



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: 2026.09.21 16:11:16
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Invoice #103350 ✓
DATE: 9/21/2026

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 – August 1-31, 2026 ✓	\$ 441,114.38 ✓

TOTAL: \$ 441,114.38 ✓

Received 9.21.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1341.05)	1	\$88,848.70	\$88,848.70
Agent Service Hours	11428.04	\$30.98	\$354,040.68
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%	1	(\$750.00)	(\$750.00)
- < 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	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			\$441,114.38

Agent Name	Reg	OT	Total
Acosta, Maribel	161.92	3.62	165.54
Augustin, Tatiana	130.73	0.62	131.35
Avendano, Esperanza	162.70	0.18	162.88
Barbour, Kathy	164.68	0.20	164.88
Barcelo, Jessica	160.17	0.55	160.72
Barillas, Doris	142.43	2.53	144.96
Barr, Natalie	166.55	4.40	170.95
Barriga, Sergio	167.82	1.17	168.99
Bernard, Amy	157.12	0.75	157.87
Brooks, Brandi	108.85	0.00	108.85
Camacho, Kianalyz	152.30	0.27	152.57
Castano, Giosvany	166.77	0.00	166.77
Cespedes, Luis	159.85	0.22	160.07
Charles, Marie	33.40	0.00	33.40
Cintron, Christian	143.55	0.07	143.62
Ciriaco, Janetzy	163.78	0.00	163.78
Cuervo, David	153.18	0.45	153.63
Daceus, Sabrina	173.70	0.52	174.22
De La Cruz, Nadia	129.40	0.00	129.40
De-Garate-Guarache, Gabriel	142.79	0.00	142.79
Delgado, Kassandra	167.78	0.40	168.18
Diquez, Marsha	22.62	0.00	22.62
Dodier, Brianna	167.15	0.00	167.15
Emiliani-Marchena, Rafael	154.22	1.15	155.37
Estrada, Maribel	155.32	0.67	155.99
Fleurantin, Shamar	27.88	0.00	27.88
Gamble, Rocio	50.18	0.00	50.18
Gattereau, Rose	164.18	0.12	164.30
Gutierrez, Michael	159.42	0.72	160.14
Hardaway, Lenessa	162.15	0.00	162.15
Henderson, Loretta	118.47	0.38	118.85
Hernandez, Christine	168.58	2.27	170.85
Holmes, Patrice	130.42	0.58	131.00
Joseph, Steve	174.50	1.52	176.02
Kelly, Monica	146.05	0.00	146.05
Lewis-Francis, Jassette	158.00	0.00	158.00
Malcolm, Kiara	153.32	0.27	153.59
Mansfield, Khrystal	45.95	0.00	45.95
Marin, Himera	154.98	0.52	155.50
Martin, Michael	171.53	0.30	171.83
Merced, Yarelis	134.32	0.00	134.32
Meza, John	159.63	0.00	159.63
Montalvo, Amaury	164.32	0.00	164.32
Moore, Gwendolyn	168.53	3.62	172.15
Morales-Osorio, Yennyffer	173.23	2.40	175.63
Nauth, Kristy	8.27	0.00	8.27
Nordlund, Maria	176.10	3.33	179.43
Normil, Lehylla	160.23	0.52	160.75
Padilla, Diana	162.80	1.68	164.48
Peralta-Miranda, Katerine	163.25	0.38	163.63
Pereira Debayle, Andres	158.01	0.36	158.37
Pereira, Marcela	183.57	2.40	185.97
Perez, Erick	154.48	0.00	154.48
Perez, Mario	175.68	0.68	176.36
Pericles, Marley	164.05	1.13	165.18
Pierre-Louis, Barbara	119.08	3.22	122.30
Quintero-Quinones, Paola	163.92	0.00	163.92
Ramirez, Pablo	135.43	0.00	135.43
Rios, Bianca	174.73	2.15	176.88
Rothberg, Joy	136.42	4.57	140.99
Sams, Ebony	140.37	0.20	140.57
Sandoval, Justin	163.67	0.18	163.85
Santos, Daniel	153.95	0.22	154.17
Sardinas, Napoleon	150.51	0.65	151.16
Sariol, Samantha	173.32	1.07	174.39
Scott, Jennielle	136.98	1.48	138.46
Silva, Eliana	159	0.25	159.25
Soasti, David	160.15	2.36	162.51
Soles, Michelle	150.77	5.45	156.22
Solis, Reynaldo	167.85	1.12	168.97
Torres, Angelique	164.92	20.63	185.55
Valdes, Diana	149.08	0.13	149.21
Valdes, Rolando	146.37	0.00	146.37
Viscarra, Erlan	175.65	2.27	177.92
Williams, Maria	154.33	8.82	163.15
Williams, Samantha	182.45	2.70	185.15
Williams, Taryn	169.48	0.33	169.81
Total	11329.29	98.75	11428.04

