



# INVOICE

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

Invoice #103314 ✓  
DATE: 10/08/2025 ✓

To:  
Paul Strobis  
Broward County Paratransit Division  
1 N. University Drive ✓  
Suite 2400B  
Plantation FL, 33324  
954-357-8321

For:  
Call Center  
P.O. # MTD2502213 ✓

DESCRIPTION	AMOUNT
Paratransit Call Center Services – September 26-30, 2025 ✓	\$ 42,439.82 ✓

**TOTAL: \$ 42,439.82** ✓

Received 10.8.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
<b>Service: BCT/TOPS Inbound</b>			
<b>Operations</b>			
Fixed Cost (Schedulers Hrs = 258.26)	0	\$86,260.87	\$0.00
Agent Service Hours	1479.05	\$30.08	\$44,489.82
<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%	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	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
<b>TOTAL</b>			<b>\$42,439.82</b>

Agent Name	Reg	OT	Total
Acosta, Maribel	23.73	7.73	31.46
Aguilera, Arianna	22.82	0.00	22.82
Amaya, Alex	11.97	0.00	11.97
Atencio, Gustavo	32.02	0.00	32.02
Augustin, Tatiana	32.20	0.00	32.20
Barcelo, Jessica	23.43	1.20	24.63
Barillas, Doris	23.85	0.00	23.85
Barr, Natalie	23.92	0.32	24.24
Brooks, Brandi	16.08	0.00	16.08
Bustillo, Stephany	21.20	0.00	21.20
Castano, Giosvany	23.88	0.00	23.88
Cintron, Christian	23.90	0.27	24.17
Cuadra, Giovanni	20.90	0.00	20.90
Cuervo, David	31.88	0.00	31.88
De La Cruz, Nadia	26.47	0.00	26.47
Delgado, Kassandra	37.08	2.13	39.21
Diquez, Marsha	18.88	0.25	19.13
Exavier, Pat	22.23	0.00	22.23
Falcon, Margarita	31.12	0.18	31.30
Farinas, Elizabeth	23.87	0.00	23.87
Ferguson, Mario	23.85	0.00	23.85
Gamble, Rocio	24.10	0.00	24.10
Garcia, Ernesto	8.03	0.00	8.03
Garcia, Yessenia	7.62	0.00	7.62
Gattereau, Rose	31.15	0.00	31.15
Gonzalez, Lilliam	23.75	1.12	24.87
Greene, Keyana	22.95	0.00	22.95
Gutierrez, Michael	23.98	0.10	24.08
Hardaway, Leneshia	21.05	0.00	21.05
Hernandez, Christine	26.93	0.00	26.93
Holmes, Patrice	23.72	0.53	24.25
Joseph, Steve	26.92	0.00	26.92
Kelly, Monica	28.00	0.00	28.00
Lewis-Francis, Jassette	31.97	0.00	31.97
Malcolm, Kiara	22.88	2.93	25.81
Martin, Michael	24.07	0.02	24.09
Montalvo, Amaury	23.92	0.07	23.99
Moore, Gwendolyn	16.88	1.12	18.00
Morales-Osorio, Yennyffer	21.48	0.00	21.48
Nordlund, Maria	23.98	0.25	24.23
Peralta-Miranda, Katerine	23.98	0.12	24.10
Perez, Erick	31.92	0.35	32.27
Perez, Mario	21.45	0.00	21.45
Pierre-Louis, Barbara	24.40	0.00	24.40
Quintero-Quinones, Paola	37.95	0.00	37.95
Rolo, Sophia	11.03	0.00	11.03
Rothberg, Joy	23.57	1.07	24.64
Saint Louis, Alceline	31.82	0.23	32.05
Sandoval, Justin	33.18	1.30	34.48
Sariol, Samantha	20.02	0.00	20.02
Soles, Michelle	28.68	4.12	32.80
St. John, Liam	15.33	0.00	15.33
Torres, Angelique	31.38	0.00	31.38
Valdes, Diana	24.02	0.35	24.37
Valdes, Rolando	31.78	0.70	32.48
Williams, Maria	22.23	2.57	24.80
Williams, Samantha	28.77	1.00	29.77
Williams, Taryn	26.53	0.27	26.80
Williamson, Emperorist	32.05	0.00	32.05
<b>Grand Total</b>	<b>1448.75</b>	<b>30.30</b>	<b>1479.05</b>

