



AGENDA

TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

Thursday, November 6, 2014, 1:30 P.M.

Camarillo City Hall, Administrative Conference Room
601 Carmen Drive, Camarillo, CA

- | | |
|-----------------|--|
| Item #1 | CALL TO ORDER |
| Item #2 | INTRODUCTIONS AND ANNOUNCEMENTS |
| Item #3 | PUBLIC COMMENTS |
| Item #4 | APPROVAL OF OCTOBER 9, 2014 MEETING MINUTES – PG. 2 |
| Item #5 | 2015 MEETING SCHEDULE – PG. 5 <ul style="list-style-type: none">• Approve the 2015 TRANSCOM meeting schedule. |
| Item #6 | MEDI-CAL REIMBURSEMENT PRESENTATION <ul style="list-style-type: none">• Receive an oral presentation on Medi-cal Reimbursement processes. |
| Item #7 | CMAQ MINI CALL-FOR-PROJECTS TASK FORCE REPRESENTATIVE – PG. 7 <ul style="list-style-type: none">• Appoint second representative to the Task Force to review project scoring. |
| Item #8 | ADA CERTIFICATION RFP– PG. 8 <ul style="list-style-type: none">• Discuss upcoming RFP for ADA Certification services. |
| Item #9 | SHORT RANGE TRANSIT PLAN: DRAFT VEHICLE REPLACEMENT NEEDS – PG. 9 <ul style="list-style-type: none">• Discuss the draft SRTP vehicle replacement plan and potential policy implications |
| Item #10 | AMENDMENT TO THE TRANSCOM BYLAWS – PG. 11 <ul style="list-style-type: none">• Approve recommendation to the Commission to amend the TRANSCOM bylaws. |
| Item #11 | ADA CERTIFICATION AND MILEAGE REIMBURSEMENT PROGRAM UPDATE – PG. 16 <ul style="list-style-type: none">• Receive and file the monthly ADA Certification Services Reports and Mileage Reimbursement Program update. |
| Item #12 | ADJOURNMENT |

**MINUTES OF THE
VENTURA COUNTY TRANSPORTATION COMMISSION (VCTC)
TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**

October 9, 2014

Item #1 Call to Order

Chairperson Kathy Connell called the meeting to order at 1:34 p.m.

Item #2 Introductions and Announcements

Shaun Kroes of Moorpark noted the first addendum to the City of Moorpark's Request for Bids (RFB) for two Compressed Natural Gas (CNG) low floor buses was released with revised deadlines for submittal of questions is (October 17) and bid submission (November 5). Mike Houser of Thousand Oaks noted that eight CNG Dial-a-Ride vans will arrive by early November and a new Transit Assistant will start on October 15. Vanessa Rauschenberger of Gold Coast Transit District (GCTD) noted that a survey regarding their Short Range Plan will be published on their website soon. Ellen Talbo of VCTC provided updates on the potential Disadvantaged Business Enterprise (DBE) "fair" mentioned at a previous TRANSCOM meeting; in lieu of a DBE fair, a non-profit agency, named "Business Matchmaking", that matches government agencies with procurement opportunities to small businesses and/or DBE's is hosting an event on October 29 in Oxnard. Ellen Talbo of VCTC offered to forward agencies contact information to Business Matchmaking, to help agencies with procurement opportunities get registered for the event and connected up with potential DBE's; agency interviews with potential DBE's could occur at the event. More information can be found at: <http://www.businessmatchmaking.com/events.shtml>. Peter De Haan of VCTC explained that, during VCTC's most recent Triennial Review, the FTA advised that increased DBE/small business outreach needs to be performed. Staff suggested agencies determine procurement opportunities and perform outreach for DBE and small business participation.

Roc Pulido of Camarillo noted that the City of Camarillo's new Trolley service is averaging fifty five riders a day. John Webster of Simi Valley noted that six heavy duty buses should be received by end of December. Vic Kamhi of VCTC noted that MV Transportation was awarded the operating contract for transit services in the Heritage Valley, service is expected to start on January 5, 2015 and the Heritage Valley Policy Advisory Committee (HVPAC) named the new service the Valley Express. Aaron Bonfilio of VCTC noted the VCTC Intercity service's fourteen over-the-road motor coaches and Valley Express service's fifteen vehicles (five low floor cut-away buses and ten traditional cut-away buses) will arrive in late November or early December. Both fleets are expected to be in service in January 2015. Mike Culver of Mobility Management Partners (MMP) introduced Nicole Cavalino of MMP.

