



INVOICE

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

Invoice #103296 ✓
DATE: 7/16/2025 ✓

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 – May 1-31, 2025 ✓	\$352,431.72 ✓

TOTAL: \$352,431.72 ✓

Received 7.16.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1491.66)	1	\$86,260.87	\$86,260.87
Agent Service Hours	9083.14	\$30.08	\$273,220.85
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	2	(\$25.00)	(\$50.00)
Vacancy of Key Personnel			
- 30 Days	1	(\$1,000.00)	(\$1,000.00)
- > 30 Days	17	(\$250.00)	(\$4,250.00)
TOTAL			\$352,431.72

Agent Name	Reg	OT	Total
Acosta, Maribel	168.27	30.45	198.72
Alvarez, Josue	132.76	0.00	132.76
Atencio, Gustavo	169.93	0.00	169.93
Augustin, Tatiana	119.77	0.00	119.77
Bacon, D'Ericka	153.73	0.00	153.73
Barcelo, Jessica	174.42	14.32	188.74
Barillas, Doris	174.65	0.00	174.65
Barr, Natalie	183.97	14.02	197.99
Breeze, Brenda	183.80	37.22	221.02
Brooks, Brandi	164.17	0.00	164.17
Cintron, Christian	183.63	0.65	184.28
Comas, Carolina	173.58	0.78	174.36
Cuadra, Giovanni	149.23	0.00	149.23
Degramont, Selena	90.33	0.00	90.33
Delgado, Kassandra	153.38	0.72	154.10
Diquez, Marsha	176.20	2.07	178.27
Exavier, Pat	137.17	0.00	137.17
Farinas, Elizabeth	122.58	0.00	122.58
Ferguson, Mario	162.88	0.00	162.88
Gamble, Rocio	183.64	0.70	184.34
Garcia Coronado, Estefany	147.40	0.00	147.40
Garcia, Yessenia	156.87	0.12	156.99
Gattereau, Rose	184.08	0.00	184.08
Gonzalez, Osniel	165.85	2.32	168.17
Greene, Keyana	120.37	0.00	120.37
Gutierrez, Michael	175.27	0.68	175.95
Harmon, Kera	6.50	0.00	6.50
Holmes, Patrice	151.45	0.33	151.78
Joseph, Steve	174.22	36.30	210.52
Kelly, Monica	151.55	0.00	151.55
Lanier, Monica	173.28	3.48	176.76
Lewis-Francis, Jassette	164.07	0.52	164.59
Malagon, Isabel	24.87	0.00	24.87
Malcolm, Kiara	176.80	4.05	180.85
Martinez, Dyanna	20.88	0.00	20.88
Martines, Jose	16.00	0.00	16.00
Minyettys, Katherine	14.00	0.00	14.00
Moore, Gwendolyn	172.73	1.58	174.31
Nordlund, Maria	168.20	0.35	168.55
Ormaza, John	154.67	0.22	154.89
Ospina, Julian	172.52	0.62	173.14
Pearl Jones, Felicia	63.63	0.00	63.63
Peralta-Miranda, Katerine	167.40	14.38	181.78
Pereira, Marcela	176.87	4.47	181.34
Perez, Erick	164.32	8.88	173.20
Pierre-Louis, Barbara	136.18	0.00	136.18
Piney, Jesse	9.67	0.00	9.67
Quintero-Quinones, Paola	172.92	9.58	182.50
Rodriguez, Ariel	142.37	0.00	142.37
Rothberg, Joy	168.30	12.90	181.20
Saint Louis, Alceline	174.30	4.83	179.13
Sandoval, Justin	171.63	13.92	185.55
Smith, Russell	104.75	0.50	105.25
Soles, Michelle	176.55	29.35	205.90
St. John, Liam	83.93	0.00	83.93
St.Valiere, Sasha	31.40	0.00	31.40
Torres, Angelique	172.87	3.00	175.87
Vergara, Ylismar	7.00	0.00	7.00
Williams, Maria	159.90	1.32	161.22
Williams, Samantha	167.72	16.55	184.27
Williams, Taryn	173.72	0.42	174.14
Williamson, Emperorist	154.13	0.00	154.13
Wright, Aliah	121.58	0.00	121.58
Zuniga, Angelica	60.73	0.00	60.73
Grand Total	8811.54	271.60	9083.14

