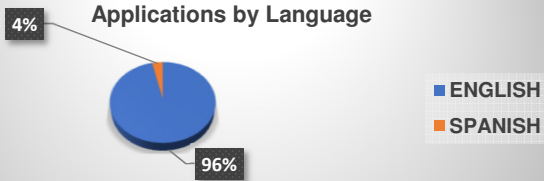
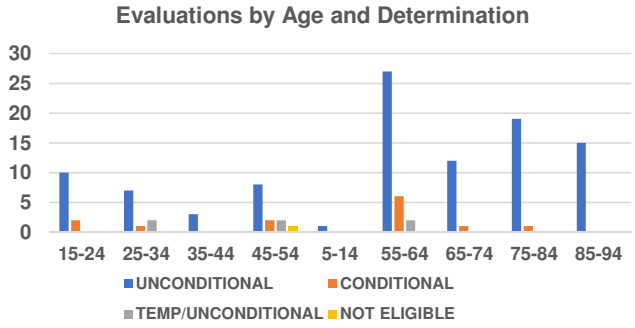
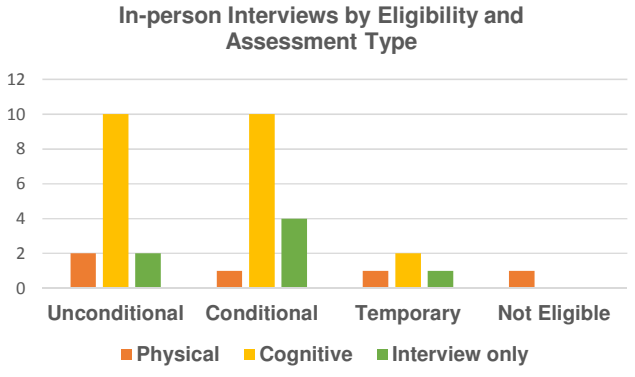


Monthly ADA Certification Services Report August 2017

	Item Measured	Aug	July	June	May	April	March																															
Call Center	Inbound ADA Calls	756	819	846	749	673	703	Total phone calls inbound/outbound: 1540																														
	Outbound ADA calls	784	291	184	348	309	287																															
	Average hold time (in seconds)	3.41	4.15	3.69	4.92	4.26	6.02																															
	Outbound Area Transmittals	7	3	2	10	8	3																															
	Inbound Area Transmittals	7	1	2	2	1	0																															
Applications Received	Recertification	42	52	39	47	43	71	Total applications received: 114 Online Applications received: 20 (18%)																														
	New Applications	72	82	85	81	74	60																															
Applications Received by Service Area	Camarillo Area	7	7	10	12	6	9	 <p style="text-align: center;">Applications by Language</p> <p>■ ENGLISH ■ SPANISH</p>																														
	Gold Coast Area	38	35	42	51	41	54																															
	Valley Express Area	4	2	2	5	7	3																															
	Moorpark Area	7	6	4	6	5	0																															
	Simi Valley Area	25	35	39	31	25	34																															
	Thousand Oaks	31	23	26	22	29	30																															
	Out of County	2	1	1	1	4	3																															
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	27	20	16	27	33	33	 <p style="text-align: center;">Evaluations by Age and Determination</p>																														
	Complete, Interview w/o Functional Evaluation	7	5	0	10	4	6																															
	Complete, Special Circumstance (no Interview)	33	43	50	28	24	21																															
	Complete, Over 85+	17	11	14	11	11	18																															
	Complete, Phone Interview	3	1	1	5	2	0																															
	Complete, Short-term Certification (60 days)	1	0	1	1	2	0																															
	Complete, Recertifications	34	29	39	33	29	42																															
	Total Evaluations	122	109	121	115	105	120																															
Delays in Processing (Cumulative)	Due to incomplete application by client	7	5	2	2	6	6	 <p style="text-align: center;">In-person Interviews by Eligibility and Assessment Type</p>																														
	Pending Professional Evaluation (PE)	20	25	32	18	21	25																															
	Applications that failed to meet 21 day rule	0	0	0	0	0	0																															
	Applicants awaiting in-person interviews	9	8	12	18	15	17																															
Assessments	Assessment Categories	Total	CAM	VCTC	SIMI	T.O.	MPK	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="text-align: left;">Determination Types:</th> <th style="text-align: center;">Total</th> <th style="text-align: center;">%</th> </tr> </thead> <tbody> <tr> <td colspan="3">Unconditional (including S.C., Over 85+ , Phone interviews)</td> <td style="text-align: center;">102</td> <td style="text-align: center;">83%</td> </tr> <tr> <td colspan="3">Conditional</td> <td style="text-align: center;">13</td> <td style="text-align: center;">11%</td> </tr> <tr> <td colspan="3">Temporary</td> <td style="text-align: center;">5</td> <td style="text-align: center;">4%</td> </tr> <tr> <td colspan="3">Denials</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1%</td> </tr> <tr> <td colspan="3">Short Term</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1%</td> </tr> </tbody> </table>	Determination Types:			Total	%	Unconditional (including S.C., Over 85+ , Phone interviews)			102	83%	Conditional			13	11%	Temporary			5	4%	Denials			1	1%	Short Term			1	1%
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	Denials			1	1%																																	
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With Physical Assessment	5	0	2	1	2	0																																
With Cognitive Assessment	22	0	12	1	9	0																																
Interview only (at assessment sites)	7	0	6	1	0	0																																
No Shows	5	0	3	1	1	0																																
Total in-person interviews scheduled	39	0	23	4	12	0																																
Total Number of appointment days	8	0	5	1	2	0																																

Aug-17				
Applications Received - GCT Area Cities	Aug	July	June	May
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	5	0	0	4
Oak View	0	1	0	0
Oxnard	15	19	31	27
Port Hueneme	3	3	1	1
Ventura	15	12	10	19
Applications Received-Valley Express Area Cities				
Fillmore	2	2	1	4
Piru	0	0	0	0
Santa Paula	2	0	1	1
Travel Training				
Training Statistics	Aug	Jul	Jun	May
Referrals received	15	11	9	11
Assessments	5	11	8	8
Trainings	0	2	5	4
Referral Source				
ADA-Camarillo Area	0	0	0	0
ADA-Gold Coast Area	1	0	3	0
ADA-Valley Express Area	0	0	0	0
ADA-Moorpark Area	0	0	0	0
ADA-Simi Valley Area	0	1	0	2
ADA-Thousand Oaks Area	0	0	0	0
Other	14	10	6	9
Transit 101 Workshops				
Hosting Agency	Date	Attendees	Riders	
Simi Valley Transit	3/9/2017	22	12	
Thousand Oaks Transit	4/13/2017	42	18	
Thousand Oaks Transit	6/15/2017	42	20	
Simi Valley Transit	9/13/2017			
Thousand Oaks Transit	9/21/2017			
Simi Valley Transit	12/13/2017			