Induced   Superior   Call Center   Call Ce	Monthly ADA Certification Services Report June 2017											
Call Center		Item Measured	June	May	April	March	Feb	Jan	Total phone calls inbound/outbound: 1030			
Call Center	Call Center	Inbound ADA Calls	846	749		703	584	890	<u>'</u>			
Dubound Area Transmittals		Outbound ADA calls	184	348	309	287	335	101				
Inbound Area Transmittals		Average hold time (in seconds)	3.69	4.92	4.26	6.02	6.51	8				
Applications   Receitification   39   47   43   71   40   47     Total applications received: 124   Online Applications received: 124   Online Applications received: 124   Online Applications received: 125   Online Applications received: 15 (12%)		Outbound Area Transmittals	2	10	8	3	6	5	Riders requesting service outside of Ventura County			
Received   New Applications   Set   Set   Temporary   New Service   Set   Set   Temporary   Set		Inbound Area Transmittals	2	2	1	0	1	0	Riders requesting service into Ventura County			
Camplete		Recertification		47		71	40					
Applications Received by Service Area  Valley Express Area  Vall Space Intrive Work Purchant  Valley Complete, Pending Forestional Evaluation  Valley Complete, With Express Interviews Scheduled  Valley Care Intrive Valley Intrive Valley Interview only (at assessment Stee)  Valley Express Area  Valley Express Area  Vall Space Intrive Valley Intrive Valley Interview only Interview only (at assessment Stee)  Valley Express Area  Explaints  Valley Express Area  Valley Express Area  Valley Ex	Received	New Applications	85	81	74	60	60	45	Offilitie Applications received. 15 (12%)			
Applications   Received   Service Area   Applications   Received   Page   Pag		Camarillo Area	10		6		-	-				
Moorpark Area   4		Gold Coast Area	42	51	41	54	35	23	Applications Received by Language			
Service Area   Simi Valley Area   39   31   25   34   37   30   30   30   30   30   30   30	Applications	Valley Express Area	2	5	7	3	3	4	179/			
Thousand Oaks Out of County Complete, with Functional Evaluation In-person, Short- Term and Recertifications  Delays in Processing (Cumulative)  Delaysing (Cumulative)  Delaysing (Cumulative)  Delaysing (Cumulative)  Delaysing (Cumulative)  Assessment Catagories  Assessments  Assessments  Assessments  Total Recertificition (PE) Assessment  Assessments  Delaysing (Cumulative)  Delaysing (	Received	Moorpark Area	4	6	5			4	■ ENGLISH			
Thousand Cake   26   22   29   30   9   25	by Service Area	Simi Valley Area		31	_		37		HZINAGZ			
Complete   Complete   Complete   With Functional Evaluation   16   27   33   33   27   24   24   24   24   25   25   25   25		Thousand Oaks	26	22	29	30	9	25	28%			
Complete   Evaluations   Complete, Interview w/o Functional Evaluation   Complete, Special Circumstance (no Interview)   So   28   24   21   20   25		Out of County	1	1	4	3	2	3	6070			
Complete		Complete, with Functional Evaluation	16	27	33	33	27	24				
Complete, Special Circumstance (no Interview)   50   28   24   21   20   25   25   25   25   25   25   25	•	Complete, Interview w/o Functional Evaluation	0	10	4	6	5					
Complete, Phone Interview	Evaluations	Complete, Special Circumstance (no Interview)	50	28	24	21	20	25	25			
Complete, Short-term Certification (60 days)   1	In-person, Short-	Complete, Over 85+	14	11	11	18	15	7	20 ————————————————————————————————————			
Complete, Short-term Certification (60 days)	Term and		1	5	2	0	1	0	15			
Total Evaulations	Recertifications	Complete, Short-term Certification (60 days)	•	1			0	-				
Delays in Processing (Cumulative)		Complete, Recertifications	39	33	29	42	21	27	10			
Pending Professional Evaluation (PE)		Total Evaulations	121	115	105	120	89	85	5			
Pending Professional Evaluation (PE)	Processing	Due to incomplete application by client			2	6	_					
Applications that failed to meet 21 day fule			25	32	18	21	25	21				
Applicants awaiting in-person interviews   8   12   18   15   17   14			_	_		_						
With Physical Assessment			8	12	18	15	17	14				
With Physical Assessment	Assessments	<u> </u>	Total	CAM	VCTC	SIMI	T.O.	MPK	, , ,			
With Cognitive Assessment   9			7	0	6	1	0	0				
No Shows			9	1	6	1	1	0	<i>"</i>			
Total in-person interviews scheduled  Total Number of appointment days  Determination Types:  Unconditional (including S.C., Over 85+, Phone interviews)  Conditional  Temporary  Denials  Total Number of appointment days  Total %  104 86%  107 108 108 108 108 108 108 108 108 108 108		Interview only (at assessment sites)	0	0	0	0	0	0	6			
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%			3	2	1	0	0	0	5 —			
Unconditional (including S.C., Over 85+, Phone interviews)  Conditional  Temporary  Denials  Total %  104 86%  5 %  Temporary  9 7%  Unconditional Conditional Temporary Not Eligible  Physical Cognitive Interview only		ll ·	19	3	13	2	1	0	4			
Unconditional (including S.C., Over 85+ , Phone interviews)  Conditional  Conditional  Temporary  Denials  104 86%  6 5%  10 Unconditional Conditional Temporary Not Eligible  Physical Cognitive Interview only			6	1	3		1	0	3 —			
Conditional 6 5% Temporary 9 7% Denials 1 1% Unconditional Conditional Temporary Not Eligible					Total	%			2			
Temporary 9 7% Denials 1 1% Unconditional Conditional Temporary Not Eligible	Unconditional	(including S.C., Over 85+, Phone interviews)			104	86%			1			
Temporary 9 7% Denials 1 1% Unconditional Conditional Temporary Not Eligible		Conditional			6	5%						
Denials 1 1%		Temporary			9	7%						
Short Term 1 1%		, ,			1	1%			φ,			
		Short Term			1				■ Physical ■ Cognitive ■ Interview only			

Monthly ADA Certification Servi				
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 Traini	ng			
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	1
Thousand Oaks Transit	4/13/2017	42	18	1
Thousand Oaks Transit	6/15/2017	42	20	1
Simi Valley Transit	9/13/2017			1
Thousand Oaks Transit	9/21/2017			1
Simi Valley Transit	12/13/2017			1