



INVOICE

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

Invoice #103305 ✓
DATE: 8/29/2025 ✓

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 – July 1-31, 2025 ✓	\$351,530.44 ✓

TOTAL: \$351,530.44 ✓

Received 8.29.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1550.86)	1	\$86,260.87	\$86,260.87
Agent Service Hours	9293.37	\$30.08	\$279,544.57
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	1	(\$5,000.00)	(\$5,000.00)
- 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	1	(\$25.00)	(\$25.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	31	(\$250.00)	(\$7,750.00)
TOTAL			\$351,530.44

Agent Name	Reg	OT	Total
Acosta, Maribel	165.12	54.02	219.14
Aguilera, Arianna	98.83	0.00	98.83
Alexandre, Alisha	17.25	0.00	17.25
Amaya, Alex	91.70	0.00	91.70
Atencio, Gustavo	168.38	0.02	168.40
Augustin, Tatiana	168.68	0.32	169.00
Barcelo, Jessica	97.18	0.00	97.18
Barillas, Doris	141.33	0.00	141.33
Barr, Natalie	167.97	34.32	202.29
Breeze, Brenda	153.32	44.32	197.64
Brooks, Brandi	151.50	3.00	154.50
Burac, Nyris	49.00	0.00	49.00
Castano, Giosvany	98.12	0.00	98.12
Cintron, Christian	176.45	0.35	176.80
Cuadra, Giovanni	150.83	0.00	150.83
Cuervo, David	98.25	0.00	98.25
De La Cruz, Nadia	90.60	0.00	90.60
Delgado, Kassandra	192.23	45.98	238.21
Diquez, Marsha	177.07	22.05	199.12
Exavier, Pat	152.07	0.00	152.07
Falcon, Margarita	98.62	0.00	98.62
Farinas, Elizabeth	164.88	0.03	164.91
Ferguson, Mario	169.12	0.00	169.12
Gamble, Rocio	200.00	30.13	230.13
Garcia, Ernesto	98.72	0.00	98.72
Garcia, Yessenia	179.78	0.58	180.36
Gattereau, Rose	141.62	5.22	146.84
Gonzalez, Lilliam	99.82	0.00	99.82
Gonzalez, Osniel	159.33	0.00	159.33
Greene, Keyana	110.42	0.00	110.42
Gutierrez, Michael	175.97	5.02	180.99
Hernandez, Christine	90.32	0.00	90.32
Holmes, Patrice	178.87	11.53	190.40
Joseph, Steve	195.78	47.35	243.13
Kelly, Monica	125.25	0.00	125.25
Lanier, Monica	128.37	1.03	129.40
Lewis-Francis, Jassette	150.57	0.05	150.62
Malcolm, Kiara	185.53	6.42	191.95
Martin, Michael	97.42	0.00	97.42
Montalvo, Amaury	98.92	0.00	98.92
Moore, Gwendolyn	179.10	19.35	198.45
Nava, Andrea	34.50	0.00	34.50
Nordlund, Maria	191.98	20.63	212.61
Nunez, Juleri	21.00	0.00	21.00
Ospina, Julian	123.57	2.08	125.65
Peralta-Miranda, Katerine	133.60	0.58	134.18
Pereira, Marcela	160.35	2.47	162.82
Perez, Erick	165.05	21.03	186.08
Pierre-Louis, Barbara	124.52	0.00	124.52
Quintero-Quinones, Paola	110.40	0.00	110.40
Reyes, Rebeca	98.55	0.00	98.55
Rolo, Sophia	98.80	0.00	98.80
Rothberg, Joy	146.97	4.58	151.55
Saint Louis, Alceline	175.35	0.65	176.00
Sandoval, Justin	163.97	44.38	208.35
Sariol, Samantha	97.15	0.00	97.15
Soles, Michelle	160.47	14.18	174.65
St. John, Liam	63.50	0.00	63.50
Torres, Angelique	157.25	18.15	175.40
Valdes, Diana	98.75	0.00	98.75
Valdes, Rolando	99.50	0.00	99.50
Williams, Maria	128.45	8.38	136.83
Williams, Samantha	176.98	3.05	180.03
Williams, Taryn	167.75	10.70	178.45
Williamson, Emperorist	157.02	0.00	157.02
Wright, Aliah	121.70	0.00	121.70
Grand Total	8811.42	481.95	9293.37