Item #3 Public Comments

No public comments were made.

Item #4 September 11, 2014 Meeting Minutes - Action

Mike Houser of Thousand Oaks made the motion to approve the September 11, 2014 meeting minutes. Roc Pulido of Camarillo seconded the motion and it passed unanimously.

Item #5 July 10, 2014 Meeting Minutes - Action

Shaun Kroes of Moorpark noted a correction to the meeting minutes in that he was noted (in addition to Roc Pulido) as seconding the motion to approve the meeting minutes however, he was not present at the July meeting. (*After the meeting, Staff confirmed that this was a typo*). Roc Pulido of Camarillo moved to approve the July 10, 2014 meeting minutes, as corrected. A voice vote was taken and it passed unanimously.

Item #6 Amendment to the TRANSCOM Bylaws - Discussion

Amy Ahdi of VCTC presented this item; no action was requested or required of TRANSCOM. Discussion was had on the proposed amendments to the current bylaws and the intent of updating the bylaws. TRANSCOM requested that Staff bring the item back at the November meeting with the following revisions:

- Revised the membership for "Heritage Valley Transit Service" to "Heritage Valley Transit Technical Advisory Committee".
- Clarify the paragraph contained in Section II (Membership) in referencing TRANSCOM representation consistently as "member agencies" (not transit service provider or operator) and include mention of VCTC Intercity Bus and the Heritage Valley Transit Technical Advisory Committee (HVTAC).

Item #7 Short Range Transit Plan Update - Discussion

Amy Ahdi of VCTC presented this item; no action was required or requested of TRANSCOM. Staff provided updates on the VCTC's Short Range Transit Plan (S RTP), noting that a draft of the countywide Transit Investment Plan has been received (which includes the 2014-2026 Vehicle Replacement Plan), the travel pattern portion of the gap analysis is complete and, at the October VCTC meeting, the Commission approved amending the scope of work for VCTC's Consultant team, Nelson\Nygaard; the amended scope of work includes a fare analysis of VCTC Intercity bus service; The final S RTP report should be available in late December.

Item #8 Mini Call-For-Projects for Congestion Mitigation and Air Quality (CMAQ) Funds - Action

Stephanie Young of VCTC presented this item; regarding a new mini-call for projects to program CMAQ funds anticipated to come available during Fiscal Year (FY) 2014/15, Staff recommended approval of the guidelines and application, schedule of projects, policy shelf list, an "off-the-top" funding of \$443,000 for Regional Ridesharing and \$500,000 for Transit Marketing and the appointment of a TRANSCOM member to the task force for review of project scoring. After discussions, TRANSCOM provided the following motions:

- Mike Houser of Thousand Oaks moved to approve guidelines and application as amended based on discussions in that the funding leverage section to be revised to reflect that ten points (not fifteen points) go to 50% local match, five points (not ten points) go to 20% (not 30%) local match and an added five points go to increasing capacity and/or ridership to equal 25 points (not 20). Shaun Kroes of Moorpark seconded the motion. A voice vote was taken and it passed unanimously.
- Mike Houser of Thousand Oaks moved to approve the mini call projects schedule. Shaun Kroes of Moorpark seconded the motion. A voice vote was taken and it passed unanimously.
- Mike Houser moved to nominate Vice-Chairperson Vanessa Rauschenberger as the TRANSCOM member on the Task Force Committee to review project scoring. Roc Pulido of Camarillo seconded the motion. A voice vote was taken and it passed unanimously.
- Vanessa Rauschenberger moved to approve the "off-the-top" funding of \$443,000 for Regional Ridesharing and \$500,000 for Transit Marketing. Mike Houser of Thousand Oaks seconded and amended the motion based on discussions, in that TRANSCOM be provided historical data on the regional transit marketing projects funded in the past and, if no regional marketing projects apply, that consideration of putting some of the CMAQ funding back occur. A voice vote was taken and it passed unanimously.
- Mike Houser of Thousand Oaks moved to approve the policy for the shelf list. Shaun Kroes of Moorpark seconded the motion. A voice vote was taken and it passed unanimously.