Scheduler Name	Reg	OT	Total
Barillas, Martin	152.60	6.60	159.20
Evans, Tandra	117.15	7.70	124.85
Martinez, Jose	154.88	14.03	168.91
Rodriguez, Ernesto	137.28	0.00	137.28
St.Valiere, Sasha	128.88	2.42	131.30
Stephen, Clarence	156.03	0.75	156.78
Taylor, Millicent	150.40	0.00	150.40
Tiexeira, Michael	158.55	0.90	159.45
Valerie, Deniza	130.63	0.00	130.63
Valerie, Skelfina	172.48	0.38	172.86
Grand Total	1458.88	32.78	1491.66

**Broward County Transit MOR
Monthly Operating Report**

Metric/Month	May-25
Total Passenger Trips Request	99,638
Total Capacity Denials	89
Total Eligibility Denials	125
Total Trip Refusals by Clients	112
Total trips scheduled	86,383
Total advance cancellations	8,398
Total late cancellations	6,379
Total no-shows	4,694
Total trips provided to clients	86,383
Total client will-call trips	85
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,183 total trips/ 11.79%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,350 total trips/ 1.56%

Telephone Service Details

Total number of calls handled	87,036
Total number of calls received	88,655
Total number of calls by type:	
BCT Reservations	75,754
BCT Spanish Reservations	12,596
BCT Creole	46
BCT Supervisor Call	259
Total number of calls answered	87,036
Total number of calls abandoned	1,619
Percent Total of calls abandoned	1.83%
Average speed of answer time	0:15
Average handle time with hold	3:19
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:28
Employee Utilization	59.92%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	40
Total number of contractor commendations	25

On Time Performance	86.92%
Passenger Trips per Hour	1.52
Call Management	97.59%

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)	97.59%
On-Time Performance <90% (monthly)	86.92%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.52
Employee Utilization < 65%	59.92%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	47

Monthly Management Report

Achievements

Average Handle Time saw a reduction of 5 seconds. With answer time reducing by 3 seconds.

