



**VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)**

VCTC Large Conference Room
751 East Daily Drive, Suite 420, Camarillo, CA
Wednesday, October 9, 2024
1:30 p.m.

AGENDA

(Action may be taken on any item listed on the agenda)

ITEM 1 CALL TO ORDER

ITEM 2 INTRODUCTIONS & ANNOUNCEMENT

ITEM 3 PUBLIC COMMENT

Under the Brown Act, the committee should not act on or discuss matters raised during the Public Comment portion of the agenda which are not listed on the agenda. Committee members may refer such matters to staff for facts or to be placed on the subsequent agenda for consideration.

ITEM 4 AGENDA ADJUSTMENTS

ITEM 5 MEETING MINUTES

Recommended Action:

- *Receive and file.*

Responsible Staff: Jeni Eddington

ITEM 6 STREETLIGHT BIG DATA PRESENTATION

Recommended Action:

- *Receive and file.*

Responsible Staff: Claire Grasty

**ITEM 7 FTA GENERAL DIRECTIVE 24-1: REQUIRED ACTION REGARDING ASSAULTS ON
TRANSIT WORKERS**

Recommended Action:

- *Receive and file.*

Responsible Staff: Claire Grasty

**ITEM 8 PROJECT SELECTION FOR THE FY24 COMBINED CALL FOR PROJECTS FOR FTA SECTION
5310 LARGE URBANIZED AREA FUNDS, SECTION 5307 JARC FUNDS, AND ACCESS FOR ALL
FUNDS**

Recommended Action:

- Approve programming \$1,361,564 in Federal Transit Administration (FTA) Section 5310 Large Urbanized Area funds (Seniors and Disabled),
- Approve \$716,321 in FTA Section 5307 Jobs Access/Reverse Commute (JARC) funds and FTA Section 5307 funds in the amount of \$178,051 utilizing unused FTA 5307 attributable to JARC, and

In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to participate in a committee meeting, please contact the Administrative Assistant at (805) 642-1591 ext. 111. Notification of at least 48 hours (about 2 days) prior to meeting time will assist staff in assuring reasonable arrangements can be made to provide accessibility at the meeting.

- Approve \$173,311 in CA Public Utilities Commission (CPUC) Access for All Funding as described in the funding recommendations table in Attachment A.

Responsible Staff: Geiska Velasquez

ITEM 9 UPDATE ON COUNTYWIDE RADIO PROJECT

Recommended Action:

- *For information and discussion.*

Responsible Staff: Claire Grasty

ITEM 10 INTERCITY OPEN-LOOP FARE COLLECTION UPDATE

Recommended Action:

- *Receive and discuss.*

Responsible Staff: Matt Miller

ITEM 11 OJAI TROLLEY DRIVER TRAINING (REQUESTED BY OJAI CTAC MEMBER)

Recommended Action:

- *For discussion.*

Responsible Staff: Claire Grasty

ITEM 12 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Recommended Action:

- *Receive and file.*

Responsible Staff: Dolores Lopez

ITEM 13 FUTURE AGENDA ITEMS

Recommended Action:

- *For discussion.*

Responsible Staff: Claire Grasty

ITEM 14 ADJOURN TO WEDNESDAY, NOVEMBER 13, 2024, AT 1:30 P.M., at the Ventura County Transportation Commission located at 751 East Daily Drive Suite 420, Camarillo, CA 93010

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VENTURA COUNTY TRANSPORTATION COMMISSION

Transit Operators Advisory Committee (TRANSCOM)

VCTC Large Conference Room

751 East Daily Drive, Suite 420

Camarillo, California

Wednesday, September 11, 2024

1:30 p.m.