Item #9 ADA Certification Update

Mike Culver of Mobility Management Partners, Inc. presented this item; no action was required or requested of TRANSCOM. The September ADA Certifications Services Report was missing from the Agenda; Staff will provide that report at the next TRANSCOM meeting. Nicole Cavalino of MMP provided an oral presentation of MMP's Volunteer Driver Program, which provides Ventura County residents ages 60 years or older a method of reimbursing a volunteer who provides them pre-approved rides. TRANSCOM expressed concern regarding the incompatibility of the minimum age of sixty for older adults to qualify (sixty five is the age the Transit Operators generally use to qualify riders as seniors), fraud (excessive or false mileage reimbursement requests) and possible liability issues regarding safe transport of passengers. MMP advised TRANSCOM that monthly updates will be provided at TRANSCOM, in addition to the monthly ADA Certification Services Report.

Item #10 Medi-cal Reimbursement Presentation

TRANSCOM tabled this item for the next meeting.

Item #11 Determine Alternate Meeting Date/Time for November 2014

TRANSCOM identified November 20 as the alternate meeting date however, after the meeting, Staff determined that Thursday, November 6 at 1:30 p.m. is mutually convenient for TRANSCOM members and the host, the City of Camarillo. The next TRANSCOM meeting is on Thursday, November 6 at 1:30 p.m. at Camarillo City Hall in the Administrative Room.

Item #12 Adjourn

Chairperson Kathy Connell adjourned the meeting at 2:44 p.m. A voice vote was taken and the motion passed unanimously.



Item #5

November 6, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: VIC KAMHI, DIRECTOR OF BUS TRANSIT

SUBJECT: 2015 MEETING SCHEDULE

RECOMMENDATION:

- Approve 2015 Meeting Schedule with meetings continuing to be held at 1:30 p.m. on the second Thursday of every month at Camarillo City Hall.

DISCUSSION:

The following is the proposed 2015 Meeting Schedule for the Committee's consideration. This schedule will continue the practice of meeting the second Thursday of the month, with the exception of August:

January 8
February 12
March 12
April 9
May 14
June 11
July 9
September 10
October 8
November 12
December 10



City of Camarillo

Office of the City Clerk

MEMORANDUM

DATE: October 17, 2014 via email: kelam@goventura.org
TO: Kara Elam
VCTC
FROM: Jeffrie Madland, City Clerk *[Signature]*
SUBJECT: Use of City Facilities – 2015 Transcom Meetings

We have reserved the Administrative Conference Room for the Transcom meetings on the second Thursday of each month from 1:30 p.m. to 3:30 p.m. with the exception of August.

Please note the following conditions for the use of the room:

- Food and drinks are allowed in the conference room. However, you must supply your own coffee, water, cups, and utensils.
- The facilities must be left in the condition you found them. You are responsible for cleaning up after your meeting. You may be subject to a janitorial fee if clean up is necessary by the city.
- Tables cannot be moved. If you need to move chairs for your event, please put them back in their place before you leave.
- If you require use of the audio/visual equipment, please contact Janet Starr in General Services at 383-5633, at least one week prior to your use. You must supply your own laptop.
- Please come prepared for your meeting. Your approved use does not include use of the City's telephone system (unless prearranged), fax machine, or copy machine.
- Please notify us at least 24 hours before your event if you need to cancel.

If you have any questions, please call me at 388-5353.

cc: Bill Golubics
Roc Pulido
Miguel Heredia



Item #7

November 6, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: STEPHANIE YOUNG, PROGRAM ANALYST
SUBJECT: CMAQ MINI CALL-FOR-PROJECTS TASK FORCE REPRESENTATIVE

RECOMMENDATION:

- Appoint second representative to the Task Force to review project scoring.

