 0 No
Tienda de comestibles		0 semana Otras _____	0 Willcox 0 Douglas 0 Benson 0 Tucson O Otro _____	0 Si 0 No
Citas médicas locales		0 semana Otras _____	0 Willcox 0 Douglas 0 Benson 0 Tucson O Otro _____	0 Si 0 No
Citas médicas en otras comunidades		0 semana Otras _____	0 Willcox 0 Douglas 0 Benson 0 Tucson O Otro _____	0 Si 0 No
Compras locales		0 semana Otras _____	0 Willcox 0 Douglas 0 Benson 0 Tucson O Otro _____	0 Si 0 No
Compras en otras comunidades		0 semana Otras _____	0 Willcox 0 Douglas 0 Benson 0 Tucson O Otro _____	0 Si 0 No
Escuela		0 semana Otras _____	0 Willcox 0 Douglas 0 Benson 0 Tucson O Otro _____	0 Si 0 No
Otros servicios		0 semana Otras _____	0 Willcox 0 Douglas 0 Benson 0 Tucson O Otro _____	0 Si 0 No

Transportation Survey 2017 Return to: SEAGO Transportation, 1403 W. Hwy 92, Bisbee AZ 85603
También puede hacer la encuesta en línea. Vaya al sitio <https://form.jotform.us/70656056529159>

SEAGO Transportation Survey 2017



La Organización de Gobierno del Suroeste (SEAGO) está conduciendo una encuesta para determinar las necesidades de transportación de los residentes de Willcox y las comunidades circunvecinas. Esta información es esencial para el desarrollo de la planificación y financiación futura de los servicios de transporte local e interurbano. Por favor llene los dos lados de la encuesta y entréguela más tardar para el 30 de Abril en el local donde la recibió o mandarla por correo a: Transportación SEAGO, 1403 W. Hwy 92, Bisbee AZ 85603. Escríba o márcela el círculo que mejor represente su respuesta.

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SEAGO Transportation Survey 2017

Código postal donde reside: _____

Edad: 17 o menos 18-29 30-49
 50-64 65-79 80 o más

Residencia: Todo el año Estacional

Estatus: Empleado; Código postal donde esta empleado: _____
 Retirado Discapacitado Desempleado
 Estudiante; Código Postal del escuela: _____

Si esta empleado, en qué sector está trabajando? Gobierno Educación
 Maquiladoras Cuidado de la salud
 Ventas Servicios sociales: Vино/viticultura
 Otro agricultura temporal
 Otro agricultura de todo el año
 Otro (escriba): _____

¿Qué tan lejos maneja para llegar a su trabajo? 0 menos de 3 millas 4-10 millas
 11-20 millas Otro (escriba): _____

Tamaño del hogar (quien vive en su casa)
 1 2 3 4 5 6 o más

Ingreso anual (excepto el ingreso de menores de edad): menos de \$18,000
 \$18-24,000 \$25-30,000
 \$31-37,000 \$38-43,000 \$44-49,000
 \$50-55,000 más de \$55,000

¿Hay alguien en su familia discapacitado?
 Sí, ¿cuántos?: _____ No

¿Es usted un cuidador de personas con discapacidad? Sí No

¿Cuál es el idioma principal que hablan en su hogar? Inglés Español
 Un idioma nativo americano
 Otro (escriba): _____

¿Usted o cualquier miembro de su hogar es veterano? Sí No

¿Cuál es su principal medio de transporte?

Vehículo personal
 Vecino, pariente, amigo Conductor voluntario
 Servicio de van o autobús
 Transporte de Medicaid
 Vehículo de empresario Otro (escriba): _____

Si no conduces un coche, ¿por qué no? Marque todas las que apliquen.

No tiene licencia de manejar
 No tiene manera de comprar un coche
 No tiene como echar gas y seguro
 Condición médica o física
 Prefiero caminar o en bicicleta
 Otro (escriba): _____

¿Cuántos vehículos están funcionando y disponibles en su hogar?

ninguno 1 2 3

¿Sabías que hay un servicio de transporte de conductor voluntario en el área de Willcox para ancianos y discapacitados?
 Sí No

Transportation Survey 2017 Return to: SEAGO Transportation, 1403 W. Hwy 92, Bisbee AZ 85603

