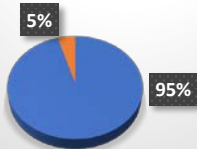
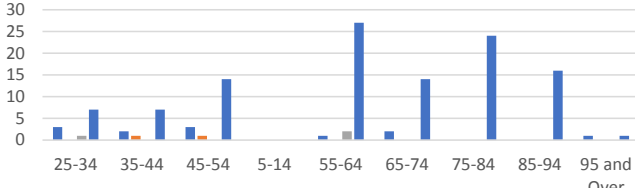
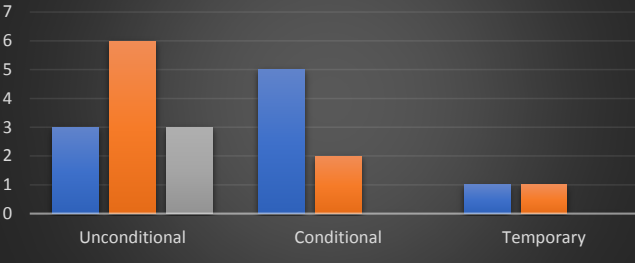


| | | June | May | April | March | Feb | Jan | | |
|---|---|-------|------|-------|-------|------|------|--|---|
| Call Center | Inbound ADA Calls | 632 | 663 | 553 | 572 | 584 | 541 | Total inbound and Outbound Calls: 740 | |
| | Outbound ADA calls | 108 | 67 | 163 | 261 | 335 | 242 | | |
| | Average hold time (in seconds) | 5.92 | 6.09 | 5.9 | 4.75 | 6.51 | 2.81 | | |
| | Outbound Area Transmittals | 16 | 3 | 8 | 7 | 9 | 7 | | Riders requesting service outside of Ventura County |
| | Inbound Area Transmittals | 5 | 6 | 9 | 9 | 11 | 7 | | Riders requesting service into Ventura County |
| Applications Received | Recertification | 72 | 69 | 62 | 80 | 53 | 56 | 132 applications received Online Applications Received: 5 (4%) | |
| | New Applications | 60 | 54 | 66 | 55 | 52 | 64 | | |
| Applications Received by Service Area | Camarillo Area | 14 | 9 | 8 | 10 | 11 | 5 | <div>Applications by Language</div>  <div>5% 95%</div> <div>■ ENGLISH ■ SPANISH</div> | |
| | Gold Coast Area | 44 | 39 | 50 | 49 | 41 | 40 | | |
| | Valley Express Area | 4 | 4 | 4 | 5 | 6 | 8 | | |
| | Moorpark Area | 3 | 7 | 4 | 4 | 3 | 8 | | |
| | Simi Valley Area | 35 | 35 | 39 | 40 | 27 | 29 | | |
| | Thousand Oaks Areas | 31 | 29 | 20 | 22 | 16 | 30 | | |
| | Out of County | 1 | 0 | 3 | 5 | 1 | 0 | | |
| | | | | | | | | | |
| Completed Evaluations In-person, Short-Term and Recertifications | Complete, with Functional Evaluation | 20 | 19 | 21 | 22 | 27 | 24 | <div>Evaluations by Age and Determination Type</div>  <div>30 25 20 15 10 5 0</div> <div>25-34 35-44 45-54 5-14 55-64 65-74 75-84 85-94 95 and Over</div> <div>■ Conditional ■ Not Eligible ■ Temporary ■ Unconditional</div> | |
| | Complete, Interview w/o Functional Evaluation | 3 | 0 | 6 | 2 | 3 | 1 | | |
| | Complete, Special Circumstance (no Interview) | 39 | 27 | 34 | 33 | 19 | 24 | | |
| | Complete, Over 85+ | 8 | 11 | 16 | 14 | 13 | 8 | | |
| | Complete, Phone Interview | 5 | 0 | 2 | 2 | 0 | 0 | | |
| | Complete, Short-term Certification (60 days) | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | Complete, Recertifications | 69 | 53 | 60 | 38 | 50 | 35 | | |
| | Total Evaluations | 144 | 110 | 139 | 111 | 112 | 92 | | |
| Delays in Processing (Cumulative) | Due to incomplete application by client | 0 | 3 | 9 | 10 | 7 | 4 | <div>In-person Interviews by Eligibility and Assessment Type</div>  <div>7 6 5 4 3 2 1 0</div> <div>Unconditional Conditional Temporary</div> <div>■ Physical ■ Cognitive ■ Interview only</div> | |
| | Pending Professional Evaluation (PE) | 9 | 16 | 62 | 14 | 15 | 25 | | |
| | Applications that failed to meet 21 day rule | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | Applicants awaiting in-person interviews | 13 | 11 | 6 | 18 | 15 | 12 | | |
| Assessments | Assessment Catagories | Total | CAM | VCTC | SIMI | T.O. | MPK | | |
| | With Physical Assessment | 10 | 0 | 4 | 2 | 3 | 1 | | |
| | With Cognitive Assessment | 10 | 0 | 4 | 2 | 2 | 2 | | |
| | Interview only (at assessment sites) | 3 | 0 | 3 | 0 | 0 | 0 | | |
| | No Shows | 1 | 0 | 1 | 0 | 0 | 0 | | |
| | Total in-person interviews scheduled | 24 | 0 | 12 | 4 | 5 | 3 | | |
| | Total Number of appointment days | 11 | 0 | 4 | 3 | 3 | 1 | | |
| Determination Types: | | | | Total | % | | | | |
| Unconditional (including S.C., Over 85+ , Phone interviews) | | | | 127 | 88% | | | | |
| Conditional | | | | 11 | 8% | | | | |
| Temporary | | | | 4 | 3% | | | | |
| Denials | | | | 2 | 1% | | | | |
| Short Term | | | | 0 | 0% | | | | |

