



Ok to pay

# INVOICE

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

Invoice #103292 ✓  
DATE: 6/23/2025 ✓

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 – April 1-30, 2025 ✓	\$341,371.88 ✓

**TOTAL: \$341,371.88** ✓

DESCRIPTION	QUANTITY	RATE	AMOUNT
<b>Service: BCT/TOPS Inbound</b>			
<b>Operations</b>			
Fixed Cost (Schedulers Hrs = 1629.09)	1	\$86,260.87	\$86,260.87
Agent Service Hours	8515.16	\$30.08	\$256,136.01
<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%):			
- 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%	0	(\$750.00)	\$0.00
- < 86%	1	(\$1,000.00)	(\$1,000.00)
Failure to Attend Meeting	0	(\$500.00)	\$0.00
Productivity < 1.50	0	(\$1,000.00)	\$0.00
Employee Utilization < 65%	0	(\$1,000.00)	\$0.00
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
<b>TOTAL</b>			<b>\$341,371.88</b>

Agent Name	Reg	OT	Total
Acosta, Maribel	168.12	74.65	242.77
Alvarez, Josue	165.77	0.30	166.07
Atencio, Gustavo	171.23	0.00	171.23
Augustin, Tatiana	159.50	4.95	164.45
Bacon, D'Ericka	168.05	0.00	168.05
Barcelo, Jessica	179.22	8.65	187.87
Barillas, Doris	175.58	0.00	175.58
Barr, Natalie	175.30	5.12	180.42
Breeze, Brenda	168.12	23.43	191.55
Brooks, Brandi	136.07	0.00	136.07
Cintron, Christian	166.98	0.07	167.05
Comas, Carolina	163.67	0.00	163.67
Cuadra, Giovanni	145.83	0.00	145.83
Degramont, Selena	97.03	0.00	97.03
Delgado, Kassandra	20.75	0.00	20.75
Dieudonne, Estely	39.08	0.00	39.08
Diquez, Marsha	167.95	15.47	183.42
Exavier, Pat	154.85	0.00	154.85
Farinas, Elizabeth	139.35	0.00	139.35
Ferguson, Mario	173.85	0.50	174.35
Fernandez, Elyssa	96.40	0.00	96.40
Gamble, Rocio	176.37	10.07	186.44
Garcia Coronado, Estefany	21.00	0.00	21.00
Garcia, Yessenia	21.00	0.00	21.00
Gattereau, Rose	158.63	0.13	158.76
Gonzalez, Osniel	157.58	0.00	157.58
Greene, Keyana	157.83	0.00	157.83
Gutierrez, Michael	166.47	1.55	168.02
Harris, Kevin	116.90	0.00	116.90
Holmes, Patrice	171.07	4.97	176.04
Joseph, Steve	175.97	43.02	218.99
Kelly, Monica	155.02	0.00	155.02
Lanier, Monica	170.63	2.77	173.40
Lewis-Francis, Jassette	160.47	0.00	160.47
Leyva, Carlos	19.73	0.00	19.73
Malagon, Isabel	21.00	0.00	21.00
Malcolm, Kiara	176.32	11.92	188.24
Martinez, Dyanna	20.34	0.00	20.34
Minyettys, Katherine	21.00	0.00	21.00
Moore, Gwendolyn	176.33	6.17	182.50
Nordlund, Maria	176.05	29.40	205.45
Ormaza, John	21.00	0.00	21.00
Ospina, Julian	158.17	0.37	158.54
Pearl Jones, Felicia	21.00	0.00	21.00
Peralta-Miranda, Katerine	176.12	6.03	182.15
Pereira, Marcela	159.98	4.07	164.05
Perez, Erick	158.32	6.60	164.92
Pierre-Louis, Barbara	125.80	0.00	125.80
Piney, Jesse	21.00	0.00	21.00
Quintero-Quinones, Paola	150.08	0.00	150.08
Rodriguez, Ariel	21.00	0.00	21.00
Rothberg, Joy	176.35	28.75	205.10
Saint Louis, Alceline	167.20	0.00	167.20
Sandoval, Justin	174.97	1.88	176.85
Smith, Russell	158.60	1.23	159.83
Soles, Michelle	175.30	18.88	194.18
St. John, Liam	89.38	0.00	89.38
Torres, Angelique	165.98	14.23	180.21
Vergara, Ylismar	21.00	0.00	21.00
Williams, Maria	176.35	2.22	178.57
Williams, Samantha	181.35	11.50	192.85
Williams, Taryn	161.67	0.23	161.90
Williamson, Emperorist	21.00	0.00	21.00
Wright, Aliah	21.00	0.00	21.00
Zuniga, Angelica	21.00	0.00	21.00
<b>Grand Total</b>	<b>8176.03</b>	<b>339.13</b>	<b>8515.16</b>

