

Sep-18

		Sept.	Aug	July	June	May	April
Call Center	Inbound ADA Calls	588	657	679	632	663	553
	Outbound ADA calls	76	168	128	108	67	163
	Average hold time (in seconds)	4.51	5.4	6.22	5.92	6.09	5.9
	Outbound Area Transmittals	8	12	10	16	3	8
	Inbound Area Transmittals	4	4	3	5	6	9
Applications Received	Recertification	45	43	46	72	69	62
	New Applications	93	90	75	60	54	66
Applications Received by Service Area	Camarillo Area	6	10	7	14	9	8
	Gold Coast Area	55	46	45	44	39	50
	Valley Express Area	5	4	2	4	4	4
	Moorpark Area	1	6	6	3	7	4
	Simi Valley Area	35	35	32	35	35	39
	Thousand Oaks	33	31	29	31	29	20
	Out of County	3	1	0	1	0	3
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	12	37	22	20	19	21
	Complete, Interview w/o Functional Evaluation	1	2	4	3	0	6
	Complete, Special Circumstance (no Interview)	50	32	31	39	27	34
	Complete, Over 85+	7	8	10	8	11	16
	Complete, Phone Interview	0	4	1	5	0	2
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0
	Complete, Recertifications	44	43	34	69	53	60
	Total Evaluations	114	126	102	144	110	139
Delays in Processing (Cumulative)	Due to incomplete application by client	8	7	8	0	3	9
	Pending Professional Evaluation (PE)	19	17	12	9	16	62
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting in-person interviews	12	4	20	13	11	6
Assessments	Assessment Categories	Total	CAM	VCTC	SIMI	T.O.	MPK
	With Physical Assessment	5	0	4	0	1	0
	With Cognitive Assessment	7	0	2	0	4	1
	Interview only (at assessment sites)	1	1	0	0	0	0
	No Shows	2	0	0	0	2	0
	Total in-person interviews scheduled	15	1	6	0	7	1
Total Number of appointment days	7	1	3	0	2	1	
Determination Types:				Total	%		
Unconditional (including S.C., Over 85+ , Phone interviews)				103	90%		
Conditional				2	2%		
Temporary				8	7%		
Denials				1	1%		
Short Term				0	0%		

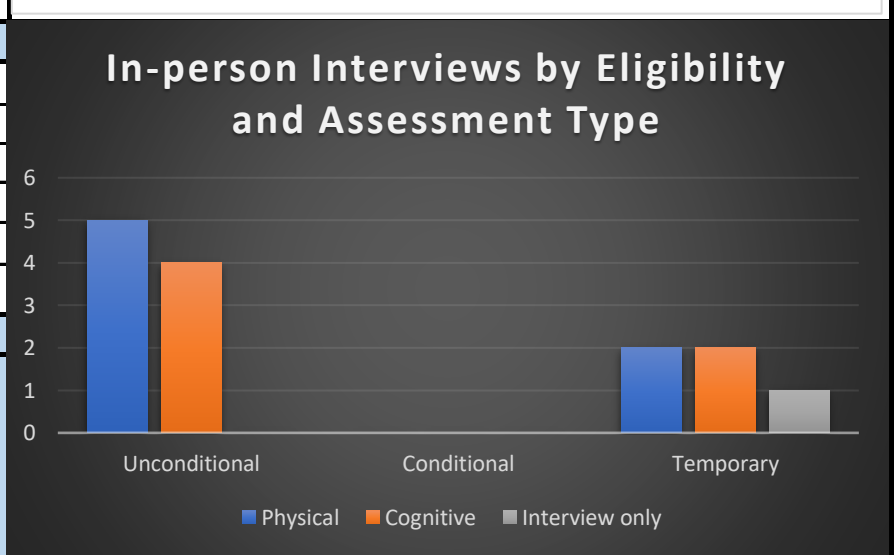
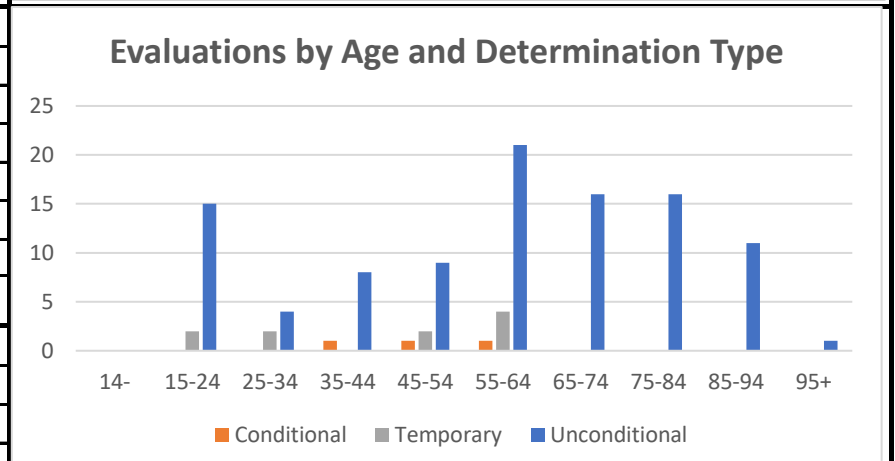
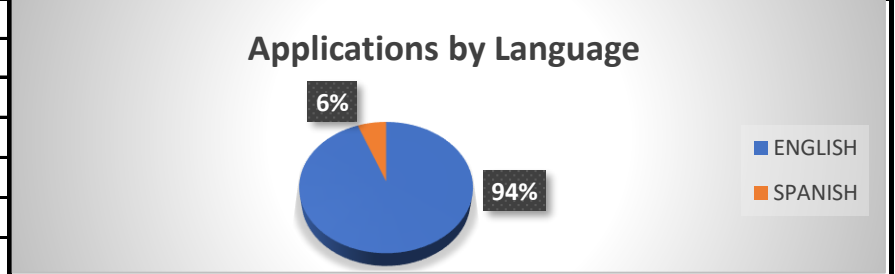
Total phone calls inbound/outbound: 825

Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

Total applications received: 133

Online Applications Received: 2 (2%)



ADA Monthly Report Supplemental Information				
Applications Received - GCT Area Cities	Sep	Aug	July	June
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	5	1	0	4
Oak View	0	0	0	0
Oxnard	30	26	25	23
Port Hueneme	3	5	2	3
Ventura	17	14	18	14
Applications Received-Valley Express Area Cities				
Fillmore	3	1	1	0
Piru	0	0	0	0
Santa Paula	2	3	1	4
Travel Training				
Training Statistics	Sep	Aug	Jul	Jun
Referrrals received	7	15	5	5
Assessments	0	0	0	0
Trainings	0	0	0	0
Referral Source				
ADA-Camarillo Area	0	1	0	1
ADA-Gold Coast Area	2	0	2	1
ADA-Valley Express Area	0	0	0	0
ADA-Moorpark Area	0	0	0	0
ADA-Simi Valley Area	2	1	1	1
ADA-Thousand Oaks Area	1	6	0	1
Workshops	0	1	0	1
Other	2	6	2	0
Transit 101 Workshops				
Hosting Agency	Date	Attendees	Riders	Referrals
N/A				

Mileage Reimbursement Program Monthly Report - Sep 2018

Category	Item Measured	Sep	Aug	Jul	Jun	May	Apr
Application Process	Total Interest Applications	14	18	4	8	9	10
	Total Complete Applications	6	14	2	6	6	8
	Applications approved by EDC	6	6	0	3	0	0
	Total claims received	79	85	81	79	81	79
Mileage Claims	Total miles reimbursed	9931	10796	10012	10273	10670	9766
	Total one-way trips claimed	1800	1915	1870	1960	1915	1892
Statistics by Service Area							
Camarillo	Claims Received	19	21	19	21	20	21
	Miles Reimbursed	2540	2504	2146	2556	2668	2488
	One-way trips claimed	495	507	410	539	534	573
Gold Coast	Claims Received	21	24	23	21	22	23
	Miles Reimbursed	2609	3228	2889	2735	3057	2683
	One-way trips claimed	494	572	611	520	521	530
Moorpark	Claims Received	1	1	1	1	1	0
	Miles Reimbursed	100	186	100	100	100	0
	One-way trips claimed	38	42	40	36	16	0
Simi Valley	Claims Received	3	5	5	5	4	3
	Miles Reimbursed	454	729	642	711	576	524
	One-way trips claimed	51	91	75	91	72	68
Thousand Oaks	Claims Received	30	29	30	27	30	27
	Miles Reimbursed	3540	3443	3575	3531	3585	3297
	One-way trips claimed	634	612	682	685	678	636
Valley Express	Claims Received	5	5	3	4	4	5
	Miles Reimbursed	688	706	660	640	684	774
	One-way trips claimed	88	91	52	89	94	85
Other Statistics							
	Average Trip Length (Miles)	5.5	5.6	5.4	5.2	5.6	5.2
	Average Cost per Trip	\$ 1.93	\$ 1.97	\$ 1.87	\$ 1.83	\$ 1.95	\$ 1.81