MEETING MINUTES

Item 5

MEMBERS PRESENT: Michelle Woomer, City of Moorpark (Chair)
Lydia Salas, City of Camarillo (Vice-chair)
Ben Gonzales City of Simi Valley
Tyler Nestved, City of Thousand Oaks
Sergio Albarran, City of Ventura
Austin Novstrup, Gold Coast Transit District
Matt Miller, VCTC Intercity

MEMBERS ABSENT: City of Fillmore
City of Oxnard
City of Ojai
City of Port Hueneme
City of Santa Paula
County of Ventura
Gold Coast Transit District

EX OFFICIO PRESENT: Lupita Monreal, Mobility Management Partners
Holly Galbreath, Ventura County Air Pollution Control District (VCAPCD)

EX OFFICIO ABSENT: CSU Channel Islands

VCTC STAFF PRESENT: Claire Grasty, Transit Director
Aubrey Smith, Regional Transit Planner
Geiska Velasquez, Program Manager
Dolores Lopez, Regional Transit Planner

ITEM 1 CALL TO ORDER

Chair Woomer called the meeting to order at 1:32 p.m.

ITEM 2 INTRODUCTIONS & ANNOUNCEMENT

Claire Grasty updated the committee on SB125 fund availability and Rideshare week. Lydia Salas announced the launch of RideCo for Camarillo Area Transit. Austin Novstrup announced that GCTD would be bringing on-demand services in house. Ben Gonzales announced that Simi Valley Transit receives new vehicles. Tyler Nestved said that Thousand Oaks Transit extended the MV Transit contract for two years. Aubrey Smith announced mobility training will be hosted by VCTC in November. Aubrey Smith updated the committee on the bus stop inventory project. Holly Galbreath announced upcoming clean air events.

ITEM 3 PUBLIC COMMENT

ITEM 4 AGENDA ADJUSTMENTS – None.

ITEM 5 MEETING MINUTES

Committee members received the July 2024 meeting minutes.

ITEM 6 METROLINK OCTOBER SCHEDULE EXPANSION

David Huang shared that Metrolink's October 2024 schedule change 1) may impact connections to the Ventura County transit systems due to changes in departure and arrival times, 2) increases service levels, 3) improves connections, and 4) should reduce wait periods of 10-20 minutes. With respect to VCTC and other local operators, it is recommended that operators work directly with Metrolink on making local schedule changes to improve connections.

ITEM 7 HUMAN TRAFFICKING PREVENTION AND INTERVENTION PRESENTATION FROM INTERFACE CHILDREN AND FAMILY SERVICES

Anna Bell-Ventura introduced the Interface Family Child Services (IFCS) and their human trafficking prevention program including the intersection of human trafficking and the transportation industry.

ITEM 8 TRANSTRACK DEMONSTRATION

Tyler Nestved and Mary Lozano provided a demonstration of the Customer Feedback module within the TransTrack platform.

ITEM 9 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

The committee received the ADA certification services program monthly update for filing.

ITEM 10 FUTURE AGENDA ITEMS

- MCT on the Go Presentation
- Countywide Fare Collection Plan Updates
- Transportation Emergency Preparedness Program (TEPP) Implementation (as needed)
- Transit Grant Project Status Report Tracking (as needed)

ITEM 11 ADJOURNMENT

Chair Woomer adjourned the meeting at 2:54 p.m.



Item 7

OCTOBER 9, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: CLAIRE GRASTY, DIRECTOR OF PUBLIC TRANSIT

SUBJECT: FTA GENERAL DIRECTIVE 24-1: REQUIRED ACTIONS REGARDING ASSAULTS ON TRANSIT WORKERS

RECOMMENDATION:

- For Discussion

BACKGROUND

The FTA issued a General Directive to protect our nation's frontline transit workers from assaults. General Directive 24-1: Required Actions Regarding Assaults on Transit Workers requires transit agencies to take action and address ongoing incidents of assaults on transit workers.

The objective is to address at the federal level the problem of verbal and physical assaults they face while at work.

