



INVOICE

Ok topay

8200 N.W. 33<sup>rd</sup> Street  
Suite 100  
Doral FL, 33122  
Phone 305-523-1000

Invoice #103262 ✓  
DATE: 1/15/2025 ✓

To:  
Paul Strobis  
Broward County Paratransit Division  
1 N. University Drive  
Suite 2400B  
Plantation FL, 33324  
954-357-8321

For:  
Call Center  
**P.O. # MTD2500020** ✓

DESCRIPTION	AMOUNT
Paratransit Call Center Services – October 1-31, 2024 ✓	\$316,214.13 ✓

**TOTAL: \$316,214.13**



Received 1.15.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
<b>Service: BCT/TOPS Inbound</b>			
<b>Operations</b>			
Fixed Cost (Schedulers Hrs = 1738.59)	1	\$83,748.42	\$83,748.42
Agent Service Hours	8354.99	\$29.20	\$243,965.71
<b>Performance Disincentives</b>			
Complaint Response greater than 5 days	0	(\$25.00)	\$0.00
Loss of Power/System Malfunction	2	(\$5,000.00)	(\$10,000.00)
Failure to Maintain Call Management Level (98%):	0		
- First Month	0	(\$5,000.00)	\$0.00
- Second Month		(\$10,000.00)	\$0.00
- Beyond Second Month		(\$20,000.00)	\$0.00
OTP			
- < 90%	1	(\$500.00)	(\$500.00)
- < 88%	0	(\$750.00)	\$0.00
- < 86%	0	(\$1,000.00)	\$0.00
Failure to Attend Meeting	0	(\$500.00)	\$0.00
Productivity < 1.50	0	(\$1,000.00)	\$0.00
Employee Utilization < 65%	1	(\$1,000.00)	(\$1,000.00)
Failure to Meet Reporting Requirements	0	(\$500.00)	\$0.00
Discourteous/Unprofessional Employee	0	(\$25.00)	\$0.00
Vacancy of Key Personnel	0		
- 30 Days		(\$1,000.00)	\$0.00
- > 30 Days		(\$250.00)	\$0.00
<b>TOTAL</b>			<b>\$316,214.13</b>

Agent Name	Reg	OT	Total
Acosta, Maribel	165.02	0.33	165.35
Ariza, Santiago	156.90	0.00	156.90
Arteaga, Anthony	174.93	0.00	174.93
Augustin, Tatiana	159.73	0.05	159.78
Bacon, D'Ericka	161.68	0.00	161.68
Baez, Naravelis	169.17	0.00	169.17
Barcelo, Jessica	176.07	0.65	176.72
Barillas, Doris	153.98	0.00	153.98
Barr, Natalie	176.65	1.52	178.17
Breeze, Brenda	152.15	0.90	153.05
Brooks, Brandi	162.30	0.10	162.40
Cintron, Christian	181.62	0.00	181.62
Cuadra, Giovanni	137.20	0.00	137.20
Degramont, Selena	113.18	0.00	113.18
Dieudonne, Estely	167.05	0.00	167.05
Diquez, Marsha	183.63	1.60	185.23
Exavier, Pat	167.27	0.00	167.27
Farinas, Elizabeth	170.67	0.12	170.79
Ferguson, Mario	176.48	0.13	176.61
Gattereau, Rose	167.03	0.12	167.15
Greene, Keyana	164.27	0.78	165.05
Gutierrez, Ingrid	173.85	1.02	174.87
Gutierrez, Michael	153.65	0.00	153.65
Harris, Kevin	134.35	0.00	134.35
Holmes, Patrice	176.82	0.60	177.42
Joseph, Steve	183.30	1.02	184.32
Kelly, Monica	144.97	0.00	144.97
Lanier, Monica	39.37	0.00	39.37
Lewis-Francis, Jassette	174.82	0.00	174.82
Leyva, Carlos	167.78	0.00	167.78
Malcolm, Kiara	181.10	0.00	181.10
Moore, Gwendolyn	168.65	1.42	170.07
Nordlund, Maria	184.20	2.78	186.98
Osorno, Kelly	146.57	0.10	146.67
Peralta-Miranda, Katerine	154.22	0.30	154.52
Pereira, Marcela	164.97	1.63	166.60
Perez, Adrian	156.25	0.42	156.67
Perez, Erick	160.45	2.70	163.15
Pierre-Louis, Barbara	125.93	0.00	125.93
Quintero-Quinones, Paola	141.08	0.00	141.08
Rodriguez, Steven	176.02	0.57	176.59
Rothberg, Joy	184.62	5.83	190.45
Saint Louis, Alceline	164.48	0.32	164.80
Saintvil, Sarah	177.30	0.00	177.30
Sandoval, Justin	175.00	1.28	176.28
Smith, Russell	154.92	0.18	155.10
Soles, Michelle	176.53	5.08	181.61
Torres, Angeliq	164.85	0.00	164.85
Vazquez, Juleidys	166.57	0.00	166.57
Williams, Maria	88.05	0.32	88.37
Williams, Samantha	162.18	0.93	163.11
Williams, Taryn	161.98	0.38	162.36
<b>Grand Total</b>	<b>8321.81</b>	<b>33.18</b>	<b>8354.99</b>

