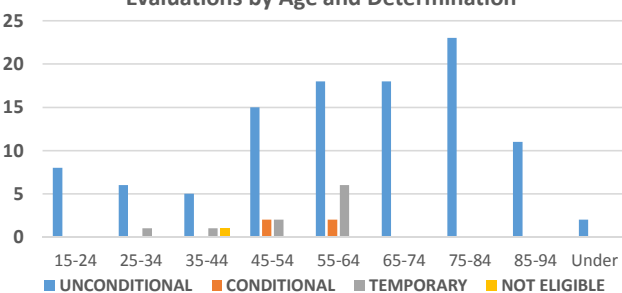
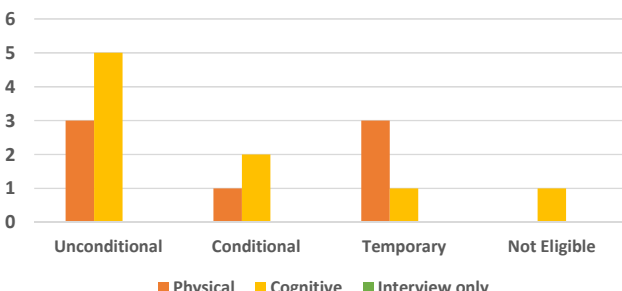


Monthly ADA Certification Services Report June 2017

	Item Measured	June	May	April	March	Feb	Jan	Total phone calls inbound/outbound: 1030
Call Center	Inbound ADA Calls	846	749	673	703	584	890	
	Outbound ADA calls	184	348	309	287	335	101	
	Average hold time (in seconds)	3.69	4.92	4.26	6.02	6.51	8	
	Outbound Area Transmittals	2	10	8	3	6	5	Riders requesting service outside of Ventura County
	Inbound Area Transmittals	2	2	1	0	1	0	Riders requesting service into Ventura County
Applications Received	Recertification	39	47	43	71	40	47	Total applications received: 124 Online Applications received: 15 (12%)
	New Applications	85	81	74	60	60	45	
Applications Received by Service Area	Camarillo Area	10	12	6	9	6	3	Applications Received by Language  ■ ENGLISH ■ SPANISH
	Gold Coast Area	42	51	41	54	35	23	
	Valley Express Area	2	5	7	3	3	4	
	Moorpark Area	4	6	5	0	7	4	
	Simi Valley Area	39	31	25	34	37	30	
	Thousand Oaks	26	22	29	30	9	25	
	Out of County	1	1	4	3	2	3	
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	16	27	33	33	27	24	Evaluations by Age and Determination  ■ UNCONDITIONAL ■ CONDITIONAL ■ TEMPORARY ■ NOT ELIGIBLE
	Complete, Interview w/o Functional Evaluation	0	10	4	6	5	2	
	Complete, Special Circumstance (no Interview)	50	28	24	21	20	25	
	Complete, Over 85+	14	11	11	18	15	7	
	Complete, Phone Interview	1	5	2	0	1	0	
	Complete, Short-term Certification (60 days)	1	1	2	0	0	0	
	Complete, Recertifications	39	33	29	42	21	27	
	Total Evaluations	121	115	105	120	89	85	
Delays in Processing (Cumulative)	Due to incomplete application by client	5	2	2	6	6	2	In-person Interviews by Eligibility and Assessment Type  ■ Physical ■ Cognitive ■ Interview only
	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	8	12	18	15	17	14	
Assessments	Assessment Catagories	Total	CAM	VCTC	SIMI	T.O.	MPK	
	With Physical Assessment	7	0	6	1	0	0	
	With Cognitive Assessment	9	1	6	1	1	0	
	Interview only (at assessment sites)	0	0	0	0	0	0	
	No Shows	3	2	1	0	0	0	
	Total in-person interviews scheduled	19	3	13	2	1	0	
	Total Number of appointment days	6	1	3	1	1	0	
Determination Types:				Total	%			
Unconditional (including S.C., Over 85+ , Phone interviews)				104	86%			
Conditional				6	5%			
Temporary				9	7%			
Denials				1	1%			
Short Term				1	1%			

Monthly ADA Certification Services Report June 2017				
Applications Received - GCT Area Cities	June	May	April	March
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	0	4	1	1
Oak View	0	0	0	0
Oxnard	31	27	24	27
Port Hueneme	1	1	4	6
Ventura	10	19	12	20
Applications Received-Valley Express Area Cities				
Fillmore	1	4	3	0
Piru	0	0	0	0
Santa Paula	1	1	4	2
Travel Training				
Training Statistics	Jun	May	April	Mar
Referrrals received	9	11	13	17
Assessments	8	8	13	14
Trainings	5	4	4	6
Referral Source				
ADA-Camarillo Area	0	0	0	1
ADA-Gold Coast Area	3	0	1	2
ADA-Valley Express Area	0	0	0	0
ADA-Moorpark Area	0	0	0	0
ADA-Simi Valley Area	0	2	0	1
ADA-Thousand Oaks Area	0	0	0	2
Other	6	9	0	11
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			