

June 2026

		May	June	April	Mar.	Feb.	Jan.
Call Center	Inbound ADA Calls	309	282	404	469	328	343
	Outbound ADA calls	154	176	285	168	111	156
	Average hold time (in seconds)	1.04	0.00	0.60	1.06	0.44	0.54
	Outbound Area Transmittals	3	2	3	4	5	1
	Inbound Area Transmittals	10	13	11	14	9	13
Applications Received	Recertification	51	65	70	77	38	67
	New Applications	34	49	51	58	48	38
Applications Received by Service Area	Camarillo Area	6	11	12	14	5	9
	Gold Coast Area	39	51	59	54	44	46
	Valley Express Area	4	2	3	4	3	5
	Moorpark Area	4	9	1	2	2	5
	Simi Valley Area	13	15	24	26	20	15
	Thousand Oaks	19	26	22	33	12	25
	Out of County	0	0	0	2	0	0
Completed Determinations by Evaluation Type	In-Person Interviews with Physical Assessment	2	0	2	2	1	0
	In-Person Interviews with Cognitive	9	6	7	7	0	4
	Special Circumstance (no Interview)	16	24	33	41	25	25
	Over 85+ (no interview)	2	6	7	4	1	3
	Interviews: Phone: 12, In-Person with no assessment: 2	14	12	17	7	12	6
	In-Person interviews with Physical/Cognitive Ass.	0	0	1	0	0	0
	Recertifications	41	58	53	62	34	60
Completed Determinations	84	106	120	123	73	98	
	Cost per Determination	\$277.99	\$220.30	\$194.60	\$189.85	\$319.89	\$238.29
Delays in Processing (Cumulative)	Due to Incomplete application by client	1	6	7	5	3	2
	Pending Professional Evaluation (PE)	10	6	6	11	6	8
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting interviews	12	8	9	5	0	5
Assessments	Assessment Categories	Total					
	Physical Assessment	2					
	Cognitive Assessment	9					
	Combination of Physical & Cognitive Assessment	0					
	Interview only with No Assessment (In-person)	2					
	No Shows for Interview (In-Person)	4					
Total In-Person Interviews that were Cancelled	2						
Determinations by Eligibility Type						Total	%
Unconditional (including S.C., Over 85+ , Phone interviews)						77	92%
Conditional						3	3%
Temporary						4	5%
Denial						0	0%
Short Term (including Emergency)						0	0%

RideCo launched August 1, 2025

Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

Total applications received: 85

Online Applications Received: 0 (0%)

