Inbound ADA Calls		Jul-18							
Call Center			July	June	May	April	March	Feb	
Call Center Average hold time (in seconds) 6:22 5:92 6:09 5:9 4:75 6:51	Call Center	Inbound ADA Calls	679	632	663	553	572	584	Total Phone Calls (inbound and outbound): 807
Outbound Area Transmittals 10 16 3 8 7 9 Riders requesting service outside of Ventura County		Outbound ADA calls	128	108	67	163	261	335	
Inbound Area Transmittals 3 5 6 9 9 11 Riders requesting service into Ventura County		Average hold time (in seconds)	6.22	5.92	6.09	5.9	4.75	6.51	
Received		Outbound Area Transmittals	10	16	3	8	7	9	i ÿ
Received New Applications 75 60 54 66 55 52			3	5	6	9	9	11	
Camarillo Area	• •	Recertification	46	72	69	62	80	53	''
Applications Received by Service Area	Received	New Applications	75	60	54	66	55	52	Online Applications Received: 6 (5%)
Applications Received Service Area Service		Camarillo Area	7	14	9	8	10	11	
Moorpark Area 6 3 7 4 4 3 3 3 3 5 35 3		Gold Coast Area	45	44	39	50	49	41	Applications by Language
Simi Valley Area 32 35 35 39 40 27 Thousand Oaks 29 31 29 20 22 16 16 16 16 16 16 16	Applications	, ,	2	4	4	4	5	6	7%
Thousand Oaks		Moorpark Area			•	•	4		■ ENGLISH
Thousand Oaks	by Service Area	Simi Valley Area							93% SPANISH
Completed Evaluations Complete, with Functional Evaluation Complete, with Functional Evaluation Complete, Interview W/o Functional Evaluation 4 3 0 6 2 3 3 3 19 3 27 34 33 19 3 39 27 34 33 19 3 39 3 39 3 39 3 39 3 3		Thousand Oaks	29	31	29	20	22	16	
Completed Evaluations Complete, Interview w/o Functional Evaluation 4 3 0 6 2 3		Out of County	0	1	0	3	5	1	
Complete, Special Circumstance (no Interview) 31 39 27 34 33 19 15 15 15 15 15 15 15		Complete, with Functional Evaluation	22	20	19	21			Evaluations by Ago and Determination Type
In-person, Short-Term and Recertifications	•	Complete, Interview w/o Functional Evaluation							Evaluations by Age and Determination Type
Term and Recertifications					27				20
Complete, Phone interrivew	•	•	10						15
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 Applicants awaiting in-person interviews 20 13 11 6 18 15 Assessment Switch 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 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 %			1				+		
Delays in Processing (Cumulative) Due to incomplete application by client 8 0 3 9 10 7									10
Delays in Processing (Cumulative) Due to incomplete application by client Pending Professional Evaluation (PE) Applications that failed to meet 21 day rule Applicants awaiting in-person interviews Delays in Processing (Cumulative) Applications that failed to meet 21 day rule Applicants awaiting in-person interviews Delays in Professional Evaluation (PE) Applications that failed to meet 21 day rule Applicants awaiting in-person interviews Delays in Professional Evaluation (PE) Applications that failed to meet 21 day rule Delays in Professional Evaluation (PE) Delays in Professional Evaluation (PE) 12 9 16 62 14 15 Bellow in Total Cambridge in Temporary Delays in Professional Evaluation (PE) 14 15-24 25-34 35-44 45-54 65-74 75-84 85-94 95+ 15 24 25-34 35-44 45-54 65-74 75-84 85-94 95+ Total Cambridge in Temporary Delays in Professional Evaluation (PE) 14 15-24 25-34 35-44 45-54 65-74 75-84 85-94 95+ Total Conditional Temporary Unconditional In-person Interviews by Eligibility and Assessment Type In-person Interviews by Eligibility and Assessment Type Inconditional (including S C Over 85+ Phone interviews) Determination Types: Unconditional Temporary Inconditional Temporary		· · · · · ·							5
Pending Professional Evaluation (PE) Applications that failed to meet 21 day rule Applicants awaiting in-person interviews Assessments Assessments Assessments Assessments Determination Types: Linconditional (including S.C. Over 85+ Phone interviews) Detarting in Pending Professional Evaluation (PE) 12 9 16 62 14 15 0									
Pending Professional Evaluation (PE)	Processing							•	
Applications that falled to meet 21 day fule Applicants awaiting in-person interviews 20 13 11 6 18 15 Assessment Catagories With Physical Assessment Unconditional Assessments Assessments Assessments Assessments Assessments Assessments Assessments Determination Types: Linconditional Talled to meet 21 day fule 0 0 0 0 0 0 0 1 1 6 18 15 Assessment T.O. MPK With Physical Assessment 11 0 8 2 1 0 3 1 1 0 0 5 2 3 1 1 1 0 0 0 0 0 Applicants awaiting in-person interviews by Eligibility and Assessment Type									14- 15-24 25-34 35-44 45-54 55-64 65-74 75-84 85-94 95+
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 Interview only (at assessment sites) 4 1 3 0 0 0 Interview only (at assessment sites) 4 1 3 0 0 0 Interview only (at assessment sites) 4 1 3 0 0 0 Interview only (at assessment sites) 4 1 3 0 0 1 0 Interview only (at assessment sites) Interview only (at assessment site		,		_		_		_	■ Conditional ■ Temporary ■ Unconditional
With Physical Assessment		<u> </u>							
With Cognitive Assessment	Assessments					SIIVII	1.0.		In-person Interviews by Fligibility
Interview only (at assessment sites)		•			_	2	1	0	
No Shows		3		1			1	0	and Assessment Type
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%				0	1		1		12 ————————————————————————————————————
Total Number of appointment days 10 1 4 2 2 1 Determination Types: Total % Unconditional (including S.C. Over 85+ Phone interviews) 93 91%				1	17		5	1	
Determination Types: Total % 4 4 4 4 4 4 4 4 4		·	1	1	4	2		1	
Unconditional (including S.C. Over 85+ Phone interviews) 93 91%					Total			<u>'</u>	6
	Unconditional (including S.C., Over 85+ , Phone interviews)							4	
	Conditional							2	
	Temporary								Unconditional Conditional Temporary
Denials 0 0%	Denials				0				
Short Term 0 0% ■ Physical ■ Cognitive ■ Interview only								■ Physical Cognitive Interview only	

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				
Referrrals 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				
0.1	2	0	0	4				
Other								
Other Transit 101 Workshops								
	Date	Attendees	Riders	Referrals				
Transit 101 Workshops		Attendees	Riders	Referrals				

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