Monthly ADA Certification Services Report July 2017

	Item Measured	July	June	May	April	March	Feb
Call Center	Inbound ADA Calls	819	846	749	673	703	584
	Outbound ADA calls	291	184	348	309	287	335
	Average hold time (in seconds)	4.15	3.69	4.92	4.26	6.02	6.51
	Outbound Area Transmittals	3	2	10	8	3	6
	Inbound Area Transmittals	1	2	2	1	0	1
Applications Received	Recertification	52	39	47	43	71	40
	New Applications	82	85	81	74	60	60
Applications Received by Service Area	Camarillo Area	7	10	12	6	9	6
	Gold Coast Area	35	42	51	41	54	35
	Valley Express Area	2	2	5	7	3	3
	Moorpark Area	6	4	6	5	0	7
	Simi Valley Area	35	39	31	25	34	37
	Thousand Oaks	23	26	22	29	30	9
	Out of County	1	1	1	4	3	2
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	20	16	27	33	33	27
	Complete, Interview w/o Functional Evaluation	5	0	10	4	6	5
	Complete, Special Circumstance (no Interview)	43	50	28	24	21	20
	Complete, Over 85+	11	14	11	11	18	15
	Complete, Phone Interivew	1	1	5	2	0	1
	Complete, Short-term Certification (60 days)	0	1	1	2	0	0
	Complete, Recertifications	29	39	33	29	42	21
	Total Evaulations	109	121	115	105	120	89
Delays in Processing (Cumulative)	Due to incomplete application by client	8	2	2	6	6	2
	Pending Professional Evaluation (PE)	25	32	18	21	25	21
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting in-person interviews	17	12	18	15	17	14

	Assessment Catagories	Total	CAM	VCTC	SIMI	T.O.	MPK
Assessments	With Physical Assessment	11	0	5	4	2	0
	With Cognitive Assessment	9	1	3	1	4	0
	Interview only (at assessment sites)	5	0	1	2	2	0
	No Shows	1	0	0	0	1	0
	Total in-person interviews scheduled	26	1	9	7	9	0
	Total Number of appointment days	8	1	3	2	2	0

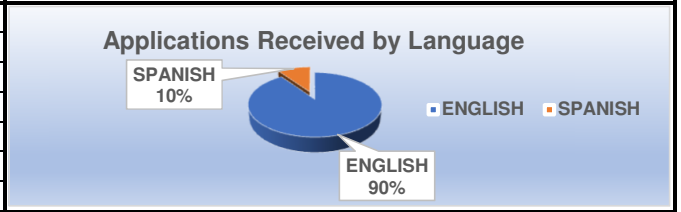
Determination Types:	Total	%
Unconditional (including S.C., Over 85+ , Phone interviews)	98	89%
Conditional	5	5%
Temporary	5	5%
Denials	1	1%
Short Term	0	0%

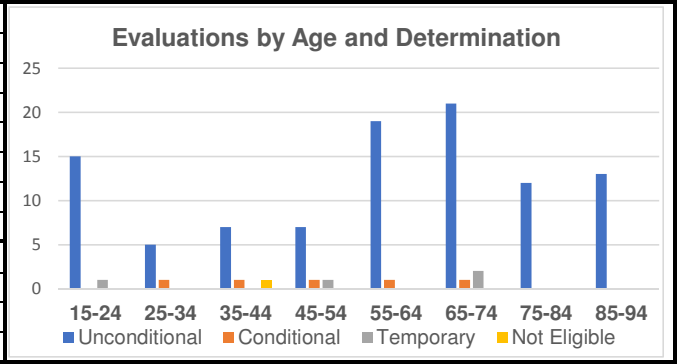
Total phone calls inbound/outbound: 1110

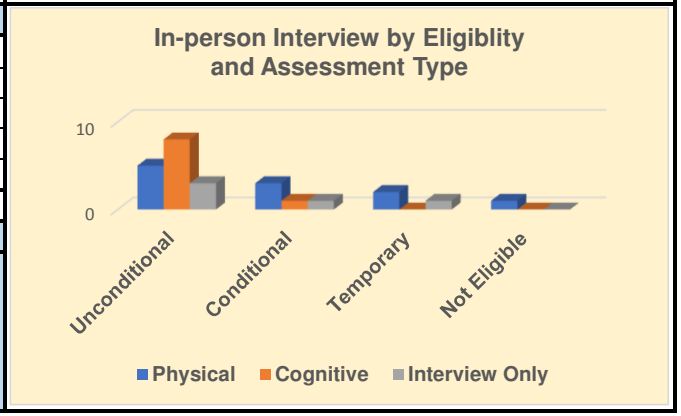
Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

Total applications received: 134
Online Applications received: 7 (19%)







Jul-17				
Applications Received - GCT Area Cities	**July**	**June**	**May**	**April**
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	0	0	4	1
Oak View	1	0	0	0
Oxnard	19	31	27	24
Port Hueneme	3	1	1	4
Ventura	12	10	19	12
Applications Received-Valley Express Area Cities				
Fillmore	2	1	4	3
Piru	0	0	0	0
Santa Paula	0	1	1	4
Travel Training				
Training Statistics	**Jul**	**Jun**	**May**	**April**
Referrrals received	**11**	9	11	13
Assessments	**11**	8	8	13
Trainings	**2**	5	4	4
Referral Source				
ADA-Camarillo Area	0	0	0	0
ADA-Gold Coast Area	0	3	0	1
ADA-Valley Express Area	0	0	0	0
ADA-Moorpark Area	0	0	0	0
ADA-Simi Valley Area	1	0	2	0
ADA-Thousand Oaks Area	0	0	0	0
Other	10	6	9	0

Transit 101 Workshops			
Hosting Agency	**Date**	**Attendees**	**Riders**
Simi Valley Transit	3/9/2017	22	12
Thousand Oaks Transit	4/13/2017	42	18
Thousand Oaks Transit	6/15/2017	42	20
Simi Valley Transit	9/13/2017		
Thousand Oaks Transit	9/21/2017		
Simi Valley Transit	12/13/2017		