BACKGROUND:

At the October meeting, TRANSCOM recommended approval of the CMAQ Mini-Call for Projects schedule and scoring criteria. Members elected Vanessa Rauschenberger of Gold Coast Transit to the Task Force that will score the transit project applications. Subsequently, TTAC elected two members to the Task Force to score the non-transit projects. At this time, TRANSCOM has the opportunity to appoint a second representative to the Task Force if they wish.



Item #8

November 6, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: PETER DE HAAN, PROGRAMMING DIRECTOR
SUBJECT: ADA CERTIFICATION RFP

RECOMMENDATION:

- Discuss upcoming RFP for ADA Certification services.

BACKGROUND:

Under the ADA, operators of fixed-route transit service are responsible for providing complementary paratransit service and ensuring there is a process for certifying eligibility for the complementary paratransit. In Ventura County this certification function has been carried out by VCTC on behalf of the fixed-route bus operators. Since 2009 the certification process has been staffed by Mobility Management Partners under contract to VCTC, but that contract expires as of June 30, 2014. VCTC has now begun work on a RFP for a new contract, and held a meeting to discuss RFP issues, with the meeting including John Webster of Simi Valley, Roc Pulido of Camarillo, Margaret Heath of Gold Coast Transit, and Aaron Bonfilio representing VCTC bus operations. Some of the issues discussed include the use of a cost reimbursement contract instead of the current fixed-price contract; the need to establish a protocol for entering certification data directly into the database; and possible proposal evaluation strategies to measure the proposers' expertise. At the Committee meeting the discussion may include the current profile of ADA certifications including total volume, breakdown by type of evaluation, and the demand for Spanish-language interviews.



Item #9

November 6, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: AMY AHDI, TRANSIT PLANNER
SUBJECT: SHORT RANGE TRANSIT PLAN: DRAFT VEHICLE REPLACEMENT NEEDS

RECOMMENDATION:

- Discuss the draft SRTP vehicle replacement plan and potential policy implications

BACKGROUND:

One of the major tasks of VCTC Short Range Transit Plan (SRTP) is to update the Countywide Transit Investment Study. This includes identifying the (a) needs to maintain the existing services (replacement of vehicles and obsolete facilities) and (b) needs to support planned and approved expansions. This document will be used as a guide in preparation of future budgets as it will provide VCTC with an identification of the level of resources needed to maintain the existing service as well as any planned future expansions within the projected resources.

Attached is a memorandum that summarizes fixed-route and paratransit vehicle replacement needs for all transit providers within Ventura County. It should be noted that this is a draft document– any corrections or comments are appreciated.

Policy Implications & Discussion Questions

The Comprehensive Transportation Plan (CTP) adopted by the Commission in September 2013 notes that half of the CMAQ funds go to bicycle and pedestrian purposes, and that the remaining half would be made available for transit projects including bus replacement. If the attached document is left as is, the CMAQ funds could cover transit capital until 2021 (when CMAQ funds are projected to expire according to the CTP). However this would leave no funding for demonstrations, additional expansions, and/or other transit projects. A contingent plan should be in place if CMAQ (or other similar funding sources) expires; if we lose CMAQ in 2021, how will future buses be purchased?

Below are some additional discussion questions for TRANSCOM to consider:

- If 5307 funds are available and is not being used for operations, should there be a policy in place that dictates that those 5307 funds have to be expended before drawing down CMAQ capital?

- Currently all STA funds are going to operations, nothing is saved for future equipment purchases; should we be saving a portion of the funds for future equipment needs?
- Should we replace buses every 12 years (because we can) or should we take into account mileage and health of the vehicle

TRANSCOM is encouraged to think of additional areas of concern regarding policy so that the information can be incorporated into the final SRTP document.



