



INVOICE

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

Ok to pay

Invoice #103277 ✓
DATE: 3/26/2025 ✓

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 – February 1-28, 2025 ✓	\$304,724.64 ✓

TOTAL: \$304,724.64 ✓

Received 3.26.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1455.35)	1	\$86,260.87	\$86,260.87
Agent Service Hours	7323.43	\$30.08	\$220,288.77
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%	0	(\$500.00)	\$0.00
- < 88%	1	(\$750.00)	(\$750.00)
- < 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	3	(\$25.00)	(\$75.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
TOTAL			\$304,724.64

Agent Name	Reg	OT	Total
Acosta, Maribel	160.00	69.43	229.43
Alvarez, Josue	35.00	0.00	35.00
Atencio, Gustavo	35.00	0.00	35.00
Augustin, Tatiana	138.12	0.00	138.12
Bacon, D'Erica	143.67	0.00	143.67
Baez, Naravelis	145.00	2.42	147.42
Barcelo, Jessica	167.92	8.33	176.25
Barillas, Doris	150.77	0.62	151.39
Barr, Natalie	167.48	11.45	178.93
Breeze, Brenda	162.15	10.55	172.70
Brooks, Brandi	134.80	4.15	138.95
Cintron, Christian	159.55	0.30	159.85
Comas, Carolina	35.00	0.00	35.00
Cuadra, Giovanni	132.55	0.00	132.55
Degramont, Selena	77.98	0.00	77.98
Dieudonne, Estely	153.93	0.00	153.93
Diquez, Marsha	167.27	13.72	180.99
Exavier, Pat	155.20	2.50	157.70
Farinas, Elizabeth	134.23	0.00	134.23
Ferguson, Mario	150.58	0.00	150.58
Fernandez, Elyssa	35.00	0.00	35.00
Gamble, Rocio	35.00	0.00	35.00
Gattereau, Rose	161.53	2.95	164.48
Greene, Keyana	77.00	0.32	77.32
Gutierrez, Ingrid	148.03	0.47	148.50
Gutierrez, Michael	145.67	0.00	145.67
Harris, Kevin	112.57	0.00	112.57
Holmes, Patrice	150.83	5.50	156.33
Joseph, Steve	160.00	8.63	168.63
Kelly, Monica	134.43	0.00	134.43
Lanier, Monica	149.08	1.17	150.25
Lewis-Francis, Jassette	144.02	1.18	145.20
Leyva, Carlos	140.10	0.00	140.10
Malcolm, Kiara	120.45	0.00	120.45
Martinez, Jose	14.11	0.00	14.11
Moore, Gwendolyn	153.85	1.20	155.05
Nordlund, Maria	159.48	1.88	161.36
Peralta-Miranda, Katerine	151.18	1.42	152.60
Pereira, Marcela	120.53	1.03	121.56
Perez, Adrian	137.58	2.00	139.58
Perez, Erick	155.08	17.83	172.91
Pierre-Louis, Barbara	104.45	0.00	104.45
Quintero-Quinones, Paola	155.43	2.92	158.35
Rodriguez, Ernesto	47.28	0.00	47.28
Rothberg, Joy	164.82	25.23	190.05
Saint Louis, Alceline	159.28	1.63	160.91
Sandoval, Justin	167.77	12.82	180.59
Smith, Russell	118.27	0.02	118.29
Soles, Michelle	166.07	19.75	185.82
St.Valiere, Sasha	7.11	0.00	7.11
Stephen, Clarence	5.97	0.00	5.97
Torres, Angelique	149.98	12.38	162.36
Vazquez, Juleidys	133.25	0.00	133.25
Williams, Maria	156.83	1.50	158.33
Williams, Samantha	152.75	8.10	160.85
Williams, Taryn	162.13	6.93	169.06
Grand Total	7063.10	260.33	7323.43

Scheduler Name	Reg	OT	Total
Barillas, Martin	161.33	4.55	165.88
Evans, Tandra	154.75	12.20	166.95
Martinez, Jose	150.67	10.82	161.49
Rodriguez, Ernesto	118.70	28.33	147.03
St.Valiere, Sasha	145.41	3.25	148.66
Stephen, Clarence	149.31	3.22	152.53
Tiexeira, Michael	159.83	0.60	160.43
Valerie, Deniza	116.77	0.00	116.77
Valerie, Skelfina	159.50	0.20	159.70
Grand Total	1316.27	63.17	1379.44

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Feb-25
Total Passenger Trips Request	91,069
Total Capacity Denials	53
Total Eligibility Denials	132
Total Trip Refusals by Clients	116
Total trips scheduled	79,095
Total advance cancellations	8,251
Total late cancellations	5,763
Total no-shows	4,175
Total trips provided to clients	79,095
Total client will-call trips	82
Number and percentage of trips up to 10 miles with travel times greater than 60 min	9,819 total trips/ 12.41%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,515 total trips/ 1.92%

Telephone Service Details

Total number of calls handled	79,239
Total number of calls received	80,521
Total number of calls by type:	
BCT Reservations	69,003
BCT Spanish Reservations	11,205
BCT Creole	36
BCT Supervisor Call	277
Total number of calls answered	79,239
Total number of calls abandoned	1,282
Percent Total of calls abandoned	1.59%
Average speed of answer time	0:14
Average handle time with hold	3:16
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:26
Employee Utilization	63.67%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	48
Total number of contractor commendations	28

On Time Performance	86.62%
Passenger Trips per Hour	1.53
Call Management	98.11%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	3
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	98.11%
On-Time Performance <90% (monthly)	86.62%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.53
Employee Utilization < 65%	63.67%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

