



*Legacy Foundation of Southeast Arizona*

Promoting Population Health and Community Wellness Throughout Southeast Arizona

## FollowUp Form

2016 Strategic Grant Cycle

### Summary

**Organization Name:** SouthEastern  
Arizona Governments Organization  
(SEAGO)

**Project Name:** Southeast Arizona Health  
Services Transportation Enhancement  
Project

### Grant Purpose

Startup/Seed/Pilot

Planning

General Operating Support

Capital/Facility/Equipment

Management/Technical Assistance

Capacity Building

Snapshot	
Amount Requested	
Applicant Name	Christopher Dane Vertrees
Contact Phone	520-432-5301
Contact Email	cdvertrees@seago.org
Organization Address	1403 W. Hwy 92 Bisbee, AZ 85603

## FollowUp Form

---

### *Project Summary Information*

---

**\* A Final Report is a requirement of the grant funding received. Fulfillment of this grant reporting requirement is a condition of your agreement and a condition to receiving any future funding \***

#### **Project Name\***

Name of Project.

Southeast Arizona Health Services Transportation Enhancement Project

#### **Project Narrative**

Please provide information on the main issues or problems this grant request addresses and details on why or how you will address these issues with the funds provided. This is your opportunity to make a persuasive case for support!

Background:

The research is extensive. SEAGO found 43 scientific-based studies that focused on transportation barriers to health care access. The common theme of these studies is that a lack of transportation stands in the way of adequate care for the elderly, disabled, poor, and rural residents. Problems in accessing health care services typically result in: 1) a tendency to limit medical trips to those that are immediately and absolutely necessary 2) restricted access to non-emergency health services, leading to limited healthcare for purposes such as well visits, health screening, and vaccinations 3) a greater than average or inappropriate dependency on emergency transportation services and emergency health care services 4) worsened health conditions and health outcomes, leading to greater costs than would otherwise have been necessary and 5) In the long run, diminished health, shorter life spans, loss of worker productivity, and increased health system costs.

Closer to home, 34.7% of the participants in the 2012 Cochise County Community Health Assessment, identified transportation assistance as a key item that would improve our community's access to healthcare. Transportation assistance was identified as a need in the 2013 Cochise County Health Improvement Plan. In 2015, the Arizona Department of Transportation (ADOT) conducted a study of the public transportation needs of rural Arizona. 49% of the respondents identified lack of public transportation as the top transportation issue in rural Arizona. 51% identified public transportation availability as poor. 59% identified their biggest transportation need is transportation to medical services.

The Problems:

1) Growing Demand for Transportation Services: The most likely users of transportation services are the elderly and the poor. Information collected through American Fact Finder shows that 37.2% of our population outside of the Sierra Vista Urban Area is age 60 or greater. According to the U.S. Census Bureau, this population is expected to double between 2010 and 2030. Information collected through American Fact Finder revealed that 19.1% of our population outside of the Sierra Vista Urban Area is living below the poverty level. Therefore, the transportation needs for those in-need will soon be at an all-time high for the region.

2) Transportation Service Gaps are Growing: In 2013, Willcox and their surrounding communities had a very active transportation program provided by Northern Cochise Community Hospital (NCCH). NCCH provided over 16,000 rides annually to the communities of Willcox, Bowie, San Simon, Sunsites, Kansas Settlement, and Cochise. The hospital stopped transportation services in 2014, leaving these communities without transportation services. In addition, there is no transportation service being provided between

Bisbee and Sierra Vista, no service in Tombstone, no service between Benson and Sierra Vista, and very limited service in eastern Santa Cruz County.

**Our Solutions:**

1) **Expand Volunteer Programs:** By far, the most cost effective use of public transportation dollars is volunteer programs. SEAGO will partner with the Volunteer Interfaith Caregiver Program and The Senior Citizens of Patagonia, Inc. These are all-volunteer driver programs that currently focus their services in Sierra Vista/Benson and Patagonia respectively. Both are extremely successful programs that are excited to expand their current service areas. The first step in accomplishing this is the development of outreach/recruitment programs that will place staff on the ground in Willcox, Bisbee, Douglas, Tombstone and Sonoita. The program will not just focus on finding drivers, but also locating clients.

2) **Leverage Legacy Funding to Increase Capacity:** SEAGO will leverage Older Americans Act, ADOT Transit, and Regional Planning funding to develop intercity bus routes that link the public bus systems of Bisbee, Douglas, and Benson to Sierra Vista's system. Legacy funding will be used as matching funds to expand a current SEAGO sponsored Douglas to Sierra Vista Feasibility study to include a Benson to Sierra Vista route study. The intent of the study is to determine areas in need, bus stop locations, schedules, and linkage points. Funding is the biggest barrier to establishing intercity service. Legacy funding will be used as matching funds to establish a two-year pilot program that will fill the biggest transportation gaps in the region. We will also leverage this funding to reestablish transportation services to the Willcox area and its surrounding communities.