Item #10

November 6, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: AMY AHDI, TRANSIT PLANNER
SUBJECT: AMENDMENT TO THE TRANSCOM BYLAWS

RECOMMENDATION:

- Approve recommendation to the Commission to amend the TRANSCOM bylaws

BACKGROUND:

Because the county has changed the way it is organized to provide transit and the recent approved VCTC TDA Triennial Performance Audit findings regarding TRANSCOM, Staff believes that it is timely to update the TRANSCOM bylaws. Below are the proposed changes as well as additional changes discussed at the October 2014 TRANSCOM meeting:

- Change "each transit service provider" to "each member agency"
- Change South Coast Area Transit (SCAT) to Gold Coast Transit District (GCTD)
- Add Ventura County Transportation Commission (VCTC) Intercity Bus as a voting member
- Add Heritage Valley Technical Advisory Committee as a voting member
- Add California State University Channel Islands (CSUCI) as an ex-officio member
- Clarify Section V title to read "Election of...."
- Revise quorum to reflect that 6 of the 14 agencies represents a quorum
- Clarify Section VII to include "make recommendations on programming of transit funding and review the Program of Projects"
- Amend Section XIII to state that no individual can vote for more than one member agency

Attached is a clean copy of the proposed Operating Rules.

TRANSIT OPERATOR'S ADVISORY COMMITTEE (TRANSCOM) PROPOSED OPERATING RULES

I. PURPOSE OF THE COMMITTEE

The Transit Operators Advisory Committee (TRANSCOM) is a duly constituted Transportation Advisory Committee formed at the direction of the Ventura County Transportation Commission (VCTC). Members shall serve at the pleasure of the Commission. The VCTC is the sole policy board of the TRANSCOM. The purpose of the Committee is to act as an advisory body to the County Transportation Commission for purposes of transit planning and programming, including review of the Program of Projects, and to provide a forum for discussion and input on transit issues and the Congestion Management Program.

II. MEMBERSHIP

The TRANSCOM shall be composed of a representative from: each member agency operating within Ventura County, one ex officio member from the staff of the County Air Pollution Control District, one ex officio member from the State Department of Transportation District 7, and one ex-officio member from the California State University Channel Islands. For the purposes of this committee, transit service providers shall include municipal operators, public agencies providing or contracting with private operators, Gold Coast Transit District, Heritage Valley Technical Advisory Committee and the Ventura County Transportation Commission Intercity Bus. Each transit service provider may appoint one representative and one alternate, The VCTC can also appoint additional members at its discretion. The member agencies are as follows:

- City of Camarillo
- City of Fillmore
- City of Moorpark
- City of Ojai
- City of Oxnard
- City of Port Hueneme
- City of San Buenaventura
- City of Santa Paula
- City of Simi Valley
- City of Thousand Oaks

- County of Ventura
- Gold Coast Transit District (GCTD)
- Ventura County Transportation Commission (VCTC) Intercity Bus
- Heritage Valley Technical Advisory Committee (HVTAC)
- Ventura County Air Pollution Control District (APCD) (ex-officio)
- Caltrans District 7 (ex-officio)
- California State University Channel Islands (CSUCI) (ex-officio)

III. METHOD OF APPOINTMENT

The members of this committee shall be appointed, reappointed or removed by the members' appointing agency. Members may be replaced at any time by the appointing entities.

IV. TERM OF OFFICE

The term of office of the TRANSCOM membership shall be for an indeterminate period of time at the discretion of the Ventura County Transportation Commission.

V. ELECTION OF OFFICERS OF THE COMMITTEE

The officers of this committee shall be Chairperson and Vice Chairperson who shall be selected from among the membership of this committee at the January meeting each year by its membership, and who shall serve in their respective capacities at the pleasure of the Committee.

VI. DUTIES OF OFFICERS

Chairperson

The Chair of this committee shall be responsible for:

1. Calling for meetings of this committee,
2. Presiding at the meetings of this committee.
3. Assisting with agenda preparation.

4. Reporting to the VCTC when called upon to do so.
5. Establishing subcommittees as necessary.
6. Other such duties as he/she may be directed by the TRANSCOM and/or the VCTC to perform.

Vice Chairperson

The Vice Chairperson of this committee shall serve in the absence of the Chair and perform such duties as he/she may be directed by the Chair to perform.

