

Monthly ADA Certification Services Report September 2015							
Category	Item Measured	Sept	August	July	June	May	
Call Center	Inbound ADA Calls	1066	1390	1139	1148	1058	Total phone calls inbound/outbound: 1227
	Outbound ADA calls	161	131	165	202	305	
	Average hold time (in seconds)	9.53	6.27	8.59	11.97	7.54	
	Outbound Area Transmittals	5					Riders requesting service outside of Ventura County
	Inbound Area Transmittals	3	1	4	5	3	Riders requesting service into Ventura County
Applications Received	Recertification	32	29	40	31	40	Total applications received: 125 New: 93 Recertification: 32
	New Applications	93	120	124	125	106	
Applications Received by Service Area	Camarillo Area	12	13	36			
	Gold Coast Area	42	53	52			
	Heritage Valley Area	3	4	6			
	Moorpark Area	9	7	4			
	Simi Valley Area	32	39	38			
	Thousand Oaks Area	26	30	25			
	Out of County (Agoura)	1	3	3			
	Completed Evaluations In-person, Short-Term and Recertifications	Complete, with functional evaluation	29	32			
Complete, without functional evaluation		71	70	75	55	43	
Complete, Short-term Certification (60 days)		2	2	1	4	0	
Complete, Recertifications		29	15	27	26	18	
Total Evalsutions		131	119	148	137	109	
Delays in Processing (Cumulative)	Due to incomplete application by client	6	3	0	1	4	29 delays in processing due to incomplete applications or pending receipt of Professional Evaluations
	Pending Professional Evaluation (PE)	23	46	32	33	49	
	Applications that failed to meet 21 day rule	0	0	0	0	0	
	Applicants awaiting in-person interviews	36	44	70	86	85	
In-person Interview Information	Appointment location	Totals	OAC	SIMI	T.O.	MPK	Assessment Tests
	With Physical Assessment	13	9	3	1	0	Tinetti Gait and Balance Test
	With Cognitive Assessment	16	7	1	8	0	FACTS Test-Abbreviated Version
	Interview only (at assessment sites)	7	5	0	2	0	Interview only, no further assessment required
	No Shows	16	6	9	1	0	Definitions of Physical and Cognitive Tests
	Total in-person interviews scheduled	52	27	13	12	0	Tinetti Gait and Balance Test:
	Total Number of appointment days	8	4	2	2	0	Measures gait/balance while seated,standing, walking.
Alternative Interview	Phone Interviews	1					FACTS Test: Functional Assessment of Cognitive Transit Skills: Ability to complete both simple and multi-step routes, counting change, telling time,landmark recognition, recognition of common street signs
	Special Circumstance (no interview required)	37					
	Over 85+ (No interview required)	26					
	"Application only" upon recertification						
Determination Types:		Totals	%				
Unconditional (including Over 85+ and S.C.)		123	94%				
Conditional		5	4%				
Temporary		1	1%				
Denials		0	0%				
Short Term		2	1%				

ADA Monthly Phone Audit (September)

	Call Count	Queue Size	Answered	Abandoned	Redirected	Disconnected	Call Count			Hold Time			To VoiceMail	Service Level
	In	Max	Total	Total	Total	Total	In	Out	Total	Min	Max	Avg	Σ	
Grand Total	1 021	3	813	54	154	0	1 021	161	1 182	0	425	9.85	71	70.71 %
Sunday	1	0	0	0	1	0	1	0	1	0	0	0.00	1	0.00 %
Monday	145	2	110	6	29	0	145	26	171	0	238	9.57	20	71.03 %
Tuesday	240	2	190	17	33	0	240	51	291	0	425	12.96	10	71.25 %
Wednesday	243	2	198	13	32	0	243	47	290	0	268	11.01	20	71.19 %
Thursday	217	3	168	11	38	0	217	15	232	0	390	9.40	10	66.36 %
Friday	172	2	145	7	20	0	172	22	194	0	200	5.03	9	75.00 %
Saturday	3	0	2	0	1	0	3	0	3	0	0	0.00	1	66.67 %