The General Directive requires all transit agencies subject to FTA's Public Transportation Agency Safety Plans (PTASP) regulation to complete a safety risk assessment. They are required to assess the risk of assaults on their workers using the Safety Management System processes outlined in their agency safety plans.

The directive requires transit agencies to:

- Assess the risk of assaults on the agency's transit workforce using the Safety Management System (SMS) processes outlined in its Agency Safety Plan (ASP).
- Conduct a safety risk assessment related to assaults on transit workers. If a transit agency's safety risk assessment shows an unacceptable level of risk of assaults on transit workers, they must identify strategies to mitigate that risk and improve transit worker safety.
 - If a transit agency's safety risk assessment shows an unacceptable level of risk of assaults on transit workers, they must identify strategies to mitigate that risk and improve transit worker safety.
 - For transit agencies serving large urbanized areas (with populations of 200,000 or more), they must comply with PTASP requirements to involve the

joint labor-management Safety Committee when identifying safety risk mitigations and strategies.

- Provide information to FTA within 90 days on how they are assessing, mitigating, and monitoring the safety risk associated with assaults on transit workers.

Required reporting is to be uploaded in TrAMS. VCTC subrecipients subject to PTASP should provide the reports to VCTC by December 16 so staff can upload it prior to the due date.

This information will help FTA understand how transit worker assault safety risk assessments and safety risk mitigations vary throughout the industry, informing the agency of further activities that may be effective in reducing the risk of assaults on transit workers.



Item 8

October 9, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE

FROM: GEISKA VELASQUEZ, PROGRAM MANAGER

SUBJECT: PROJECT SELECTION FOR THE FY2024 COMBINED CALL-FOR-PROJECTS FOR FTA SECTION 5310 LARGE URBANIZED AREA (SENIORS AND DISABLED) FUNDS, SECTION 5307 JOBS ACCESS AND REVERSE COMMUTE (JARC) FUNDS, AND ACCESS FOR ALL FUNDS

RECOMMENDATION:

- Approve programming \$1,361,564 in Federal Transit Administration (FTA) Section 5310 Large Urbanized Area funds (Seniors and Disabled),
- Approve \$716,321 in FTA Section 5307 Jobs Access/Reverse Commute (JARC) funds and FTA Section 5307 funds in the amount of \$178,051 utilizing unused FTA 5307 attributable to JARC, and
- Approve \$173,311 in CA Public Utilities Commission (CPUC) Access for All Funding as described in the funding recommendations table in Attachment A.

BACKGROUND:

The FTA Section 5310 program is intended to enhance mobility for seniors and persons with disabilities by providing funds that support the special needs of seniors beyond traditional public transportation services and for those with disabilities beyond that required by the Americans with Disabilities Act (ADA).

The goal of the FTA Section 5307 JARC program is to improve access to employment for eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities.

The purpose of the California Public Utilities Council's (CPUC) Access-for-All (AFA) program is to incentivize the expansion and availability of on-demand transportation service for individuals with disabilities whose needs cannot be met by conventional transit or paratransit services.

Both the FTA Section 5310 funds and 5307 JARC funds are the primary funding source to support projects and strategies identified in the Ventura County Transportation Commission's (VCTC) Coordinated Public Transit-Human Services Transportation Plan (updated in 2021). While the CPUC's program is not necessarily or traditionally related to the Coordinated Plan, the program does implement projects that coincide with the intent and philosophy of the Plan, specifically the high priority strategy to "continue procuring wheelchair-accessible vehicles" (pg. 51) and was therefore included in this call for projects due to the compatible nature of the programs.

DISCUSSION:

On June 7, 2024, VCTC approved the guidelines and schedule for the 2024 competitive Call-for-Projects to allocate FY24/25 and FY25/26 FTA Section 5310 funds, FTA 5307/JARC, and CPUC AFA funds. Project applications were due July 26, 2024, followed by an eligibility screening by VCTC staff, and

review by the TRANSCOM approved subcommittee, including representatives from Gold Coast Transit District, City of Thousand Oaks, and Ventura County, to score project applications.

