

Dec-17

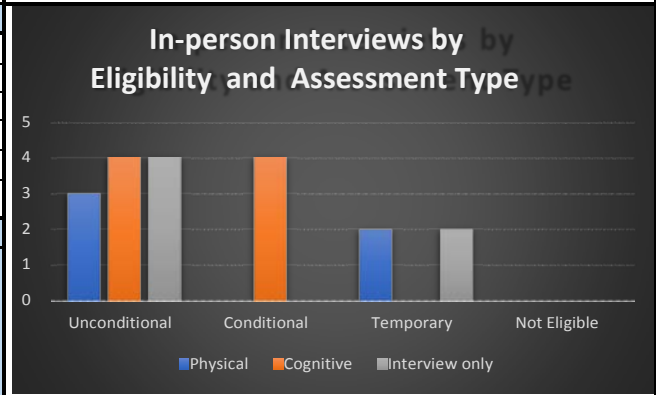
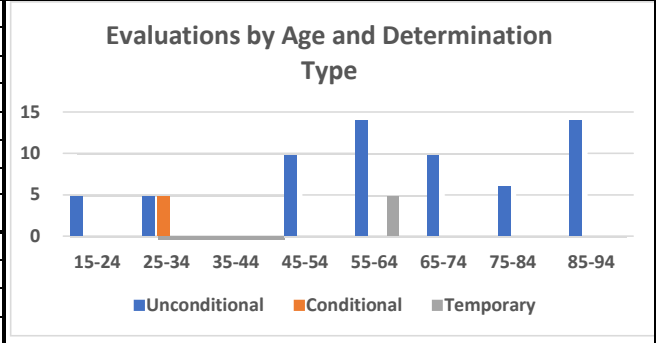
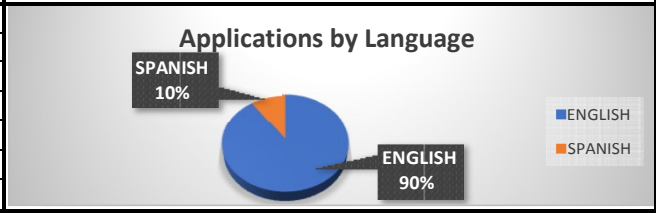
	Dec	Nov	Oct	Sep	Aug	July	
Call Center	Inbound ADA Calls	636	685	754	788	756	819
	Outbound ADA calls	201	331	134	538	784	291
	Average hold time (in seconds)	6.69	5.92	7.7	4.28	3.41	4.15
	Outbound Area Transmittals	6	4	13	2	7	3
	Inbound Area Transmittals	0	7	5	7	7	1
Applications Received	Recertification	38	31	46	30	42	52
	New Applications	45	62	80	86	72	82
Applications Received by Service Area	Camarillo Area	5	8	12	6	7	7
	Gold Coast Area	35	32	50	44	38	35
	Valley Express Area	2	1	2	1	4	2
	Moorpark Area	6	4	5	4	7	6
	Simi Valley Area	19	34	30	29	25	35
	Thousand Oaks	15	12	26	28	31	23
	Out of County	1	2	1	4	2	1
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	13	14	22	19	27	20
	Complete, Interview w/o Functional Evaluation	6	1	7	6	7	5
	Complete, Special Circumstance (no Interview)	18	30	41	35	33	43
	Complete, Over 85+	5	9	12	14	17	11
	Complete, Phone Interview	1	0	5	2	3	1
	Complete, Short-term Certification (60 days)	0	0	0	0	1	0
	Complete, Recertifications	30	23	34	24	34	29
Total Evaluations	73	77	121	100	122	109	
Delays in Processing (Cumulative)	Due to incomplete application by client	2	8	15	7	5	2
	Pending Professional Evaluation (PE)	16	17	18	20	25	32
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting in-person interviews	24	17	9	9	8	12
Assessments	Assessment Categories	Total	CAM	VCTC	SIMI	T.O.	MPK
	With Physical Assessment	5	1	2	1	1	0
	With Cognitive Assessment	8	1	3	1	3	0
	Interview only (at assessment sites)	6	2	2	0	0	2
	No Shows	5	0	4	0	1	0
	Total in-person interviews scheduled	24	4	11	2	5	2
	Total Number of appointment days	6	1	2	1	1	1
Determination Types:				Total	%		
Unconditional (including S.C., Over 85+ , Phone interviews)				62	85%		
Conditional				4	5%		
Temporary				7	10%		
Denials				0	0%		
Short Term				0	0%		