3) **Maximize our Transportation Partnerships:** SEAGO has a 43-year contracted partnership with ADOT involving regional transportation planning and coordination. We have a 45-year in-house partnership with the region's Area Agency on Aging involving Older Americans Act transportation funding. SEAGO hosts a Regional Transit Coordinating Council that has 23 members. We will use our Coordinating Council to identify and prioritize a mini-grant program (\$5,000 max request) with the remainder of the Legacy Funds. The mini-grant program will be made available for programs to use as matching funds to support grant applications for data collection and ride scheduling technology and for vehicles that will expand services into under-served areas in Cochise and eastern Santa Cruz Counties. SEAGO will also utilize Legacy funding to staff a Grants Coordinator position that will seek and support grant opportunities for our transit partners who do not have the resources to seek out opportunities.

**Summary:**

SEAGO is excited for the opportunity to combine our organizational planning capabilities, and our strong state and local partnerships with Legacy Foundation funding to implement strategies to address our transportation issues from a regional perspective. The truth is that our region has many outstanding health care providers and agencies that provide behavioral health, preventive care, and health education services. However, the best medical services in the world aren't worth very much if the intended recipients cannot get to these services. Therefore, transportation services are a vital component of any comprehensive health and wellness strategy. SEAGO sees the Legacy grant as an opportunity to increase the capacity, effectiveness, and sustainability of existing transportation programs that are eager to expand their roles, but are blocked by limited resources and funds.

**Project Start Date**

07/01/2016

**Project End Date**

06/30/2019

## Amount Awarded

\$600,000.00

## Impact Information

---

### Community Impact Measurement\*

How did you measure the effectiveness of your activities against your goals? Please describe the community impact for each of the your goals.

SEAGO used 3 primary forms of measurement to determine the effectiveness of our goals and the impact to the community:

Usage: Did the impacted communities use the services provided?

Growth: Did community usage increase over the grant period?

Leverage: Did projects influence additional partnerships and funding commitments?

Community impact was significant:

1. Expand Volunteer Programs: This effort resulted in 26 new volunteer drivers in the communities of Douglas, Bisbee, Tombstone, Benson, Willcox, Sonoita, and Hereford communities. SEAGO secured three vans that were integrated into these volunteer programs.

2. Develop Intercity Bus Service: The Cochise Connection serving Douglas, Bisbee, and Sierra Vista kicked off on 8/7/17. Ridership has grown from 404 rides in September 2017 to 964 rides in April 2019. The project is stable and fully funded. ADOT awarded \$200,000 for FY20 and FY21. FCX and Cochise County renewed cash support for the project. The Area Agency on Agency joined as a cash partner allowing the elderly/disabled to ride free.

3. Return transit services to the Willcox area: SEAGO developed a partnership with the VICaP to restart the Willcox program. SEAGO secured a mini-bus and a van to support the project. Ridership has grown from 101 rides in January 2017 to 381 rides in April 2019. SEAGO used Legacy funding to conduct a Willcox Transit Needs Survey. SEAGO used the data collected to secure a \$70,000 planning grant to for a public transit feasibility study.

4. Develop a mini-grant program: SEAGO used that funding to assist 11 programs increase capacity through vehicle purchases, voucher programs, operating support, and grant matching funds.

5. Staff a Grants Coordinator position: This project grew into a Technical Services Center for our providers. Services includes a Transit Asset Management database to ensure the efficient use of regional vehicles and a GIS database to develop route, service and asset maps.

### Lessons Learned\*

What, if any, lessons have you learned from your work thus far? What, if anything, would you do differently?

The biggest disappointment for SEAGO was the the discontinuation of the Cochise Connection route to Benson. Survey data collected during the feasibility study stage indicated high demand. The data collected was sufficient to develop a valid data set. However, the reality was that the route was not utilized by the Benson public. Several days a week the bus would run empty. To stabilize the service, to reduce costs, and to ensure future ADOT funding the Benson route had to be eliminated. A Herford/Palominas route was added to the Connection to improve ridership. The lesson learned by SEAGO was over-dependence on a limited data-set to make the expansion decision to serve Benson. SEAGO should have expanded its data collection efforts or resurveyed prior to implementing the service.

## Future Plans\*

Please describe plans and goals for the future, including sustainability (if appropriate) for this work.