VII. DUTIES AND RESPONSIBILITIES OF THE COMMITTEE

It shall be the duty and responsibility of this committee to:

1. Serve as the Transit Operators Advisory Committee for the VCTC.
2. Share any and all pertinent information relating to the field of transit.
3. Review documents and make recommendations to the VCTC regarding transit improvement programs and projects.
4. Serve as a forum for discussion and input on transit issues and formulate recommendations for consideration by the VCTC.
5. Annual review of the Congestion Management Program update.
6. Make recommendations on programming of transit funding and review the Program of Projects (POP).
7. Other duties as may be, requested by the VCTC.

VIII. SECRETARY OF THE TRANSCOM

The staff of the VCTC shall serve as the secretary of the TRANSCOM and shall provide staff support to the committee.

IX. QUORUM

Six (6) of the fourteen (14) voting member agencies appointed to this Committee shall constitute a quorum for conducting Committee activities.

X. COMMITTEE ACTIONS

All actions on items before the TRANSCOM shall be determined by a vote of a simple majority of the members present.

XI. MEETINGS

Meetings of the TRANSCOM shall be held the second Thursday of the month at 1:30 P.M. at least six times per year. All meetings shall be called, noticed and conducted in the manner described in Section 54952.3 of the Government Code, also known as the "Brown Act."

XII. AMENDMENTS TO OPERATING RULES

The TRANSCOM may recommend, and the VCTC may approve, amendments to the Operating Rules by a majority vote.

XIII. VOTING

Each member has one vote. In the absence of a member, the designated alternate may vote in the member's place. No individual can vote for more than one member agency.

XIII. POWERS

The TRANSCOM is created by the VCTC and shall have no powers of existence separate or apart from that of the Commission.

TRANSCOM	Adopted 2/11/93 Revised 3/13/97 Revised 9/4/03 Revised
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VCTC	Adopted 3/5/93 Revised 4/5/97 Revised 10/3/03
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Item #11

November 6, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: PETER DE HAAN, PROGRAMMING DIRECTOR

SUBJECT: ADA CERTIFICATION UPDATE

RECOMMENDATION:

- Receive and file monthly ADA Certification services report and Mileage Reimbursement Program update.

BACKGROUND:

Attached for TRANSCOM's review are the most recent reports from Mobility Management Partners, Inc. (MMP) on ADA Certifications.

Recently, MMP received Section 5310 funding to expand its services to include the development and implementation of a pilot volunteer driver mileage reimbursement program in cooperation with the Area Agency on Aging and other agencies serving the needs of the county's senior population. At the October meeting, MMP provided an initial presentation to TRANSCOM on its mileage reimbursement program. TRANSCOM requested MMP provide monthly updates on the Program at subsequent meetings. MMP will provide an oral presentation on the mileage reimbursement program.

JUN-54

Category	Item Measured	July 15								Summary
		July	Jun	May	April	March	Feb	Jan		
Call Center	Inbound ADA Calls	1346	1190	940	1173	1236	1080	1268		
	Outbound ADA calls	306	379	280	362	243	327	370		
	Average hold time for ADA calls	5.08	5.46	6.69	6.13	4.29	5.85	4.95		
	Out of Area Transmittals	2	5	0	2	1	1	2		
Applications Received	Recertification Applications	43	45	25	32	45	29	35	Total applications received this month = 140 New Applications = 71%; Recertifications = 29%.	
	New Applications	105	107	75	104	74	68	64		
Interviews	Complete, with functional evaluation	30	36	34	38	35	35	42	A total of 85 interviews were scheduled.	
	Complete, without functional evaluation	41	36	42	79	44	62	18		
	Complete, Emergency Certification (30 days)	4	1	0	1	0	0	0		
	Member of records deemed complete	23	15	5	6	20	5	18		
Delays in Processing (Cumulative)	Due to incomplete application by client	5	3	0	4	5	5	1	27 total (2 + 25) Delays in Processing due to incomplete applications or pending receipt of physician's evaluations, 107 applicants awaiting in person interviews.	
	Pending physician's evaluation (PE)	25	72	36	69	37	45	25		
	Applicants awaiting in-person interviews	107	77	65	58	48	20	36		
	Applications that failed to meet "21 day rule"	0	0	0	0	0	0	0		