Scheduler Name	Reg	OT	Total
Barillas, Martin	159.88	2.15	162.03
Evans, Tandra	171.73	2.48	174.21
Lanier, Monica	88.22	0.43	88.65
Martinez, Jose	183.82	3.80	187.62
Rodriguez, Ernesto	181.13	1.03	182.16
St.Valiere, Sasha	173.00	1.98	174.98
Stephen, Clarence	177.10	0.00	177.10
Tiexeira, Michael	182.02	0.08	182.10
Valerie, Deniza	128.45	0.00	128.45
Valerie, Skelfina	183.82	0.02	183.84
Williams, Maria	96.40	1.05	97.45
<b>Grand Total</b>	<b>1725.57</b>	<b>13.02</b>	<b>1738.59</b>

**Broward County Transit MOR**  
**Monthly Operating Report**

<b>Metric/Month</b>	<b>Oct-24</b>
Total Passenger Trips Request	94,805
Total Capacity Denials	82
Total Eligibility Denials	169
Total Trip Refusals by Clients	121
Total trips scheduled	82,524
Total advance cancellations	12,117
Total late cancellations	6,244
Total no-shows	4,768
Total trips provided to clients	82,524
Total client will-call trips	80
Number and percentage of trips up to 10 miles with travel times greater than 60 min	9,397 total trips/ 11.39%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,275 total trips/ 1.55%

**Telephone Service Details**

Total number of calls handled	78,372
Total number of calls received	79,520
Total number of calls by type:	
BCT Reservations	68,617
BCT Spanish Reservations	10,645
BCT Creole	27
BCT Supervisor Call	231
Total number of calls answered	78,372
Total number of calls abandoned	1,148
Percent Total of calls abandoned	1.44%
Average speed of answer time	0:10
Average handle time with hold	3:19
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:33
Employee Utilization	54.75%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	29
Total number of contractor commendations	12

On Time Performance	88.41%
Passenger Trips per Hour	1.47
Call Management	98.56%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	0
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	98.56%
On-Time Performance <90% (monthly)	88.41%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.47
Employee Utilization < 65%	54.75%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

