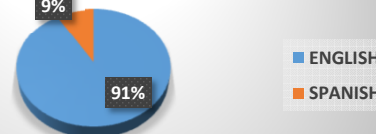
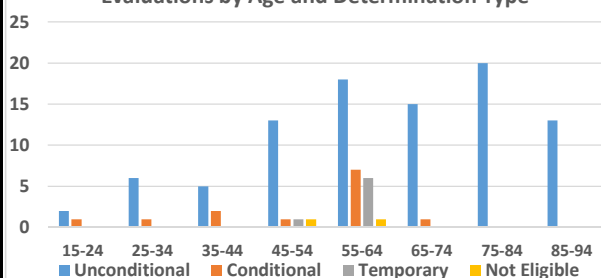
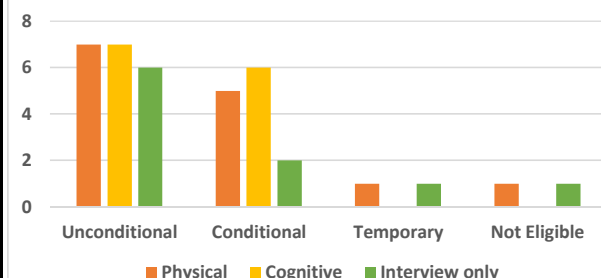


Monthly ADA Certification Services Report May 2017

	Item Measured	May	April	March	Feb	Jan	Dec	Nov	Total phone calls inbound/outbound: 1097
Call Center	Inbound ADA Calls	749	673	703	584	890	636	685	Riders requesting service outside of Ventura County Riders requesting service into Ventura County
	Outbound ADA calls	348	309	287	335	101	201	311	
	Average hold time (in seconds)	4.92	4.26	6.02	6.51	8	6.69	5.97	
	Outbound Area Transmittals	10	8	3	6	5	5	5	
	Inbound Area Transmittals	2	1	0	1	0	0	3	
Applications Received	Recertification	47	43	71	40	47	31	30	Total applications received: 128 Online Applications received: 13 (10%)
	New Applications	81	74	60	60	45	55	69	
Applications Received by Service Area	Camarillo Area	12	6	9	6	3	4	10	Applications Received by Language  ■ ENGLISH ■ SPANISH
	Gold Coast Area	51	41	54	35	23	35	36	
	Valley Express Area	5	7	3	3	4	1	1	
	Moorpark Area	6	5	0	7	4	4	7	
	Simi Valley Area	31	25	34	37	30	24	24	
	Thousand Oaks	22	29	30	9	25	17	18	
	Out of County	1	4	3	2	3	1	2	
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	27	33	33	27	24	21	27	Evaluations by Age and Determination Type  ■ Unconditional ■ Conditional ■ Temporary ■ Not Eligible
	Complete, Interview w/o Functional Evaluation	10	4	6	5	2	6	7	
	Complete, Special Circumstance (no Interview)	28	24	21	20	25	28	18	
	Complete, Over 85+	11	11	18	15	7	9	11	
	Complete, Phone Interview	5	2	0	1	0	1	4	
	Complete, Short-term Certification (60 days)	1	2	0	0	0	0	0	
	Complete, Recertifications	33	29	42	21	27	19	21	
Total Evals	115	105	120	89	85	84	88		
Delays in Processing (Cumulative)	Due to incomplete application by client	2	2	6	6	2	2	2	In-person Interviews by Eligibility and Assessment Type  ■ Physical ■ Cognitive ■ Interview only
	Pending Professional Evaluation (PE)	32	18	21	25	21	8	11	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	0	
	Applicants awaiting in-person interviews	12	18	15	17	14	18	16	
Assessments	Assessment Catagories	Total	CAM	VCTC	SIMI	T.O.	MPK		
	With Physical Assessment	14	0	8	3	2	1		
	With Cognitive Assessment	13	1	5	3	4	0		
	Interview only (at assessment sites)	10	0	5	2	2	1		
	No Shows	6	0	4	0	2	0		
	Total in-person interviews scheduled	43	1	22	8	10	2		
	Total Number of appointment days	10	1	4	2	2	1		
Determination Types:					Total	%			
Unconditional (including S.C., Over 85+ , Phone interviews)					92	80%			
Conditional					14	12%			
Temporary					6	5%			
Denials					2	2%			
Short Term					1	1%			

Monthly ADA Certification Services Report May 2017					
Applications Received - GCT Area Cities	May	April	March	Feb	Jan
Casitas Springs	0	0	0	0	0
Meiners Oaks	0	0	0	0	0
Miramonte	0	0	0	0	0
Ojai	4	1	1	2	3
Oak View	0	0	0	0	0
Oxnard	27	24	27	16	10
Port Hueneme	1	4	6	3	3
Ventura	19	12	20	13	7
Applications Received-Valley Express Area Cities					
Fillmore	4	3	0	1	0
Piru	0	0	0	1	1
Santa Paula	1	4	2	1	3
Travel Training					
Training Statistics	May	April	Mar	Feb	Jan
Referrrals received	11	13	17	6	8
Assessments	8	13	14	3	3
Trainings	4	4	6	1	2
Referral Source					
ADA-Camarillo Area	0	0	1	1	0
ADA-Gold Coast Area	0	1	2	0	0
ADA-Valley Express Area	0	0	0	0	0
ADA-Moorpark Area	0	0	0	0	1
ADA-Simi Valley Area	2	0	1	2	5
ADA-Thousand Oaks Area	0	0	2	2	2
Other	9	0	11	1	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				
Simi Valley Transit	9/13/2017				
Thousand Oaks Transit	9/21/2017				
Simi Valley Transit	12/13/2017				