Induced Aug July June May April March Cultourd ADA Calls 756 819 846 749 673 703	Monthly ADA Certification Services Report August 2017												
Call Center		Item Measured	Aug	July	June	May	April	March	Total phone calls inbound/outbound: 1540				
Call Center	Call Center	Inbound ADA Calls	756	819	846	749	673	703	·				
Delays in Processing (Cumulative) Experience Processing (Cumulative) Experience Expe		Outbound ADA calls	784	291	184	348	309	287					
Inbound Area Transmittals		Average hold time (in seconds)	3.41	4.15	3.69	4.92	4.26	6.02					
Received New Applications Received Rec		Outbound Area Transmittals	7	3	2	10	8	3	Riders requesting service outside of Ventura County				
Received New Applications 72 82 85 81 74 60		Inbound Area Transmittals	7	1	2	2	1	0	Riders requesting service into Ventura County				
Campleted Systems	Applications	Recertification	42	52	39	47	43	71					
Applications Received by Service Area Applications Processing (Cumulative) Delays in Processing (Cumulative) Assessment Catagories Assessment Conditional (including S.C., Over 85+, Phone interviews) Delays in Total In-person interviews scheduled Assessment Assessment Assessment Conditional (including S.C., Over 85+, Phone interviews) Delays in Total In-person interviews scheduled Assessment Assessment Assessment Conditional (including S.C., Over 85+, Phone interviews) Delays in Total In-person interviews scheduled Applications and a service of the conditional Evaluation (assessment trype) Assessment Conditional (including S.C., Over 85+, Phone interviews) Delays in Total In-person interviews scheduled Applications that failed to meet 21 day rule Applications that failed to meet 21 day rule Assessment Assessment Assessment Conditional (including S.C., Over 85+, Phone interviews) Determination Types: Unconditional (including S.C., Over 85+, Phone interviews) Determination Types: Total In-person interviews scheduled Delays in Total In-person interviews scheduled Delays in Total In-person interviews scheduled Delays in Total In-person interviews scheduled Assessment Type Determination Types: Total In-person interviews scheduled Delays in	Received	New Applications	72	82	85	81	74	60	Offilitie Applications received: 20 (16%)				
Applications Received by Service Area 34 2 2 5 7 3 3 4 6 5 0		Camarillo Area	7	7	10	12	6	9	Ann Parties a hard an array				
Moorpark Area 77 6 4 6 5 0		Gold Coast Area	38	35	42	51	41	54	Applications by Language				
Simi Valley Area	Applications	Valley Express Area	4	2	2	5	7	3					
Thousand Oaks	Received	Moorpark Area	7	6	4	6	5	0	■ ENGLISH				
Thousand Oaks		Simi Valley Area	25		39	31			SPANISH				
Completed Evaluations Complete, with Functional Evaluation Complete, Interview w/o Functional Evaluation 7		Thousand Oaks	31	23	26	22	29	30	-OI AMOIT				
Complete Complete, Interview w/o Functional Evaluation 7 5 0 10 4 6		Out of County	2	1	1	1	4	3	96%				
Complete, Special Circumstance (no Interview) 33 43 50 28 24 21 30 30 30 30 30 30 30 3		Complete, with Functional Evaluation	27	20	16	27	33	33	Fusikasiana ku Ana and Datamainatian				
Complete, Over 85+	Completed	Complete, Interview w/o Functional Evaluation	7	5	0	10	4	6	, ,				
Complete, Phone Interview 3	In-person, Short-	Complete, Special Circumstance (no Interview)	33	43	50	28	24	21					
Complete, Finder Merker Somplete, Finder Merker Somplete, Short-term Certification (60 days) 1		Complete, Over 85+	17	11	14	11	11	18					
Complete, Recertifications 34 29 39 33 29 42 105 1520 105 120 120		Complete, Phone Interivew	3	1	1	5	2	0					
Delays in Processing (Cumulative) Due to incomplete application by client 7 5 2 2 6 6 6 6 6 6 6 6	Recertifications	Complete, Short-term Certification (60 days)		_	-	-		_					
Delays in Processing (Cumulative) Due to incomplete application by client 7 5 2 2 6 6 6 Pending Professional Evaluation (PE) 20 25 32 18 21 25 25 Applications that failed to meet 21 day rule 0 0 0 0 0 0 0 0 0		Complete, Recertifications		29	39	33	29	42					
Delays in Processing (Cumulative) Pending Professional Evaluation (PE) 20 25 32 18 21 25 25 32 35 44 45-54 5-14 55-64 65-74 75-84 85-94		Total Evaulations	122	109	121	115	105	120					
Pending Professional Evaluation (PE)	Delaye in		-		_		6						
Applications that failed to meet 21 day rule	_		20	25	32	18	21	25					
Assessment Catagories	•		_	-			_	_					
With Physical Assessment	(Cumulative)		9			_			# IEMP/ORGONDITIONAL # NOT ELIGIBLE				
With Physical Assessment 5 0 2 1 2 0		Assessment Catagories	Total	CAM	VCTC	SIMI	T.O.	MPK	In-nerson Interviews by Fligibility and				
With Cognitive Assessment 22 0 12 1 9 0		With Physical Assessment	5	0	2	1	2	0					
Interview only (at assessment sites)		With Cognitive Assessment	22	0	12	1	9	0	7,1				
Total in-person interviews scheduled Total Number of appointment days Bell Conditional (including S.C., Over 85+, Phone interviews) Conditional Temporary Denials Total Number of appointment days 8 0 5 1 2 0 4 Unconditional (including S.C., Over 85+, Phone interviews) 102 83% Unconditional 13 11% Unconditional Conditional Temporary Not Eligible Physical Cognitive Interview only	Assessments	Interview only (at assessment sites)	7	0	6	1	0	0					
Total Number of appointment days 8 0 5 1 2 0 Determination Types: Total % Unconditional (including S.C., Over 85+, Phone interviews) 102 83% Conditional 13 11% Temporary 5 4% Denials 1 1% Physical Cognitive Interview only			5	0	3	1	1	0	10				
Determination Types: Total % Unconditional (including S.C., Over 85+ , Phone interviews) 102 83% Conditional 13 11% Temporary 5 4% Denials 1 1% ### Unconditional Conditional Temporary Not Eligible ### Physical Cognitive Interview only			39	0	23	4	12	0	8				
Unconditional (including S.C., Over 85+ , Phone interviews) Conditional Temporary Denials 102 83% 118 13 11% 148 Unconditional Conditional Temporary Not Eligible Physical Cognitive Interview only		Total Number of appointment days	8	0	5	1	2	0	6				
Conditional Temporary Denials 13 11% Unconditional Conditional Temporary Not Eligible Physical Cognitive Interview only		7.				%			4				
Temporary 5 4% Denials 1 1% Unconditional Conditional Temporary Not Eligible Physical Cognitive Interview only	Unconditional	Unconditional (including S.C., Over 85+ , Phone interviews)				83%			2				
Denials 1 1% ■Physical ■Cognitive ■Interview only	Conditional			13	11%								
Denials 1 1% ■Physical ■Cognitive ■Interview only	Temporary				5	4%			Unconditional Conditional Temporary Not Eligible				
■ Physical ■ Cognitive ■ interview only		, ,			1	1%			. ,				
					1				= Filysical = Cognitive = Interview only				

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							
Referrrals 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										