



INVOICE

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

**Strobis,  
Paul  
(Paratransit)**

Digitally signed  
by Strobis, Paul  
(Paratransit)  
Date: 2026.01.28  
12:28:55 -05'00'

Invoice #103325 ✓  
DATE: 1/28/2026 ✓

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 – December 1-31, 2025 ✓	\$ 392,108.51 ✓

**TOTAL: \$ 392,108.51** ✓

Received 1.28.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
<b>Service: BCT/TOPS Inbound</b>			
<b>Operations</b>			
Fixed Cost (Schedulers Hrs = 1618.42)	1	\$86,260.87	\$86,260.87
Agent Service Hours	10236.79	\$30.08	\$307,922.64
<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	3	(\$25.00)	(\$75.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
<b>TOTAL</b>			<b>\$392,108.51</b>

Agent Name	Reg	OT	Total
Acosta, Maribel	177.62	2.67	180.29
Adriazola, Jose	128.02	0.00	128.02
Aguilera, Arianna	159.03	1.07	160.10
Augustin, Tatiana	172.25	0.67	172.92
Barbour, Kathy	176.53	0.55	177.08
Barcelo, Jessica	171.68	5.32	177.00
Barillas, Doris	126.20	0.00	126.20
Barr, Natalie	168.25	1.78	170.03
Brooks, Brandi	142.87	0.00	142.87
Castano, Giosvany	178.50	0.00	178.50
Cespedes, Luis	174.30	0.40	174.70
Cintron, Christian	163.67	0.00	163.67
Colon, Hellery	94.52	0.57	95.09
Cuadra, Giovanni	124.92	0.00	124.92
Cuervo, David	140.78	0.00	140.78
Daceus, Sabrina	174.30	0.00	174.30
De La Cruz, Nadia	152.82	0.00	152.82
Delgado, Kassandra	157.10	0.12	157.22
Diquez, Marsha	173.83	4.78	178.61
Dodier, Brianna	170.13	0.07	170.20
Estrada, Maribel	175.20	0.52	175.72
Exavier, Pat	35.20	0.00	35.20
Falcon, Margarita	167.73	0.00	167.73
Ferguson, Mario	149.58	0.00	149.58
Gamble, Rocio	164.18	0.53	164.71
Garcia, Guillermo	181.58	1.08	182.66
Gattereau, Rose	148.45	1.43	149.88
Gonzalez, Lilliam	160.82	2.05	162.87
Gutierrez, Michael	175.08	0.17	175.25
Hardaway, Lenisha	137.06	0.00	137.06
Hernandez, Christine	172.12	0.00	172.12
Holmes, Patrice	157.27	0.43	157.70
Joseph, Steve	176.15	1.33	177.48
Kelly, Monica	140.55	0.00	140.55
Lewis-Francis, Jassette	135.08	0.00	135.08
Malcolm, Kiara	174.28	0.15	174.43
Martin, Michael	174.72	0.08	174.80
Martinez, Sandra	64.17	0.40	64.57
Montalvo, Amaury	175.90	0.58	176.48
Moore, Gwendolyn	175.92	2.80	178.72
Morales-Osorio, Yennyffer	175.97	0.33	176.30
Nordlund, Maria	184.48	1.22	185.70
Peralta-Miranda, Katerine	170.85	0.63	171.48
Perez, Erick	164.82	0.30	165.12
Perez, Mario	176.05	0.72	176.77
Pierre-Louis, Barbara	130.85	0.00	130.85
Quintero-Quinones, Paola	134.35	0.00	134.35
Ramirez, Pablo	166.33	0.10	166.43
Rios, Bianca	167.45	0.00	167.45
Rolo, Sophia	144.13	0.00	144.13
Rothberg, Joy	152.28	3.13	155.41
Saint Louis, Alceline	175.22	0.32	175.54
Sanchez, Leilani	170.57	0.43	171.00
Sandoval, Justin	178.17	13.07	191.24
Sariol, Samantha	126.10	0.00	126.10
Silva, Eliana	179.62	0.08	179.70
Soles, Michelle	176.27	8.67	184.94
Torres, Angelique	172.95	0.27	173.22
Valdes, Diana	182.90	0.85	183.75
Valdes, Rolando	182.35	5.53	187.88
Williams, Maria	182.25	4.68	186.93
Williams, Samantha	183.13	3.87	187.00
Williams, Taryn	160.32	1.27	161.59
Williamson, Emperorist	156.00	0.00	156.00
<b>Grand Total</b>	<b>10161.77</b>	<b>75.02</b>	<b>10236.79</b>

Scheduler Name	Reg	OT	Total
Barillas, Martin	160.00	8.27	168.27
Beaujour, Byron	184.58	3.70	188.28
Evans, Tandra	115.97	1.18	117.15
Martinez, Jose	184.12	10.67	194.79
Rodriguez, Ernesto	169.95	1.35	171.30
St.Valiere, Sasha	167.32	2.90	170.22
Stephen, Clarence	172.55	0.67	173.22
Taylor, Millicent	178.00	0.50	178.50
Tiexeira, Michael	176.37	0.82	177.19
Valerie, Deniza	79.50	0.00	79.50
<b>Grand Total</b>	<b>1588.36</b>	<b>30.06</b>	<b>1618.42</b>

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

<b>Metric/Month</b>	<b>Dec-25</b>
Total Passenger Trips Request	97,160
Total Capacity Denials	100
Total Eligibility Denials	173
Total Trip Refusals by Clients	137
Total trips scheduled	84,334
Total advance cancellations	11,395
Total late cancellations	6,749
Total no-shows	5,468
Total trips provided to clients	84,334
Total client will-call trips	99
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,028 total trips/ 11.89%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,631 total trips/ 1.93%

