



INVOICE

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

Strobis, Paul
(Paratransit)

Digitally signed by
Strobis, Paul
(Paratransit)
Date: 2026.02.26
12:56:56 -05'00'

Invoice #103328 ✓
DATE: 2/25/2026 ✓

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 – January 1-31, 2026 ✓	\$ 387,577.94 ✓

TOTAL: \$ 387,577.94 ✓

Received 2.25.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1493.57)	1	\$88,848.70	\$88,848.70
Agent Service Hours	9708.82	\$30.98	\$300,779.24
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			\$387,577.94

Agent Name	Reg	OT	Total
Acosta, Maribel	174.13	2.25	176.38
Aguilera, Arianna	154.95	0.83	155.78
Augustin, Tatiana	159.68	0.22	159.90
Barbour, Kathy	154.97	0.00	154.97
Barcelo, Jessica	172.15	2.05	174.20
Barillas, Doris	149.87	0.00	149.87
Barr, Natalie	183.85	2.22	186.07
Brooks, Brandi	166.43	0.30	166.73
Castano, Giosvany	166.25	0.05	166.30
Cespedes, Luis	151.48	0.00	151.48
Cintron, Christian	183.78	0.08	183.86
Cuadra, Giovanni	109.37	0.00	109.37
Cuervo, David	145.50	0.00	145.50
Daceus, Sabrina	150.55	0.00	150.55
De La Cruz, Nadia	148.05	0.00	148.05
Delgado, Kassandra	143.13	0.40	143.53
Diquez, Marsha	172.63	5.42	178.05
Dodier, Brianna	180.53	0.47	181.00
Estrada, Maribel	165.73	0.68	166.41
Falcon, Margarita	155.47	0.00	155.47
Ferguson, Mario	165.87	0.00	165.87
Gamble, Rocio	179.12	0.42	179.54
Garcia, Guillermo	144.07	0.52	144.59
Gattereau, Rose	175.90	0.00	175.90
Gonzalez, Lilliam	178.88	2.83	181.71
Gutierrez, Michael	166.13	0.23	166.36
Hardaway, Lenisha	114.30	0.00	114.30
Hernandez, Christine	173.65	0.25	173.90
Holmes, Patrice	170.57	0.43	171.00
Joseph, Steve	183.85	1.75	185.60
Kelly, Monica	149.12	0.00	149.12
Lewis-Francis, Jassette	176.72	0.00	176.72
Malcolm, Kiara	182.93	0.20	183.13
Martin, Michael	180.65	0.20	180.85
Montalvo, Amaury	166.67	0.00	166.67
Moore, Gwendolyn	168.13	3.58	171.71
Morales-Osorio, Yennyffer	169.20	1.75	170.95
Nordlund, Maria	167.75	1.88	169.63
Peralta-Miranda, Katerine	184.28	0.70	184.98
Perez, Erick	179.03	1.13	180.16
Perez, Mario	175.03	0.48	175.51
Pierre-Louis, Barbara	130.70	0.00	130.70
Quintero-Quinones, Paola	154.28	0.00	154.28
Ramirez, Pablo	159.82	0.42	160.24
Rios, Bianca	166.71	0.63	167.34
Rolo, Sophia	167.15	0.00	167.15
Rothberg, Joy	161.78	3.18	164.96
Saint Louis, Alceline	60.98	0.00	60.98
Sanchez, Leilani	141.27	0.02	141.29
Sandoval, Justin	168.97	0.43	169.40
Sariol, Samantha	146.93	0.00	146.93
Silva, Eliana	155.28	0.00	155.28
Soles, Michelle	183.73	4.82	188.55
Torres, Angelique	149.05	0.10	149.15
Valdes, Diana	162.05	0.65	162.70
Valdes, Rolando	174.33	1.53	175.86
Williams, Maria	171.05	9.62	180.67
Williams, Samantha	166.75	7.92	174.67
Williams, Taryn	176.15	1.23	177.38
Williamson, Emperorist	109.62	0.00	109.62
Grand Total	9646.95	61.87	9708.82

Scheduler Name	Reg	OT	Total
Barillas, Martin	177.88	5.27	183.15
Beaujour, Byron	158.57	3.52	162.09
Evans, Tandra	152.30	1.58	153.88
Martinez, Jose	168.10	15.75	183.85
Rodriguez, Ernesto	154.32	4.08	158.40
St.Valiere, Sasha	176.77	3.28	180.05
Stephen, Clarence	156.25	0.00	156.25
Taylor, Millicent	60.37	0.63	61.00
Tiexeira, Michael	159.77	2.05	161.82
Valerie, Deniza	93.08	0.00	93.08
Grand Total	1457.41	36.16	1493.57

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Jan-26
Total Passenger Trips Request	99,492
Total Capacity Denials	60
Total Eligibility Denials	127
Total Trip Refusals by Clients	117
Total trips scheduled	86,814
Total advance cancellations	9,942
Total late cancellations	6,123
Total no-shows	5,112
Total trips provided to clients	86,814
Total client will-call trips	84
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,245 total trips/ 11.80%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,674 total trips/ 1.93%

Telephone Service Details

Total number of calls handled	92,061
Total number of calls received	92,917
Total number of calls by type:	
BCT Reservations	79,334
BCT Spanish Reservations	13,291
BCT Creole	29
BCT Supervisor Call	258
BCT Emergency Line	5
Total number of calls answered	92,061
Total number of calls abandoned	856
Percent Total of calls abandoned	0.92%
Average speed of answer time	0:09
Average handle time with hold	3:13
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:26
Employee Utilization	56.59%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	59
Total number of contractor commendations	35

