



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: 2026.04.29
09:10:52 -04'00'

Invoice #103334 ✓
DATE: 4/28/2026 ✓

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 – March 1-31, 2026	\$ 430,362.78

TOTAL: \$ 430,362.78 ✓

Received 4.28.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1599.54)	1	\$88,848.70	\$88,848.70
Agent Service Hours	11089.06	\$30.98	\$343,539.08
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	1	(\$25.00)	(\$25.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
TOTAL			\$430,362.78

Agent Name	Reg	OT	Total
Acosta, Maribel	174.18	6.12	180.30
Aguilera, Arianna	138.92	3.03	141.95
Aleman, Lissett	105.72	0.00	105.72
Augustin, Tatiana	174.25	3.80	178.05
Avendano, Esperanza	163.75	0.58	164.33
Barbour, Kathy	178.27	3.02	181.29
Barcelo, Jessica	150.02	9.45	159.47
Barillas, Doris	156.48	0.00	156.48
Barr, Natalie	166.75	0.55	167.30
Bernard, Amy	163.42	6.63	170.05
Brooks, Brandi	121.62	0.00	121.62
Castano, Giosvany	178.00	0.00	178.00
Cespedes, Luis	143.17	0.00	143.17
Cintron, Christian	152.72	0.27	152.99
Ciriaco, Janetzy	164.95	0.00	164.95
Cuadra, Giovanni	115.45	0.00	115.45
Cuervo, David	171.72	4.32	176.04
Daceus, Sabrina	165.85	4.88	170.73
De La Cruz, Nadia	142.97	0.00	142.97
De-La-Torre, Amanda	134.32	0.13	134.45
Delgado, Kassandra	181.28	19.62	200.90
Diquez, Marsha	178.93	7.60	186.53
Dodier, Brianna	164.93	0.00	164.93
Emiliani-Marchena, Rafael	161.10	0.00	161.10
Estrada, Maribel	164.98	5.47	170.45
Ferguson, Mario	107.57	0.00	107.57
Gamble, Rocio	163.33	13.52	176.85
Gattereau, Rose	168.08	1.30	169.38
Gutierrez, Michael	167.22	0.22	167.44
Hardaway, Leneshia	149.28	2.58	151.86
Henderson, Loretta	160.23	0.90	161.13
Hernandez, Christine	158.85	7.42	166.27
Hernandez, Ronald	110.08	0.00	110.08
Holmes, Patrice	169.85	11.55	181.40
James, Precious	183.05	21.65	204.70
Joseph, Steve	167.52	8.55	176.07
Kelly, Monica	145.70	0.00	145.70
Lewis-Francis, Jassette	155.00	0.00	155.00
Malcolm, Kiara	167.60	0.00	167.60
Marin, Himera	151.35	0.00	151.35
Martin, Michael	158.28	0.00	158.28
Montalvo, Amaury	139.72	0.00	139.72
Moore, Gwendolyn	169.07	3.68	172.75
Morales-Osorio, Yennyffer	176.10	8.95	185.05
Nordlund, Maria	183.08	2.68	185.76
Peralta-Miranda, Katerine	128.00	0.55	128.55
Perez, Erick	176.13	20.43	196.56
Perez, Mario	162.98	0.08	163.06
Pierre-Louis, Barbara	131.08	0.00	131.08
Quintero-Quinones, Paola	155.28	0.00	155.28
Ramirez, Pablo	166.07	0.00	166.07
Rios, Bianca	173.07	0.88	173.95
Rodriguez, Ernesto	3.43	0.00	3.43
Rolo, Sophia	92.57	0.00	92.57
Rothberg, Joy	182.43	9.17	191.60
Sams, Ebony	170.40	1.57	171.97
Sandoval, Justin	176.17	13.23	189.40
Sariol, Samantha	148.13	0.00	148.13
Scott, Jennielle	171.87	2.52	174.39
Silva, Eliana	174.68	0.00	174.68
Soles, Michelle	176.43	9.87	186.30
Solis, Reynaldo	163.93	1.87	165.80
Torres, Angelique	176.18	24.33	200.51
Valdes, Diana	166.85	11.27	178.12
Valdes, Rolando	169.67	0.95	170.62
Viscarra, Erlan	170.03	0.50	170.53
Williams, Maria	165.63	9.27	174.90
Williams, Samantha	181.23	6.78	188.01
Williams, Taryn	162.17	0.38	162.55
Williamson, Emperorist	7.82	0.00	7.82
Grand Total	10816.94	272.12	11089.06

