



INVOICE

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

OK to pay

Invoice #103280 ✓
DATE: 4/28/2025 ✓

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 – March 1-31, 2025 ✓	\$344,782.55 ✓

TOTAL: \$344,782.55 ✓

Received 4.28.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1407.96)	1	\$86,260.87	\$86,260.87
Agent Service Hours	8653.48	\$30.08	\$260,296.68
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	1	(\$25.00)	(\$25.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
TOTAL			\$344,782.55

Agent Name	Reg	OT	Total
Acosta, Maribel	138.05	27.80	165.85
Alvarez, Josue	158.52	0.10	158.62
Atencio, Gustavo	151.00	0.00	151.00
Augustin, Tatiana	171.83	0.23	172.06
Bacon, D'Ericka	152.45	0.00	152.45
Baez, Naravelis	112.20	1.78	113.98
Barcelo, Jessica	159.77	10.52	170.29
Barillas, Doris	165.15	1.42	166.57
Barr, Natalie	160.23	21.08	181.31
Breeze, Brenda	160.50	30.77	191.27
Brooks, Brandi	126.38	0.02	126.40
Cintron, Christian	143.72	0.28	144.00
Comas, Carolina	148.50	0.00	148.50
Cuadra, Giovanni	139.53	0.00	139.53
Degramont, Selena	122.62	0.00	122.62
Dieudonne, Estely	170.02	0.00	170.02
Diquez, Marsha	168.30	19.27	187.57
Exavier, Pat	162.43	1.67	164.10
Farinas, Elizabeth	158.67	0.00	158.67
Ferguson, Mario	166.58	0.00	166.58
Fernandez, Elyssa	154.62	0.25	154.87
Gamble, Rocio	149.52	0.18	149.70
Gattereau, Rose	175.17	13.83	189.00
Gonzalez, Osniel	113.05	0.00	113.05
Greene, Keyana	119.85	0.00	119.85
Gutierrez, Ingrid	32.00	0.00	32.00
Gutierrez, Michael	160.30	0.00	160.30
Harris, Kevin	160.45	0.00	160.45
Holmes, Patrice	167.90	5.10	173.00
Joseph, Steve	171.75	7.65	179.40
Kelly, Monica	117.83	0.00	117.83
Lanier, Monica	156.78	2.22	159.00
Lewis-Francis, Jassette	165.77	0.00	165.77
Leyva, Carlos	124.20	0.00	124.20
Malcolm, Kiara	156.55	4.18	160.73
Martinez, Jose	21.82	5.65	27.47
Moore, Gwendolyn	165.83	10.45	176.28
Murillo, Vanessa	34.97	0.00	34.97
Nordlund, Maria	135.62	1.63	137.25
Ospina, Julian	158.88	0.18	159.06
Peralta-Miranda, Katerine	151.92	0.00	151.92
Pereira, Marcela	183.73	4.77	188.50
Perez, Adrian	37.05	0.00	37.05
Perez, Erick	170.35	7.82	178.17
Pierre-Louis, Barbara	134.83	0.00	134.83
Quintero-Quinones, Paola	158.93	0.00	158.93
Rodriguez, Ernesto	56.63	7.63	64.26
Rothberg, Joy	169.45	45.10	214.55
Saint Louis, Alceline	175.72	0.13	175.85
Sandoval, Justin	166.13	27.52	193.65
Smith, Russell	159.15	0.40	159.55
Soles, Michelle	169.52	37.18	206.70
St. John, Liam	114.55	0.00	114.55
St.Valiere, Sasha	60.48	0.47	60.95
Stephen, Clarence	3.37	0.00	3.37
Torres, Angelique	169.03	10.42	179.45
Torres, Oscar	35.10	0.00	35.10
Vazquez, Juleidys	29.07	0.00	29.07
Williams, Maria	162.25	4.00	166.25
Williams, Samantha	165.63	26.62	192.25
Williams, Taryn	158.23	4.73	162.96
Grand Total	8310.43	343.05	8653.48