Total phone calls inbound/outbound: 837

Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

Total applications received: 83
Online Applications received: 2%



Dec-17					
Applications Received - GCT Area Cities	Dec	Nov	Oct	Sep	Aug
Casitas Springs	0	0	0	0	0
Meiners Oaks	0	0	0	0	0
Miramonte	0	0	0	0	0
Ojai	0	0	1	1	5
Oak View	0	0	1	0	0
Oxnard	18	17	29	21	15
Port Hueneme	3	4	1	2	3
Ventura	14	11	18	20	15
Applications Received-Valley Express Area Cities					
Fillmore	0	0	0	0	2
Piru	0	0	0	0	0
Santa Paula	2	1	2	1	2
Travel Training					
Training Statistics	Dec	Nov	Oct	Sep	Aug
Referrals received	13	8	8	20	11
Assessments	5	9	9	15	9
Trainings	0	4	4	7	7
Referral Source					
ADA-Camarillo Area	0	1	1	0	1
ADA-Gold Coast Area	3	1	1	3	3
ADA-Valley Express Area	0	0	0	1	0
ADA-Moorpark Area	1	0	0	0	0
ADA-Simi Valley Area	1	0	0	2	0
ADA-Thousand Oaks Area	0	0	0	0	1
Workshops	0	0	0	3	3
Other	8	6	6	11	3
Transit 101 Workshops					
Hosting Agency	Date	Attendees	Riders	Referrals	Referrals
Simi Valley Transit	3/9/2017	22	12	0	0
Thousand Oaks Transit	4/13/2017	42	18	0	0
Thousand Oaks Transit	6/15/2017	42	20	0	0
Simi Valley Transit	9/13/2017	20	16	1	1
Thousand Oaks Transit	9/21/2017	50	20	2	2

Mileage Reimbursement Program Monthly Report - Dec 2017

Category	Item Measured	Dec	Nov	Oct	Sep	Aug	Jul
Application Process	Total Interest Applications	13	7	16	19	13	15
	Total Complete Applications	10	3	13	16	11	13
	Applications approved by EDC	0	4	10	0	4	0
	Total claims received	85	86	91	87	83	83
Mileage Claims	Total miles reimbursed	10293	10492	10704	10620	10403	10272
	Total one-way trips claimed	1945	2042	2013	2050	2078	1876
Statistics by Service Area							
Camarillo	Claims Received	22	22	23	23	22	24
	Miles Reimbursed	2385	2706	2502	2587	2296	2688
	One-way trips claimed	544	572	575	619	641	545
Gold Coast	Claims Received	24	26	29	29	29	27
	Miles Reimbursed	3003	3139	3330	3588	3805	3312
	One-way trips claimed	531	569	604	699	724	590
Moorpark	Claims Received	2	3	4	3	3	3
	Miles Reimbursed	394	382	490	382	382	382
	One-way trips claimed	56	90	92	96	94	92
Simi Valley	Claims Received	5	6	6	4	5	6
	Miles Reimbursed	670	775	691	502	806	821
	One-way trips claimed	116	130	132	52	92	79
Thousand Oaks	Claims Received	27	25	24	23	19	18
	Miles Reimbursed	3158	2806	2927	2577	2366	2155
	One-way trips claimed	610	600	525	490	443	478
Valley Express	Claims Received	5	4	5	5	5	5
	Miles Reimbursed	683	684	764	984	748	914
	One-way trips claimed	88	81	85	94	84	92
Other Statistics							
	Average Trip Length (Miles)	5.3	5.1	5.3	5.2	5.0	5.5
	Average Cost per Trip	\$ 1.85	\$ 1.80	\$ 1.86	\$ 1.81	\$ 1.75	\$ 1.92