

| Monthly ADA Certification Services Report December 2015                |                                               |           |           |            |            |            |                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------|-----------------------------------------------|-----------|-----------|------------|------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Category                                                               | Item Measured                                 | Dec       | Nov       | Oct        | Sept       | August     |                                                                                                                                                                                                                                    |
| Call Center                                                            | Inbound ADA Calls                             | 670       | 889       | 1190       | 1066       | 1390       | Total phone calls inbound/outbound: <b>811</b>                                                                                                                                                                                     |
|                                                                        | Outbound ADA calls                            | 141       | 188       | 221        | 161        | 131        |                                                                                                                                                                                                                                    |
|                                                                        | Average hold time (in seconds)                | 9.5       | 6.67      | 6.49       | 9.53       | 6.27       |                                                                                                                                                                                                                                    |
|                                                                        | Outbound Area Transmittals                    | 7         | 1         | 3          | 5          |            | Riders requesting service outside of Ventura County                                                                                                                                                                                |
|                                                                        | Inbound Area Transmittals                     | 4         | 0         | 3          | 3          | 1          | Riders requesting service into Ventura County                                                                                                                                                                                      |
| Applications Received                                                  | Recertification                               | 17        | 11        | 38         | 32         | 32         | Total applications received: <b>86</b> New: <b>69</b> Recertification: <b>17</b>                                                                                                                                                   |
|                                                                        | New Applications                              | 69        | 86        | 92         | 93         | 120        |                                                                                                                                                                                                                                    |
| Applications Received by Service Area                                  | Camarillo Area                                | 7         | 11        | 13         | 12         | 13         |                                                                                                                                                                                                                                    |
|                                                                        | Gold Coast Area                               | 28        | 45        | 45         | 42         | 53         |                                                                                                                                                                                                                                    |
|                                                                        | Heritage Valley Area                          | 4         | 3         | 7          | 3          | 4          |                                                                                                                                                                                                                                    |
|                                                                        | Moorpark Area                                 | 1         | 2         | 6          | 9          | 7          |                                                                                                                                                                                                                                    |
|                                                                        | Simi Valley Area                              | 24        | 28        | 31         | 32         | 39         |                                                                                                                                                                                                                                    |
|                                                                        | Thousand Oaks Area                            | 20        | 7         | 28         | 26         | 30         |                                                                                                                                                                                                                                    |
|                                                                        | Out of County (Agoura, Agoura Hills)          | 2         | 1         | 0          | 1          | 3          |                                                                                                                                                                                                                                    |
| Completed Evaluations<br>In-person, Short-Term<br>and Recertifications | Complete, with Functional Evaluation          | 29        | 26        | 39         | 29         | 32         | A Total of <b>79</b> Evaluations were completed in the month of December                                                                                                                                                           |
|                                                                        | Complete, Interview w/o Functional Evaluation | 3         | 5         | 8          | 7          | 70         |                                                                                                                                                                                                                                    |
|                                                                        | Complete, Special Circumstance (no Interview) | 25        | 25        | 26         | 37         |            |                                                                                                                                                                                                                                    |
|                                                                        | Complete, Over 85+                            | 8         | 14        | 12         | 26         |            |                                                                                                                                                                                                                                    |
|                                                                        | Complete, Phone Interview                     | 2         | 0         | 2          | 1          |            |                                                                                                                                                                                                                                    |
|                                                                        | Complete, Short-term Certification (60 days)  | 2         | 1         | 2          | 2          | 2          |                                                                                                                                                                                                                                    |
|                                                                        | Complete, Recertifications                    | 10        | 20        | 25         | 29         | 15         |                                                                                                                                                                                                                                    |
|                                                                        | <b>Total Evaulations</b>                      | <b>79</b> | <b>91</b> | <b>114</b> | <b>131</b> | <b>119</b> |                                                                                                                                                                                                                                    |