Scheduler Name	Reg	OT	Total
Barillas, Martin	133.10	0.30	133.40
Evans, Tandra	163.88	4.40	168.28
Martinez, Jose	121.18	10.83	132.01
Rodriguez, Ernesto	185.43	42.35	227.78
St.Valiere, Sasha	167.30	7.30	174.60
Stephen, Clarence	107.95	0.00	107.95
Taylor, Millicent	178.30	1.33	179.63
Tiexeira, Michael	144.13	0.97	145.10
Valerie, Deniza	104.98	0.00	104.98
Valerie, Skelfina	176.25	0.88	177.13
Grand Total	1482.50	68.36	1550.86

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Jul-25
Total Passenger Trips Request	98,201
Total Capacity Denials	79
Total Eligibility Denials	133
Total Trip Refusals by Clients	116
Total trips scheduled	85,062
Total advance cancellations	8,210
Total late cancellations	6,399
Total no-shows	4,697
Total trips provided to clients	85,062
Total client will-call trips	84
Number and percentage of trips up to 10 miles with travel times greater than 60 min	8,844 total trips/ 10.40%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,060 total trips/ 1.25%

Telephone Service Details

Total number of calls handled	85,352
Total number of calls received	87,856
Total number of calls by type:	
BCT Reservations	75,114
BCT Spanish Reservations	12,424
BCT Creole	31
BCT Supervisor Call	287
Total number of calls answered	85,352
Total number of calls abandoned	2,504
Percent Total of calls abandoned	2.85%
Average speed of answer time	0:23
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	2:30
Employee Utilization	63.13%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	41
Total number of contractor commendations	92

On Time Performance	89.07%
Passenger Trips per Hour	1.5
Call Management	94.85%

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)	94.85%
On-Time Performance <90% (monthly)	89.07%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.50
Employee Utilization < 65%	63.13%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	31