Funding Availability

Table 1 below provides the breakdown of the funds available in this call by fund type and urbanized area. It should be noted that the AFA program is disbursed by county and not UZA.

Table 1: Estimated Available Funding for Section 5310, 5307/JARC & AFA Call for Projects for FY24/25 & FY25/26				
Urbanized Area	FTA 5310 Traditional	FTA 5310 Expanded	FTA 5307 JARC	CPUC AFA
Oxnard/Ventura UZA	\$ 512,288	\$ 326,001	\$ 716,321	
Thousand Oaks/Moorpark UZA	\$ 319,779	\$ 203,496	\$ 178,051	
County-wide				\$ 173,311
Total Estimated Available	\$ 832,067	\$ 529,497	\$ 894,372	\$ 173,311

Section 5310 requires that at least 55% of funding be programmed on projects under the “traditional” category and no more than 45% to “expanded”. Section 5310 also allows 10% of the UZA apportionment to be used for program administration deducted from the Expanded category, and the CPUC AFA program identifies 15% for LAFA program administration. Both funds have been adjusted leaving the total estimated available funding identified for the projects selected at this time.

Applications Received

Staff received fifteen applications for projects across all three funding types totaling \$5,143,658 in total funding requests. Requests more than doubled the available funding with \$2,714,411 more requested than the total \$2,429,247 identified available for grants at this time.

Eligibility Screening

Staff did an initial screening of the project applications for FTA program eligibility as identified in the approved guidelines. All project applications were determined to be eligible for funding except for one, the City of Thousand Oaks request for FTA 5310 funding for EV Management Software & Equipment which was disqualified on an FTA technicality for use of funds for that particular use. Staff had a debriefing meeting with Thousand Oaks staff to discuss and the project was removed by the City from consideration in this funding cycle.

Prioritizing Projects

The subcommittee reviewed the project applications utilizing the approved guidelines criteria below.

1. Goals and Objectives (20 points)
 2. Project Implementation Plan (30 points)
 3. Program Performance Indicators (20 points)
 4. Communication and Outreach (20 points)
 5. Emergency Planning and Preparedness (5 points)
 6. Matching Funds (5 points)
 7. Bonus Points for Non-Transit Operator Applicants (5 points)
- Note: Private nonprofit organizations were automatically awarded five (5) points for match

Each proposed project received a final score based upon the average of the subcommittee’s individual scores. The projects were then ordered by Urbanized Area’s, funding type, and then sorted by total average score, with the goal of funding as many of the projects as possible. Based on this eligibility, scoring criteria, and rank, VCTC staff is recommending funding \$2,429,247 of the funding request for the projects as identified in the table provided in Attachment A.

Unfunded Requests Recommendation

With the large request of funding compared to the funding available there resulted a lack of funding for three of the project applications which are therefore eligible but unfunded at this time as identified in Attachment A. Two project applications for FTA Section 5310 fell below the funding line with total average scores below 87; the VCTC Mileage Reimbursement Ventura County project (\$257,280), and the VTS

Vehicles for Low Income Transportation to Medical Appointments for the Senior and Disabled Community (\$1,361,000). Additionally, staff is recommending that the City of Thousand Oaks project application for the Replacement of EV Powered Employee Rideshare Program Vehicles not be funded at this time with JARC as it scored a total average of 78 and instead reclassify the \$178,051 to FTA 5307 to be used to subsidize the FTA 5310 to fund more of the critical and higher scoring projects.

