



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: 2026.03.24  
10:21:57 -04'00'

Invoice #103331 ✓  
DATE: 3/24/2026 ✓

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 – February 1-28, 2026 ✓	\$ 381,328.97 ✓

**TOTAL: \$ 381,328.97** ✓

Received 3.24.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
<b>Service: BCT/TOPS Inbound</b>			
<b>Operations</b>			
Fixed Cost (Schedulers Hrs = 1385.80)	1	\$88,848.70	\$88,848.70
Agent Service Hours	9507.11	\$30.98	\$294,530.27
<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	2	(\$25.00)	(\$50.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
<b>TOTAL</b>			<b>\$381,328.97</b>

Agent Name	Reg	OT	Total
Acosta, Maribel	160.00	25.67	185.67
Aguilera, Arianna	154.82	0.90	155.72
Aleman, Lissett	70.22	0.00	70.22
Augustin, Tatiana	130.97	2.63	133.60
Avendano, Esperanza	66.53	0.00	66.53
Barbour, Kathy	140.53	0.00	140.53
Barcelo, Jessica	142.28	2.05	144.33
Barillas, Doris	141.12	0.00	141.12
Barr, Natalie	160.00	10.85	170.85
Bernard, Amy	69.88	0.00	69.88
Brooks, Brandi	148.78	0.47	149.25
Castano, Giosvany	154.22	0.43	154.65
Cespedes, Luis	158.90	0.00	158.90
Cintron, Christian	151.82	0.43	152.25
Ciriaco, Janetzy	67.33	0.00	67.33
Cuadra, Giovanni	119.50	0.00	119.50
Cuervo, David	140.70	5.75	146.45
Daceus, Sabrina	153.08	0.00	153.08
De La Cruz, Nadia	119.98	0.00	119.98
De-La-Torre, Amanda	70.80	0.00	70.80
Delgado, Kassandra	142.30	11.60	153.90
Diquez, Marsha	159.00	8.72	167.72
Dodier, Brianna	156.97	9.17	166.14
Emiliani-Marchena, Rafael	60.92	0.00	60.92
Estrada, Maribel	151.60	0.83	152.43
Falcon, Margarita	25.02	0.25	25.27
Ferguson, Mario	110.37	0.00	110.37
Gamble, Rocio	150.87	0.57	151.44
Gattereau, Rose	155.87	0.00	155.87
Gonzalez, Lilliam	37.52	0.00	37.52
Gutierrez, Michael	159.88	0.92	160.80
Hardaway, Lenasha	89.60	0.00	89.60
Henderson, Loretta	66.47	0.00	66.47
Hernandez, Christine	165.45	0.00	165.45
Hernandez, Ronald	69.00	0.00	69.00
Holmes, Patrice	164.82	5.97	170.79
James, Precious	96.67	10.08	106.75
Joseph, Steve	160.00	21.48	181.48
Kelly, Monica	127.80	0.00	127.80
Lewis-Francis, Jassette	158.72	0.00	158.72
Malcolm, Kiara	143.02	0.00	143.02
Marin, Himera	68.53	0.00	68.53
Martin, Michael	159.77	9.27	169.04
Montalvo, Amaury	155.22	0.05	155.27
Moore, Gwendolyn	160.00	11.15	171.15
Morales-Osorio, Yennyffer	166.67	3.95	170.62
Nordlund, Maria	160.85	1.28	162.13
Peralta-Miranda, Katerine	152.12	0.65	152.77
Perez, Erick	148.30	13.63	161.93
Perez, Mario	157.58	0.00	157.58
Pierre-Louis, Barbara	120.47	0.00	120.47
Quintero-Quinones, Paola	136.22	0.00	136.22
Ramirez, Pablo	159.77	0.07	159.84
Rios, Bianca	151.68	0.00	151.68
Rolo, Sophia	116.22	0.00	116.22
Rothberg, Joy	161.22	7.67	168.89
Sams, Ebony	66.89	0.00	66.89
Sanchez, Leilani	108.53	0.25	108.78
Sandoval, Justin	157.55	9.95	167.50
Sariol, Samantha	150.73	0.00	150.73
Scott, Jennielle	66.57	0.00	66.57
Silva, Eliana	141.93	0.00	141.93
Soles, Michelle	157.42	12.95	170.37
Solis, Reynaldo	66.67	0.00	66.67
Torres, Angelique	164.42	0.32	164.74
Valdes, Diana	162.43	2.33	164.76
Valdes, Rolando	134.52	1.57	136.09
Viscarra, Erlan	63.87	0.00	63.87
Williams, Maria	159.32	8.95	168.27
Williams, Samantha	162.53	4.20	166.73
Williams, Taryn	156.57	8.62	165.19
Williamson, Emperorist	123.58	0.00	123.58
<b>Grand Total</b>	<b>9291.48</b>	<b>215.63</b>	<b>9507.11</b>