Scheduler Name	Reg	OT	Total
Barillas, Martin	177.65	4.28	181.93
Evans, Tandra	182.80	15.15	197.95
Martinez, Jose	17.00	0.00	17.00
Rodriguez, Ernesto	176.91	15.64	192.55
St.Valiere, Sasha	175.17	26.94	202.11
Stephen, Clarence	175.88	9.68	185.56
Taylor, Millicent	170.57	3.03	173.60
Tiexeira, Michael	176.05	0.27	176.32
Valerie, Deniza	126.75	0.00	126.75
Valerie, Skelfina	175.02	0.30	175.32
<b>Grand Total</b>	<b>1553.80</b>	<b>75.29</b>	<b>1629.09</b>

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

<b>Metric/Month</b>	<b>Apr-25</b>
Total Passenger Trips Request	102,151
Total Capacity Denials	112
Total Eligibility Denials	195
Total Trip Refusals by Clients	145
Total trips scheduled	88,826
Total advance cancellations	8,684
Total late cancellations	6,465
Total no-shows	5,094
Total trips provided to clients	88,826
Total client will-call trips	96
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,736 total trips/ 12.09%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,578 total trips/ 1.78%

**Telephone Service Details**

Total number of calls handled	90,618
Total number of calls received	92,519
Total number of calls by type:	
BCT Reservations	79,030
BCT Spanish Reservations	13,165
BCT Creole	46
BCT Supervisor Call	278
Total number of calls answered	90,618
Total number of calls abandoned	1,901
Percent Total of calls abandoned	2.05%
Average speed of answer time	0:18
Average handle time with hold	3:24
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:32
Employee Utilization	66.39%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	54
Total number of contractor commendations	21

On Time Performance	85.58%
Passenger Trips per Hour	1.53
Call Management	96.80%

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)	96.80%
On-Time Performance <90% (monthly)	85.58%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.53
Employee Utilization < 65%	66.39%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

## Monthly Management Report

### Achievements

Average Handle Time saw a reduction of 3 seconds.

Achieved a 1.53 productivity rate.

