



# INVOICE

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

Ok to pay

Invoice #103263 ✓  
DATE: 2/11/2025 ✓

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 – December 1-31, 2024 ✓	\$297,637.94 ✓

**TOTAL: \$297,637.94** ✓

DESCRIPTION	QUANTITY	RATE	AMOUNT
<b>Service: BCT/TOPS Inbound</b>			
<b>Operations</b>			
Fixed Cost (Schedulers Hrs = 1739.28)	1	\$83,748.42	\$83,748.42
Agent Service Hours	7410.60	\$29.20	\$216,389.52
<b>Performance Disincentives</b>			
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	1	(\$1,000.00)	(\$1,000.00)
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>\$297,637.94</b>

Agent Name	Reg	OT	Total
Acosta, Maribel	174.77	17.73	192.50
Arteaga, Anthony	165.88	0.38	166.26
Augustin, Tatiana	159.23	0.00	159.23
Bacon, D'Ericka	167.22	0.37	167.59
Baez, Naravelis	166.42	0.00	166.42
Barcelo, Jessica	123.47	0.05	123.52
Barillas, Doris	136.23	0.00	136.23
Barr, Natalie	134.88	0.07	134.95
Breeze, Brenda	176.18	1.97	178.15
Brooks, Brandi	166.62	0.65	167.27
Cintron, Christian	158.15	0.00	158.15
Cuadra, Giovanni	147.37	0.00	147.37
Degramont, Selena	115.17	0.00	115.17
Dieudonne, Estely	165.08	0.00	165.08
Diquez, Marsha	166.23	0.77	167.00
Exavier, Pat	163.62	0.00	163.62
Farinas, Elizabeth	167.55	0.87	168.42
Ferguson, Mario	173.78	0.17	173.95
Gattereau, Rose	161.57	0.70	162.27
Greene, Keyana	182.85	2.80	185.65
Gutierrez, Ingrid	176.07	0.28	176.35
Gutierrez, Michael	156.40	0.00	156.40
Harris, Kevin	158.50	0.00	158.50
Holmes, Patrice	163.42	0.35	163.77
Joseph, Steve	168.07	0.85	168.92
Kelly, Monica	90.87	0.00	90.87
Lewis-Francis, Jassette	149.62	0.00	149.62
Leyva, Carlos	158.22	0.00	158.22
Malcolm, Kiara	158.55	0.00	158.55
Moore, Gwendolyn	168.50	2.10	170.60
Nordlund, Maria	183.90	3.13	187.03
Peralta-Miranda, Katerine	158.43	0.30	158.73
Pereira, Marcela	143.77	0.92	144.69
Perez, Adrian	142.13	0.42	142.55
Perez, Erick	173.73	4.93	178.66
Pierre-Louis, Barbara	129.43	0.00	129.43
Quintero-Quinones, Paola	141.67	0.00	141.67
Rodriguez, Steven	175.77	0.38	176.15
Rothberg, Joy	176.48	4.70	181.18
Saint Louis, Alceline	167.35	0.42	167.77
Sandoval, Justin	175.07	1.42	176.49
Smith, Russell	111.4	0.00	111.40
Soles, Michelle	136.52	1.07	137.59
Torres, Angelique	149.42	0.00	149.42
Vazquez, Juleidys	136.45	0.00	136.45
Williams, Samantha	184.20	3.10	187.30
Williams, Taryn	152.42	1.07	153.49
<b>Grand Total</b>	<b>7358.63</b>	<b>51.97</b>	<b>7410.60</b>

Scheduler Name	Reg	OT	Total
Barillas, Martin	175.45	3.53	178.98
Evans, Tandra	153.57	1.75	155.32
Lanier, Monica	156.02	0.45	156.47
Martinez, Jose	178.38	3.80	182.18
Rodriguez, Ernesto	173.87	0.42	174.29
St.Valiere, Sasha	180.35	1.27	181.62
Stephen, Clarence	145.15	0.00	145.15
Tiexeira, Michael	175.82	1.60	177.42
Valerie, Deniza	85.57	0.00	85.57
Valerie, Skelfina	146.43	0	146.43
Williams, Maria	155.85	0	155.85
<b>Grand Total</b>	<b>1726.46</b>	<b>12.82</b>	<b>1739.28</b>

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

<b>Metric/Month</b>	<b>Dec-24</b>
Total Passenger Trips Request	88,415
Total Capacity Denials	72
Total Eligibility Denials	132
Total Trip Refusals by Clients	116
Total trips scheduled	76,530
Total advance cancellations	10,606
Total late cancellations	6,101
Total no-shows	4,647
Total trips provided to clients	76,530
Total client will-call trips	83
Number and percentage of trips up to 10 miles with travel times greater than 60 min	8,953 total trips/ 11.70%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,195 total trips/ 1.56%

**Telephone Service Details**

Total number of calls handled	77,763
Total number of calls received	79,060
Total number of calls by type:	
BCT Reservations	68,032
BCT Spanish Reservations	10,739
BCT Creole	35
BCT Supervisor Call	254
Total number of calls answered	77,763
Total number of calls abandoned	1,297
Percent Total of calls abandoned	1.64%
Average speed of answer time	0:14
Average handle time with hold	3:12
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:28
Employee Utilization	57.42%
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	49

On Time Performance	88.53%
Passenger Trips per Hour	1.44
Call Management	97.73%

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)	97.73%
On-Time Performance <90% (monthly)	88.53%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.44
Employee Utilization < 65%	57.42%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

