



INVOICE

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

Invoice #103298 ✓
DATE: 8/01/2025 ✓

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 – June 1-30, 2025 ✓	\$312,738.07 ✓

TOTAL: \$312,738.07



Received 8.1.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1641.02)	1	\$86,260.87	\$86,260.87
Agent Service Hours	7832.52	\$30.08	\$235,602.20
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	5	(\$25.00)	(\$125.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	30	(\$250.00)	(\$7,500.00)
TOTAL			\$312,738.07

Agent Name	Reg	OT	Total
Acosta, Maribel	138.98	38.03	177.01
Alvarez, Josue	105.72	0.00	105.72
Atencio, Gustavo	168.02	1.15	169.17
Augustin, Tatiana	148.82	0.07	148.89
Bacon, D'Ericka	31.75	0.00	31.75
Barcelo, Jessica	160.37	5.40	165.77
Barillas, Doris	149.50	0.00	149.50
Barr, Natalie	128.13	0.20	128.33
Breeze, Brenda	168.10	4.88	172.98
Brooks, Brandi	153.87	0.63	154.50
Cintron, Christian	160.00	0.90	160.90
Comas, Carolina	104.40	0.00	104.40
Cuadra, Giovanni	152.30	0.00	152.30
Degramont, Selena	62.88	0.00	62.88
Delgado, Kassandra	160.87	1.47	162.34
Diquez, Marsha	144.78	1.78	146.56
Exavier, Pat	153.07	0.00	153.07
Farinas, Elizabeth	118.22	0.28	118.50
Ferguson, Mario	150.58	0.00	150.58
Gamble, Rocio	160.00	5.72	165.72
Garcia Coronado, Estefany	153.80	0.22	154.02
Garcia, Yessenia	169.08	1.25	170.33
Gattereau, Rose	162.83	2.18	165.01
Gonzalez, Osniel	110.92	0.00	110.92
Greene, Keyana	125.23	0.22	125.45
Gutierrez, Michael	168.07	0.52	168.59
Holmes, Patrice	168.05	0.00	168.05
Joseph, Steve	164.22	22.42	186.64
Kelly, Monica	139.88	0.00	139.88
Lanier, Monica	163.15	5.72	168.87
Lewis-Francis, Jassette	153.90	0.00	153.90
Malcolm, Kiara	158.98	2.13	161.11
Moore, Gwendolyn	163.70	4.28	167.98
Nordlund, Maria	175.47	7.10	182.57
Ormaza, John	160.10	0.13	160.23
Ospina, Julian	173.37	0.05	173.42
Peralta-Miranda, Katerine	159.45	0.65	160.10
Pereira, Marcela	159.97	2.17	162.14
Perez, Erick	168.03	22.97	191.00
Pierre-Louis, Barbara	110.00	0.00	110.00
Quintero-Quinones, Paola	129.33	5.03	134.36
Rodriguez, Ariel	45.10	0.00	45.10
Rothberg, Joy	175.38	12.13	187.51
Saint Louis, Alceline	139.85	0.23	140.08
Sandoval, Justin	166.45	5.55	172.00
Soles, Michelle	160.70	12.15	172.85
St. John, Liam	81.85	0.00	81.85
Torres, Angelique	171.67	1.98	173.65
Williams, Maria	153.23	1.42	154.65
Williams, Samantha	175.23	5.22	180.45
Williams, Taryn	156.35	2.78	159.13
Williamson, Emperorist	160.88	0.00	160.88
Wright, Aliah	108.93	0.00	108.93
Grand Total	7653.51	179.01	7832.52

Scheduler Name	Reg	OT	Total
Barillas, Martin	143.23	3.58	146.81
Evans, Tandra	157.05	3.07	160.12
Martinez, Jose	169.78	11.93	181.71
Rodriguez, Ernesto	164.80	1.43	166.23
St.Valiere, Sasha	175.82	3.02	178.84
Stephen, Clarence	168.28	0.00	168.28
Taylor, Millicent	166.60	5.90	172.50
Tiexeira, Michael	167.90	1.40	169.30
Valerie, Deniza	134.85	0.00	134.85
Valerie, Skelfina	161.75	0.63	162.38
Grand Total	1610.06	30.96	1641.02

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Jun-25
Total Passenger Trips Request	93,857
Total Capacity Denials	78
Total Eligibility Denials	146
Total Trip Refusals by Clients	127
Total trips scheduled	81,246
Total advance cancellations	9,207
Total late cancellations	6,251
Total no-shows	4,478
Total trips provided to clients	81,246
Total client will-call trips	68
Number and percentage of trips up to 10 miles with travel times greater than 60 min	8,383 total trips/ 10.32%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	972 total trips/ 1.20%

Telephone Service Details

Total number of calls handled	81,688
Total number of calls received	83,560
Total number of calls by type:	
BCT Reservations	71,361
BCT Spanish Reservations	11,898
BCT Creole	42
BCT Supervisor Call	259
Total number of calls answered	81,688
Total number of calls abandoned	1,872
Percent Total of calls abandoned	2.24%
Average speed of answer time	0:17
Average handle time with hold	3:25
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:32
Employee Utilization	63.28%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	53
Total number of contractor commendations	39

On Time Performance	89.52%
Passenger Trips per Hour	1.5
Call Management	96.67%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	5
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	96.67%
On-Time Performance <90% (monthly)	89.52%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.50
Employee Utilization < 65%	63.28%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	30