Scheduler Name	Reg	OT	Total
Barillas, Martin	34.50	0.00	34.50
Evans, Tandra	23.15	4.28	27.43
Martinez, Jose	25.20	4.88	30.08
Rodriguez, Ernesto	23.83	0.43	24.26
St.Valiere, Sasha	25.02	0.02	25.04
Stephen, Clarence	24.78	0.00	24.78
Taylor, Millicent	23.68	0.72	24.40
Tiexeira, Michael	24.33	0.00	24.33
Valerie, Deniza	18.92	0.00	18.92
Valerie, Skelfina	24.40	0.12	24.52
<b>Grand Total</b>	<b>247.81</b>	<b>10.45</b>	<b>258.26</b>

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

<b>Metric/Month</b>	<b>Sep-25</b>
Total Passenger Trips Request	101,234
Total Capacity Denials	79
Total Eligibility Denials	173
Total Trip Refusals by Clients	134
Total trips scheduled	87,524
Total advance cancellations	8,238
Total late cancellations	6,532
Total no-shows	4,897
Total trips provided to clients	87,524
Total client will-call trips	91
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,480 total trips/ 11.97%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,658 total trips/ 1.89%

**Telephone Service Details**

Total number of calls handled	93,885
Total number of calls received	96,100
Total number of calls by type:	
BCT Reservations	81,356
BCT Spanish Reservations	14,376
BCT Creole	66
BCT Supervisor Call	302
Total number of calls answered	93,885
Total number of calls abandoned	2,215
Percent Total of calls abandoned	2.30%
Average speed of answer time	0:18
Average handle time with hold	3:29
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:35
Employee Utilization	64.30%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	73
Total number of contractor commendations	50

On Time Performance	83.19%
Passenger Trips per Hour	1.54
Call Management	96.59%

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)	96.59%
On-Time Performance <90% (monthly)	83.19%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.54
Employee Utilization < 65%	64.30%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

