

Sep-17							
	Item Measured	Sep	Aug	July	June	May	April
Call Center	Inbound ADA Calls	788	756	819	846	749	673
	Outbound ADA calls	538	784	291	184	348	309
	Average hold time (in seconds)	4.28	3.41	4.15	3.69	4.92	4.26
	Outbound Area Transmittals	2	7	3	2	10	8
Applications Received	Inbound Area Transmittals	7	7	1	2	2	1
	Recertification	30	42	52	39	47	43
	New Applications	86	72	82	85	81	74
Applications Received by Service Area	Camarillo Area	6	7	7	10	12	6
	Gold Coast Area	44	38	35	42	51	41
	Valley Express Area	1	4	2	2	5	7
	Moorpark Area	4	7	6	4	6	5
	Simi Valley Area	29	25	35	39	31	25
	Thousand Oaks	28	31	23	26	22	29
	Out of County	4	2	1	1	1	4
	Complete, with Functional Evaluation	19	27	20	16	27	33
	Complete, Interview w/o Functional Evaluation	6	7	5	0	10	4
	Complete, Special Circumstance (no Interview)	35	33	43	50	28	24
Completed Evaluations In-person, Short-Term and Recertifications	Complete, Over 85+	14	17	11	14	11	11
	Complete, Phone Interview	2	3	1	1	5	2
	Complete, Short-term Certification (60 days)	0	1	0	1	1	2
	Complete, Recertifications	24	34	29	39	33	29
	Total Evaluations	100	122	109	121	115	105
	Due to incomplete application by client	8	7	5	2	2	6
	Pending Professional Evaluation (PE)	25	20	25	32	18	21
Delays in Processing (Cumulative)	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting in-person interviews	7	9	8	12	18	15
	Assessment Categories	Total	CAM	VCTC	SIMI	T.O.	MPK
	With Physical Assessment	11	1	5	2	3	0
Assessments	With Cognitive Assessment	8	0	3	1	4	0
	Interview only (at assessment sites)	6	1	3	1	1	0
	No Shows	0	0	0	0	0	0
	Total in-person interviews scheduled	25	2	11	4	8	0
	Total Number of appointment days	8	1	3	2	2	0
	Determination Types:	Total	%				
	Unconditional (including S.C., Over 85+, Phone interviews)	85	85%				
Conditional	11	11%					
Temporary	3	3%					
Denials	1	1%					
Short Term	0	0%					

Total phone calls inbound/outbound: 1326

Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

Total applications received: 116

Online Applications received: 2%

Applications by Language

94%

6%

ENGLISH

SPANISH

Evaluations by Age and Determination Type

UNCONDITIONAL

CONDITIONAL

TEMPORARY

NOT ELIGIBLE

In-person Interviews by Eligibility and Assessment Type

Unconditional

Conditional

Temporary

Not Eligible

Physical

Cognitive

Interview only

Sep-17						
Applications Received - GCT Area Cities						
Casitas Springs	0	0	0	0	0	0
Meiners Oaks	0	0	0	0	0	0
Miramonte	0	0	0	0	0	0
Ojai	1	5	0	0	0	0
Oak View	0	0	1	1	0	0
Oxnard	21	15	19	31	31	31
Port Hueneme	2	3	3	1	1	1
Ventura	20	15	12	10	10	10
Applications Received-Valley Express Area Cities						
Fillmore	0	2	2	1	1	1
Piru	0	0	0	0	0	0
Santa Paula	1	2	0	0	1	1
Travel Training						
Training Statistics						
Referrals received	11	15	11	9	9	9
Assessments	9	5	11	8	8	8
Trainings	7	0	2	5	5	5
Referral Source						
ADA-Camarillo Area	1	0	0	0	0	0
ADA-Gold Coast Area	3	1	0	3	3	3
ADA-Valley Express Area	0	0	0	0	0	0
ADA-Moorpark Area	0	0	0	0	0	0
ADA-Simi Valley Area	0	0	1	0	0	0
ADA-Thousand Oaks Area	1	0	0	0	0	0
Workshops	3	0	0	0	0	0
Other	3	14	10	6	6	6
Transit 101 Workshops						
Hosting Agency	Date	Attendees	Riders	Referrals	Referrals	Referrals
Simi Valley Transit	3/9/2017	22	12	0	0	0
Thousand Oaks Transit	4/13/2017	42	18	0	0	0
Thousand Oaks Transit	6/15/2017	42	20	0	0	0
Simi Valley Transit	9/13/2017	20	16	1	1	1
Thousand Oaks Transit	9/21/2017	50	20	2	2	2
Simi Valley Transit	12/13/2017					