Scheduler Name	Reg	OT	Total
Barillas, Martin	152.67	5.97	158.64
Beaujour, Byron	175.40	3.87	179.27
Evans, Tandra	99.15	0.00	99.15
Martinez, Jose	174.98	8.50	183.48
Rodriguez, Ernesto	176.22	5.03	181.25
St.Valiere, Sasha	175.33	3.80	179.13
Stephen, Clarence	135.27	1.95	137.22
Tiexeira, Michael	147.22	1.87	149.09
Valerie, Deniza	73.82	0.00	73.82
Grand Total	1310.06	30.99	1341.05

Broward County Transit MOR Monthly Operating Report

Metric/Month	Aug-26
Total Passenger Trips Request	108,376
Total Capacity Denials	50
Total Eligibility Denials	198
Total Trip Refusals by Clients	128
Total trips scheduled	94,802
Total advance cancellations	10,212
Total late cancellations	7,025
Total no-shows	5,672
Total trips provided to clients	94,802
Total client will-call trips	140
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,639 total trips/ 11.22%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,600 total trips/ 1.69%

Telephone Service Details

Total number of calls handled	100,850
Total number of calls received	103,470
Total number of calls by type:	
BCT Reservations	87,547
BCT Spanish Reservations	15,325
BCT Creole	25
BCT Supervisor Call	366
BCT Emergency Line	207
Total number of calls answered	100,850
Total number of calls abandoned	2,620
Percent Total of calls abandoned	2.53%
Average speed of answer time	0:13
Average handle time with hold	3:27
	See Longest Call
Maximum hold times for all calls by hour for each day	In Queue
Average talk time	2:31
Employee Utilization	62.10%
	See Staff by Day
Total number of agents on duty by hour of each day	
Total number of contractor complaints	94
Total number of contractor commendations	25

On Time Performance	87.58%
Passenger Trips per Hour	1.54
Call Management	97.47%

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)	97.47%
On-Time Performance <90% (monthly)	87.58%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.54
Employee Utilization < 65%	62.10%
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

Unprofessional/Discourteous complaints improved from 8 the prior month to 1 for August.