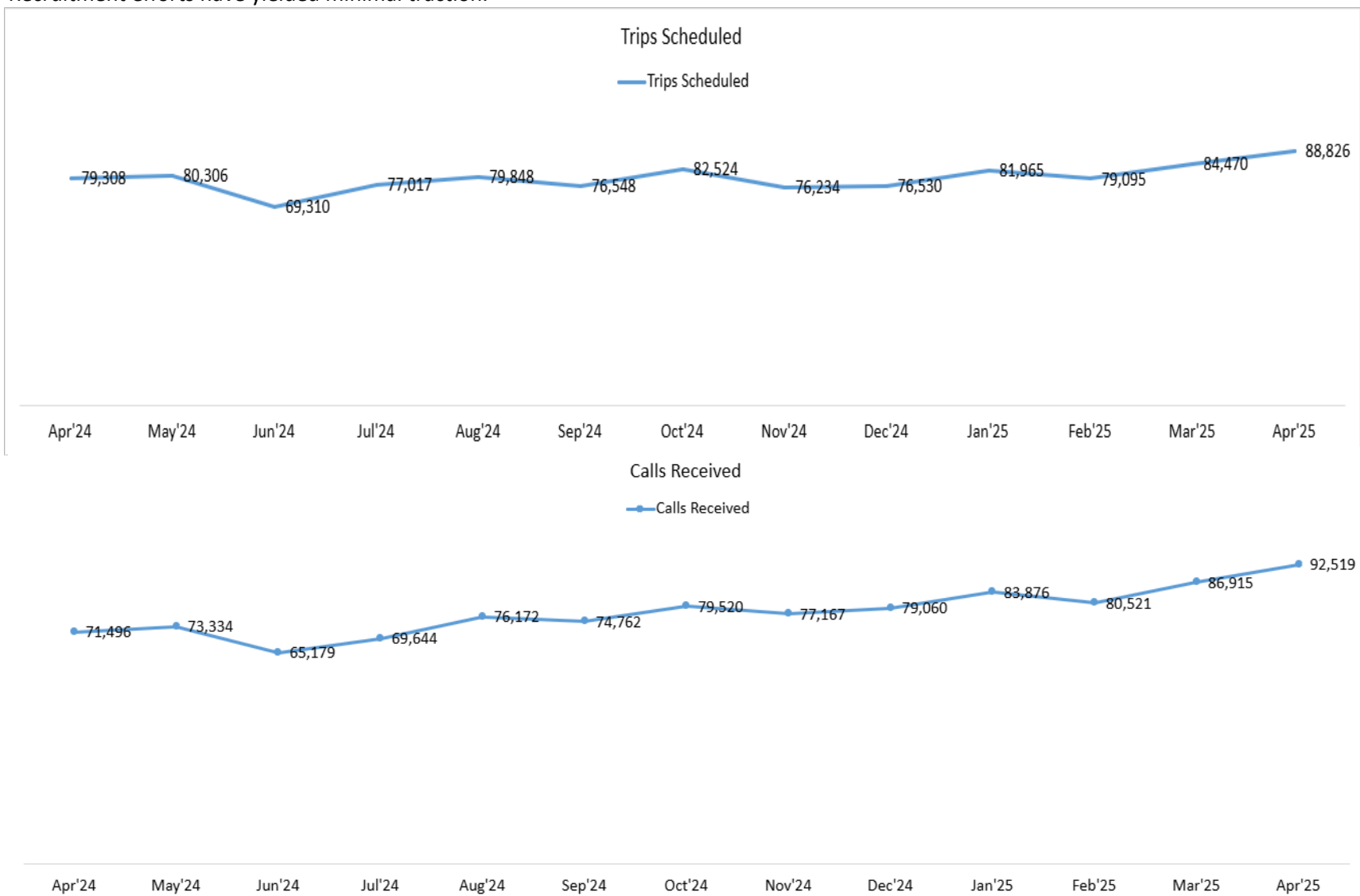
Utilization increased to 66.39%.

### Challenges

Service level was affected due to interruptions from Adept and high wait times due to delays caused by tablets.

There was unfortunate Supervisor turnover with Aycha.

Recruitment efforts have yielded minimal traction.



### What's Next

Proceed with the recruitment process to fill the Supervisor position, ensuring candidates meet the required qualifications and/or that the new supervisor receives the appropriate training and certification.

Collaborate with TA to address inactive routes and improve efficiencies within group centers.

Schedule a vendor meeting to plan and prep for the upcoming school year.

Measures	1-Apr	2-Apr	3-Apr	4-Apr	5-Apr	6-Apr	7-Apr
<b>Longest Call In Queue</b>	00:05:02	00:07:04	00:05:45	00:05:43	00:04:28	00:04:25	00:05:47

8-Apr	9-Apr	10-Apr	11-Apr	12-Apr	13-Apr	14-Apr
00:04:49	00:11:57	00:05:47	00:02:43	00:04:13	00:05:56	00:03:43

15-Apr	16-Apr	17-Apr	18-Apr	19-Apr	20-Apr	21-Apr
00:03:14	00:03:44	00:03:12	00:03:05	00:02:10	00:04:24	00:03:22

22-Apr	23-Apr	24-Apr	25-Apr	26-Apr	27-Apr	28-Apr
00:03:20	00:02:27	00:04:20	00:03:26	00:03:38	00:08:26	00:02:50

29-Apr	30-Apr
00:03:34	00:07:54

Measures	1-Apr	2-Apr	3-Apr	4-Apr	5-Apr	6-Apr	7-Apr
Staff by Day	37	42	37	38	27	23	37

8-Apr	9-Apr	10-Apr	11-Apr	12-Apr	13-Apr	14-Apr
37	38	35	35	26	23	35

15-Apr	16-Apr	17-Apr	18-Apr	19-Apr	20-Apr	21-Apr
35	37	34	33	26	25	34

22-Apr	23-Apr	24-Apr	25-Apr	26-Apr	27-Apr	28-Apr
35	35	34	34	23	21	33

29-Apr	30-Apr
32	33