



INVOICE

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

Invoice #103318 ✓
DATE: 11/19/2025 ✓

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

For:
Call Center
P.O. # MTD2600055 ✓

DESCRIPTION	AMOUNT
Paratransit Call Center Services – October 1-31, 2025 ✓	\$ 410,943.74 ✓

TOTAL: \$ 410,943.74 ✓

Received 11.19.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1706.47)	1	\$86,260.87	\$86,260.87
Agent Service Hours	10862.13	\$30.08	\$326,732.87
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%	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
TOTAL			\$410,943.74

Agent Name	Reg	OT	Total
Acosta, Maribel	183.10	61.27	244.37
Aguilera, Arianna	164.58	0.00	164.58
Amaya, Alex	116.67	0.00	116.67
Atencio, Gustavo	111.83	0.00	111.83
Augustin, Tatiana	160.43	0.67	161.10
Barbour, Kathy	104.80	0.00	104.80
Barcelo, Jessica	191.48	5.78	197.26
Barillas, Doris	171.97	0.00	171.97
Barr, Natalie	183.45	6.42	189.87
Beaujour, Byron	105.93	0.00	105.93
Brooks, Brandi	163.45	0.13	163.58
Bustillo, Stephany	156.20	0.22	156.42
Castano, Giosvany	170.72	0.03	170.75
Cintron, Christian	175.98	0.58	176.56
Colon, Hellery	98.78	0.00	98.78
Cuadra, Giovanni	148.08	0.00	148.08
Cuervo, David	173.18	1.77	174.95
Daceus, Sabrina	104.30	0.00	104.30
Daniel, Christopher	85.50	0.00	85.50
De La Cruz, Nadia	162.93	0.00	162.93
Delgado, Kassandra	177.98	14.13	192.11
Diquez, Marsha	181.23	0.58	181.81
Exavier, Pat	161.53	0.00	161.53
Falcon, Margarita	175.80	2.87	178.67
Ferguson, Mario	169.63	0.03	169.66
Fonseca-Valdes, Diamond	104.93	0.00	104.93
Gallo-Hernandez, Luis	56.35	0.00	56.35
Gamble, Rocio	166.70	16.90	183.60
Garcia, Ernesto	99.13	0.00	99.13
Garcia, Guillermo	106.23	0.00	106.23
Garcia, Yessenia	47.57	0.00	47.57
Gattereau, Rose	165.98	0.00	165.98
Gonzalez, Lilliam	184.77	5.77	190.54
Gonzalez, Shelsey	102.25	0.00	102.25
Greene, Keyana	111.97	0.00	111.97
Gutierrez, Michael	182.43	0.10	182.53
Hardaway, Lenesha	164.83	0.27	165.10
Hernandez, Christine	167.20	0.00	167.20
Holmes, Patrice	183.27	7.12	190.39
Joseph, Steve	175.33	3.63	178.96
Kelly, Monica	147.37	0.00	147.37
Leuridan, Lennie	69.52	0.00	69.52
Lewis-Francis, Jassette	173.87	0.00	173.87
Malcolm, Kiara	181.82	9.80	191.62
Martin, Michael	191.77	4.82	196.59
Martinez, Sandra	105.88	0.00	105.88
Montalvo, Amaury	183.43	0.18	183.61
Moore, Gwendolyn	177.13	17.83	194.96
Morales-Osorio, Yennyffer	173.73	0.87	174.60
Nordlund, Maria	175.93	3.10	179.03
Peralta-Miranda, Katerine	183.78	1.15	184.93
Perez, Erick	183.88	20.55	204.43
Perez, Mario	173.52	0.83	174.35
Pierre-Louis, Barbara	145.88	0.00	145.88
Quintero-Quinones, Paola	126.03	0.00	126.03
Ramirez, Pablo	106.38	0.00	106.38
Rolo, Sophia	116.55	0.00	116.55
Rothberg, Joy	177.23	9.30	186.53
Saint Louis, Alceline	166.70	0.00	166.70
Sandoval, Justin	183.07	13.52	196.59
Sariol, Samantha	141.02	0.00	141.02
Silva, Eliana	102.70	0.00	102.70
Soles, Michelle	176.97	7.97	184.94
St. John, Liam	7.90	0.00	7.90
Torres, Angeliqque	183.23	22.08	205.31
Valdes, Diana	149.50	0.00	149.50
Valdes, Rolando	175.92	3.83	179.75
Williams, Maria	177.47	22.67	200.14
Williams, Samantha	169.68	5.58	175.26
Williams, Taryn	179.68	5.12	184.80
Williamson, Emperorist	158.40	0.25	158.65
Grand Total	10584.41	277.72	10862.13

