



INVOICE

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

Invoice #103322 ✓
DATE: 12/29/2025 ✓

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

For:
Call Center
P.O. # MTD2600055 ✓

DESCRIPTION	AMOUNT
Paratransit Call Center Services – November 1-30, 2025 ✓	\$ 376,698.56 ✓

TOTAL: \$ 376,698.56 ✓

Received 12.29.25

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1617.30)	1	\$86,260.87	\$86,260.87
Agent Service Hours	9723.66	\$30.08	\$292,487.69
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			\$376,698.56

Agent Name	Reg	OT	Total
Acosta, Maribel	154.93	15.38	170.31
Adriazola, Jose	56.22	0.00	56.22
Aguilera, Arianna	139.23	0.00	139.23
Amaya, Alex	3.03	0.00	3.03
Augustin, Tatiana	166.62	2.15	168.77
Barbour, Kathy	155.05	0.42	155.47
Barcelo, Jessica	135.20	0.02	135.22
Barillas, Doris	165.72	0.00	165.72
Barr, Natalie	165.58	4.23	169.81
Brooks, Brandi	140.75	0.00	140.75
Bustillo, Stephany	15.75	0.00	15.75
Castano, Giosvany	163.17	0.07	163.24
Cespedes, Luis	56.07	0.00	56.07
Cintron, Christian	143.37	0.15	143.52
Colon, Hellery	153.08	0.00	153.08
Cuadra, Giovanni	111.12	0.00	111.12
Cuervo, David	139.37	10.98	150.35
Daceus, Sabrina	118.83	0.00	118.83
Daniel, Christopher	75.52	0.00	75.52
De La Cruz, Nadia	146.08	0.73	146.81
Delgado, Kassandra	143.75	11.32	155.07
Diquez, Marsha	155.10	1.25	156.35
Dodier, Brianna	54.98	0.00	54.98
Estrada, Maribel	56.10	0.00	56.10
Exavier, Pat	158.65	0.07	158.72
Falcon, Margarita	152.48	0.80	153.28
Ferguson, Mario	161.78	0.00	161.78
Fonseca-Valdes, Diamond	60.83	0.00	60.83
Gallo-Hernandez, Luis	20.92	0.00	20.92
Gamble, Rocio	152.23	0.00	152.23
Garcia, Guillermo	159.65	0.65	160.30
Gattereau, Rose	159.53	0.00	159.53
Gonzalez, Lilliam	167.07	5.53	172.60
Gonzalez, Shelsey	103.83	0.05	103.88
Greene, Keyana	11.85	0.00	11.85
Gutierrez, Michael	162.78	0.00	162.78
Hardaway, Leneshia	161.48	0.20	161.68
Hernandez, Christine	149.15	0.00	149.15
Holmes, Patrice	156.33	0.60	156.93
Joseph, Steve	168.08	1.37	169.45
Kelly, Monica	122.93	0.00	122.93
Leuridan, Lennie	2.78	0.00	2.78
Lewis-Francis, Jassette	151.28	0.00	151.28
Malcolm, Kiara	146.93	0.18	147.11
Martin, Michael	156.28	10.05	166.33
Martinez, Sandra	144.10	0.43	144.53
Montalvo, Amaury	165.67	1.48	167.15
Moore, Gwendolyn	167.43	9.43	176.86
Morales-Osorio, Yennyffer	164.38	1.55	165.93
Nordlund, Maria	167.90	1.73	169.63
Peralta-Miranda, Katerine	160.00	1.08	161.08
Perez, Claudio	12.85	0.00	12.85
Perez, Erick	147.77	8.03	155.80
Perez, Mario	167.88	0.88	168.76
Pierre-Louis, Barbara	148.85	0.00	148.85
Quintero-Quinones, Paola	166.28	0.00	166.28
Ramirez, Pablo	155.95	0.55	156.50
Rios, Bianca	56.03	0.00	56.03
Rolo, Sophia	138.73	0.00	138.73
Rothberg, Joy	166.35	7.32	173.67
Saint Louis, Alceline	159.17	0.00	159.17
Sanchez, Leilani	55.98	0.00	55.98
Sandoval, Justin	158.48	9.53	168.01
Sariol, Samantha	134.73	0.00	134.73
Silva, Eliana	138.45	0.00	138.45
Soles, Michelle	165.70	6.42	172.12
Torres, Angelique	158.00	15.03	173.03
Valdes, Diana	167.88	0.38	168.26
Valdes, Rolando	160.07	5.03	165.10
Williams, Maria	166.25	11.20	177.45
Williams, Samantha	171.78	3.17	174.95
Williams, Taryn	149.15	1.25	150.40
Williamson, Emperorist	155.70	0.00	155.70
Grand Total	9572.97	150.69	9723.66