Scheduler Name	Reg	OT	Total
Barillas, Martin	171.15	5.13	176.28
Beaujour, Byron	178.25	5.47	183.72
Evans, Tandra	174.28	10.38	184.66
Martinez, Jose	185.35	24.75	210.10
Rodriguez, Ernesto	178.77	51.63	230.40
St.Valiere, Sasha	174.22	10.60	184.82
Stephen, Clarence	178.50	0.00	178.50
Tiexeira, Michael	159.68	0.98	160.66
Valerie, Deniza	90.40	0.00	90.40
Grand Total	1490.60	108.94	1599.54

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Mar-26
Total Passenger Trips Request	108,015
Total Capacity Denials	78
Total Eligibility Denials	175
Total Trip Refusals by Clients	123
Total trips scheduled	94,611
Total advance cancellations	10,385
Total late cancellations	7,041
Total no-shows	6,137
Total trips provided to clients	94,611
Total client will-call trips	132
Number and percentage of trips up to 10 miles with travel times greater than 60 min	11,160 total trips/ 11.80%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,717 total trips/ 1.81%

Telephone Service Details

Total number of calls handled	104,541
Total number of calls received	106,073
Total number of calls by type:	
BCT Reservations	89,789
BCT Spanish Reservations	15,679
BCT Creole	40
BCT Supervisor Call	385
BCT Emergency Line	180
Total number of calls answered	104,541
Total number of calls abandoned	1,532
Percent Total of calls abandoned	1.44%
Average speed of answer time	0:13
Average handle time with hold	3:28
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:35
Employee Utilization	61.67%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	86
Total number of contractor commendations	35

On Time Performance	83.80%
Passenger Trips per Hour	1.52
Call Management	98.47%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	1
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	98.47%
On-Time Performance <90% (monthly)	83.80%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.52
Employee Utilization < 65%	61.67%
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 9,587 more calls than in February