Scheduler Name	Reg	OT	Total
Barillas, Martin	177.00	7.28	184.28
Evans, Tandra	148.70	0.00	148.70
Martinez, Jose	177.07	19.98	197.05
Rodriguez, Ernesto	175.20	8.87	184.07
St.Valiere, Sasha	167.72	4.52	172.24
Stephen, Clarence	167.65	0.15	167.80
Taylor, Millicent	161.95	1.10	163.05
Tiexeira, Michael	172.75	1.52	174.27
Valerie, Deniza	131.47	0.00	131.47
Valerie, Skelfina	182.62	0.92	183.54
Grand Total	1662.13	44.34	1706.47

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Oct-25
Total Passenger Trips Request	109,116
Total Capacity Denials	90
Total Eligibility Denials	189
Total Trip Refusals by Clients	135
Total trips scheduled	94,081
Total advance cancellations	9,633
Total late cancellations	6,929
Total no-shows	4,985
Total trips provided to clients	94,081
Total client will-call trips	97
Number and percentage of trips up to 10 miles with travel times greater than 60 min	11,221 total trips/ 11.93%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,688 total trips/ 1.79%

Telephone Service Details

Total number of calls handled	95,368
Total number of calls received	96,961
Total number of calls by type:	
BCT Reservations	82,643
BCT Spanish Reservations	13,945
BCT Creole	33
BCT Supervisor Call	340
Total number of calls answered	95,368
Total number of calls abandoned	1,593
Percent Total of calls abandoned	1.64%
Average speed of answer time	0:14
Average handle time with hold	3:30
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:35
Employee Utilization	61.06%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	77
Total number of contractor commendations	32

On Time Performance	83.64%
Passenger Trips per Hour	1.54
Call Management	98.11%

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)	98.11%
On-Time Performance <90% (monthly)	83.64%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.54
Employee Utilization < 65%	61.06%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