Scheduler Name	Reg	OT	Total
Barillas, Martin	168.20	4.62	172.82
Evans, Tandra	174.18	10.87	185.05
Martinez, Jose	151.85	22.35	174.20
Rodriguez, Ernesto	111.35	40.55	151.90
St.Valiere, Sasha	107.32	3.43	110.75
Stephen, Clarence	165.38	10.05	175.43
Tiexeira, Michael	159.75	0.37	160.12
Valerie, Deniza	122.12	0.00	122.12
Valerie, Skelfina	155.57	0.00	155.57
Grand Total	1315.72	92.24	1407.96

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Mar-25
Total Passenger Trips Request	97,623
Total Capacity Denials	65
Total Eligibility Denials	131
Total Trip Refusals by Clients	155
Total trips scheduled	84,470
Total advance cancellations	9,489
Total late cancellations	6,458
Total no-shows	4,523
Total trips provided to clients	84,470
Total client will-call trips	103
Number and percentage of trips up to 10 miles with travel times greater than 60 min	9,777 total trips/ 11.57%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,502 total trips/ 1.78%

Telephone Service Details

Total number of calls handled	85,461
Total number of calls received	86,915
Total number of calls by type:	
BCT Reservations	74,203
BCT Spanish Reservations	12,413
BCT Creole	54
BCT Supervisor Call	245
Total number of calls answered	85,461
Total number of calls abandoned	1,454
Percent Total of calls abandoned	1.67%
Average speed of answer time	0:15
Average handle time with hold	3:27
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:35
Employee Utilization	62.80%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	51
Total number of contractor commendations	32

On Time Performance	87.68%
Passenger Trips per Hour	1.51
Call Management	98.00%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	1
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	98.00%
On-Time Performance <90% (monthly)	87.68%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.51
Employee Utilization < 65%	62.80%
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 remained on goal at 98%.

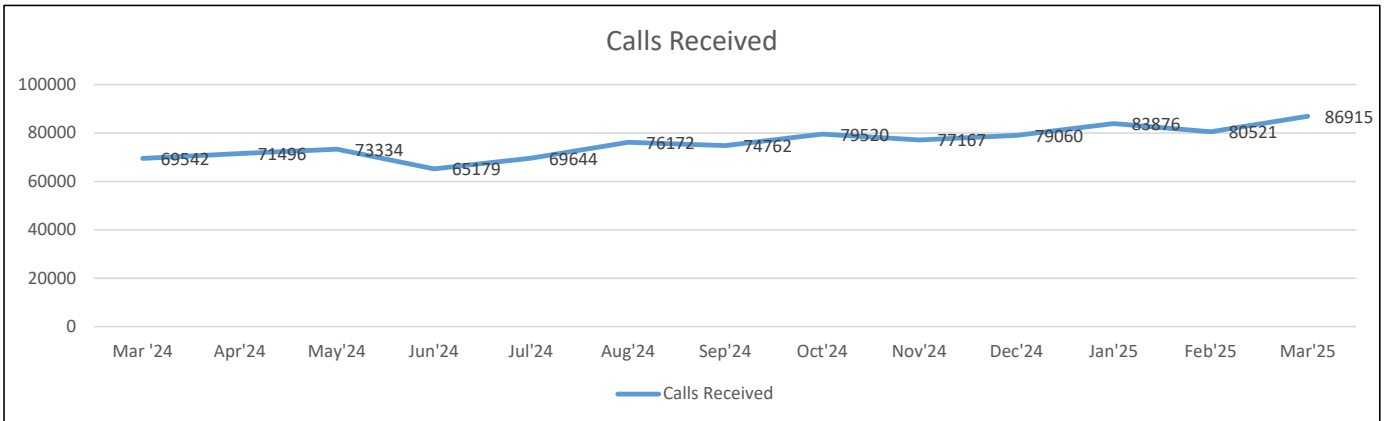
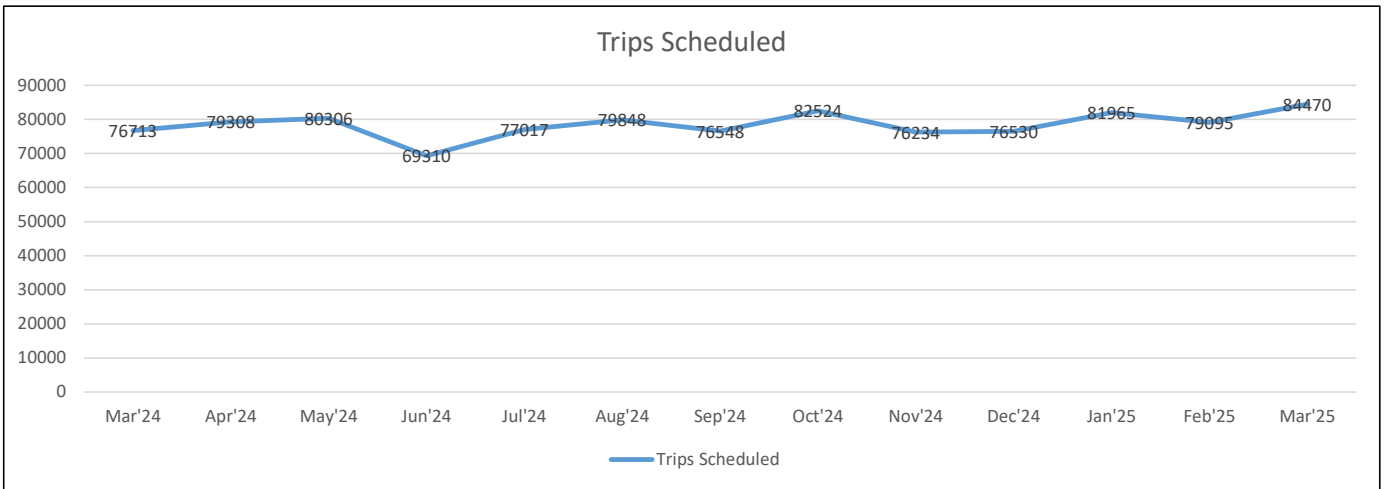
Productivity goal was met at 1.51.