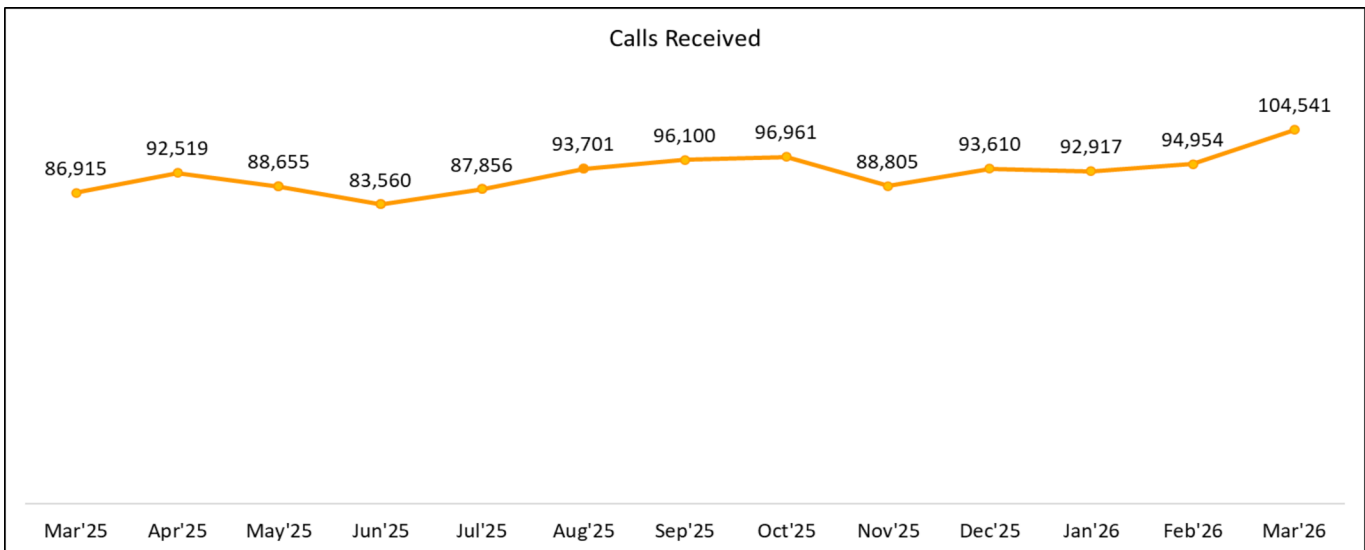
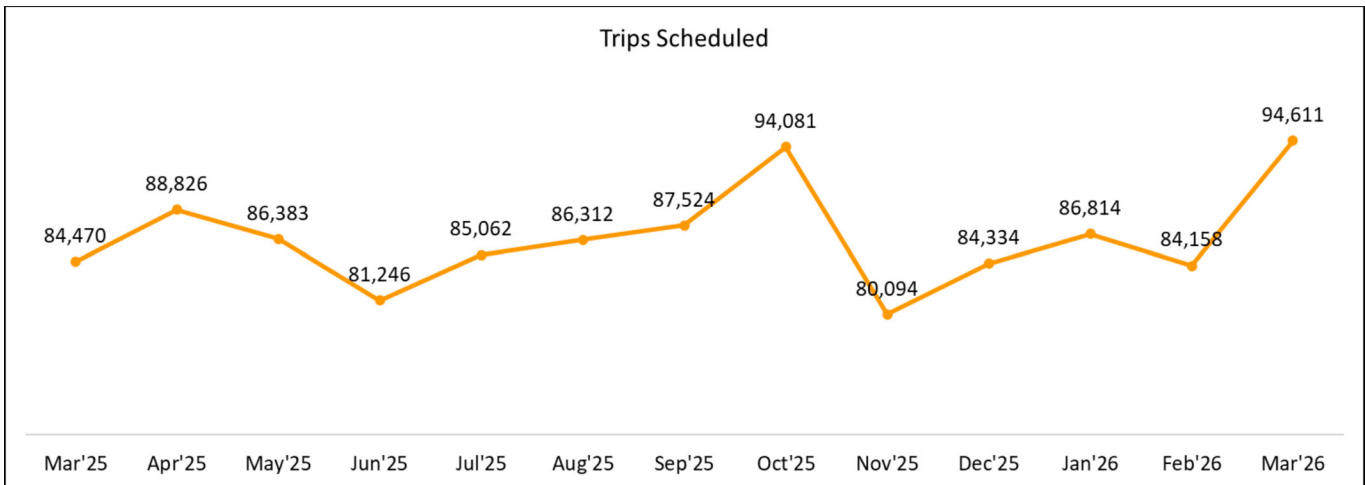
Met productivity goal at 1.52

Service level was achieved organically with no waiver necessary at 98.47%

Challenges

Utilization was under the 65% goal

OTP goal was missed at 83.80%, but increased even though close to 12k more trips than February



Measures	1-Mar	2-Mar	3-Mar	4-Mar	5-Mar	6-Mar	7-Mar
Longest Call In Queue	0:03:55	0:04:52	0:03:04	0:02:28	0:04:34	0:06:12	0:03:54

8-Mar	9-Mar	10-Mar	11-Mar	12-Mar	13-Mar	14-Mar
0:03:39	0:03:24	0:01:40	0:02:52	0:04:34	0:02:55	0:03:55

15-Mar	16-Mar	17-Mar	18-Mar	19-Mar	20-Mar	21-Mar
0:02:27	0:04:34	0:04:40	0:01:41	0:02:46	0:04:05	0:06:06

22-Mar	23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar
0:03:55	0:03:51	0:04:27	0:02:43	0:01:33	0:03:48	0:03:28

29-Mar	30-Mar	31-Mar
0:04:25	0:03:15	0:02:36

Measures	1-Mar	2-Mar	3-Mar	4-Mar	5-Mar	6-Mar	7-Mar
Staff by Day	35	65	65	69	65	53	31

8-Mar	9-Mar	10-Mar	11-Mar	12-Mar	13-Mar	14-Mar
33	59	63	66	59	47	36

15-Mar	16-Mar	17-Mar	18-Mar	19-Mar	20-Mar	21-Mar
39	55	58	61	55	42	33

22-Mar	23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar
38	59	62	63	58	46	34

29-Mar	30-Mar	31-Mar
39	56	61