SEAGO has several additional plans to support and advance the goals of this grant:

1. Bring a public bus system to Willcox: The Willcox Transit Feasibility Study will be completed by 6/30/19. Data collected indicates a demand for a public bus service. A feasibility study is an eligibility requirement to apply for FTA Section 5311 (rural public bus system) funding. ViCaP moving from FTA Section 5310 (elderly and disabled) to FTA Section 5311 will bring stability to our Willcox transit efforts. ViCaP will have access to over \$100,000 annually in additional transit funds by shifting programs.
2. Integrate Public Bus Systems: SEAGO was awarded \$85,000 to conduct a Cochise County Public Transit Integration Study. The study will focus on bringing the Douglas, Bisbee, Benson and possibly Willcox transit systems under one lead agency. Significant savings in administrative costs can be realized. Those savings can be invested in the expansion of transit services throughout the County.
3. Bring a public bus system to Huachuca City: In August, SEAGO will be applying for a planning grant to conduct a Huachuca City Transit Feasibility Study. A feasibility study is an eligibility requirement to apply for FTA Section 5311 (rural public bus system) funding. If awarded, Huchuca City will be eligible to apply for funding in FY2021.
4. Stabilize Greyhound Bus Service: As a result of the Cochise Connection bus service, Greyhound expanded operations to include service to include a Tucson, Nogales, Patagonia, Sonoita, Sierra Vista, and Benson bus route. SEAGO will join a marketing effort with Greyhound and Vista Transit to promote and stabilize the Greyhound service.
5. SEAGO was recently awarded a FTA Access and Partnership Grant to pilot a mobile service hub project in which medical, food, and transportation services will be offered simultaneously at strategic locations throughout Cochise County. SEAGO will focus energy on fully developing this project.

## Allocation of Funds\*

How much of the grant amount have you spent? Please provide a narrative explanation of any significant variances between proposed income/expenses and actual. If we did not grant all of the funds requested, how did you address this?

*Please provide an upload of the spending in the Outcome Report Attachments below.*

SEAGO has spent \$554,039 of the grant. \$45,961 of the project budget remains. The project end-date in our grant application is June 30, 2019. The remaining funds are committed and expected to be utilized by the project end-date or shortly thereafter.

In November 2018, SEAGO applied for a FTA Access and Partnership Grant to pilot a create a mobile service hub project in which medical, food, and transportation services will be offered simultaneously at strategic locations throughout Cochise County. On May 22, 2019, SEAGO was notified by the FTA that it was awarded \$235,842 for the project. Partners in this project are:

Chiricahua Community Health Center: There mobile clinics and rural clinics will be the core medical services provider for the project.

Douglas ARC and Douglas Food Bank: Will collect and package food for distribution.

VICaP: Will be the the transportation provider for the project.

To demonstrate local cash committment for the project, SEAGO budgeted \$38,000 of our Legacy Grant to support the project. \$15,000 will be used as match to purchase a 14 passenger van that will be gifted to VICaP to provide transportation for the project. Total van value will be approximately \$75,000. \$7,000 will be used to add a refrigeration system to a DARC box truck that will travel to the Community Food Bank of Southern Arizona in Tucson on weekly bases to collect food for the project. \$6,000 will be dedicated to the Douglas Food Bank to increase storage space, recruit additional volunteers, and fix a roof leak that has been damaging food product. \$10,000 will be used to match \$20,000 in VICaP fuel costs that are anticipated for the project.

SEAGO has committed \$1,500 to support the Tombstone Transportation Project currently being worked on by their Healthy Community group.

The remaining \$6,461 will be distributed to VICaP by 6/30/19 to support their Willcox Transportation Project.

### Significant Changes\*

Please describe any significant Board, management, key employee or organizational changes.

SEAGO had no significant changes during the grant period. The Executive Board officers, Executive Director, and key project staff were with SEAGO throughout grant period.

### Signature\*

Enter your full name, title, and the date of Grant Report submission (e.g., Anne Smith, Executive Director, January 1, 2015).

Christopher D. Vertrees  
Transportation Program Administrator  
May 21, 2019

### Confirmation\*

By entering your signature information above and clicking the "I Agree" button below, you certify that the grant funds received were used solely for the purpose specified in your organization's grant application.

I Agree

## *Outcome Report Attachments*

---

### Proposed and actual budget comparison for the grant.\*

Please provide the line items from the original grant application budget in one column and the actual spending in the next column.

