



INVOICE

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

Ok to pay

Invoice #103272 ✓
DATE: 3/14/2025 ✓

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 – January 1-31, 2025 ✓	\$312,756.07 ✓

TOTAL: \$312,756.07 ✓

Received 3.14.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1882.19)	1	\$86,260.87	\$86,260.87
Agent Service Hours	7581.29	\$30.08	\$228,045.20
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%):			
- First Month	0	(\$5,000.00)	\$0.00
- Second Month	0	(\$10,000.00)	\$0.00
- Beyond Second Month	0	(\$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	2	(\$25.00)	(\$50.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
TOTAL			\$ 312,756.07

Agent Name	Reg	OT	Total
Acosta, Maribel	173.50	1.68	175.18
Arteaga, Anthony	79.72	0.10	79.82
Augustin, Tatiana	122.57	0.00	122.57
Bacon, D'Erica	170.87	0.00	170.87
Baez, Naravelis	165.77	4.62	170.39
Barcelo, Jessica	163.03	0.13	163.16
Barillas, Doris	174.20	0.00	174.20
Barr, Natalie	184.22	2.08	186.30
Breeze, Brenda	177.70	2.30	180.00
Brooks, Brandi	160.27	0.32	160.59
Cintron, Christian	181.85	0.18	182.03
Cuadra, Giovanni	158.48	0.00	158.48
Degramont, Selena	104.70	0.00	104.70
Dieudonne, Estely	157.45	0.00	157.45
Diquez, Marsha	180.25	1.55	181.80
Exavier, Pat	153.80	0.00	153.80
Farinas, Elizabeth	176.02	0.00	176.02
Ferguson, Mario	166.67	0.25	166.92
Gattereau, Rose	175.30	0.20	175.50
Greene, Keyana	175.95	2.20	178.15
Gutierrez, Ingrid	156.02	0.23	156.25
Gutierrez, Michael	173.88	1.07	174.95
Harris, Kevin	123.47	0.00	123.47
Holmes, Patrice	182.42	0.35	182.77
Joseph, Steve	184.15	0.83	184.98
Kelly, Monica	151.97	0.00	151.97
Lewis-Francis, Jassette	174.33	0.00	174.33
Leyva, Carlos	139.55	0.00	139.55
Malcolm, Kiara	181.48	0.42	181.90
Moore, Gwendolyn	176.07	1.72	177.79
Nordlund, Maria	96.50	0.00	96.50
Peralta-Miranda, Katerine	184.57	0.37	184.94
Pereira, Marcela	176.32	2.27	178.59
Perez, Adrian	136.38	0.13	136.51
Perez, Erick	169.72	2.47	172.19
Pierre-Louis, Barbara	132.88	0.00	132.88
Quintero-Quinones, Paola	145.80	0.00	145.80
Rodriguez, Steven	160.98	0.68	161.66
Rothberg, Joy	177.42	5.15	182.57
Saint Louis, Alceline	165.50	0.00	165.50
Sandoval, Justin	171.83	1.77	173.60
Smith, Russell	162.35	0.88	163.23
Soles, Michelle	176.30	2.07	178.37
Torres, Angelique	172.43	0.00	172.43
Vazquez, Juleidys	148.15	1.45	149.60
Williams, Samantha	168.42	4.07	172.49
Williams, Taryn	147.97	0.57	148.54
Grand Total	7539.18	42.11	7581.29

Scheduler Name	Reg	OT	Total
Barillas, Martin	168.07	4.68	172.75
Evans, Tandra	174.78	8.77	183.55
Lanier, Monica	163.10	0.72	163.82
Martinez, Jose	176.70	8.02	184.72
Rodriguez, Ernesto	168.70	0.52	169.22
St.Valiere, Sasha	176.53	3.07	179.60
Stephen, Clarence	172.55	0.00	172.55
Tiexeira, Michael	182.92	0.73	183.65
Valerie, Deniza	118.13	0.00	118.13
Valerie, Skelfina	178.5	0.00	178.50
Williams, Maria	174.67	1.03	175.70
Grand Total	1854.65	27.54	1882.19

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Jan-25
Total Passenger Trips Request	93,951
Total Capacity Denials	52
Total Eligibility Denials	128
Total Trip Refusals by Clients	115
Total trips scheduled	81,965
Total advance cancellations	9,286
Total late cancellations	5,910
Total no-shows	4,378
Total trips provided to clients	81,965
Total client will-call trips	92
Number and percentage of trips up to 10 miles with travel times greater than 60 min	9,832 total trips/ 12.00%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,457 total trips/ 1.78%

Telephone Service Details

Total number of calls handled	82,363
Total number of calls received	83,876
Total number of calls by type:	
BCT Reservations	72,653
BCT Spanish Reservations	10,915
BCT Creole	16
BCT Supervisor Call	292
Total number of calls answered	82,363
Total number of calls abandoned	1,513
Percent Total of calls abandoned	1.80%
Average speed of answer time	0:14
Average handle time with hold	3:08
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:23
Employee Utilization	58.59%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	47
Total number of contractor commendations	26

On Time Performance	88.03%
Passenger Trips per Hour	1.49
Call Management	97.67%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	2
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	97.67%
On-Time Performance <90% (monthly)	88.03%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.49
Employee Utilization < 65%	58.59%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