Monthly Management Report

Achievements

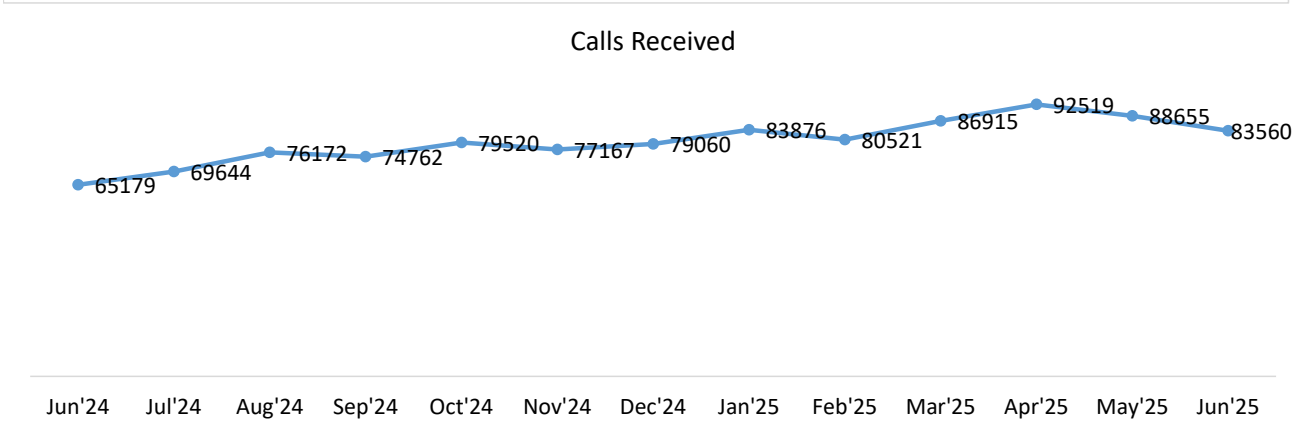
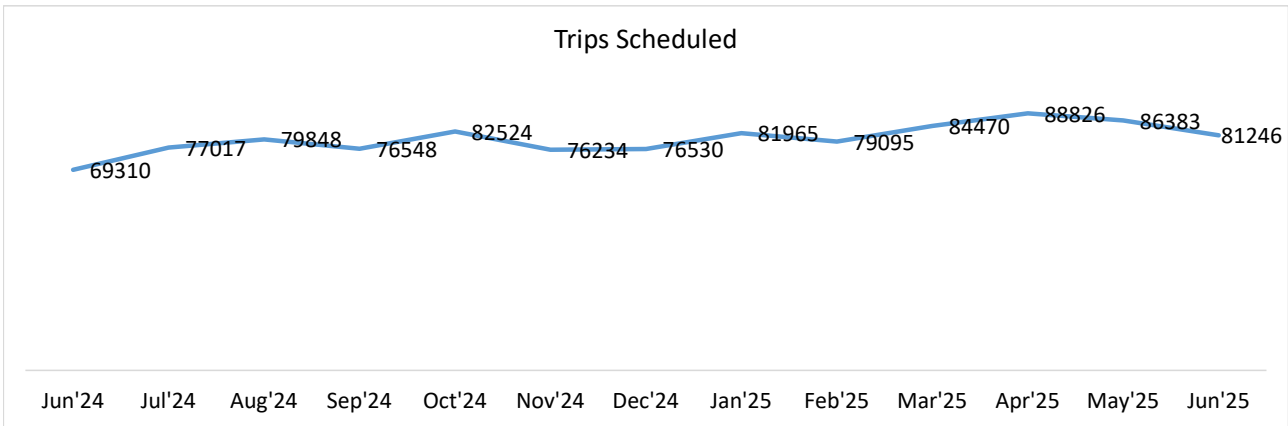
Productivity on goal at 1.50

Utilization was closer to the 65% goal at 63.28%

Challenges

Service level was affected due to interruptions from Adept and delays when reaching out to TA resulting in higher handle times.

Ongoing challenges with onboarding a qualified Supervisor to fill the vacant role.



What's Next

Continue recruiting to fill the Supervisor position, ensuring candidates meet the required qualifications. As well as explore alternate options such as onboarding a new supervisor ensuring they receive the appropriate training and certification or promoting from within, if possible & approved.

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

Preparations for the upcoming school year including securing a strong graduation rate to add to the necessary staff to handle the volume.

Measures	1-Jun	2-Jun	3-Jun	4-Jun	5-Jun	6-Jun	7-Jun
Longest Call In Queue	0:05:18	00:05:14	01:01:25	00:03:10	00:02:10	00:02:54	00:04:59

8-Jun	9-Jun	10-Jun	11-Jun	12-Jun	13-Jun	14-Jun
00:05:07	00:05:44	00:03:16	00:09:05	00:03:19	00:02:17	00:08:22

15-Jun	16-Jun	17-Jun	18-Jun	19-Jun	20-Jun	21-Jun
00:05:42	00:05:23	00:04:43	00:04:39	00:03:08	00:03:57	00:04:46

22-Jun	23-Jun	24-Jun	25-Jun	26-Jun	27-Jun	28-Jun
00:04:58	00:11:22	00:05:13	00:07:19	00:04:01	00:02:07	00:11:20

29-Jun	30-Jun
00:02:15	00:06:34

Measures	1-Jun	2-Jun	3-Jun	4-Jun	5-Jun	6-Jun	7-Jun
Staff by Day	31	46	51	48	45	42	31

8-Jun	9-Jun	10-Jun	11-Jun	12-Jun	13-Jun	14-Jun
32	45	46	45	44	42	27

15-Jun	16-Jun	17-Jun	18-Jun	19-Jun	20-Jun	21-Jun
30	45	41	44	43	37	27

22-Jun	23-Jun	24-Jun	25-Jun	26-Jun	27-Jun	28-Jun
30	44	45	47	45	37	28

29-Jun	30-Jun
30	43