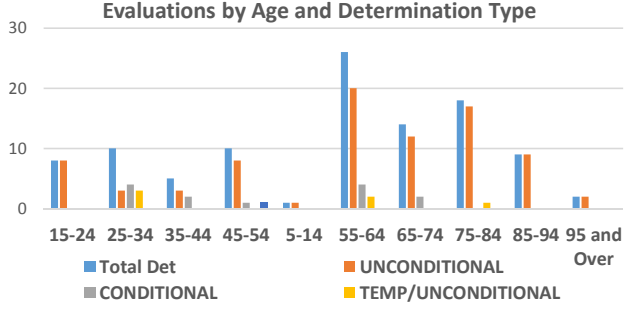
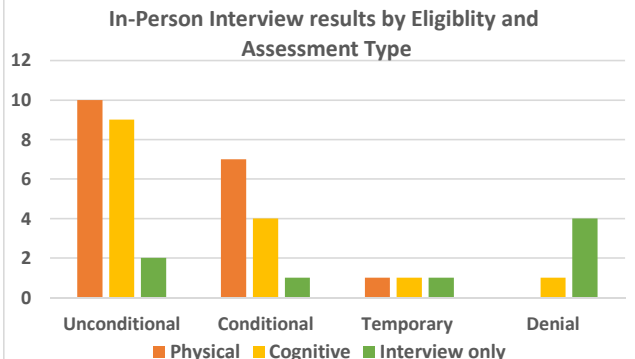


Monthly ADA Certification Services Report April 2017

	Item Measured	April	March	Feb	Jan	Dec	Nov	Total phone calls inbound/outbound: 982	
Call Center	Inbound ADA Calls	673	703	584	890	636	685	Riders requesting service outside of Ventura County Riders requesting service into Ventura County	
	Outbound ADA calls	309	287	335	101	201	311		
	Average hold time (in seconds)	982	6.02	6.51	8	6.69	5.97		
	Outbound Area Transmittals	8	3	6	5	5	5		
	Inbound Area Transmittals	1	0	1	0	0	3		
Applications Received	Recertification	43	71	40	47	31	30	Total applications received: 117 Online Applications received: 17 (15%)	
	New Applications	74	60	60	45	55	69		
Applications Received by Service Area	Camarillo Area	6	9	6	3	4	10	Applications received by Language  ENGLISH 95% SPANISH 5%	
	Gold Coast Area	41	54	35	23	35	36		
	Valley Express Area	7	3	3	4	1	1		
	Moorpark Area	5	0	7	4	4	7		
	Simi Valley Area	25	34	37	30	24	24		
	Thousand Oaks	29	30	9	25	17	18		
	Out of County	4	3	2	3	1	2		
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	33	33	27	24	21	27	Evaluations by Age and Determination Type  15-24 25-34 35-44 45-54 5-14 55-64 65-74 75-84 85-94 95 and Over Total Det UNCONDITIONAL CONDITIONAL TEMP/UNCONDITIONAL	
	Complete, Interview w/o Functional Evaluation	4	6	5	2	6	7		
	Complete, Special Circumstance (no Interview)	24	21	20	25	28	18		
	Complete, Over 85+	11	18	15	7	9	11		
	Complete, Phone Interview	2	0	1	0	1	4		
	Complete, Short-term Certification (60 days)	2	0	0	0	0	0		
	Complete, Recertifications	29	42	21	27	19	21		
	Total Evaluations	105	120	89	85	84	88		
Delays in Processing (Cumulative)	Due to incomplete application by client	2	6	6	2	2	2	In-Person Interview results by Eligibility and Assessment Type  Unconditional Conditional Temporary Denial Physical Cognitive Interview only	
	Pending Professional Evaluation (PE)	18	21	25	21	8	11		
	Applications that failed to meet 21 day rule	0	0	0	0	0	0		
	Applicants awaiting in-person interviews	18	15	17	14	18	16		
Assessments	Assessment Categories	Total	Cam	VCTC	SIMI	T.O.	MPK		
	With Physical Assessment	18	0	6	9	3	0		
	With Cognitive Assessment	15	2	5	3	5	0		
	Interview only (at assessment sites)	4	0	3	0	1	0		
	No Shows	0	0	0	0	0	0		
	Total in-person interviews scheduled	37	2	14	12	9	0		
	Total Number of appointment days	8	1	3	2	2	0		
Determination Types:		Total			%				
Unconditional (including S.C., Over 85+ , Phone interviews)				85	81%				
Conditional				13	12%				
Temporary				4	4%				
Denials				1	1%				
Short Term				2	2%				

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