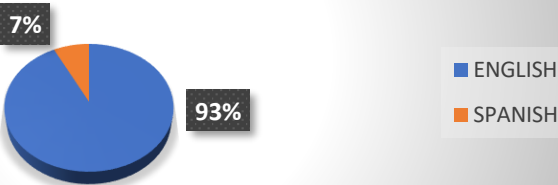
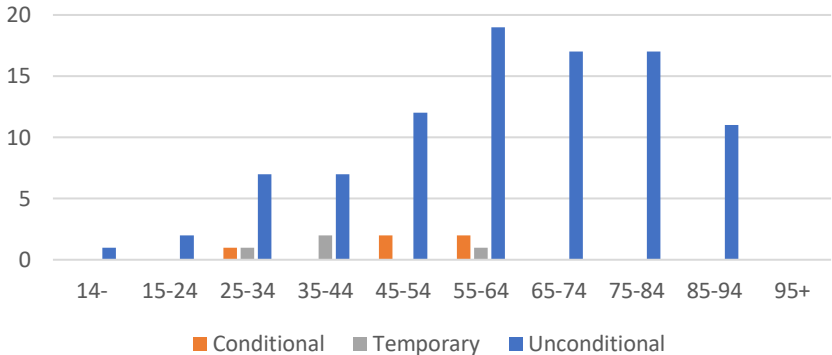
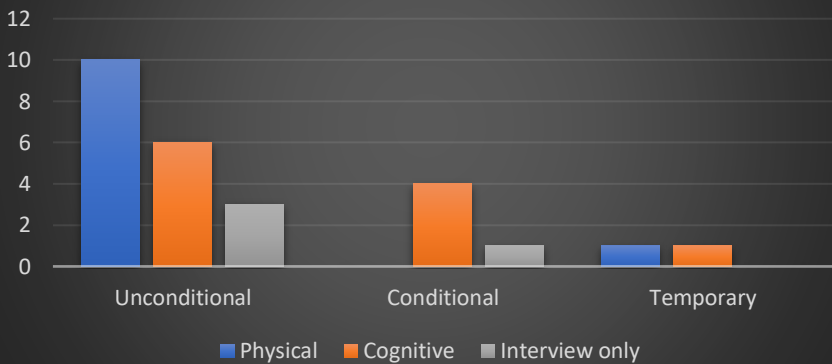


Jul-18								
		July	June	May	April	March	Feb	
Call Center	Inbound ADA Calls	679	632	663	553	572	584	Total Phone Calls (inbound and outbound): 807
	Outbound ADA calls	128	108	67	163	261	335	
	Average hold time (in seconds)	6.22	5.92	6.09	5.9	4.75	6.51	
	Outbound Area Transmittals	10	16	3	8	7	9	Riders requesting service outside of Ventura County
	Inbound Area Transmittals	3	5	6	9	9	11	Riders requesting service into Ventura County
Applications Received	Recertification	46	72	69	62	80	53	Total applications received: 121
	New Applications	75	60	54	66	55	52	Online Applications Received: 6 (5%)
Applications Received by Service Area	Camarillo Area	7	14	9	8	10	11	<div>Applications by Language</div> 
	Gold Coast Area	45	44	39	50	49	41	
	Valley Express Area	2	4	4	4	5	6	
	Moorpark Area	6	3	7	4	4	3	
	Simi Valley Area	32	35	35	39	40	27	
	Thousand Oaks	29	31	29	20	22	16	
	Out of County	0	1	0	3	5	1	
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	22	20	19	21	22	27	<div>Evaluations by Age and Determination Type</div> 
	Complete, Interview w/o Functional Evaluation	4	3	0	6	2	3	
	Complete, Special Circumstance (no Interview)	31	39	27	34	33	19	
	Complete, Over 85+	10	8	11	16	14	13	
	Complete, Phone Interview	1	5	0	2	2	0	
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0	
	Complete, Recertifications	34	69	53	60	38	50	
	Total Evaulations	102	144	110	139	111	112	
Delays in Processing (Cumulative)	Due to incomplete application by client	8	0	3	9	10	7	
	Pending Professional Evaluation (PE)	12	9	16	62	14	15	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting in-person interviews	20	13	11	6	18	15	
Assessments	Assessment Catagories	Total	CAM	VCTC	SIMI	T.O.	MPK	
	With Physical Assessment	11	0	8	2	1	0	
	With Cognitive Assessment	11	0	5	2	3	1	
	Interview only (at assessment sites)	4	1	3	0	0	0	
	No Shows	2	0	1	0	1	0	
	Total in-person interviews scheduled	28	1	17	4	5	1	
	Total Number of appointment days	10	1	4	2	2	1	
Determination Types:				Total	%			
Unconditional (including S.C., Over 85+ , Phone interviews)				93	91%			
Conditional				5	5%			
Temporary				4	4%			
Denials				0	0%			
Short Term				0	0%			