Scheduler Name	Reg	OT	Total
Barillas, Martin	149.75	3.23	152.98
Beaujour, Byron	157.42	4.58	162.00
Evans, Tandra	129.17	6.48	135.65
Martinez, Jose	155.27	9.75	165.02
Rodriguez, Ernesto	156.58	19.07	175.65
St.Valiere, Sasha	160.48	4.60	165.08
Stephen, Clarence	155.73	0.17	155.90
Tiexeira, Michael	160.00	2.10	162.10
Valerie, Deniza	111.42	0.00	111.42
<b>Grand Total</b>	<b>1335.82</b>	<b>49.98</b>	<b>1385.80</b>

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

<b>Metric/Month</b>	<b>Feb-26</b>
Total Passenger Trips Request	96,084
Total Capacity Denials	59
Total Eligibility Denials	165
Total Trip Refusals by Clients	144
Total trips scheduled	84,158
Total advance cancellations	10,013
Total late cancellations	6,045
Total no-shows	5,603
Total trips provided to clients	84,158
Total client will-call trips	109
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,650 total trips/ 12.65%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,669 total trips/ 1.98%

**Telephone Service Details**

Total number of calls handled	94,954
Total number of calls received	96,631
Total number of calls by type:	
BCT Reservations	81,982
BCT Spanish Reservations	14,274
BCT Creole	32
BCT Supervisor Call	301
BCT Emergency Line	42
Total number of calls answered	94,954
Total number of calls abandoned	1,677
Percent Total of calls abandoned	1.74%
Average speed of answer time	0:15
Average handle time with hold	3:12
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:22
Employee Utilization	63.52%
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	31

On Time Performance	82.21%
Passenger Trips per Hour	1.53
Call Management	98.09%

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)	98.09%
On-Time Performance <90% (monthly)	82.21%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.53
Employee Utilization < 65%	63.52%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