| Jun-18 | | | | |
|--|-----------|-----------|--------|-----------|
| Applications Received - GCT Area Cities | June | May | April | March |
| Casitas Springs | 0 | 0 | 0 | 0 |
| Meiners Oaks | 0 | 0 | 0 | 0 |
| Miramonte | 0 | 0 | 0 | 0 |
| Ojai | 4 | 4 | 4 | 4 |
| Oak View | 0 | 0 | 2 | 0 |
| Oxnard | 23 | 21 | 22 | 21 |
| Port Hueneme | 3 | 2 | 1 | 3 |
| Ventura | 14 | 12 | 21 | 21 |
| Applications Received-Valley Express Area Cities | | | | |
| Fillmore | 0 | 3 | 3 | 3 |
| Piru | 0 | 0 | 0 | 0 |
| Santa Paula | 4 | 1 | 1 | 2 |
| Travel Training | | | | |
| Training Statistics | June | May | April | March |
| Referrals received | 5 | 5 | 9 | 5 |
| Assessments | 0 | 0 | 0 | 0 |
| Trainings | 0 | 0 | 0 | 0 |
| Referral Source | | | | |
| ADA-Camarillo Area | 1 | 0 | 0 | 1 |
| ADA-Gold Coast Area | 1 | 0 | 3 | 1 |
| ADA-Valley Express Area | 0 | 1 | 0 | 0 |
| ADA-Moorpark Area | 0 | 0 | 0 | 0 |
| ADA-Simi Valley Area | 1 | 1 | 1 | 1 |
| ADA-Thousand Oaks Area | 1 | 0 | 1 | 1 |
| Workshops | 1 | 0 | 0 | 0 |
| Other | 0 | 0 | 4 | 1 |
| Transit 101 Workshops | | | | |
| Hosting Agency | Date | Attendees | Riders | Referrals |
| TO Transit Workshop | 6/21/2018 | 12 | N/A | 0 |

| Mileage Reimbursement Program Monthly Report - Jun 2018 | | | | | | | |
|---|------------------------------|---------|---------|---------|---------|---------|---------|
| Category | Item Measured | Jun | May | Apr | Mar | Feb | Jan |
| Application Process | Total Interest Applications | 8 | 9 | 10 | 6 | 11 | 6 |
| | Total Complete Applications | 6 | 6 | 8 | 5 | 7 | 1 |
| | Applications approved by EDC | 3 | 0 | 0 | 4 | 0 | 0 |
| | Total claims received | 79 | 81 | 79 | 78 | 85 | 93 |
| Mileage Claims | Total miles reimbursed | 10273 | 10670 | 9766 | 9660 | 11422 | 11347 |
| | Total one-way trips claimed | 1960 | 1915 | 1892 | 1872 | 2032 | 2288 |
| Statistics by Service Area | | | | | | | |
| Camarillo | Claims Received | 21 | 20 | 21 | 19 | 20 | 24 |
| | Miles Reimbursed | 2556 | 2668 | 2488 | 2269 | 2835 | 3021 |
| | One-way trips claimed | 539 | 534 | 573 | 485 | 515 | 608 |
| Gold Coast | Claims Received | 21 | 22 | 23 | 25 | 26 | 27 |
| | Miles Reimbursed | 2735 | 3057 | 2683 | 2984 | 3340 | 3215 |
| | One-way trips claimed | 520 | 521 | 530 | 615 | 599 | 606 |
| Moorpark | Claims Received | 1 | 1 | 0 | 1 | 2 | 2 |
| | Miles Reimbursed | 100 | 100 | 0 | 212 | 282 | 200 |
| | One-way trips claimed | 36 | 16 | 0 | 36 | 68 | 62 |
| Simi Valley | Claims Received | 5 | 4 | 3 | 3 | 6 | 5 |
| | Miles Reimbursed | 711 | 576 | 524 | 578 | 765 | 650 |
| | One-way trips claimed | 91 | 72 | 68 | 76 | 104 | 112 |
| Thousand Oaks | Claims Received | 27 | 30 | 27 | 25 | 26 | 31 |
| | Miles Reimbursed | 3531 | 3585 | 3297 | 2757 | 3346 | 3621 |
| | One-way trips claimed | 685 | 678 | 636 | 580 | 650 | 811 |
| Valley Express | Claims Received | 4 | 4 | 5 | 5 | 5 | 4 |
| | Miles Reimbursed | 640 | 684 | 774 | 860 | 854 | 640 |
| | One-way trips claimed | 89 | 94 | 85 | 80 | 96 | 89 |
| Other Statistics | | | | | | | |
| | Average Trip Length (Miles) | 5.2 | 5.6 | 5.2 | 5.2 | 5.6 | 5.0 |
| | Average Cost per Trip | \$ 1.83 | \$ 1.95 | \$ 1.81 | \$ 1.81 | \$ 1.97 | \$ 1.74 |