Monthly Management Report

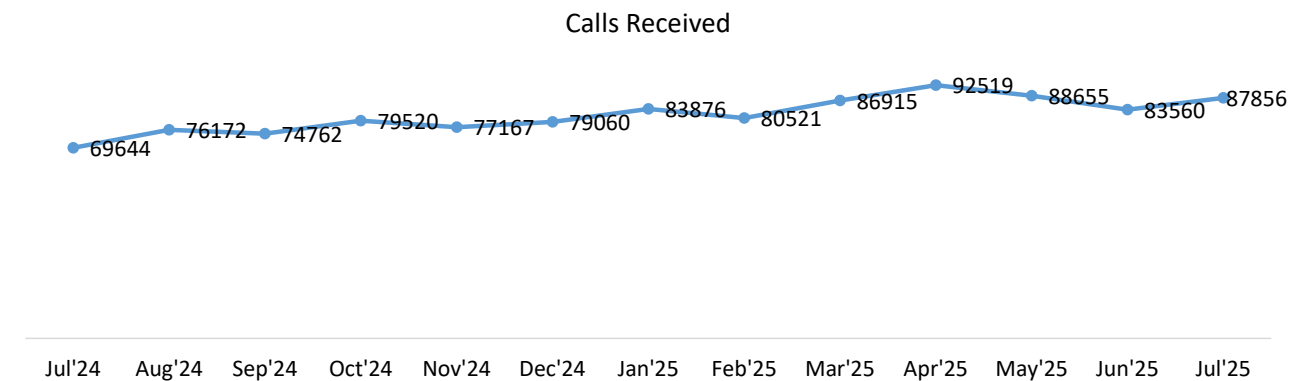
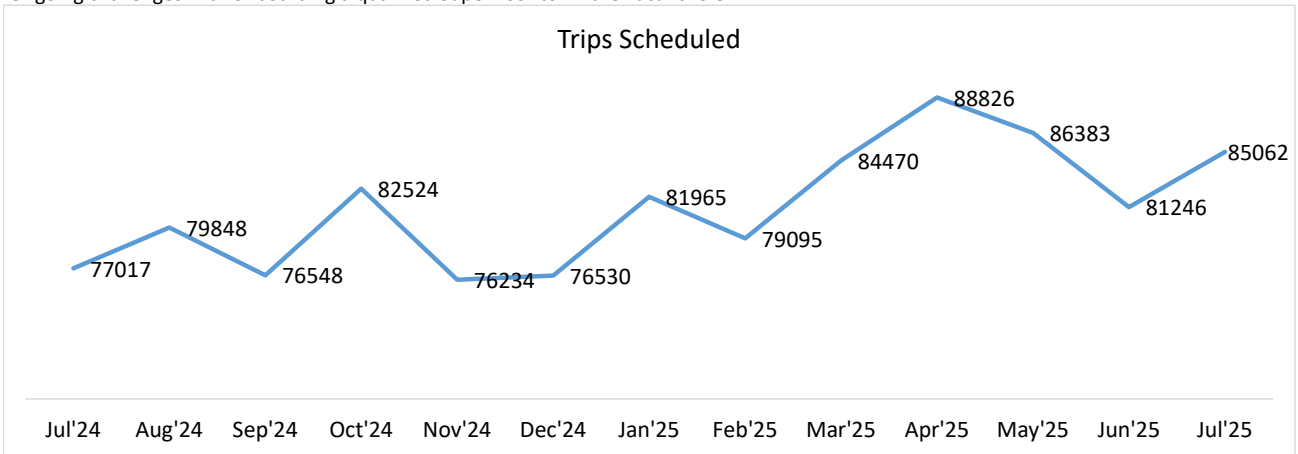
Achievements

Productivity goal was achieved at 1.50

Challenges

Service level was affected due higher AHT when reaching out to TA. Additionally, we experienced attrition that reduced our headcount and impacted our ability to answer calls within the 2 min. requirement.

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



What's Next

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

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

Support our new hires as they become more acclimated with the program and ensure they are retained long term.

Measures	1-Jul	2-Jul	3-Jul	4-Jul	5-Jul	6-Jul	7-Jul
Longest Call In Queue	00:08:03	00:03:32	00:02:37	00:04:01	00:05:23	00:03:08	00:06:09

8-Jul	9-Jul	10-Jul	11-Jul	12-Jul	13-Jul	14-Jul
00:07:26	00:06:43	00:02:12	00:02:12	00:03:49	00:02:54	00:12:40

15-Jul	16-Jul	17-Jul	18-Jul	19-Jul	20-Jul	21-Jul
00:02:41	00:04:58	00:04:55	00:03:37	00:03:33	00:02:51	00:06:07

22-Jul	23-Jul	24-Jul	25-Jul	26-Jul	27-Jul	28-Jul
00:02:27	00:04:09	00:06:11	00:04:51	00:04:29	00:04:00	00:03:34

29-Jul	30-Jul	31-Jul
00:06:35	00:04:02	00:02:19

Measures	1-Jul	2-Jul	3-Jul	4-Jul	5-Jul	6-Jul	7-Jul
Staff by Day	38	42	39	37	28	28	39

8-Jul	9-Jul	10-Jul	11-Jul	12-Jul	13-Jul	14-Jul
41	47	41	36	29	29	44

15-Jul	16-Jul	17-Jul	18-Jul	19-Jul	20-Jul	21-Jul
44	45	38	33	28	31	55

22-Jul	23-Jul	24-Jul	25-Jul	26-Jul	27-Jul	28-Jul
56	56	52	49	26	26	55

29-Jul	30-Jul	31-Jul
50	59	54