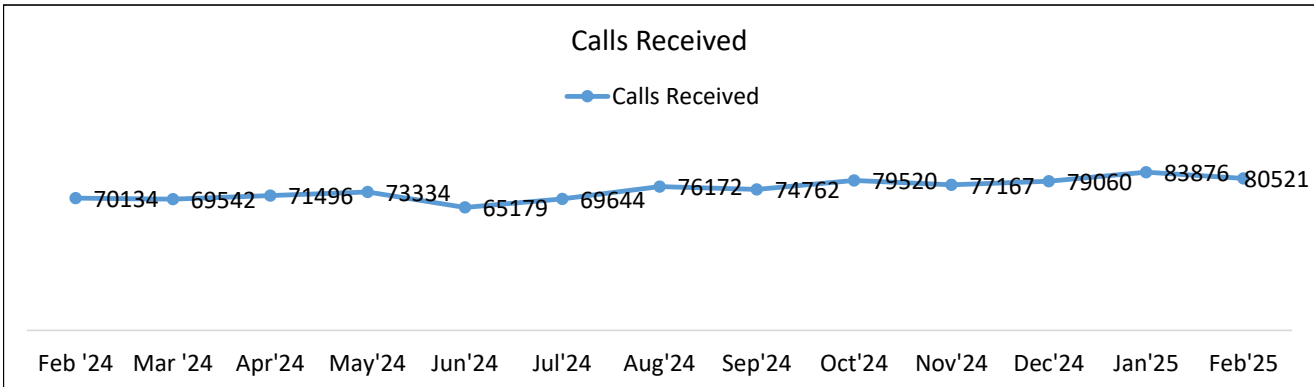
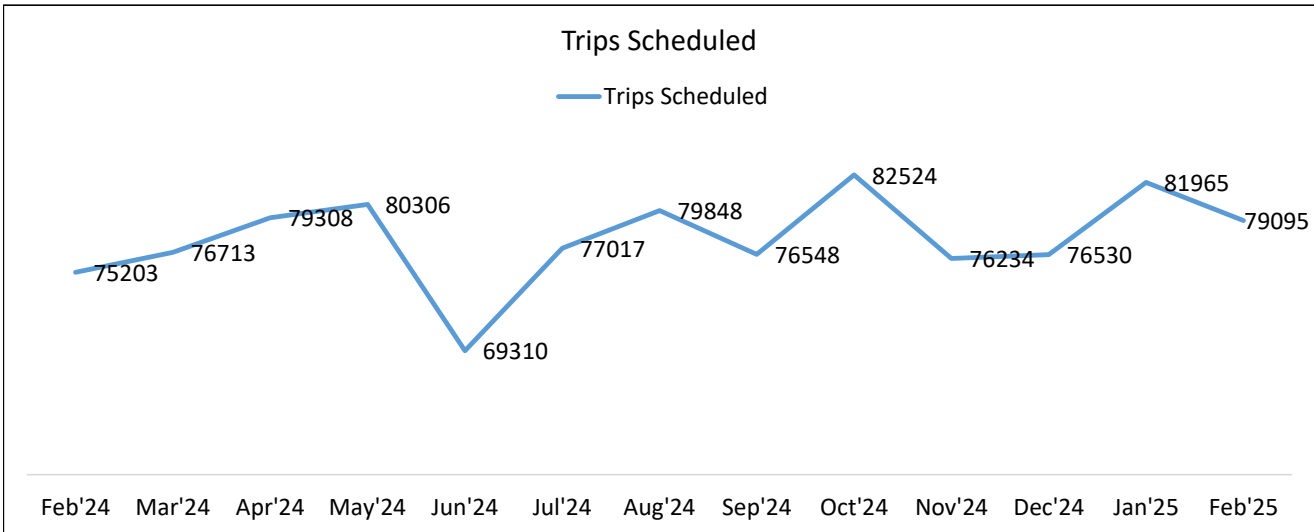
Monthly Management Report

Achievements

Service level improved to 98.11%.
 Productivity goal was met at 1.53.
 Utilization significantly increased to 63.67%.

Challenges

AHT slightly increased due to system issues.
 Abandoned calls rose as system issues led to repeat callers.



What's Next

Continue supporting new hires as they acclimate to the program.
 Plan staffing and training to expand support and manage increased volume following the County's approval to extend agent hours.
 Improve utilization to move closer to the 65% goal.
 Collaborate with TA to refine the process for inactive routes and enhance efficiency within group centers.

Measures	1-Feb	2-Feb	3-Feb	4-Feb	5-Feb	6-Feb	7-Feb
Longest Call In Queue	00:04:33	00:07:43	00:04:00	00:04:36	00:04:33	00:03:41	00:05:24

8-Feb	9-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb
00:05:42	00:03:37	00:01:53	00:02:51	00:07:17	00:07:40	00:03:11

15-Feb	16-Feb	17-Feb	18-Feb	19-Feb	20-Feb	21-Feb
00:07:44	00:05:40	00:04:23	00:04:50	00:10:29	00:02:34	00:06:04

22-Feb	23-Feb	24-Feb	25-Feb	26-Feb	27-Feb	28-Feb
00:01:25	00:02:22	00:02:16	00:04:30	00:04:46	00:03:28	00:03:18

Measures	1-Feb	2-Feb	3-Feb	4-Feb	5-Feb	6-Feb	7-Feb
Staff by Day	27	22	34	32	32	31	29

8-Feb	9-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb
25	23	34	34	34	33	33

15-Feb	16-Feb	17-Feb	18-Feb	19-Feb	20-Feb	21-Feb
25	21	31	32	36	32	35

22-Feb	23-Feb	24-Feb	25-Feb	26-Feb	27-Feb	28-Feb
28	25	33	36	34	34	32