Overview of Recommended Projects

In the Thousand Oaks urbanized area:

- Interface 211, which will maintain and continue to develop the One-Call/One-Click program with \$122,094 in Traditional 5310 funds as a proper mobility management program.
- The City of Thousand Oaks to purchase EV Dial-a-Ride Vans with up to \$197,685 in traditional FTA 5310 funding

In the Oxnard/Ventura urbanized area:

- GCTD to continue operation and improvement of direct and on demand paratransit service connectivity between Gold Coast service and Camarillo with \$22,850 in FTA 5310 Traditional and \$178,051 in FTA Section 5307
- HELP of Ojai to receive \$74,134 in Traditional FTA 5310 for the purchase of a replacement wheelchair accessible van.
- HELP of Ojai to also receive FTA 5310 Expanded for the operation of service for \$73,216
- GCTD to purchase new vehicles for the Flexible Services fleet for a total of up to \$438,154 of Traditional FTA 5310.
- GCTD also to receive FTA 5307/JARC for the continued operation of the extremely successful Sunrise and Late-Night Safe Rides program in the amount of \$716,321.

Projects Operating Countywide:

- A new applicant this year, the Catholic Charities of LA, Inc. – Ventura County recommended for \$40,000 in FTA 5310 Expanded for the operation of the OASIS Volunteer Driver Program to assist seniors with transportation to and from medical appointments, pharmacies and grocery stores.
- Continued support for Ventura County CAREGIVERS to provide door-through-door transportation for low-income seniors and a mobility management program including travel training and volunteer drivers with \$190,000 in FTA 5310 Expanded funds.
- The County of Ventura Human Service Agency - Area Agency on Aging's (VCAAA) ELDERHELP Transportation Program is recommended for \$203,431 in 5310 Expanded funds to continue operations of the MediRide non-emergency medical transportation portion of the program.
- The Ventura Transit System (VTS) is recommended for \$173,311 in CPUC Access for All funding to continue as the county's Access Provider for on demand trips in wheelchair accessible vehicles including service reimbursement and adding marketing support for the program.

Recommended Project Funding

Staff recommends TRANSCOM approve the programming of \$1,361,564 in FTA Section 5310 Large Urbanized Area funds (Seniors and Disabled) and \$716,321 in FTA Section 5307 Jobs Access/Reverse Commute (JARC) funds, \$178,501 in FTA 5307, and \$173,311 in CPUC Access for All funding for a total of \$2,429,247 for the projects listed in Attachment A.

Next Steps

Table 2 identifies the updated schedule with the TRANSCOM recommendation will be presented to the Ventura County Transportation Commission at the November 1, 2024, meeting. Staff will include the approved projects in the FY24/25 Program of Projects (POP) recommended for approval by TRANSCOM in November and then brought to the Commission in December of 2024. Funds approved through this call for projects will not be available for reimbursement until after FTA approval of the grants, which will likely occur in Summer of 2025 following the approval of the 2025 FTIP. Once the grants are approved, FTA regulations allow project sponsors to receive reimbursement of eligible costs dated back to the VCTC Commission approval of the program. Although VCTC staff has made every effort to accurately evaluate project feasibility based on FTA's requirements, there can be no guarantee of FTA approval of these projects until FTA awards the grant

June 7, 2024	Call-for-Projects Released
June 11, 2025	Presentation at CTAC/SSTAC
July 26, 2024	Project Applications Deadline
October 9, 2024	TRANSCOM Recommendation
November 1, 2024	VCTC Approval
December 6, 2024	VCTC POP Approval
March/April 2025	FTIP Approval
June/July 2025	FTA Grant Approval



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Item 10

October 9, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE
FROM: MATT MILLER, PROGRAM MANAGER
SUBJECT: INTERCITY OPEN-LOOP FARE COLLECTION UPDATE

RECOMMENDATION:

- Receive and File

BACKGROUND:

On June 28, 2023, the California Transportation Commission (CTC) awarded Santa Barbara County Association of Governments (SBCAG) and Caltrans \$132.4 million in Solutions for Congested Corridors Program (SCCP) funding to the Santa Barbara U.S. 101 Multimodal Corridor Project. SBCAG is the recipient of funding from the CTC for the five local projects and is thus responsible for managing the grant funds and delivery of the projects. One of the projects includes contactless credit/debit card readers for VCTC Intercity Coastal Express commuter buses.