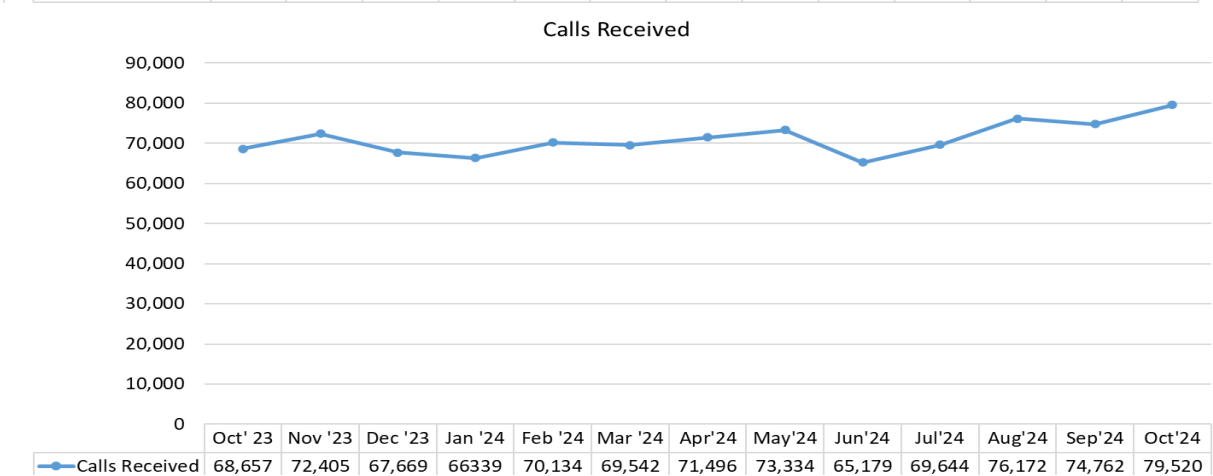
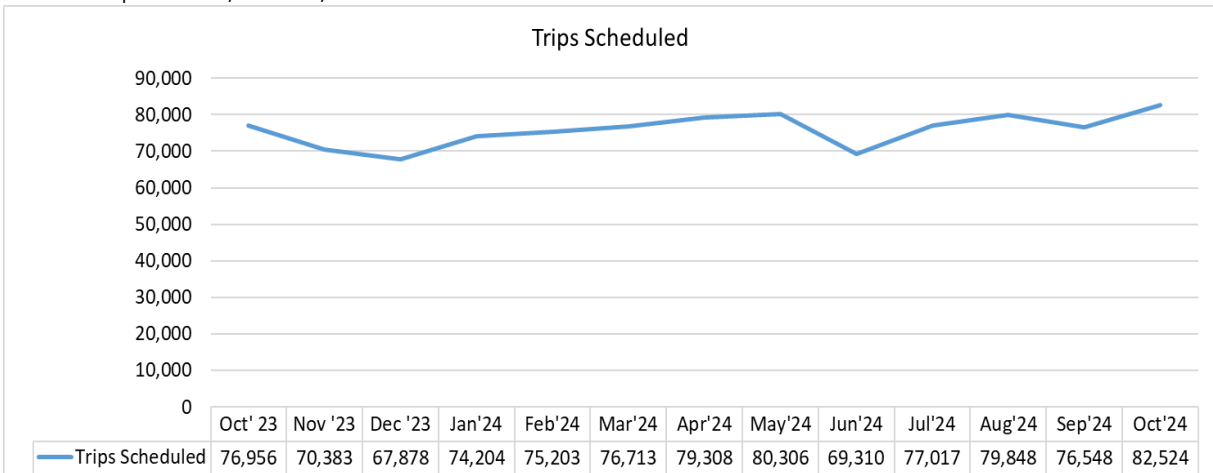
**Monthly Management Report**

Achievements

Call volume increased by 4,758 calls  
 Service level remained on goal at 98.56%.  
 Abandon rate reduced from 2.54% to 1.44%.  
 Trips scheduled 82,524 – record breaking month!  
 OTP improved to 88.41% from 86.75%  
 Strong retention – 61 agents

Challenges

Utilization fell below the 65% goal, reaching 54.75%  
 Inktel interruptions on 10/16 and 10/20 due to vendor issue



Measures	1-Oct	2-Oct	3-Oct	4-Oct	5-Oct	6-Oct	7-Oct
<b>Longest Call In Queue</b>	00:05:43	00:07:29	00:02:56	00:03:14	00:10:16	00:02:35	00:02:03
	<b>8-Oct</b>	<b>9-Oct</b>	<b>10-Oct</b>	<b>11-Oct</b>	<b>12-Oct</b>	<b>13-Oct</b>	<b>14-Oct</b>
	00:02:31	00:05:19	00:01:38	00:05:33	00:08:35	00:03:19	00:03:07
	<b>15-Oct</b>	<b>16-Oct</b>	<b>17-Oct</b>	<b>18-Oct</b>	<b>19-Oct</b>	<b>20-Oct</b>	<b>21-Oct</b>
	00:04:00	00:09:49	00:08:18	00:04:22	00:04:25	00:54:54	00:05:00
	<b>22-Oct</b>	<b>23-Oct</b>	<b>24-Oct</b>	<b>25-Oct</b>	<b>26-Oct</b>	<b>27-Oct</b>	<b>28-Oct</b>
	00:03:18	00:14:21	00:02:04	00:02:12	00:02:50	00:06:24	00:06:22
	<b>29-Oct</b>	<b>30-Oct</b>	<b>31-Oct</b>				
	00:02:07	00:03:52	00:08:19				

Measures	1-Oct	2-Oct	3-Oct	4-Oct	5-Oct	6-Oct	7-Oct
Staff by Day	46	45	41	36	29	29	51
	8-Oct	9-Oct	10-Oct	11-Oct	12-Oct	13-Oct	14-Oct
	42	40	43	38	31	31	50
	15-Oct	16-Oct	17-Oct	18-Oct	19-Oct	20-Oct	21-Oct
	49	47	46	37	33	29	50
	22-Oct	23-Oct	24-Oct	25-Oct	26-Oct	27-Oct	28-Oct
	48	45	46	38	30	30	51
	29-Oct	30-Oct	31-Oct				
	50	46	44				