



INVOICE

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

Invoice #103310 ✓
DATE: 9/29/2025 ✓

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

For:
Call Center
P.O. # MTD2502213 ✓

DESCRIPTION	AMOUNT
Paratransit Call Center Services – September 1-25, 2025 ✓	\$324,481.84 ✓

TOTAL: \$324,481.84 ✓

Received 9.29.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1463.85)	1	\$86,260.87	\$86,260.87
Agent Service Hours	7919.58	\$30.08	\$238,220.97
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%	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%	0	(\$1,000.00)	\$0.00
Failure to Meet Reporting Requirements	0	(\$500.00)	\$0.00
Discourteous/Unprofessional Employee	0	(\$25.00)	\$0.00
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
TOTAL			\$324,481.84

Agent Name	Reg	OT	Total
Acosta, Maribel	153.17	7.27	160.44
Aguilera, Arianna	85.88	0.00	85.88
Amaya, Alex	103.73	0.00	103.73
Atencio, Gustavo	143.83	0.60	144.43
Augustin, Tatiana	136.15	1.05	137.20
Barcelo, Jessica	145.08	2.10	147.18
Barillas, Doris	131.60	0.00	131.60
Barr, Natalie	144.13	3.67	147.80
Breeze, Brenda	61.60	0.00	61.60
Brito-Ruiz, Jorge	13.83	0.00	13.83
Brooks, Brandi	136.43	1.03	137.46
Bustillo, Stephany	63.25	0.00	63.25
Castano, Giosvany	151.15	0.00	151.15
Cintron, Christian	135.75	0.17	135.92
Cuadra, Giovanni	131.53	0.00	131.53
Cuervo, David	132.93	0.92	133.85
Daniel, Christopher	28.00	0.00	28.00
De La Cruz, Nadia	136.42	1.67	138.09
Delgado, Kassandra	140.15	10.98	151.13
Diquez, Marsha	133.45	2.72	136.17
Exavier, Pat	103.07	0.00	103.07
Falcon, Margarita	143.15	0.52	143.67
Farinas, Elizabeth	140.52	1.03	141.55
Ferguson, Mario	116.38	0.02	116.40
Gamble, Rocio	141.83	0.00	141.83
Garcia, Ernesto	146.70	0.27	146.97
Garcia, Yessenia	135.55	0.00	135.55
Gattereau, Rose	121.72	0.00	121.72
Gonzalez, Lilliam	144.42	1.62	146.04
Greene, Keyana	111.92	0.00	111.92
Gutierrez, Michael	143.62	0.27	143.89
Hardaway, Lenesha	63.20	0.00	63.20
Hernandez, Christine	136.57	0.00	136.57
Holmes, Patrice	143.33	0.68	144.01
Joseph, Steve	143.88	0.68	144.56
Kelly, Monica	125.67	0.00	125.67
Lewis-Francis, Jassette	143.58	0.98	144.56
Malcolm, Kiara	146.95	1.65	148.60
Martin, Michael	134.68	0.00	134.68
Montalvo, Amaury	144.05	0.23	144.28
Moore, Gwendolyn	153.02	2.65	155.67
Morales-Osorio, Yennyffer	63.37	0.00	63.37
Nordlund, Maria	152.18	1.13	153.31
Peralta-Miranda, Katerine	136.15	0.68	136.83
Perez, Erick	144.20	19.37	163.57
Perez, Mario	63.38	0.00	63.38
Pierre-Louis, Barbara	93.77	0.00	93.77
Quintero-Quinones, Paola	122.88	0.90	123.78
Rodriguez, Ernesto	31.93	6.80	38.73
Rolo, Sophia	95.75	0.00	95.75
Rothberg, Joy	152.25	4.58	156.83
Saint Louis, Alceline	143.70	0.13	143.83
Sandoval, Justin	142.42	1.47	143.89
Sariol, Samantha	118.40	0.00	118.40
Soles, Michelle	147.75	9.03	156.78
St. John, Liam	66.10	0.00	66.10
St.Valiere, Sasha	30.77	0.00	30.77
Torres, Angelique	143.40	2.28	145.68
Valdes, Diana	152.32	0.83	153.15
Valdes, Rolando	144.50	2.22	146.72
Williams, Maria	153.50	9.48	162.98
Williams, Samantha	144.22	3.50	147.72
Williams, Taryn	136.23	0.43	136.66
Williamson, Emperorist	142.38	0.55	142.93
Grand Total	7813.42	106.16	7919.58

Scheduler Name	Reg	OT	Total
Barillas, Martin	136.10	3.82	139.92
Evans, Tandra	151.58	3.38	154.96
Martinez, Jose	154.62	34.37	188.99
Rodriguez, Ernesto	120.30	14.78	135.08
St.Valiere, Sasha	119.03	4.28	123.31
Stephen, Clarence	148.37	0.50	148.87
Taylor, Millicent	152.72	2.98	155.70
Tiexeira, Michael	151.28	0.93	152.21
Valerie, Deniza	106.95	0.00	106.95
Valerie, Skelfina	152.98	4.88	157.86
Grand Total	1393.93	69.92	1463.85