Scheduler Name	Reg	OT	Total
Barillas, Martin	166.98	8.47	175.45
Beaujour, Byron	160.00	3.88	163.88
Evans, Tandra	141.35	1.07	142.42
Martinez, Jose	163.12	27.03	190.15
Rodriguez, Ernesto	156.00	8.93	164.93
St.Valiere, Sasha	165.87	8.07	173.94
Stephen, Clarence	165.35	0.00	165.35
Taylor, Millicent	147.15	0.95	148.10
Tiexeira, Michael	157.22	1.63	158.85
Valerie, Deniza	94.03	0.00	94.03
Valerie, Skelfina	40.00	0.20	40.20
Grand Total	1557.07	60.23	1617.30

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Nov-25
Total Passenger Trips Request	92,907
Total Capacity Denials	55
Total Eligibility Denials	142
Total Trip Refusals by Clients	118
Total trips scheduled	80,094
Total advance cancellations	10,050
Total late cancellations	6,202
Total no-shows	4,768
Total trips provided to clients	80,094
Total client will-call trips	81
Number and percentage of trips up to 10 miles with travel times greater than 60 min	9,237 total trips/ 11.53%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,364 total trips/ 1.70%

Telephone Service Details

Total number of calls handled	87,623
Total number of calls received	88,805
Total number of calls by type:	
BCT Reservations	75,759
BCT Spanish Reservations	12,750
BCT Creole	38
BCT Supervisor Call	257
Total number of calls answered	87,623
Total number of calls abandoned	1,182
Percent Total of calls abandoned	1.33%
Average speed of answer time	0:11
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	58.27%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	45
Total number of contractor commendations	40

On Time Performance	85.88%
Passenger Trips per Hour	1.52
Call Management	98.26%

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)	98.26%
On-Time Performance <90% (monthly)	85.88%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.52
Employee Utilization < 65%	58.27%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