In November 2023, the VCTC approved an MOU with SBCAG for the Contactless Credit/Debit Card Readers on VCTC Intercity Coastal Express Commuter Buses and since then VCTC staff has been engaged with the California Integrated Travel Project (Cal ITP) who has been assisting with the development of the project.

DISCUSSION:

As mentioned above, SBCAG has been awarded a grant through the State's SCCP and includes funds to implement an open-loop payment system on all the VCTC Intercity buses. With the help of Cal ITP, VCTC has finalized a scope of work for open-loop payment acceptance devices (PADs) and transit fare processor (fare calculator) for the Intercity service. The system will allow passengers to pay their fares using their credit/debit card and/or apple pay/google pay. Fare discounts like fare capping and reduced fares for disabled, seniors and veterans are also available through this collection method.

VCTC, like numerous other transit agencies throughout California, is relying on the technical expertise of the Cal ITP team who have assisted staff to:

- Develop a scope of work
- Understand how the system works
- Utilize the Cal ITP Mobility Marketplace to request proposals from vendors
- Draft all necessary contracts, negotiate changes and finalize all documents with vendors
- Coordinate vendor meetings and represent VCTC's interests for proper system integrations

The procurement process has been straight forward so far as all the heavy lifting has been completed by the State and who has established an FTA compliant procurement resulting in a bench of vendors for each component of the open-loop system. In September, VCTC staff solicited proposals from all available state contractors for the hardware and processing services. After solicitation, we received two proposals for Payment Acceptance Devices, Kuba, Inc., and SC Soft, inc. and two proposals for the Transit Processor, LittlePay and Enghouse.

After evaluation, staff selected Kuba, Inc. as the preferred vendor for Payment Acceptance Devices. Kuba's proposal included the most detailed project implementation timelines and work plans of the proposals received. Additionally, staff were able to speak with three agencies currently using the devices for their own open payment projects and no abnormal issues or challenges were reported and were generally pleased with Kuba.

For the Transit Processor, staff selected Enghouse, Inc. After speaking with the vendor, receiving a demo, and leaning on the technical guidance from the Cal ITP team, VCTC staff believes that Enghouse will be most appropriate to implement Ventura County's complex fare structure not only for the Intercity service, but will best positioned to implement a multi-operator open payment system countywide in the future. Enghouse implemented a multi-operator system in the Netherlands, where every operator uses their fare calculator system to collect fare, offer discounts and incentives to passengers traveling among and between towns, cities and regions. The ability to handle multiple operators' fares and existing transfer agreements is already built in Enghouse's software, which led staff to a strong belief that they were best suited to handle the complex transit environment in Ventura County. Lastly, Enghouse is waiving numerous integration costs and one-time fees in their proposal and has a low-cost transaction processing fee at 1.4% of revenue collected versus 2.25% that would be collected by the competing proposal from LittlePay.

The third required component of the open-loop system is the transit processor which is the company that assigns the transit agency a Merchant ID and communicates with the passengers' banks and/or credit card companies (Visa or MasterCard) to collect and deposit all associated fees. For this, VCTC has chosen Elavon which at the time quotes were requested, Elavon was the only company available to provide payment processing. While there is now an additional payment processing company, staff determined that the competitor's timeline to integrate with the transit processor were not desirable.

Upon notice to proceed given to the vendors, Kuba will survey the buses and order, deliver and install the PADs on each bus. While this is happening, Enghouse will be working on the integration work with the Kuba PAD in order to communicate and collect the transaction data from the device. Additionally, Enghouse will be working with staff to set up the fare structure, confirm any fare capping products, etc. Once the PADs are installed and accepted as working and Enghouse has finished the integration work, the system will go live which are planning to be March 2025. This project will be an opportunity to pilot the open-loop hardware and software and work out kinks in the ordering, installation and implementation processes.