Challenges

AHT increased further due to new hires joining production, decrease in working tablets, and system issues.

Abandoned calls increased compared to last month; longer AHT & system issues led to repeat callers.

Utilization remained closer to the target but fell below 65% at 62.80%.



What's Next

Host an upcoming new hire class to help adjust staffing for the increase in volume.

Onboard a third Supervisor to support our growing team.

Continue supporting recent new hires from the Feb class as they acclimate to the program.

Improve utilization to move closer to the 65% goal.

Collaborate with TA to refine the process for inactive routes, keeping routes set by dispatch to a minimum, and enhance efficiency within grouped centers.

Measures	1-Mar	2-Mar	3-Mar	4-Mar	5-Mar	6-Mar	7-Mar
Longest Call In Queue	00:02:53	00:03:09	00:05:37	00:05:56	00:05:42	00:02:27	00:05:16

8-Mar	9-Mar	10-Mar	11-Mar	12-Mar	13-Mar	14-Mar
00:03:17	00:05:18	00:05:47	00:04:18	00:06:31	00:07:03	00:02:11

15-Mar	16-Mar	17-Mar	18-Mar	19-Mar	20-Mar	21-Mar
00:05:19	00:03:02	00:05:46	00:06:03	00:05:28	00:02:46	00:03:27

22-Mar	23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar
00:08:44	00:03:20	00:03:36	00:03:32	00:05:18	00:02:04	00:01:41

29-Mar	30-Mar	31-Mar
00:03:09	00:03:45	00:02:29

Measures	1-Mar	2-Mar	3-Mar	4-Mar	5-Mar	6-Mar	7-Mar
Staff by Day	25	23	34	34	36	34	39

8-Mar	9-Mar	10-Mar	11-Mar	12-Mar	13-Mar	14-Mar
26	21	35	38	38	36	37

15-Mar	16-Mar	17-Mar	18-Mar	19-Mar	20-Mar	21-Mar
25	24	37	39	37	34	35

22-Mar	23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar
26	26	33	32	33	32	35

29-Mar	30-Mar	31-Mar
25	25	38