In-person Interviews by Eligibility and Assessment Type



ADA Monthly Report Supplemental Information				
Applications Received - GCT Area Cities	July	June	May	April
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	0	4	4	4
Oak View	0	0	0	2
Oxnard	25	23	21	22
Port Hueneme	2	3	2	1
Ventura	18	14	12	21
Applications Received-Valley Express Area Cities				
Fillmore	1	0	3	3
Piru	0	0	0	0
Santa Paula	1	4	1	1
Travel Training				
Training Statistics	Jul	Jun	May	April
Referrals received	5	5	5	9
Assessments	0	0	0	0
Trainings	0	0	0	0
Referral Source				
ADA-Camarillo Area	0	1	0	0
ADA-Gold Coast Area	2	1	0	3
ADA-Valley Express Area	0	0	1	0
ADA-Moorpark Area	0	0	0	0
ADA-Simi Valley Area	1	1	1	1
ADA-Thousand Oaks Area	0	1	0	1
Workshops	0	1	0	0
Other	2	0	0	4
Transit 101 Workshops				
Hosting Agency	Date	Attendees	Riders	Referrals
None this month				

Mileage Reimbursement Program Monthly Report - Jul 2018							
Category	Item Measured	Jul	Jun	May	Apr	Mar	Feb
Application Process	Total Interest Applications	4	8	9	10	6	11
	Total Complete Applications	2	6	6	8	5	7
	Applications approved by EDC	0	3	0	0	4	0
	Total claims received	81	79	81	79	78	85
Mileage Claims	Total miles reimbursed	10012	10273	10670	9766	9660	11422
	Total one-way trips claimed	1870	1960	1915	1892	1872	2032
Statistics by Service Area							
Camarillo	Claims Received	19	21	20	21	19	20
	Miles Reimbursed	2146	2556	2668	2488	2269	2835
	One-way trips claimed	410	539	534	573	485	515
Gold Coast	Claims Received	23	21	22	23	25	26
	Miles Reimbursed	2889	2735	3057	2683	2984	3340
	One-way trips claimed	611	520	521	530	615	599
Moorpark	Claims Received	1	1	1	0	1	2
	Miles Reimbursed	100	100	100	0	212	282
	One-way trips claimed	40	36	16	0	36	68
Simi Valley	Claims Received	5	5	4	3	3	6
	Miles Reimbursed	642	711	576	524	578	765
	One-way trips claimed	75	91	72	68	76	104
Thousand Oaks	Claims Received	30	27	30	27	25	26
	Miles Reimbursed	3575	3531	3585	3297	2757	3346
	One-way trips claimed	682	685	678	636	580	650
Valley Express	Claims Received	3	4	4	5	5	5
	Miles Reimbursed	660	640	684	774	860	854
	One-way trips claimed	52	89	94	85	80	96
Other Statistics							
	Average Trip Length (Miles)	5.4	5.2	5.6	5.2	5.2	5.6
	Average Cost per Trip	\$ 1.87	\$ 1.83	\$ 1.95	\$ 1.81	\$ 1.81	\$ 1.97