On Time Performance	85.49%
Passenger Trips per Hour	1.53
Call Management	99.04%

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)	99.04%
On-Time Performance <90% (monthly)	85.49%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.53
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 1.53

Service level was achieved organically with no waiver necessary at 99.04%

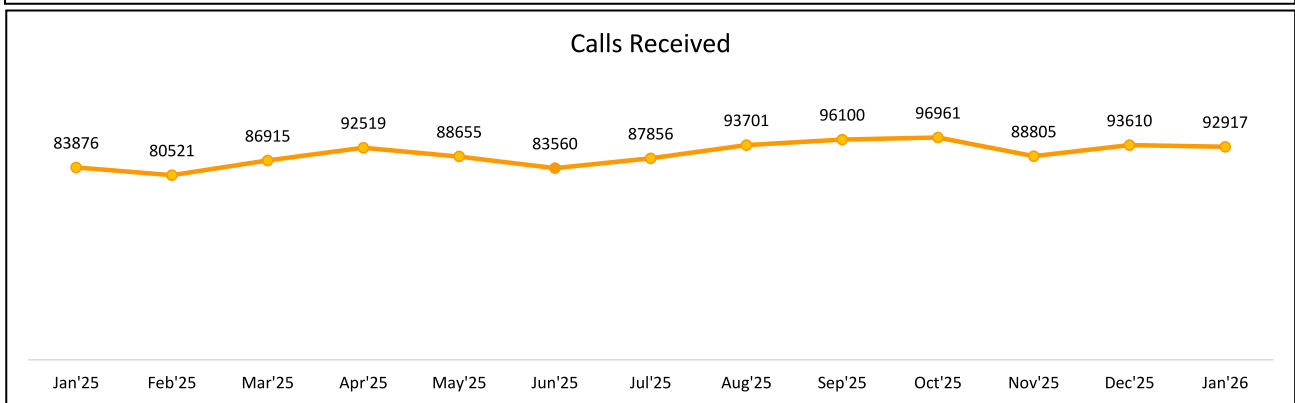
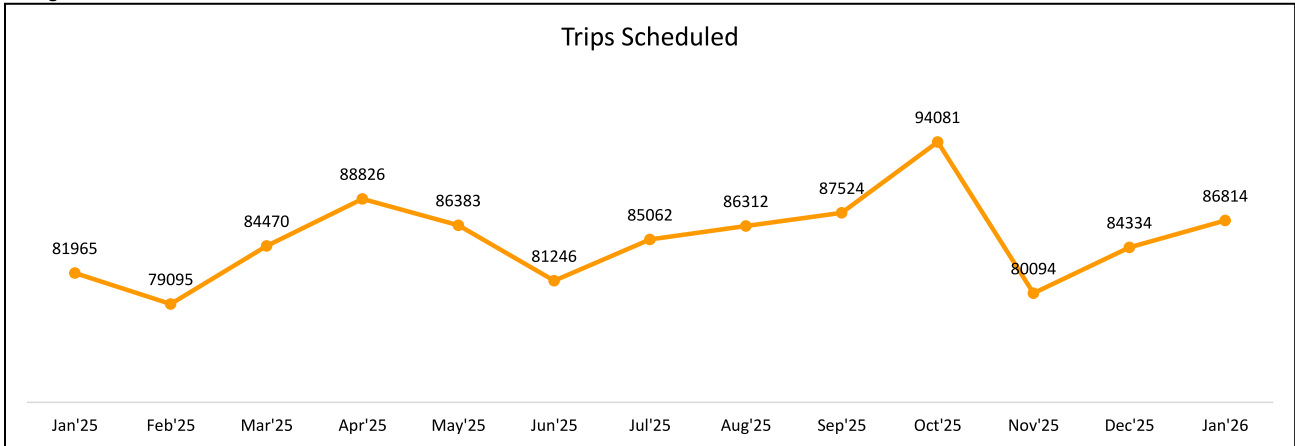
AHT reduced notably to 3:13

Abandons reduced by 24% to 856 calls from 1,126 calls

Challenges

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

OTP goal was missed at 85.49%



Measures	1-Jan	2-Jan	3-Jan	4-Jan	5-Jan	6-Jan	7-Jan
Longest Call In Queue	00:03:16	00:02:43	00:02:17	00:03:49	00:02:10	00:02:30	00:01:35

8-Jan	9-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan
00:01:53	00:04:32	00:04:02	00:02:13	00:02:10	00:01:48	00:02:49

15-Jan	16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan
00:02:29	00:02:10	00:03:36	00:05:17	00:00:45	00:04:31	00:02:52

22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan
00:02:30	00:05:38	00:05:05	00:02:42	00:04:25	00:02:22	00:03:42

29-Jan	30-Jan	31-Jan
00:01:49	00:02:47	00:06:15

Measures	1-Jan	2-Jan	3-Jan	4-Jan	5-Jan	6-Jan	7-Jan
Staff by Day	41	43	30	40	57	55	58

8-Jan	9-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan
49	45	30	39	58	57	60

15-Jan	16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan
50	44	32	37	51	52	56

22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan
51	41	31	38	53	55	55

29-Jan	30-Jan	31-Jan
49	43	31