SEAGO-Legacy Grant Budget Comparison Year 1 - 3 (5-22-19).pdf

### Related Press or media



## Legacy Grant Proposed & Actual Budget Comparison Years 1 through 3

Budget Line Item	Legacy Foundation Grant Request	Spending to Date (As of 4/30/19)
Personnel Costs:		
Project Leader*	\$19,500.00	\$14,425.00
Mobility Manager*	\$18,000.00	\$13,776.00
Assistant Mobility Manager*	\$13,500.00	\$12,270.00
Grant Coordinator*	\$62,400.00	\$43,930.00
ViCAP Outreach Coordinator	\$90,000.00	\$90,000.00
ViCAP Outreach Coordinator-Willcox	\$25,158.00	\$37,500.00
Eastern Santa Cruz Outreach Coordinator	\$30,000.00	\$23,226.00
Admin/Finance Support*	\$31,200.00	\$18,718.00
Fringe Benefits*	\$29,592.00	\$23,263.00
<b>Total Personnel Costs</b>	<b>\$319,350.00</b>	<b>\$277,108.00</b>
Non-Personnel Costs:		
Equipment	\$136,500.00	\$137,664.00
Travel	\$3,000.00	\$2,891.00
Marketing/Advertising**	\$3,750.00	\$5,791.00
Information Systems	\$31,500.00	\$25,585.00
Bisbee to Sierra Vista Pilot Project	\$63,000.00	\$65,000.00
Benson to Sierra Vista Pilot Project	\$42,900.00	\$40,000.00
<b>Total Non-Personnel Costs</b>	<b>\$280,650.00</b>	<b>\$276,931.00</b>
<b>Total Project Expenses</b>	<b>\$600,000.00</b>	<b>\$554,039.00</b>

\* SEAGO has recognized a savings of \$47,810 in personnel, support, and fringe benefit costs. SEAGO has secured multiple planning grants that helped off-set our budgeted internal costs. Cost savings will be reinvested into our mini-grant program and saved for the FTA Access and Partnership Grant.

\*\*\* Start-up marketing materials/advertising for the Cochise Connection higher than anticipated



## Legacy Grant Proposed & Actual Budget Comparison Years 1 through 3

### Leveraging Legacy Funding

One of our major promises in our grant application was to leverage Legacy funding to enhance our regional transportation network. Legacy's \$600,000 investment has seen a return of approximately \$3,180,352 in transportation dollars to Legacy's service area.

These funds have directly resulted in:

- 9 transit vehicles being added to the region fleet at a value of \$455,000;
- Another vehicle to support the recently awarded FTA Access and Partnership Grant will be ordered in early July. Value will be \$75,000.
- Increased ADOT operating grants by \$384,000 through planning initiatives and increased matching capability;
- Secured \$400,000 in ADOT funding for FY20 and FY21 to operate the Cochise Connection;
- Secured a \$235,852 FTA Access and Partnership Grant to pilot a mobile service hub project in which medical, food, and transportation services will be offered simultaneously at strategic locations throughout Cochise County.
- Advanced Greyhound Route Expansion (Nogales, Patagonia, Sonoita, Sierra Vista, Benson). ADOT has committed \$600,000 for a 2-year Pilot Project;
- Increased Area Agency on Agency transportation funding commitments by \$172,000 for Cochise County;
- Freeport-McMoRan community service grants valued at \$80,000;
- Cochise County cash support for the Cochise Connection in FY18 and FY19 valued at \$20,000;
- ADOT transit planning grants valued at \$230,000;
- We were able to use Legacy funds to match transit technology grants valued at \$112,000;
- Secure in-kind support from non-cash partners (Bisbee, Benson, Huachuca City, Willcox, Cochise College, Chiricahua Community Health Center, Douglas ARC, University of Arizona, VICaP, Senior Citizens of Patagonia, St Vincent de Paul-Douglas, Verhelst House, Women's Transition Project, Sierra Vista, Sierra Vista MPO, Vista Transit, M. Greene Planning and Resource Development , and Cochise County Health and Social Services) who:
  - Participated in our planning activities (\$73,000);
  - Off-set project operating costs through activities such as vehicle maintenance, driver salaries and volunteer service hours (\$262,000);
  - Providing outreach/promotion support (\$35,000);
  - Housing and managing our transportation voucher projects (\$4,000);
  - Providing access to transit and meeting facilities (\$4,500);
  - Providing free transfers on their local bus systems (\$18,000);



## **Legacy Grant Proposed & Actual Budget Comparison Years 1 through 3**

- Providing vehicle support for special projects (\$2,500);
- Providing administrative support involving the distribution and collection of data, cost tracking, survey material distribution and collection (\$17,500).

***In-kind contributions have been conservatively valued at \$416,500.***

***Value of cash/capital Commitments: \$2,763,852***

***Total value of cash, capital, and in-kind commitments: \$3,180,352***