



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: 2026.09.03
14:38:24 -04'00'

Invoice #103348✓
DATE: 9/03/2026

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 – July 1-31, 2026 ✓	\$ 432,661.19 ✓

TOTAL: \$ 432,661.19 ✓

Received 9.3.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1328.32)	1	\$88,848.70	\$88,848.70
Agent Service Hours	11136.62	\$30.98	\$345,012.49
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%	0	(\$1,000.00)	\$0.00
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	8	(\$25.00)	(\$200.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
TOTAL			\$432,661.19

Agent Name	Reg	OT	Total
Acosta, Maribel	127.60	1.67	129.27
Augustin, Tatiana	153.63	0.65	154.28
Avendano, Esperanza	134.57	0.28	134.85
Barbour, Kathy	155.70	0.13	155.83
Barcelo, Jessica	149.37	0.95	150.32
Barillas, Doris	144.03	0.20	144.23
Barr, Natalie	169.18	1.52	170.70
Barriga, Sergio	172.08	0.83	172.91
Bernard, Amy	184.47	0.22	184.69
Brooks, Brandi	109.70	0.00	109.70
Camacho, Kianalyz	149.43	0.03	149.46
Castano, Giosvany	175.02	0.00	175.02
Cespedes, Luis	152.45	0.00	152.45
Charles, Marie	34.87	0.00	34.87
Cintron, Christian	151.27	0.18	151.45
Ciriaco, Janetzy	172.78	3.72	176.50
Cuadra, Giovanni	12.92	0.00	12.92
Cuervo, David	136.60	0.00	136.60
Daceus, Sabrina	160.10	0.35	160.45
De La Cruz, Nadia	135.80	0.00	135.80
De-Garate-Guarache, Gabriel	152.28	0.00	152.28
Delgado, Kassandra	153.87	0.63	154.50
Diquez, Marsha	153.95	0.00	153.95
Dodier, Brianna	164.93	0.00	164.93
Emiliani-Marchena, Rafael	162.53	1.88	164.41
Estrada, Maribel	167.07	0.00	167.07
Fleurantin, Shamar	34.72	0.00	34.72
Gamble, Rocio	165.03	0.00	165.03
Gattereau, Rose	166.03	1.03	167.06
Gutierrez, Michael	182.27	0.52	182.79
Hardaway, Lenesha	166.47	0.70	167.17
Henderson, Loretta	160.73	0.85	161.58
Hernandez, Christine	162.40	0.00	162.40
Holmes, Patrice	171.93	0.87	172.80
Joseph, Steve	170.83	4.47	175.30
Kelly, Monica	144.97	0.00	144.97
Lewis-Francis, Jassette	151.22	0.20	151.42
Malcolm, Kiara	136.08	0.78	136.86
Mansfield, Khrystal	70.25	0.00	70.25
Maradiaga Dubon, Marco	28.12	0.00	28.12
Marin, Himera	182.42	1.37	183.79
Martin, Michael	159.60	0.52	160.12
Martinez-Oseguera, Blanca	27.98	0.00	27.98
Merced, Yarelis	34.93	0.00	34.93
Meza, John	70.18	0.00	70.18
Molina, Yialyn	25.48	0.00	25.48
Montalvo, Amaury	176.42	0.03	176.45
Moore, Gwendolyn	152.38	4.18	156.56
Morales-Osorio, Yennyffer	161.77	0.42	162.19
Nauth, Kristy	35.28	0.00	35.28
Nordlund, Maria	136.37	1.73	138.10
Normil, Lehylla	70.32	0.00	70.32
Padilla, Diana	32.42	0.00	32.42
Peralta-Miranda, Katerine	101.75	0.00	101.75
Pereira Debayle, Andres	183.58	0.12	183.70
Pereira, Marcela	176.47	2.45	178.92
Perez, Erick	168.05	0.57	168.62
Perez, Mario	175.98	0.22	176.20
Pericles, Marley	34.78	0.00	34.78
Pierre-Louis, Barbara	157.23	0.00	157.23
Quintero-Quinones, Paola	121.50	2.13	123.63
Ramirez, Pablo	167.88	0.40	168.28
Rios, Bianca	161.15	2.52	163.67
Rothberg, Joy	137.63	2.05	139.68
Sams, Ebony	160.17	0.55	160.72
Sandoval, Justin	148.67	0.08	148.75
Santos, Daniel	70.35	0.00	70.35
Sardinas, Napoleon	174.43	1.27	175.70
Sariol, Samantha	173.23	1.80	175.03
Scott, Jennielle	176.28	2.15	178.43
Silva, Eliana	178.68	1.28	179.96
Soasti, David	180.73	1.28	182.01
Soles, Michelle	177.47	4.57	182.04
Solis, Reynaldo	136.08	0.32	136.40
Torres, Angelique	160.00	6.58	166.58
Valdes, Diana	135.75	0.00	135.75
Valdes, Rolando	162.72	0.82	163.54
Viscarra, Erlan	149.03	1.27	150.30
Williams, Maria	135.72	2.93	138.65
Williams, Samantha	133.77	1.12	134.89
Williams, Taryn	117.35	0.00	117.35
Total	11069.23	67.39	11136.62

