

Monthly ADA Certification Services Report January 2016						
APPLICATIONS RECEIVED BY CITY						
Gold Coast Transit District	January	December	November	October	Sept	August
Casitas Springs	0	0	0	0	0	0
Meiners Oaks	0	0	0	0	0	0
Miramonte	0	0	0	0	0	0
Ojai	0	1	5	4	2	1
Oak View	0	0	0	0	1	0
Oxnard	22	18	24	22	25	32
Port Hueneme	1	1	1	2	5	2
Ventura	14	8	15	16	9	18
Other	0	0	0	1	0	0
Valley Express District						
Fillmore	1	2	1	2	1	1
Piru	0	0	0	0	0	0
Santa Paula	0	2	2	5	2	6

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Category	Item Measured	Jan	Dec	Nov	Oct	Sept	
Call Center	Inbound ADA Calls	891	670	889	1190	1066	Total phone calls inbound/outbound: 992
	Outbound ADA calls	101	141	188	221	161	
	Average hold time (in seconds)	14.4	9.5	6.67	6.49	9.53	
	Outbound Area Transmittals	12	7	1	3	5	Riders requesting service outside of Ventura County
	Inbound Area Transmittals	1	4	0	3	3	Riders requesting service into Ventura County
Applications Received	Recertification	20	17	11	38	32	Total applications received: 90 New: 70 Recertification: 20
	New Applications	70	69	86	92	93	
Applications Received by Service Area	Camarillo Area	14	7	11	13	12	
	Gold Coast Area	37	28	45	45	42	
	Heritage Valley Area	1	4	3	7	3	
	Moorpark Area	4	1	2	6	9	
	Simi Valley Area	20	24	28	31	32	
	Thousand Oaks Area	14	20	7	28	26	
	Out of County	0	2	1	0	1	
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	25	29	26	39	29	A Total of 75 Evaluations were completed in the month of January
	Complete, Interview w/o Functional Evaluation	3	3	5	8	7	
	Complete, Special Circumstance (no Interview)	28	25	25	26	37	
	Complete, Over 85+	6	8	14	12	26	
	Complete, Phone Interview	1	2	0	2	1	
	Complete, Short-term Certification (60 days)	1	2	1	2	2	
	Complete, Recertifications	11	10	20	25	29	
	Total Eevaluations	75	79	91	114	131	
Delays in Processing (Cumulative)	Due to incomplete application by client	3	4	4	3	6	27 delays in processing due to incomplete applications or pending receipt of Professional Evaluations
	Pending Professional Evaluation (PE)	24	17	17	26	23	
	Applications that failed to meet 21 day rule	0	0	0	0	0	
	Applicants awaiting in-person interviews	11	13	29	54	36	
MONTHLY ASSESSMENTS BY CITY							
Assessments	Assessment Catagories	TOTALS	OAC	SIMI	T.O.	MPK	Assessment Tests
	With Physical Assessment	15	7	5	2	1	Tinetti Gait & Balance test:Measures Gait/balance while seated, standing, walking FACTS Test- Cognitive skills needed for travel in the community using Public Transit Interview only, no further assessment required
	With Cognitive Assessment	10	7	2	1	0	
	Interview only (at assessment sites)	3	3	0	0	0	
	No Shows	6	2	2	2	0	
	Total in-person interviews scheduled	34	19	9	5	1	
	Total Number of appointment days	9	4	2	2	1	
Determination Types:		Totals	%				
Unconditional (including S.C., Over 85+ , Phone interviews)		57	76%				
Conditional		9	12%				
Temporary		8	11%				
Denials		0	0%				
Short Term		1	1%				