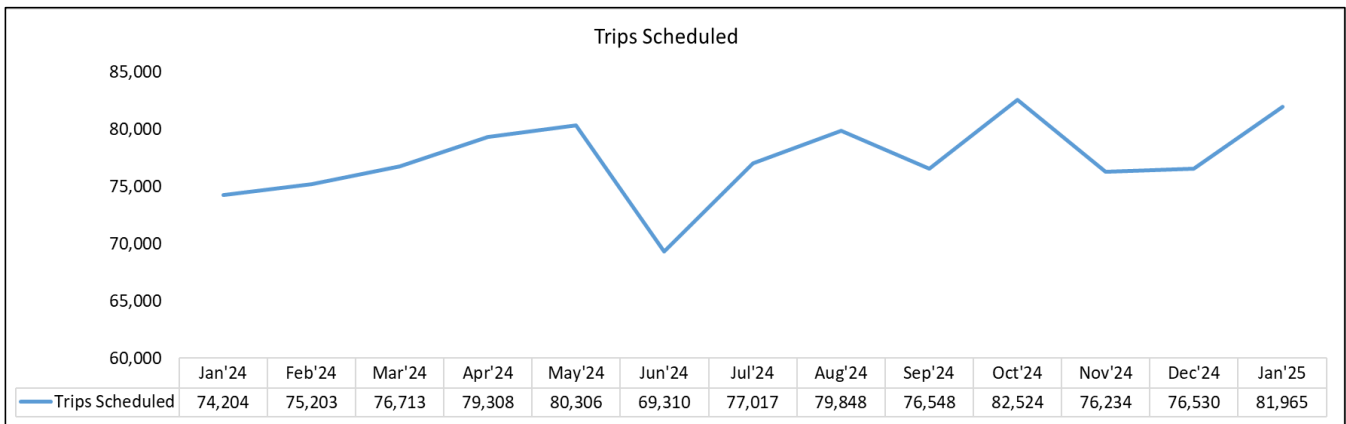
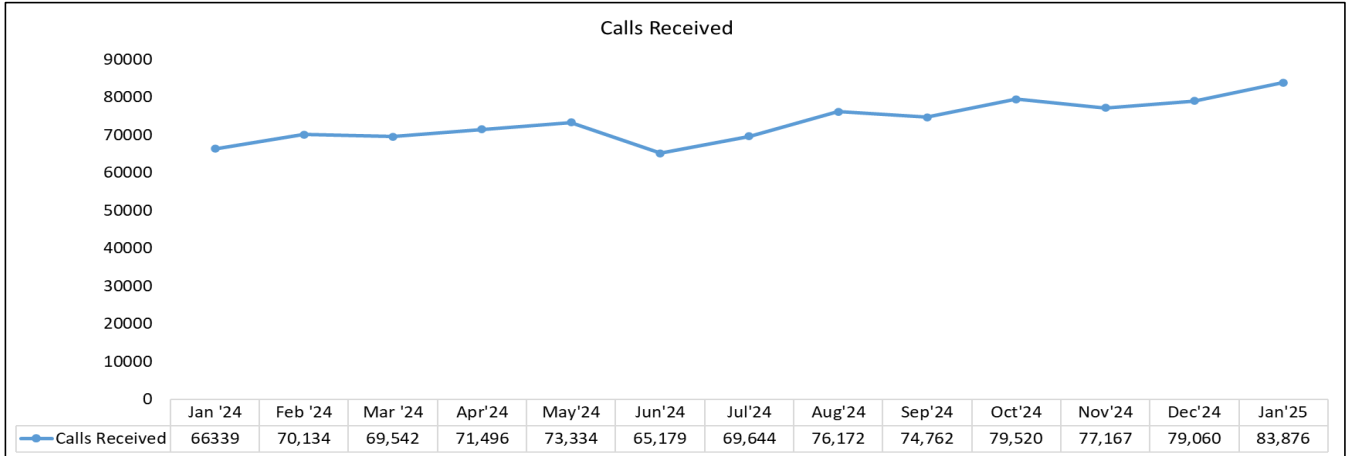
Monthly Management Report

Achievements

Inktel handled 4,600 more calls than the prior month
 Average Handle Time improved by 4 seconds
 Productivity improved from 1.40 to 1.49
 Increased utilization closer to 65% goal at 58.59%

Challenges

Service level was impacted by Adept interruptions on 1/22 & 1/29; SL would've been 98.41%
 OTP ended the month at 88.03%



What's Next

- Fully onboard the recent new hire class to accommodate the growing call volume
- Partner with BCT to align on 2025 peak volume, staffing, and budget for continued success.
- Partner with TA on the process for inactive routes and efficiencies with group centers
- Complete all program SOPs to ensure operational documentation.

Measures	1-Jan	2-Jan	3-Jan	4-Jan	5-Jan	6-Jan	7-Jan
Longest Call In Queue	00:02:26	00:01:01	00:02:33	00:03:52	00:02:45	00:02:29	00:05:23

8-Jan	9-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan
00:06:53	00:02:47	00:01:42	00:02:30	00:03:40	00:04:12	00:04:19

15-Jan	16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan
00:05:17	00:02:45	00:02:49	00:05:39	00:04:28	00:02:53	00:03:08

22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan
00:09:09	00:06:14	00:02:55	00:04:58	00:03:24	00:02:32	00:03:02

29-Jan	30-Jan	31-Jan
00:05:48	00:05:04	00:03:40

Measures	1-Jan	2-Jan	3-Jan	4-Jan	5-Jan	6-Jan	7-Jan
Staff by Day	29	31	30	27	22	34	35

8-Jan	9-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan
36	34	32	27	21	35	34

15-Jan	16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan
33	32	30	26	20	31	32

22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan
33	32	32	22	21	34	33

29-Jan	30-Jan	31-Jan
31	32	30