



INVOICE

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

OK to pay

Invoice #103256 ✓
DATE: 1/10/2025

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 – November 1-30, 2024 ✓	\$293,297.12 ✓

TOTAL: \$293,297.12 ✓

Received 1.10.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1712.76)	1	\$83,748.42	\$83,748.42
Agent Service Hours	7231.12	\$29.20	\$211,148.70
Performance Disincentives			
Complaint Response greater than 5 days	0	(\$25.00)	\$0.00
Loss of Power/System Malfunction	0	(\$5,000.00)	\$0.00
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	4	(\$25.00)	(\$100.00)
Vacancy of Key Personnel	0		
- 30 Days		(\$1,000.00)	\$0.00
- > 30 Days		(\$250.00)	\$0.00
TOTAL			\$293,297.12

Agent Name	Reg	OT	Total
Acosta, Maribel	143.42	6.47	6.47
Ariza, Santiago	72.82	0.00	0.00
Arteaga, Anthony	164.98	0.00	0.00
Augustin, Tatiana	130.67	0.00	0.00
Bacon, D'Ericka	139.42	0.00	0.00
Baez, Naravelis	134.47	0.00	0.00
Barcelo, Jessica	145.57	0.58	0.58
Barillas, Doris	153.72	0.00	0.00
Barr, Natalie	174.78	1.73	1.73
Breeze, Brenda	163.40	9.72	9.72
Brooks, Brandi	123.75	0.00	0.00
Cintron, Christian	166.03	0.52	0.52
Cuadra, Giovanni	124.53	0.00	0.00
Degramont, Selena	105.17	0.00	0.00
Dieudonne, Estely	109.68	0.00	0.00
Diquez, Marsha	134.95	1.15	1.15
Exavier, Pat	145.13	0.00	0.00
Farinas, Elizabeth	132.15	0.65	0.65
Ferguson, Mario	157.35	0.00	0.00
Gattereau, Rose	175.37	0.00	0.00
Greene, Keyana	121.85	0.00	0.00
Gutierrez, Ingrid	160.13	0.47	0.47
Gutierrez, Michael	166.50	0.00	0.00
Harris, Kevin	125.70	0.00	0.00
Holmes, Patrice	147.67	1.30	1.30
Joseph, Steve	172.62	5.32	5.32
Kelly, Monica	112.92	0.00	0.00
Lewis-Francis, Jassette	166.37	0.25	0.25
Leyva, Carlos	151.52	0.00	0.00
Malcolm, Kiara	166.75	0.00	0.00
Moore, Gwendolyn	166.18	1.77	1.77
Nordlund, Maria	159.95	1.68	1.68
Peralta-Miranda, Katerine	168.35	0.03	0.03
Pereira, Marcela	155.52	1.88	1.88
Perez, Adrian	133.48	0.00	0.00
Perez, Erick	181.72	10.43	10.43
Pierre-Louis, Barbara	147.68	0.00	0.00
Quintero-Quinones, Paola	131.03	0.00	0.00
Rodriguez, Steven	175.92	0.35	0.35
Rothberg, Joy	143.57	5.00	5.00
Saint Louis, Alceline	166.67	1.27	1.27
Saintvil, Sarah	8.88	0.00	0.00
Sandoval, Justin	171.77	3.17	3.17
Smith, Russell	161.62	0.77	0.77
Soles, Michelle	172.63	12.57	12.57
Torres, Angelique	160.98	0.00	0.00
Vazquez, Juleidys	155.50	0.00	0.00
Williams, Samantha	160.37	1.78	1.78
Williams, Taryn	150.10	0.95	0.95
Grand Total	7161.31	69.81	7231.12

Scheduler Name	Reg	OT	Total
Barillas, Martin	175.67	5.67	181.34
Evans, Tandra	136.82	4.13	140.95
Lanier, Monica	160.25	1.91	162.16
Martinez, Jose	161.08	2.12	163.20
Rodriguez, Ernesto	151.38	4.58	155.96
St.Valiere, Sasha	157.83	0.00	157.83
Stephen, Clarence	156.50	0.00	156.50
Tiexeira, Michael	167.97	1.43	169.40
Valerie, Deniza	98.95	0.00	98.95
Valerie, Skelfina	158.97	0	158.97
Williams, Maria	166.32	1.18	167.50
Grand Total	1691.74	21.02	1712.76

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Nov-24
Total Passenger Trips Request	87,752
Total Capacity Denials	54
Total Eligibility Denials	131
Total Trip Refusals by Clients	101
Total trips scheduled	76,234
Total advance cancellations	10,540
Total late cancellations	5,490
Total no-shows	4,764
Total trips provided to clients	76,234
Total client will-call trips	88
Number and percentage of trips up to 10 miles with travel times greater than 60 min	8,576 total trips/ 11.25%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,185 total trips/ 1.55%

Telephone Service Details

Total number of calls handled	75,231
Total number of calls received	77,167
Total number of calls by type:	
BCT Reservations	66,076
BCT Spanish Reservations	10,839
BCT Creole	36
BCT Supervisor Call	216
Total number of calls answered	75,231
Total number of calls abandoned	1,936
Percent Total of calls abandoned	2.51%
Average speed of answer time	0:16
Average handle time with hold	3:15
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:28
Employee Utilization	57.61%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	30
Total number of contractor commendations	21