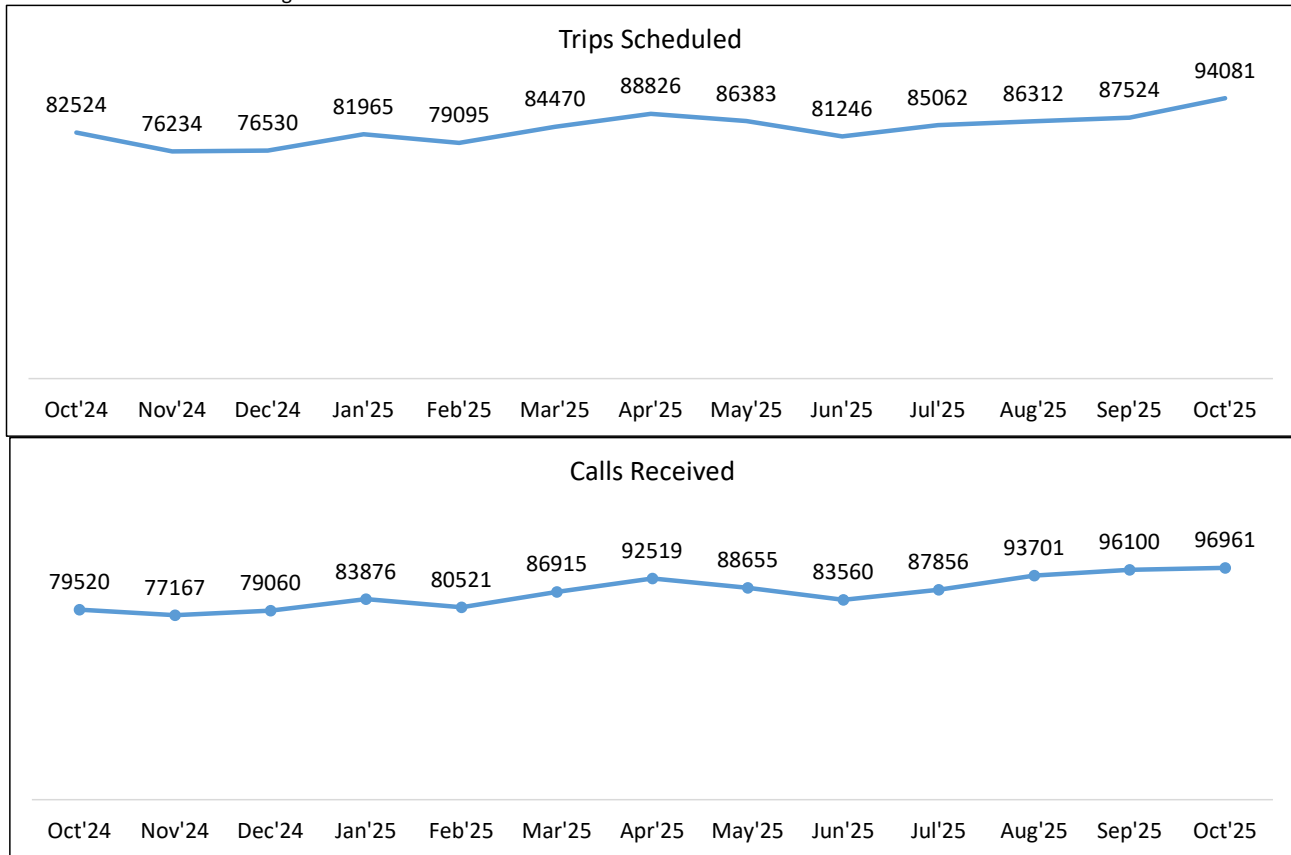
Monthly Management Report

Achievements

Productivity goal was achieved at 1.54, meeting target expectations.
 Service level was achieved at 98.11% this month - a nice improvement from September at 96.59%.
 Average speed of answer improved by 4 seconds - 18 seconds in September to 14 seconds in October.
 We received and handled 21.9% more calls this month than October 2024!

Challenges

Utilization was under the 65% goal this month at 61.06%.



Measures	1-Oct	2-Oct	3-Oct	4-Oct	5-Oct	6-Oct	7-Oct
Longest Call In Queue	00:05:32	00:02:32	00:02:12	00:02:35	00:05:24	00:03:23	00:04:11

8-Oct	9-Oct	10-Oct	11-Oct	12-Oct	13-Oct	14-Oct
00:05:19	00:08:23	00:02:43	00:01:57	00:05:47	00:03:07	00:03:30

15-Oct	16-Oct	17-Oct	18-Oct	19-Oct	20-Oct	21-Oct
00:04:03	00:03:33	00:01:53	00:02:29	00:05:53	00:03:24	00:04:44

22-Oct	23-Oct	24-Oct	25-Oct	26-Oct	27-Oct	28-Oct
00:04:46	00:02:54	00:02:49	00:03:29	00:04:22	00:03:20	00:02:55

29-Oct	30-Oct	31-Oct
00:01:50	00:05:49	00:02:10

Measures	1-Oct	2-Oct	3-Oct	4-Oct	5-Oct	6-Oct	7-Oct
Staff by Day	54	51	47	30	33	54	53

8-Oct	9-Oct	10-Oct	11-Oct	12-Oct	13-Oct	14-Oct
56	48	44	32	35	54	52

15-Oct	16-Oct	17-Oct	18-Oct	19-Oct	20-Oct	21-Oct
57	49	48	32	34	58	62

22-Oct	23-Oct	24-Oct	25-Oct	26-Oct	27-Oct	28-Oct
68	63	57	31	38	62	62

29-Oct	30-Oct	31-Oct
66	61	59