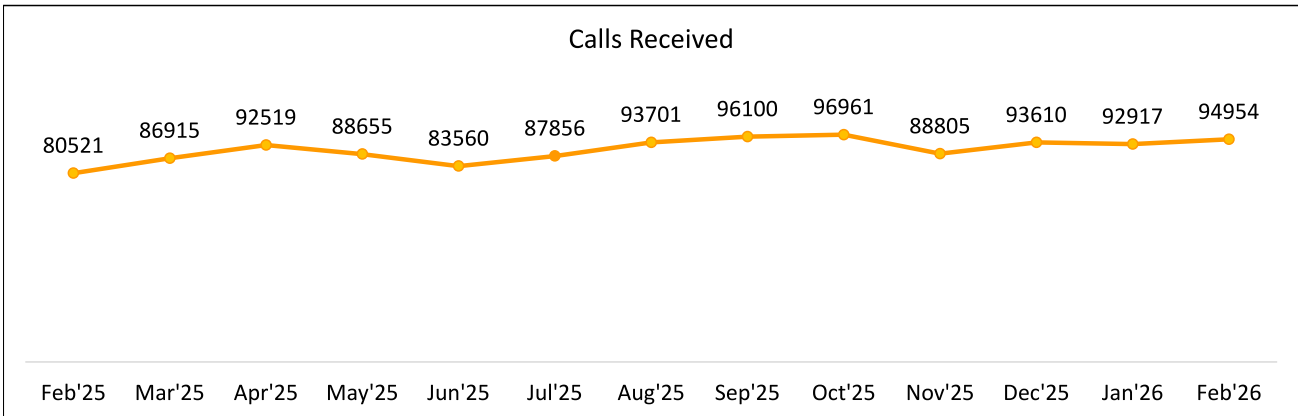
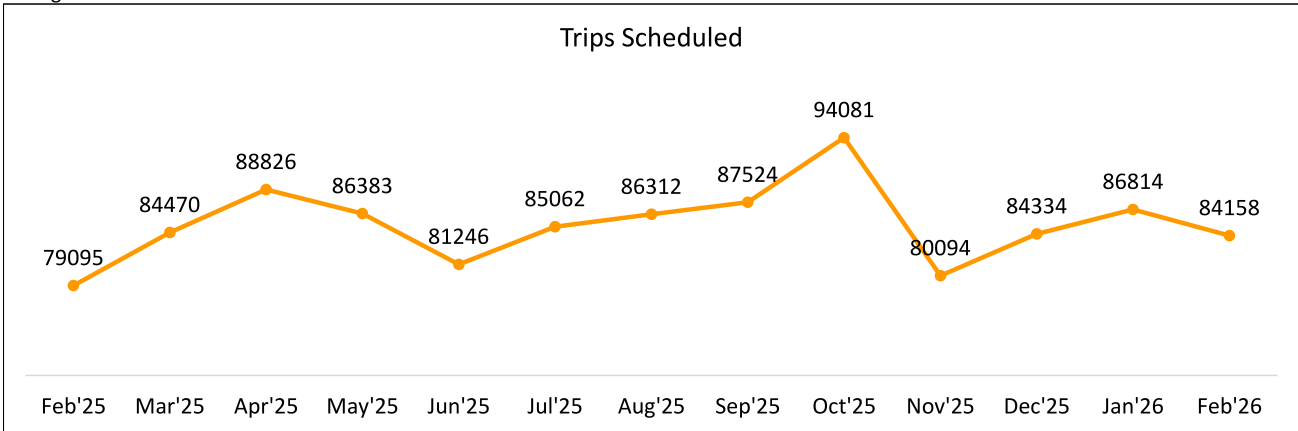
**Monthly Management Report**

**Achievements**

We handled 2,893 more calls than in January  
 Met productivity goal at 1.53  
 Service level was achieved organically with no waiver necessary at 98.09%  
 AHT improved to 3:12

**Challenges**

Utilization was under the 65% goal, but increased from 56.59% to 63.52%.  
 OTP goal was missed at 82.21%



Measures	1-Feb	2-Feb	3-Feb	4-Feb	5-Feb	6-Feb	7-Feb
<b>Longest Call In Queue</b>	00:01:55	00:03:40	00:02:25	00:02:10	00:09:16	00:04:44	00:04:50

8-Feb	9-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb
00:02:48	00:03:31	00:04:25	00:03:27	00:04:26	00:07:28	00:07:46

15-Feb	16-Feb	17-Feb	18-Feb	19-Feb	20-Feb	21-Feb
00:01:49	00:02:07	00:04:32	00:03:09	00:03:48	00:04:07	00:06:19

22-Feb	23-Feb	24-Feb	25-Feb	26-Feb	27-Feb	28-Feb
00:08:43	00:02:31	00:02:08	00:02:14	00:03:36	00:03:11	00:02:34

Measures	1-Feb	2-Feb	3-Feb	4-Feb	5-Feb	6-Feb	7-Feb
Staff by Day	29	39	40	43	38	34	25

8-Feb	9-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb
27	40	38	42	39	36	25

15-Feb	16-Feb	17-Feb	18-Feb	19-Feb	20-Feb	21-Feb
28	37	40	43	39	35	25

22-Feb	23-Feb	24-Feb	25-Feb	26-Feb	27-Feb	28-Feb
26	44	43	46	44	40	27