VCTC has been notified that funding will be awarded to fund an open-loop system countywide. In planning for the Intercity project, staff and the Cal ITP team have been making sure that all vendors in the Intercity project would be capable of expanding their programs to a multi-operator network and adhere to all the fare agreements that currently in place including free transfers between agencies. Staff made sure that the vendors could handle all the discounts being currently offered at each agency, developing regional fare capping products, and there was a way for fare revenue to be deposited directly to the agency – instead of following a complex disbursement process after revenue is collected.



Item 12

DATE: OCTOBER 9, 2024
MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: DOLORES LOPEZ, REGIONAL TRANSIT PLANNER
SUBJECT: ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

RECOMMENDATION:

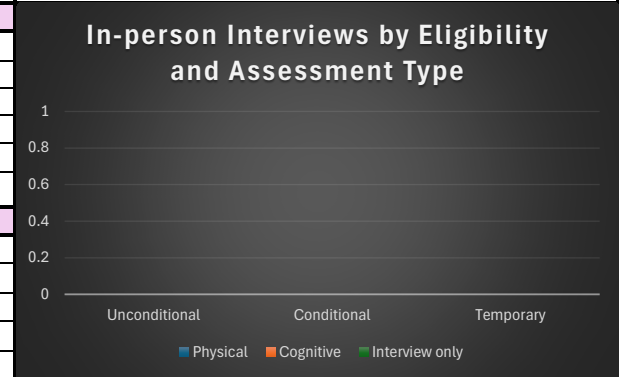
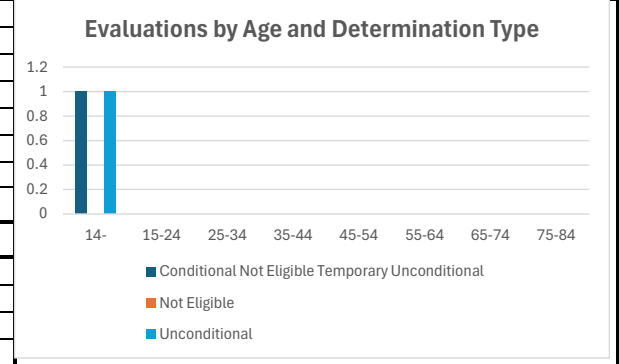
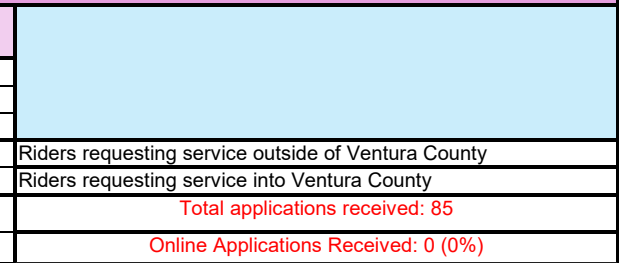
- Receive and file the monthly ADA Certification services report(s) and program update.

DISCUSSION:

Mobility Management Partners (MMP) is VCTC's contracted service provider for ADA Paratransit Eligibility Certification services.

Attached are the ADA Paratransit Certification Services Reports from MMP for review at the TRANSCOM meeting.