July 2014 Assessments

	Appointment date	Total	OAC 7/1/2014	F.O. 7/1/2014	OAC 7/9/2014	Erm 7/9/2014	OAC 7/16/2014	OAC 7/16/2014	Moonpark 7/16/2014	F.O. 7/17/2014	OAC 7/17/2014	Erm 7/23/2014	OAC 7/23/2014	F.O. 7/23/2014	OAC 7/23/2014	F.O. 7/23/2014	OAC 7/23/2014
In-person Assessments	With Physical Assessment	20	1	1	1	1	3	2	0	0	1	2	1	1	1	1	4
	With Cognitive Assessment	10	0	0	2	1	0	0	3	1	1	1	0	0	0	1	1
	Field Assessment	41	4	5	3	4	1	4	1	5	3	3	4	3	1		
	Secret/Photo/Field Assessment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Secret/Photo/Field Assessment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	No Shows	17	0	0	1	3	0	1	3	0	1	3	1	2	2		
	(Total number of interviews scheduled)	88	5	6	7	7	7	9	4	7	7	7	5	5	5	5	8

Collateralization Type:	Total	%
Unconditional	75	77
Conditional	15	15
Temporary	4	4
Derivatives	0	0
Emergency Collateralization	4	4

August-14

August 2014 Assessments

Determination Types:	Total	%
Unconditional	59	78
Conditional	10	13
Temporary	8	10
Denials	0	0
Emergency Certifications	1	1

Monthly ADA Certification Services Report																
September-14																
Category	Item Measured	Sept	August	July	Jun	May	April	March	Summary							
Call Center	Inbound ADA Calls	1258	1092	1346	1139	946	1173	1236	Total phone calls Inbound/outbound: 1469							
	Outbound ADA calls	211	330	336	379	288	392	243								
	Average hold time for ADA calls	6.17	2.65	5.08	8.46	6.69	6.13	4.29								
	Out of Area Transmittals	4	3	2	5	0	2	1								
Applications Received	Recertification Applications	43	28	43	45	26	32	48	Total applications received this month = 141 New Applications: 98 = 70% Recertifications: 43 = 30%							
	New Applications	98	87	105	107	75	104	74								
Interviews	Complete, with functional evaluation	32	32	30	25	24	39	20	A total of 84 interviews were scheduled							
	Complete, without functional evaluation	32	31	41	20	42	25	44								
	Complete, Emergency Certification (60 days)	0	1	4	1	2	1	0								
Recertifications	Number of renewals deemed complete	24	14	23	15	5	6	20	Total (2+22) 24 Delays in Processing due to incomplete applications or pending receipt of physician's evaluations, applicants awaiting in person interviews.							
Delays In Processing (Cumulative)	Due to incomplete application by client	2	4	2	3	0	4	5								
	Pending physician's evaluation (PE)	22	35	25	72	36	69	37								
	Applicants awaiting in-person interviews	87	94	107	77	65	58	48								
	Applications that failed to meet "21 day rule"	0	0	0	0	0	0	0								
September 2014 Assessments																
In-person Assessments	Appointment date		MRPRK	T.O.	OAC	OAC	8mi	OAC	T.O.	MRPRK	T.O.	OAC	8mi	CAM	OAC	OAC
	Appointment location	Totals	9/2/2014	9/3/2014	9/4/2014	9/8/2014	9/9/2014	9/11/2014	9/16/2014	9/16/2014	9/17/2014	9/18/2014	9/23/2014	9/24/2014	9/26/2014	9/28/2014
	With Physical Assessment	18	0	0	2	1	3	2	3	1	1	2	0	0	1	2
	With Cognitive Assessment	14	3	4	1	1	1	1	0	0	1	0	0	0	2	0
	Field Assessment	32	1	2	3	2	1	3	2	1	3	4	7	1	1	1
	Recert/Photo/Field Assessment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Recert/Phone/Field Assessment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	No Shows	20	1	1	2	1	1	2	0	3	2	1	1	0	3	2
	Total number of interviews scheduled	84	5	7	8	5	6	8	5	5	7	7	8	1	7	5
	Determination Types:		Total													
Unconditional		79														
Conditional		7														
Temporary		2														
Denials		0														
Emergency Certifications		0														