**Telephone Service Details**

Total number of calls handled	92,484
Total number of calls received	93,610
Total number of calls by type:	
BCT Reservations	80,073
BCT Spanish Reservations	13,242
BCT Creole	42
BCT Supervisor Call	253
Total number of calls answered	92,484
Total number of calls abandoned	1,126
Percent Total of calls abandoned	1.20%
Average speed of answer time	0:11
Average handle time with hold	3:24
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:30
Employee Utilization	56.59%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	43
Total number of contractor commendations	54

On Time Performance	84.54%
Passenger Trips per Hour	1.50
Call Management	98.31%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	3
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	98.31%
On-Time Performance <90% (monthly)	84.54%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.50
Employee Utilization < 65%	56.59%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

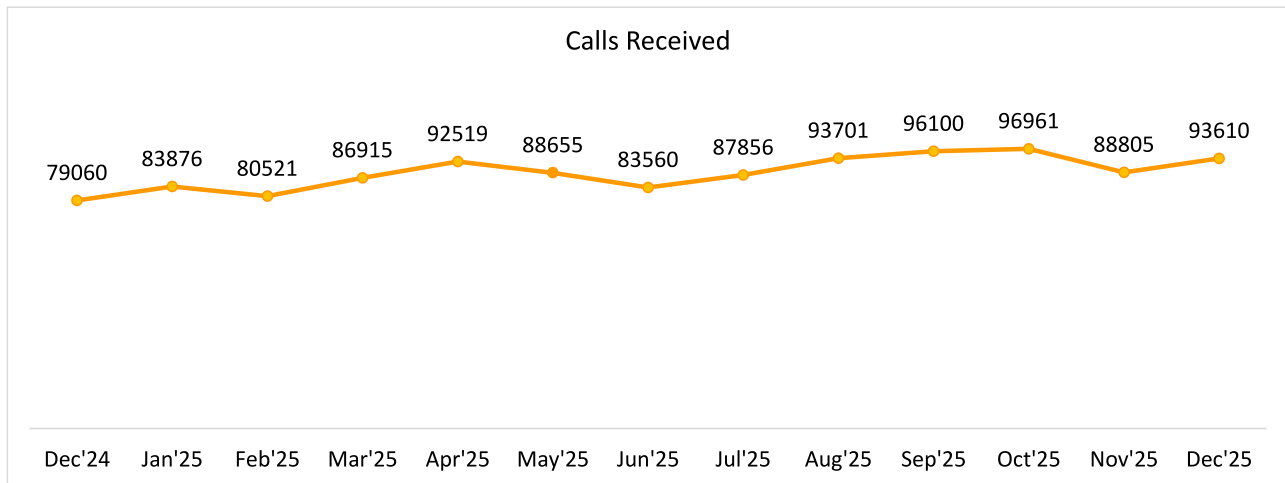
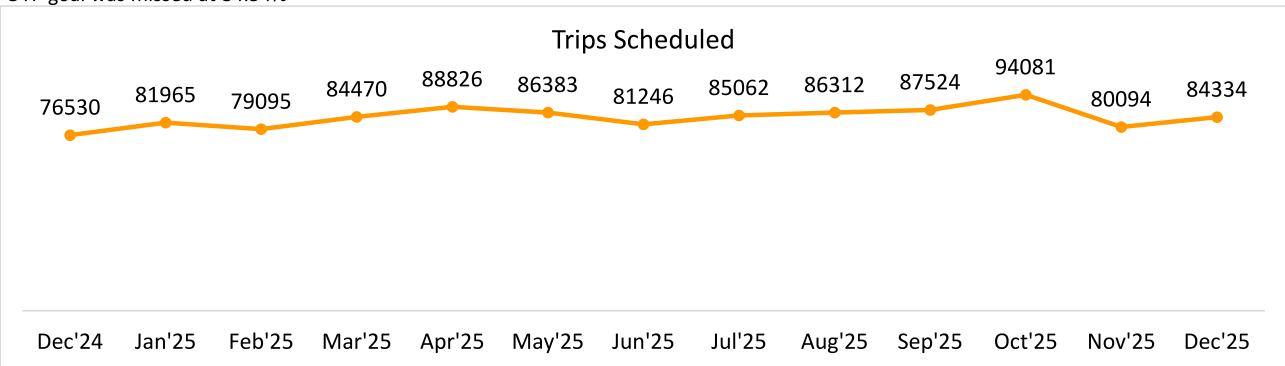
**Monthly Management Report**

**Achievements**

Met productivity goal at 1.50  
 Service level was achieved organically with no waiver necessary at 98.31%

**Challenges**

Utilization was under the 65% goal this month at 56.59%.  
 OTP goal was missed at 84.54%



Measures	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec
<b>Longest Call In Queue</b>	00:03:35	00:05:15	00:02:08	00:06:28	00:04:01	00:05:01	00:04:11

8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec
00:02:36	00:04:44	00:03:54	00:08:08	00:05:56	00:05:12	00:07:30

15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec
00:02:25	00:03:50	00:03:18	00:01:31	00:01:32	00:06:52	00:06:54

22-Dec	23-Dec	24-Dec	25-Dec	26-Dec	27-Dec	28-Dec
00:01:53	00:01:28	00:04:43	00:01:18	00:01:29	00:03:04	00:03:18

29-Dec	30-Dec	31-Dec
00:02:28	00:02:21	00:00:27

Measures	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec
Staff by Day	56	57	63	57	49	30	39

8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec
60	58	55	53	47	30	39

15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec
60	59	60	53	48	31	41

22-Dec	23-Dec	24-Dec	25-Dec	26-Dec	27-Dec	28-Dec
57	55	50	44	42	31	38

29-Dec	30-Dec	31-Dec
53	54	47