Sep-24							
		Sep	Aug	Jul	Jun	May	Apr
Call Center	Inbound ADA Calls	393	400	447	389	413	386
	Outbound ADA calls	296	377	434	453	267	445
	Average hold time (in seconds)	0.83	2.05	2.24	0.82	1.01	1.24
	Outbound Area Transmittals	3	6	5	2	4	6
	Inbound Area Transmittals	8	7	12	11	9	2
Applications Received	Recertification	36	47	51	76	72	59
	New Applications	49	48	45	48	56	64
Applications Received by Service Area	Camarillo Area	8	13	5	13	13	11
	Gold Coast Area	34	36	40	52	48	67
	Valley Express Area	2	9	4	3	8	1
	Moorpark Area	0	2	1	2	1	6
	Simi Valley Area	14	21	27	29	29	22
	Thousand Oaks	24	11	17	22	27	16
	Out of County	3	3	2	3	2	0
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	0	0	0	0	0	0
	Complete, Interview w/o Functional Evaluation	0	1	0	0	0	0
	Complete, Special Circumstance (no Interview)	2	3	1	7	8	10
	Complete, Over 85+	6	3	6	4	5	5
	Complete, Phone Interview	31	33	24	31	44	43
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0
	Complete, Recertifications	31	43	44	68	65	56
	Completed Determinations	70	83	75	110	122	114
	Cost per Determination	\$164.47	\$195.17	\$176.23	\$248.33	\$223.91	\$239.62
Delays in Processing (Cumulative)	Due to Incomplete application by client	8	6	6	17	8	16
	Pending Professional Evaluation (PE)	12	11	9	14	12	20
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting phone interviews	1	3	1	0	1	2
Assessments	Assessment Categories			Total	CAM	VCTC	SIMI
	With Physical Assessment			0	0	0	0
	With Cognitive Assessment			0	0	0	0
	Interview only (at assessment sites)			0	0	0	0
	No Shows for Interview			0	0	0	0
	Total In-Person Interviews Scheduled (but cancelled)			1	0	0	0
	Total Number of Appointment Days			0	0	0	0
Determinations by Eligibility						Total	%
Unconditional (including S.C., Over 85+ , Phone interviews)						61	87%
Conditional						8	12%
Temporary						1	1%
Denials						0	0%
Short Term (including Emergency)						0	0%



Applications Received -September

GCT	Sep	Aug	Jul	Jun
Casitas Springs	1	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	1	3	2	4
Oak View	0	0	0	0
Oxnard	24	18	18	18
Saticoy	0	0	0	0
Port Hueneme	3	3	3	7
Ventura	5	12	17	23
Valley Express	Sep	Aug	Jul	Jun
Fillmore	2	2	3	0
Piru	0	1	0	0
Santa Paula	0	6	1	3
Thousand Oaks DAR	Sep	Aug	Jul	Jun
Agoura	0	0	0	0
Agoura Hills	0	0	0	2
Newbury Park	3	2	4	5
Oak Park	3	1	0	1
Thousand Oaks	11	7	11	14
Westlake Village	7	1	2	0
Simi Valley DAR	Sep	Aug	Jul	Jun
Simi Valley	14	21	27	29
Camarillo	Sep	Aug	Jul	Jun
Camarillo	7	13	5	13
Somis	1	0	0	0
Moorpark DAR	Sep	Aug	Jul	Jun
Moorpark	0	2	1	2
Other	Sep	Aug	Jul	Jun
Woodland Hills, Santa Clarita , Sunny Valley	3	3	2	3

Monthly Queue Call Report (September)

	Call Count			Queue Size	Answered	Abandoned	Redirected	Disconnected	To VoiceMail	Hold Time			Service Level
	In	Out	Total	Max	Total	Total	Total	Total	Total	Min	Max	Avg	
Grand Total	393	296	689	3	305	17	71	0	71	0	153	0.83	68.70%
Sunday	4	0	4	0	0	0	4	0	4	0	0	0.00	0.00%
Monday	84	136	220	1	70	2	12	0	12	0	76	1.44	73.81%
Tuesday	68	15	83	1	57	3	8	0	8	0	8	0.23	75.00%
Wednesday	86	26	112	3	64	5	17	0	17	0	5	0.06	62.79%
Thursday	58	19	77	2	46	3	9	0	9	0	153	2.55	70.69%
Friday	88	100	188	1	67	4	17	0	17	0	2	0.01	69.32%
Saturday	5	0	5	0	1	0	4	0	4	0	0	0.00	20.00%