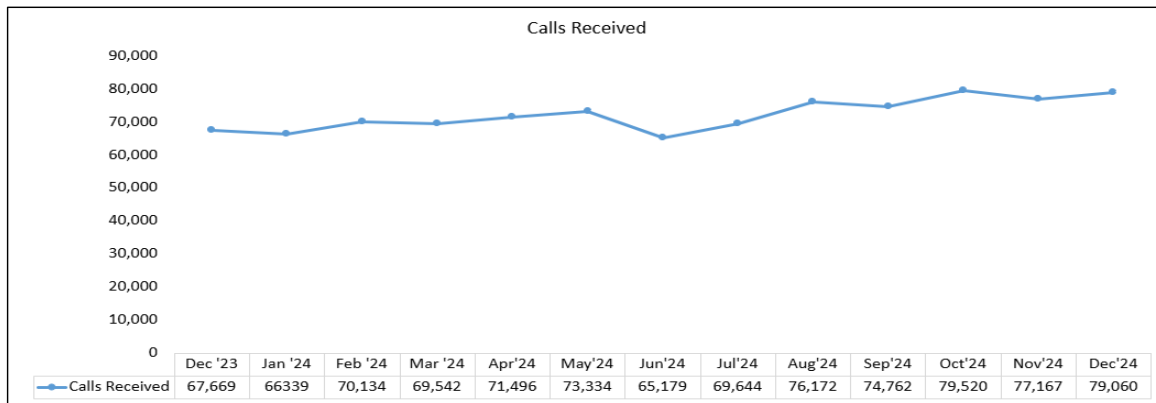
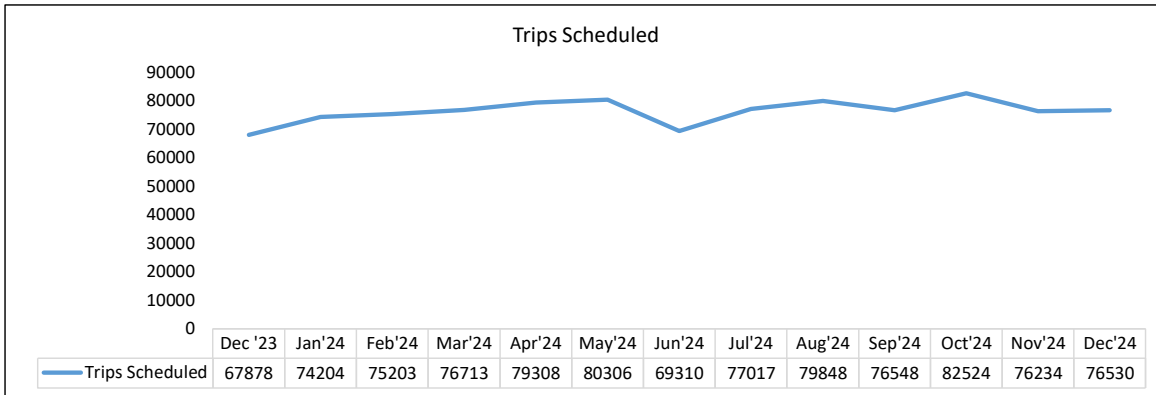
**Monthly Management Report**

Achievements

Service Level improved slightly to 97.73%  
 Commendations increased by 28 entries for a total of 49  
 Answered 2,532 more calls than November  
 AHT and ASA improved  
 ABA improved from 2.51% to 1.64%

Challenges

Service Level was slightly under goal due to the Adept issues from 12/5 & 12/10  
 Productivity remained under goal



What's Next

- Remain compliant with SL.
- Partner with BCT to align on the budget and agent hours for a successful year.
- Deep dive into and update program schedules to better align with the call volume forecast & trends.
- Work with TA to optimize route efficiency, minimize travel times, and sustain productivity.
- Prepare for any upcoming Adept changes with a clear understanding of expectations.
- Finalize program SOPs to ensure smooth operations.

Measures	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec
<b>Longest Call In Queue</b>	00:03:24	00:03:32	00:02:50	00:05:55	00:04:45	00:06:24	00:06:29
	<b>8-Dec</b>	<b>9-Dec</b>	<b>10-Dec</b>	<b>11-Dec</b>	<b>12-Dec</b>	<b>13-Dec</b>	<b>14-Dec</b>
	00:10:22	00:03:30	00:08:15	00:03:54	00:04:04	00:04:05	00:03:48
	<b>15-Dec</b>	<b>16-Dec</b>	<b>17-Dec</b>	<b>18-Dec</b>	<b>19-Dec</b>	<b>20-Dec</b>	<b>21-Dec</b>
	00:05:07	00:07:46	00:03:07	00:08:29	00:05:46	00:03:15	00:06:21
	<b>22-Dec</b>	<b>23-Dec</b>	<b>24-Dec</b>	<b>25-Dec</b>	<b>26-Dec</b>	<b>27-Dec</b>	<b>28-Dec</b>
	00:04:40	00:01:31	00:03:12	00:01:08	00:01:10	00:00:55	00:01:45
	<b>29-Dec</b>	<b>30-Dec</b>	<b>31-Dec</b>				
	00:02:59	00:01:58	00:02:47				

Measures	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec
Staff by Day	23	35	36	34	32	29	25
	8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec
	21	34	32	33	31	31	25
	15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec
	23	36	33	36	34	32	26
	22-Dec	23-Dec	24-Dec	25-Dec	26-Dec	27-Dec	28-Dec
	23	32	29	23	30	29	26
	29-Dec	30-Dec	31-Dec				
	23	31	29				