

Monthly ADA Certification Services Report March 2017						
	Item Measured	March	Feb	Jan	Dec	Nov
Call Center	Inbound ADA Calls	703	584	890	636	685
	Outbound ADA calls	287	335	101	201	311
	Average hold time (in seconds)	6.02	6.51	8	6.69	5.97
	Outbound Area Transmittals	3	6	5	5	5
	Inbound Area Transmittals	0	1	0	0	3
Applications Received	Recertification	71	40	47	31	30
	New Applications	60	60	45	55	69
Applications Received by Service Area	Camarillo Area	9	6	3	4	10
	Gold Coast Area	54	35	23	35	36
	Valley Express Area	3	3	4	1	1
	Moorpark Area	0	7	4	4	7
	Simi Valley Area	34	37	30	24	24
	Out of County	3	2	3	1	2
	Complete, with Functional Evaluation	33	27	24	21	27
Completed Evaluations In-person, Short-Term and Recertifications	Complete, Interview w/o Functional Evaluation	6	5	2	6	7
	Complete, Special Circumstance (no Interview)	21	20	25	28	18
	Complete, Over 85+	18	15	7	9	11
	Complete, Phone Interview	0	1	0	1	4
	Complete, Short-term Certification (60 days)	0	0	0	0	0
	Complete, Recertifications	42	21	27	19	21
	Total Evaluations	120	89	85	84	88
Delays in Processing (Cumulative)	Due to incomplete application by client	6	6	2	2	2
	Applications that failed to meet 21 day rule	0	0	0	0	0
	Applicants awaiting in-person interviews	15	17	14	18	16
	Assessment Categories	Total	VCTC	SIMI	T.O.	MPK
Assessments	With Physical Assessment	16	9	4	2	0
	With Cognitive Assessment	17	8	4	4	2
	Interview only (at assessment sites)	6	2	2	1	1
	No Shows	4	3	1	0	0
	Total in-person interviews scheduled	43	22	11	7	3
	Total Number of appointment days	10	5	2	2	1
	Determination Types:	Total	%			
Unconditional (including S.C., Over 85+ , Phone interviews)		101	84%			
Conditional		11	9%			
Temporary		7	6%			
Denials		1	1%			
Short Term		0	0%			

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Applications Received - GCT Area Cities	March	Feb	Jan	Dec	Nov	Oct	
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	2	3	1	2	1	
Oak View	0	0	0	0	0	0	
Oxnard	27	18	10	24	20	33	
Port Hueneme	6	2	3	1	5	1	
Ventura	20	13	7	9	16	18	
Applications Received-Valley Express Area Cities							
Fillmore	0	1	0	0	1	2	
Piru	0	1	1	0	0	1	
Santa Paula	2	1	3	1	0	1	
Travel Training							
Training Statistics	Mar	Feb	Jan	Dec	Nov		
Referrals received	17	6	8	6	6		
Assessments	14	3	3	1	7		
Trainings	6	1	2	3	4		
Referral Source							
ADA-Camarillo Area	1	1	0	0	0		
ADA-Gold Coast Area	2	0	0	2	1		
ADA-Valley Express Area	0	0	0	0	0		
ADA-Moorpark Area	0	0	1	0	0		
ADA-Thousand Oaks Area	2	2	2	1	0		
Other	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						
Thousand Oaks Transit	6/15/2017						
Thousand Oaks Transit	9/21/2017						