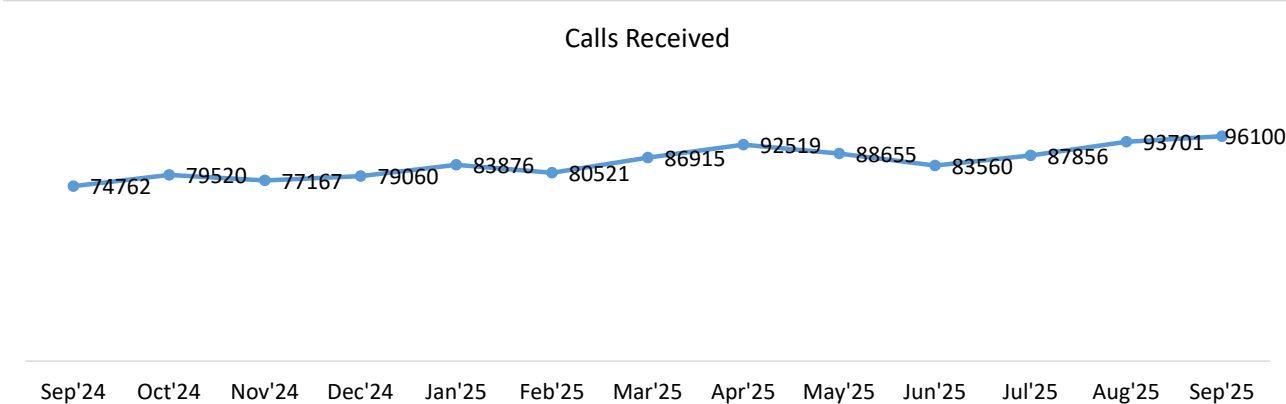
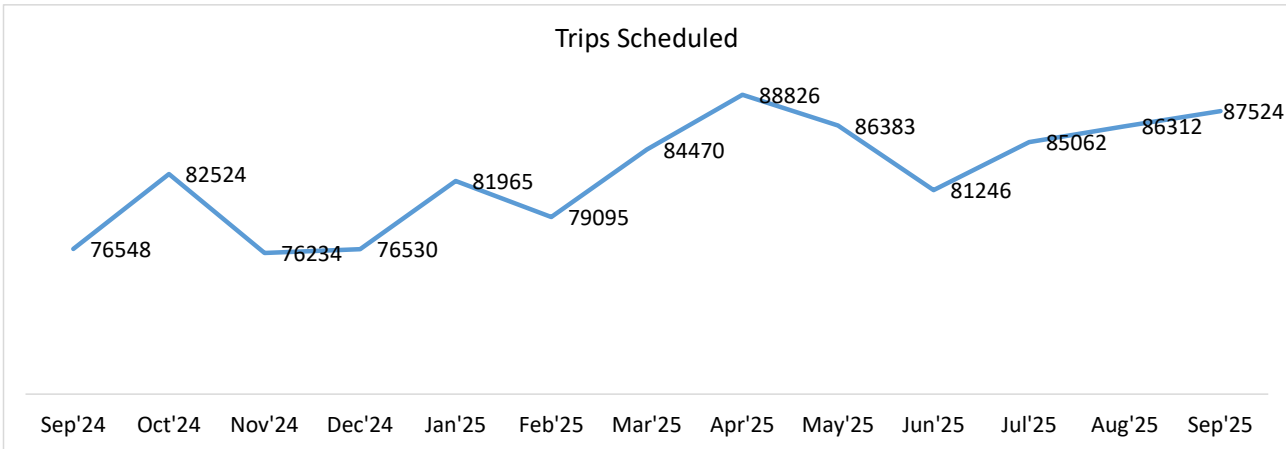
**Monthly Management Report**

**Achievements**

Productivity goal was achieved at 1.54, meeting target expectations.  
 Utilization remains within range at 63.74%, moving closer to the 65% goal.  
 AHT improved slightly, with a 4-second reduction from the previous period.  
 We received and handled the highest call volume for 2025 so far; approx. 25% more volume than same time last year.

**Challenges**

Service level was impacted due to ADEPT interruptions; however, without those events, the goal would have been met.



**What's Next**

Collaborate with TA to restart quarterly provider meetings and partner to address inactive routes while improving efficiencies within group centers.  
 Support recent new hires as they acclimate to the program and host a new hire training class on 10/13 to continue aligning with volume and business needs.

Measures	1-Sep	2-Sep	3-Sep	4-Sep	5-Sep	6-Sep	7-Sep
<b>Longest Call In Queue</b>	00:03:32	00:02:31	00:04:22	00:05:08	00:02:58	00:02:14	00:04:03

8-Sep	9-Sep	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep
00:11:55	00:06:50	00:04:14	00:03:32	00:02:58	00:11:22	00:06:40

15-Sep	16-Sep	17-Sep	18-Sep	19-Sep	20-Sep	21-Sep
00:04:34	02:46:39	00:02:16	00:05:45	00:02:57	00:02:07	00:04:19

22-Sep	23-Sep	24-Sep	25-Sep	26-Sep	27-Sep	28-Sep
00:06:42	00:04:53	00:02:00	00:02:01	00:05:40	00:01:57	00:04:59

29-Sep	30-Sep
00:10:54	00:04:44

Measures	1-Sep	2-Sep	3-Sep	4-Sep	5-Sep	6-Sep	7-Sep
Staff by Day	53	55	55	50	46	30	36

8-Sep	9-Sep	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep
54	54	55	45	48	32	33

15-Sep	16-Sep	17-Sep	18-Sep	19-Sep	20-Sep	21-Sep
50	51	56	45	45	29	35

22-Sep	23-Sep	24-Sep	25-Sep	26-Sep	27-Sep	28-Sep
52	51	60	54	51	31	33

29-Sep	30-Sep	
52	56	