On Time Performance	89.38%
Passenger Trips per Hour	1.46
Call Management	97.45%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	4
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	97.45%
On-Time Performance <90% (monthly)	89.38%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.46
Employee Utilization < 65%	57.61%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

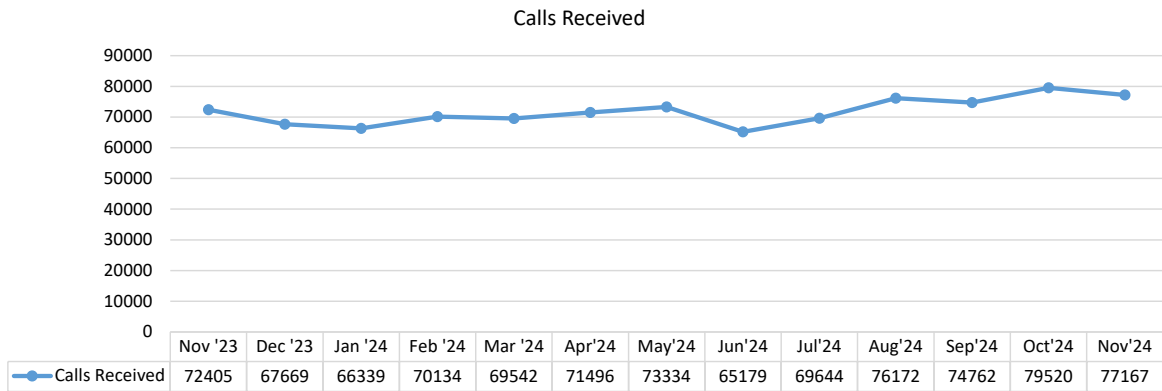
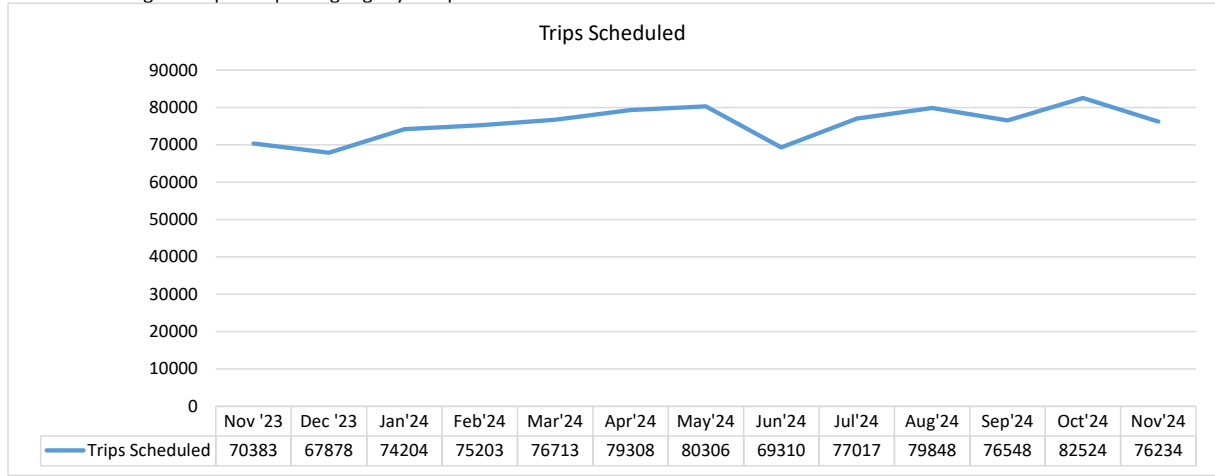
Monthly Management Report

Achievements

Quickly and seamlessly added additional staff to handle higher call volumes following the Adept issue
 Seamless use of the downtime form whenever an interruption occurred so the customer experience was protected
 Compliments per 1k trips improved by 50% compared to October

Challenges

Service Level and abandons were impacted due to Adept issue from 11/18
 OTP was under goal despite improving slightly compared to October



Measures	1-Nov	2-Nov	3-Nov	4-Nov	5-Nov	6-Nov	7-Nov
Longest Call In Queue	00:03:54	00:03:03	00:06:36	00:03:20	00:06:58	00:04:48	00:03:40

8-Nov	9-Nov	10-Nov	11-Nov	12-Nov	13-Nov	14-Nov
00:02:54	00:03:31	00:02:19	00:01:38	00:05:39	00:05:52	00:01:51

15-Nov	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov
00:02:35	00:09:51	00:08:20	00:11:06	00:06:02	00:11:01	00:06:03

22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov
00:05:24	00:09:16	00:05:13	00:05:32	00:05:04	00:02:16	00:01:30

29-Nov	30-Nov	
00:01:31	00:03:38	

Measures	1-Nov	2-Nov	3-Nov	4-Nov	5-Nov	6-Nov	7-Nov
Staff by Day	37	29	27	45	40	44	46
	8-Nov	9-Nov	10-Nov	11-Nov	12-Nov	13-Nov	14-Nov
	41	28	30	43	42	46	44
	15-Nov	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov
	38	29	28	45	43	48	42
	22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov
	37	30	27	44	39	44	31
	29-Nov	30-Nov					
	33	28					