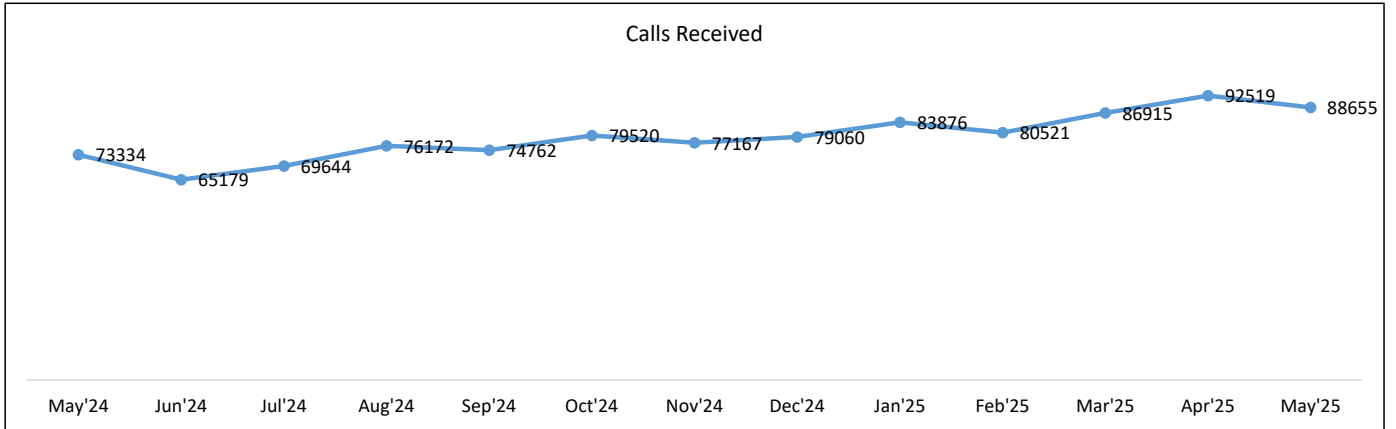
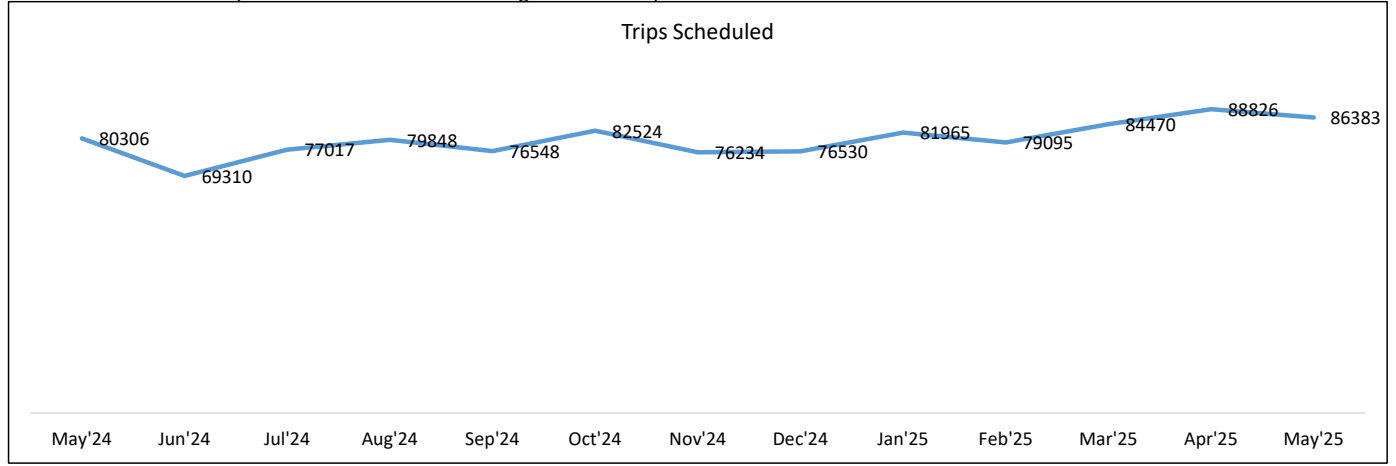
Achieved a 1.52 productivity rate.

Abandons improved to 1.83%

Challenges

While very close to the goal, service level was affected due to interruptions from Adept

Recruitment efforts have yielded minimal traction in filling the vacant supervisor role



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., if approved by Paul.

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

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

Measures	1-May	2-May	3-May	4-May	5-May	6-May	7-May
Longest Call In Queue	00:09:20	00:05:09	00:06:14	00:03:10	00:05:37	00:04:47	00:07:14

8-May	9-May	10-May	11-May	12-May	13-May	14-May
00:02:52	00:02:33	00:05:05	00:05:00	00:06:16	00:11:04	00:03:55

15-May	16-May	17-May	18-May	19-May	20-May	21-May
00:04:33	00:04:34	00:04:16	00:04:47	00:03:35	00:02:29	00:03:46

22-May	23-May	24-May	25-May	26-May	27-May	28-May
00:02:22	00:08:16	00:03:53	00:15:55	00:02:31	00:02:29	00:02:09

29-May	30-May	31-May
00:02:56	00:02:43	00:02:41

Measures	1-May	2-May	3-May	4-May	5-May	6-May	7-May
Staff by Day	38	40	28	28	52	51	55

8-May	9-May	10-May	11-May	12-May	13-May	14-May
48	51	28	27	51	53	53

15-May	16-May	17-May	18-May	19-May	20-May	21-May
48	48	27	25	50	50	50

22-May	23-May	24-May	25-May	26-May	27-May	28-May
46	45	28	31	42	48	53

29-May	30-May	31-May
45	42	28