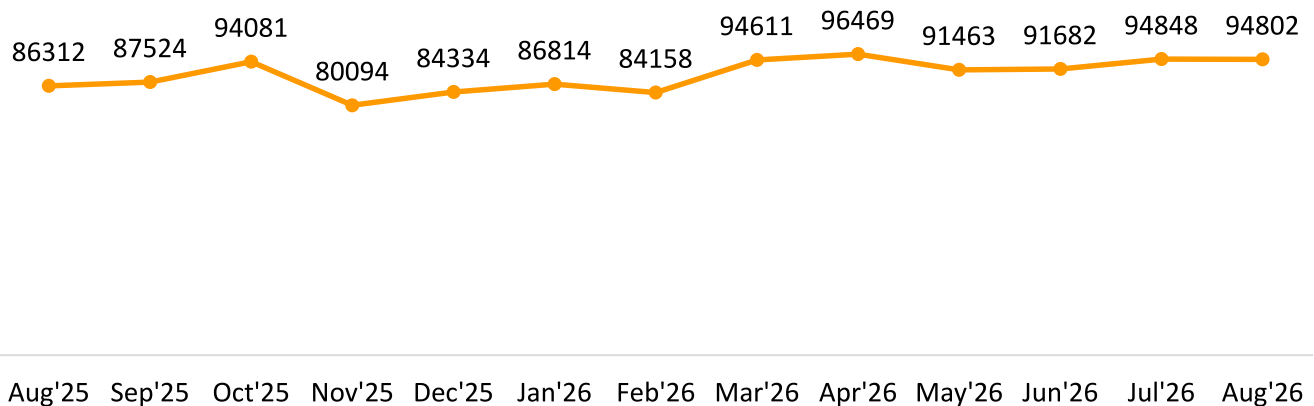
Challenges

Service level finished at 97.47% and required a waiver due to Adept challenges

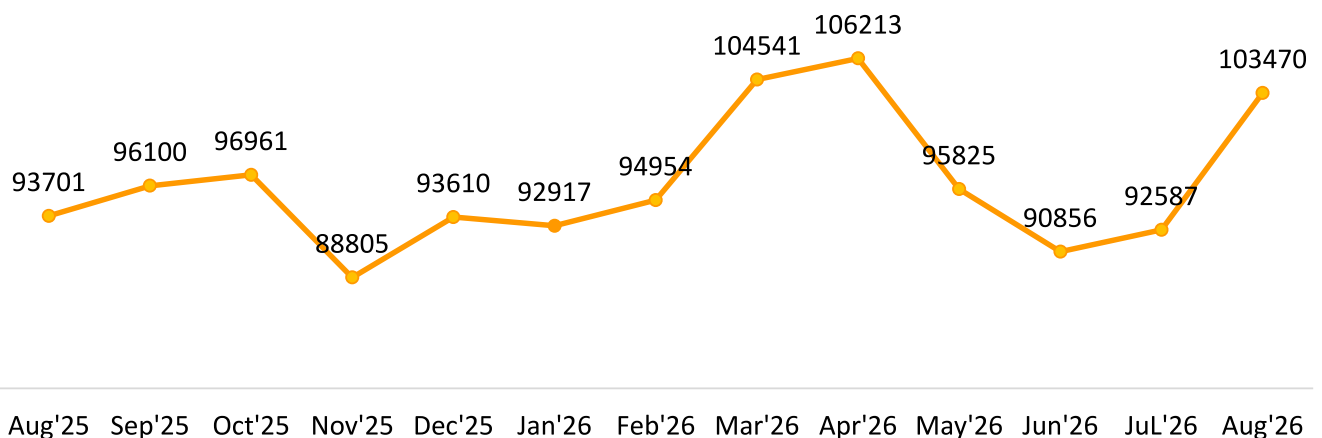
Utilization was under the 65% goal ; however improved substantially to 62.10%

OTP reduced to 87.58%

Trips Scheduled



Calls Received



Measures	1-Aug	2-Aug	3-Aug	4-Aug	5-Aug	6-Aug	7-Aug
Longest Call In Queue	00:04:45	00:06:41	00:03:15	00:01:54	00:01:40	00:02:35	00:14:11
	8-Aug	9-Aug	10-Aug	11-Aug	12-Aug	13-Aug	14-Aug
	00:04:45	00:02:45	00:04:12	00:03:16	00:10:06	00:03:13	01:26:40
	15-Aug	16-Aug	17-Aug	18-Aug	19-Aug	20-Aug	21-Aug
	00:01:57	00:04:12	00:03:38	00:05:07	00:10:19	00:18:08	00:04:15
	22-Aug	23-Aug	24-Aug	25-Aug	26-Aug	27-Aug	28-Aug
	00:04:27	00:07:31	00:09:26	00:05:31	00:03:54	00:04:05	00:04:55
	29-Aug	30-Aug	31-Aug				
	00:10:12	00:03:42	00:02:34				

Agents by Day	1-Aug	2-Aug	3-Aug	4-Aug	5-Aug	6-Aug	7-Aug
Staff by Day	31	33	58	67	68	69	53
	8-Aug	9-Aug	10-Aug	11-Aug	12-Aug	13-Aug	14-Aug
	34	36	59	66	65	69	52
	15-Aug	16-Aug	17-Aug	18-Aug	19-Aug	20-Aug	21-Aug
	33	41	59	65	67	63	48
	22-Aug	23-Aug	24-Aug	25-Aug	26-Aug	27-Aug	28-Aug
	30	40	60	65	66	63	50
	29-Aug	30-Aug	31-Aug				
	33	39	55				