Scheduler Name	Reg	OT	Total
Barillas, Martin	131.35	2.62	133.97
Beaujour, Byron	176.07	4.27	180.34
Evans, Tandra	159.38	0.32	159.70
Martinez, Jose	175.73	3.72	179.45
Rodriguez, Ernesto	175.70	1.85	177.55
St.Valiere, Sasha	137.38	0.80	138.18
Stephen, Clarence	114.75	0.00	114.75
Tiexeira, Michael	144.47	1.23	145.70
Valerie, Deniza	98.68	0.00	98.68
Grand Total	1313.51	14.81	1328.32

Broward County Transit MOR

Monthly Operating Report

Metric/Month	Jul-26
Total Passenger Trips Request	108,911
Total Capacity Denials	37
Total Eligibility Denials	99
Total Trip Refusals by Clients	95
Total trips scheduled	94,848
Total advance cancellations	11,251
Total late cancellations	6,392
Total no-shows	5,407
Total trips provided to clients	94,847
Total client will-call trips	142
Number and percentage of trips up to 10 miles with travel times greater than 60 min	9,187 total trips/ 9.69%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,216 total trips/ 1.28%

Telephone Service Details

Total number of calls handled	91,586
Total number of calls received	92,587
Total number of calls by type:	
BCT Reservations	78,227
BCT Spanish Reservations	13,768
BCT Creole	23
BCT Supervisor Call	329
BCT Emergency Line	240
Total number of calls answered	91,586
Total number of calls abandoned	1,001
Percent Total of calls abandoned	1.08%
Average speed of answer time	0:06
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	2:25
Employee Utilization	55.40%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	64
Total number of contractor commendations	19

On Time Performance	91.51%
Passenger Trips per Hour	1.54
Call Management	99.72%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	8
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	99.72%
On-Time Performance <90% (monthly)	91.51%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.54
Employee Utilization < 65%	55.40%
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 1.54

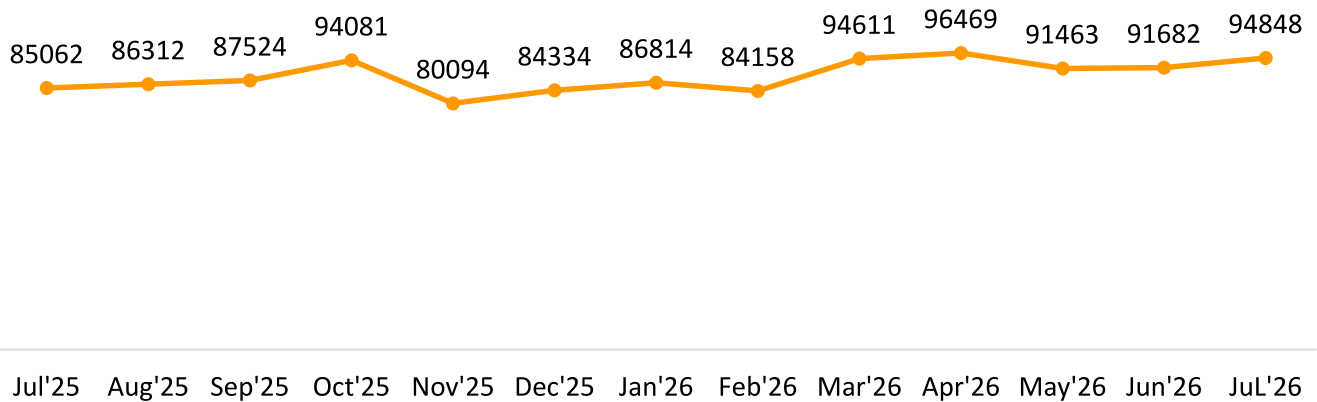
Service level was achieved organically with no waiver necessary at 99.72%

