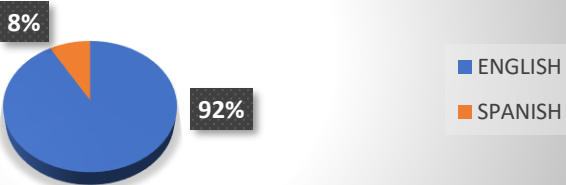
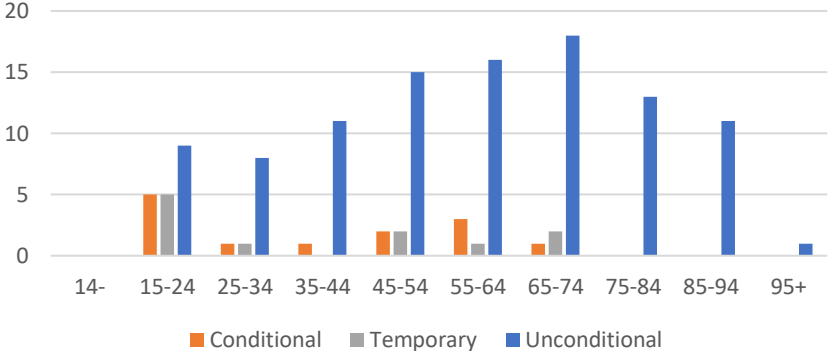


Aug-18								
		Aug	July	June	May	April	March	
Call Center	Inbound ADA Calls	657	679	632	663	553	572	Total phone calls inbound/outbound: 825
	Outbound ADA calls	168	128	108	67	163	261	
	Average hold time (in seconds)	5.4	6.22	5.92	6.09	5.9	4.75	
	Outbound Area Transmittals	12	10	16	3	8	7	Riders requesting service outside of Ventura County
	Inbound Area Transmittals	4	3	5	6	9	9	Riders requesting service into Ventura County
Applications Received	Recertification	43	46	72	69	62	80	Total applications received: 133
	New Applications	90	75	60	54	66	55	Online Applications Received: 1 (1%)
Applications Received by Service Area	Camarillo Area	10	7	14	9	8	10	<div>Applications by Language</div> 
	Gold Coast Area	46	45	44	39	50	49	
	Valley Express Area	4	2	4	4	4	5	
	Moorpark Area	6	6	3	7	4	4	
	Simi Valley Area	35	32	35	35	39	40	
	Thousand Oaks	31	29	31	29	20	22	
	Out of County	1	0	1	0	3	5	
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	37	22	20	19	21	22	<div>Evaluations by Age and Determination Type</div> 
	Complete, Interview w/o Functional Evaluation	2	4	3	0	6	2	
	Complete, Special Circumstance (no Interview)	32	31	39	27	34	33	
	Complete, Over 85+	8	10	8	11	16	14	
	Complete, Phone Interview	4	1	5	0	2	2	
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0	
	Complete, Recertifications	43	34	69	53	60	38	
	Total Evaulations	126	102	144	110	139	111	
Delays in Processing (Cumulative)	Due to incomplete application by client	7	8	0	3	9	10	
	Pending Professional Evaluation (PE)	17	12	9	16	62	14	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting in-person interviews	4	20	13	11	6	18	
Assessments	Assessment Catagories	Total	CAM	VCTC	SIMI	T.O.	MPK	
	With Physical Assessment	11	0	6	4	1	0	
	With Cognitive Assessment	26	3	10	4	8	1	
	Interview only (at assessment sites)	2	0	1	0	1	0	
	No Shows	5	1	2	0	2	0	
	Total in-person interviews scheduled	44	4	19	8	12	1	
	Total Number of appointment days	14	2	5	3	3	1	
Determination Types:				Total	%			
Unconditional (including S.C., Over 85+ , Phone interviews)				101	80%			
Conditional				13	10%			
Temporary				11	9%			
Denials				1	1%			
Short Term				0	0%			

ADA Monthly Report Supplemental Information				
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	1	0	4	4
Oak View	0	0	0	0
Oxnard	26	25	23	21
Port Hueneme	5	2	3	2
Ventura	14	18	14	12
Applications Received-Valley Express Area Cities				
Fillmore	1	1	0	3
Piru	0	0	0	0
Santa Paula	3	1	4	1
Travel Training				
Training Statistics	Aug	July	June	May
Referrals received	15	5	5	9
Assessments	0	0	0	0
Trainings	0	0	0	0
Referral Source				
ADA-Camarillo Area	1	0	1	0
ADA-Gold Coast Area	0	2	1	3
ADA-Valley Express Area	0	0	0	0
ADA-Moorpark Area	0	0	0	0
ADA-Simi Valley Area	1	1	1	1
ADA-Thousand Oaks Area	6	0	1	1
Workshops	1	0	1	0
Other	6	2	0	4
Transit 101 Workshops				
Hosting Agency	Date	Attendees	Riders	Referrals
Thousand Oaks Transit Workshop	8/16/2018	12	3	0
Simi Valley Sr. Center	8/23/2018	30	22	0

Mileage Reimbursement Program Monthly Report - Aug 2018							
Category	Item Measured	Aug	Jul	Jun	May	Apr	Mar
Application Process	Total Interest Applications	18	4	8	9	10	6
	Total Complete Applications	14	2	6	6	8	5
	Applications approved by EDC	6	0	3	0	0	4
	Total claims received	85	81	79	81	79	78
Mileage Claims	Total miles reimbursed	10796	10012	10273	10670	9766	9660
	Total one-way trips claimed	1915	1870	1960	1915	1892	1872
Statistics by Service Area							
Camarillo	Claims Received	21	19	21	20	21	19
	Miles Reimbursed	2504	2146	2556	2668	2488	2269
	One-way trips claimed	507	410	539	534	573	485
Gold Coast	Claims Received	24	23	21	22	23	25
	Miles Reimbursed	3228	2889	2735	3057	2683	2984
	One-way trips claimed	572	611	520	521	530	615
Moorpark	Claims Received	1	1	1	1	0	1
	Miles Reimbursed	186	100	100	100	0	212
	One-way trips claimed	42	40	36	16	0	36
Simi Valley	Claims Received	5	5	5	4	3	3
	Miles Reimbursed	729	642	711	576	524	578
	One-way trips claimed	91	75	91	72	68	76
Thousand Oaks	Claims Received	29	30	27	30	27	25
	Miles Reimbursed	3443	3575	3531	3585	3297	2757
	One-way trips claimed	612	682	685	678	636	580
Valley Express	Claims Received	5	3	4	4	5	5
	Miles Reimbursed	706	660	640	684	774	860
	One-way trips claimed	91	52	89	94	85	80
Other Statistics							
	Average Trip Length (Miles)	5.6	5.4	5.2	5.6	5.2	5.2
	Average Cost per Trip	\$ 1.97	\$ 1.87	\$ 1.83	\$ 1.95	\$ 1.81	\$ 1.81