| Delays in Processing<br>(Cumulative)                                   | Due to incomplete application by client       | 3         | 4         | 3          | 6          | 3          | 20 delays in processing due to incomplete applications or pending receipt of Professional Evaluations                                                                                                                              |
|                                                                        | Pending Professional Evaluation (PE)          | 17        | 17        | 26         | 23         | 46         |                                                                                                                                                                                                                                    |
|                                                                        | Applications that failed to meet 21 day rule  | 0         | 0         | 0          | 0          | 0          |                                                                                                                                                                                                                                    |
|                                                                        | Applicants awaiting in-person interviews      | 13        | 29        | 54         | 36         | 44         |                                                                                                                                                                                                                                    |
| MONTHLY ASSESSMENTS BY CITY                                            |                                               |           |           |            |            |            |                                                                                                                                                                                                                                    |
| Assessments                                                            | Assessment Catagories                         | TOTALS    | OAC       | SIMI       | T.O.       | MPK        | Assessment Tests                                                                                                                                                                                                                   |
|                                                                        | With Physical Assessment                      | 20        | 10        | 7          | 2          | 1          | Tinetti Gait & Balance test:Measures Gait/balance while seated, standing, walking<br><b>FACTS</b> Test- Cognitive skills needed for travel in the community using Public Transit<br>Interview only, no further assessment required |
|                                                                        | With Cognitive Assessment                     | 9         | 5         | 0          | 3          | 1          |                                                                                                                                                                                                                                    |
|                                                                        | Interview only (at assessment sites)          | 3         | 2         | 1          | 0          | 0          |                                                                                                                                                                                                                                    |
|                                                                        | No Shows                                      | 9         | 6         | 2          | 1          | 0          |                                                                                                                                                                                                                                    |
|                                                                        | Total in-person interviews scheduled          | 41        | 23        | 10         | 6          | 2          |                                                                                                                                                                                                                                    |
|                                                                        | Total Number of appointment days              | 8         | 3         | 2          | 2          | 1          |                                                                                                                                                                                                                                    |
| Determination Types:                                                   |                                               | Totals    | %         |            |            |            |                                                                                                                                                                                                                                    |
| Unconditional (including S.C., Over 85+ , Phone interviews)            |                                               | 53        | 67%       |            |            |            |                                                                                                                                                                                                                                    |
| Conditional                                                            |                                               | 13        | 16%       |            |            |            |                                                                                                                                                                                                                                    |
| Temporary                                                              |                                               | 11        | 14%       |            |            |            |                                                                                                                                                                                                                                    |
| Denials                                                                |                                               | 0         | 0%        |            |            |            |                                                                                                                                                                                                                                    |
| Short Term                                                             |                                               | 2         | 3%        |            |            |            |                                                                                                                                                                                                                                    |

| Monthly ADA Certification Services Report December 2015 |          |          |         |      |        |      |      |
|---------------------------------------------------------|----------|----------|---------|------|--------|------|------|
| APPLICATIONS RECEIVED BY CITY                           |          |          |         |      |        |      |      |
| Gold Coast Transit District                             | December | November | October | Sept | August | July | June |
| Casitas Springs                                         | 0        | 0        | 0       | 0    | 0      |      |      |
| Meiners Oaks                                            | 0        | 0        | 0       | 0    | 0      |      |      |
| Miramonte                                               | 0        | 0        | 0       | 0    | 0      |      |      |
| Ojai                                                    | 1        | 5        | 4       | 2    | 1      |      |      |
| Oak View                                                | 0        | 0        | 0       | 1    | 0      |      |      |
| Oxnard                                                  | 18       | 24       | 22      | 25   | 32     |      |      |
| Port Hueneme                                            | 1        | 1        | 2       | 5    | 2      |      |      |
| Ventura                                                 | 8        | 15       | 16      | 9    | 18     |      |      |
| Other                                                   | 0        | 0        | 1       | 0    | 0      |      |      |
| Valley Express District                                 |          |          |         |      |        |      |      |
| Fillmore                                                | 2        | 1        | 2       | 1    | 1      |      |      |
| Piru                                                    | 0        | 0        | 0       | 0    | 0      |      |      |
| Santa Paula                                             | 2        | 2        | 5       | 2    | 6      |      |      |