OTP was met at 91.51%

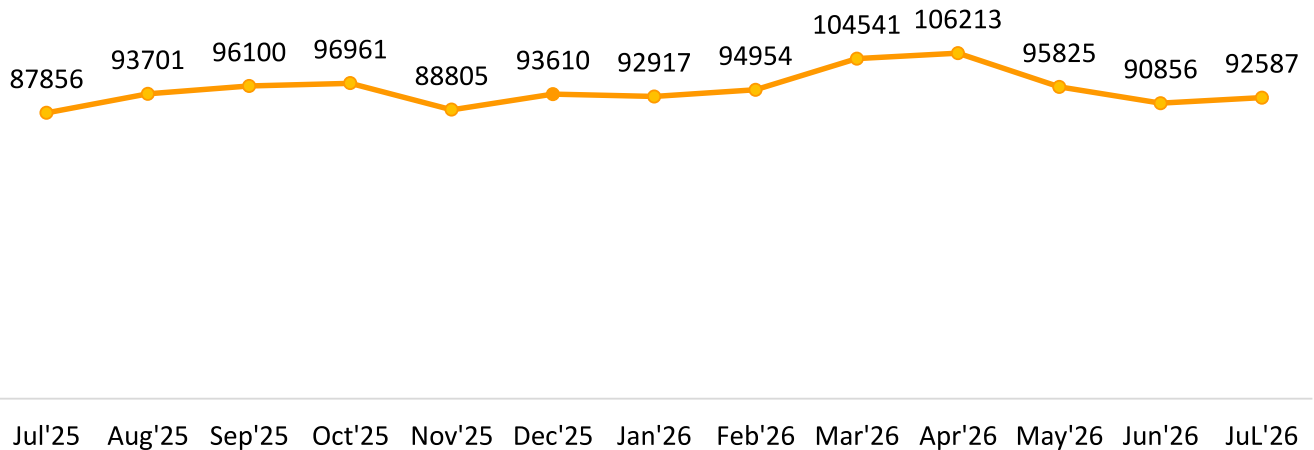
Challenges

Utilization was under the 65% goal at 55.40%

Trips Scheduled



Calls Received



Measures	1-Jul	2-Jul	3-Jul	4-Jul	5-Jul	6-Jul	7-Jul
Longest Call In Queue	00:00:45	00:01:13	00:01:14	00:05:47	00:06:41	00:01:05	00:03:12
	8-Jul	9-Jul	10-Jul	11-Jul	12-Jul	13-Jul	14-Jul
	00:02:11	00:02:37	00:01:56	00:03:39	00:02:29	00:02:18	00:03:26
	15-Jul	16-Jul	17-Jul	18-Jul	19-Jul	20-Jul	21-Jul
	00:02:07	00:02:28	00:05:52	00:03:22	00:02:48	00:02:10	00:02:35
	22-Jul	23-Jul	24-Jul	25-Jul	26-Jul	27-Jul	28-Jul
	00:02:04	00:02:52	00:03:33	00:04:45	00:05:39	00:15:12	00:02:03
	29-Jul	30-Jul	31-Jul				
	00:01:55	00:01:03	00:02:50				

Agents by Day	1-Jul	2-Jul	3-Jul	4-Jul	5-Jul	6-Jul	7-Jul
Staff by Day	62	58	52	35	36	53	60
	8-Jul	9-Jul	10-Jul	11-Jul	12-Jul	13-Jul	14-Jul
	59	64	48	36	37	55	60
	15-Jul	16-Jul	17-Jul	18-Jul	19-Jul	20-Jul	21-Jul
	59	61	46	31	34	51	59
	22-Jul	23-Jul	24-Jul	25-Jul	26-Jul	27-Jul	28-Jul
	58	59	46	35	32	47	66
	29-Jul	30-Jul	31-Jul				
	65	63	55				