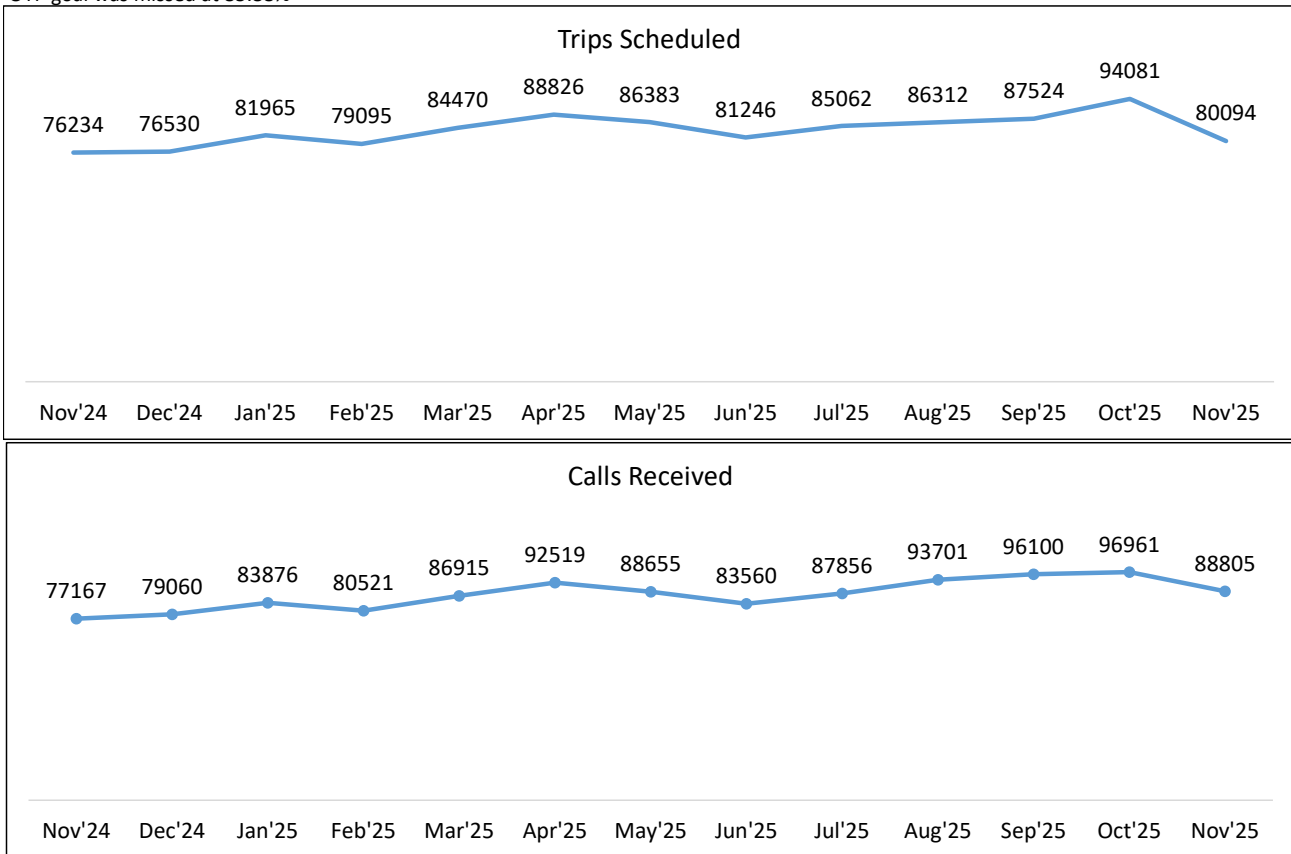
Monthly Management Report

Achievements

Met productivity goal at 1.52
 Service level was achieved organically with no waiver necessary
 Successfully onboarded a great group of new talent

Challenges

Utilization was under the 65% goal this month at 58.27%.
 OTP goal was missed at 85.88%



Measures	1-Nov	2-Nov	3-Nov	4-Nov	5-Nov	6-Nov	7-Nov
Longest Call In Queue	00:05:53	00:05:00	00:05:20	00:03:09	00:01:53	00:03:26	00:02:30

8-Nov	9-Nov	10-Nov	11-Nov	12-Nov	13-Nov	14-Nov
00:03:04	00:04:22	00:02:55	00:01:05	00:06:01	00:01:55	00:03:25

15-Nov	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov
00:12:51	00:06:21	00:05:14	00:02:51	00:02:40	00:01:35	00:03:12

22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov
00:05:33	00:02:50	00:02:29	00:03:51	00:00:54	00:02:47	00:01:35

29-Nov	30-Nov
00:03:30	00:03:21

Measures	1-Nov	2-Nov	3-Nov	4-Nov	5-Nov	6-Nov	7-Nov
Staff by Day	26	32	65	60	62	57	46

8-Nov	9-Nov	10-Nov	11-Nov	12-Nov	13-Nov	14-Nov
30	38	57	56	60	56	45

15-Nov	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov
32	37	56	58	56	56	46

22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov
30	35	59	60	61	39	38

29-Nov	30-Nov	
30	34	