



Strobis, Paul
(Paratransit)

Digitally signed by
Strobis, Paul
(Paratransit)
Date: 2026.10.09
16:22:52 -04'00'

INVOICE

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

Invoice #103353 ✓
DATE: 10/9/2026

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 – September 26-30, 2026 ✓	\$ 46,996.66

TOTAL: \$ 46,996.66

Received 10.9.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 245.94)	0	\$88,848.70	\$0.00
Agent Service Hours	1746.18	\$30.98	\$54,096.66
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	1	(\$5,000.00)	(\$5,000.00)
- 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	4	(\$25.00)	(\$100.00)
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
TOTAL			\$46,996.66

Agent Name	Reg	OT	Total
Acosta, Maribel	24.23	0.00	24.23
Augustin, Tatiana	39.50	0.25	39.75
Avendano, Esperanza	15.98	0.05	16.03
Barbour, Kathy	30.68	1.87	32.55
Barcelo, Jessica	32.45	0.00	32.45
Barillas, Doris	24.30	0.00	24.30
Barr, Natalie	23.63	0.67	24.30
Barriga, Sergio	24.10	0.00	24.10
Bernard, Amy	23.80	0.20	24.00
Brooks, Brandi	24.27	0.00	24.27
Camacho, Kianalyz	22.98	0.00	22.98
Castano, Giosvany	30.92	0.00	30.92
Cespedes, Luis	32.27	0.00	32.27
Cintron, Christian	23.43	0.00	23.43
Ciriaco, Janetzy	32.12	0.00	32.12
Cuervo, David	15.58	0.00	15.58
Daceus, Sabrina	29.87	0.00	29.87
Delgado, Kassandra	24.30	0.00	24.30
Diquez, Marsha	21.68	0.00	21.68
Dodier, Brianna	26.23	0.00	26.23
Emiliani-Marchena, Rafael	27.73	0.10	27.83
Estrada, Maribel	27.23	0.02	27.25
Gattereau, Rose	23.95	0.27	24.22
Gutierrez, Michael	23.32	0.82	24.14
Hardaway, Leneshia	30.00	0.00	30.00
Henderson, Loretta	24.10	0.12	24.22
Hernandez, Christine	23.58	0.00	23.58
Joseph, Steve	24.05	0.10	24.15
Kelly, Monica	28.03	0.00	28.03
Lewis-Francis, Jassette	23.45	0.00	23.45
Malcolm, Kiara	24.03	0.00	24.03
Marin, Himera	24.42	0.00	24.42
Martin, Michael	22.77	0.00	22.77
Merced, Yarelis	23.32	0.00	23.32
Meza, John	32.05	0.02	32.07
Moore, Gwendolyn	21.33	1.78	23.11
Morales-Osorio, Yennyffer	31.77	0.42	32.19
Nordlund, Maria	31.98	0.65	32.63
Normil, Lehylla	32.47	0.00	32.47
Padilla, Diana	31.65	0.53	32.18
Peralta-Miranda, Katerine	24.30	0.00	24.30
Pereira Debayle, Andres	21.67	0.00	21.67
Pereira, Marcela	23.82	0.57	24.39
Perez, Erick	21.30	0.00	21.30
Perez, Mario	23.90	0.13	24.03
Pericles, Marley	31.88	0.30	32.18
Pierre-Louis, Barbara	25.50	0.00	25.50
Quintero-Quinones, Paola	14.07	0.00	14.07
Ramirez, Pablo	32.07	0.05	32.12
Rios, Bianca	31.58	0.82	32.40
Rothberg, Joy	31.68	1.15	32.83
Sams, Ebony	22.97	0.00	22.97
Sardinas, Napoleon	18.05	4.05	22.10
Sariol, Samantha	30.05	0.28	30.33
Scott, Jennielle	32.60	0.00	32.60
Silva, Eliana	23.82	0.35	24.17
Soasti, David	23.78	0.80	24.58
Soles, Michelle	23.63	1.22	24.85
Solis, Reynaldo	24.22	0.13	24.35
Torres, Angelique	23.95	1.12	25.07
Valdes, Diana	23.45	0	23.45
Valdes, Rolando	29.32	0.00	29.32
Viscarra, Erlan	26.53	0.48	27.01
Williams, Maria	32.07	0.13	32.20
Williams, Samantha	40.50	0.37	40.87
Williams, Taryn	15.53	0.57	16.10
Total	1725.79	20.39	1746.18

Scheduler Name	Reg	OT	Total
Barillas, Martin	29.77	1.18	30.95
Beaujour, Byron	30.72	0.33	31.05
Evans, Tandra	26.87	8.42	35.29
Martinez, Jose	32.73	1.80	34.53
Rodriguez, Ernesto	33.02	0.25	33.27
St.Valiere, Sasha	26.20	0.00	26.20
Stephen, Clarence	30.28	0.00	30.28
Tiexeira, Michael	24.37	0.00	24.37
Grand Total	233.96	11.98	245.94

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Sep-26
Total Passenger Trips Request	109,085
Total Capacity Denials	49
Total Eligibility Denials	162
Total Trip Refusals by Clients	101
Total trips scheduled	95,848
Total advance cancellations	10,857
Total late cancellations	7,280
Total no-shows	6,646
Total trips provided to clients	95,848
Total client will-call trips	123
Number and percentage of trips up to 10 miles with travel times greater than 60 min	11,991 total trips/ 12.51%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	2,053 total trips/ 2.14%

Telephone Service Details

Total number of calls handled	106,678
Total number of calls received	109,519
Total number of calls by type:	
BCT Reservations	93,124
BCT Spanish Reservations	15,765
BCT Creole	52
BCT Supervisor Call	408
BCT Emergency Line	170
Total number of calls answered	106,678
Total number of calls abandoned	2,841
Percent Total of calls abandoned	2.59%
Average speed of answer time	0:15
Average handle time with hold	3:21
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:29
Employee Utilization	64.45%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	105
Total number of contractor commendations	44

On Time Performance	84.71%
Passenger Trips per Hour	1.50
Call Management	97.43%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	4
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	97.43%
On-Time Performance <90% (monthly)	84.71%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.50
Employee Utilization < 65%	64.45%
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 1.50

Unprofessional/Discourteous complaints remained low at 1 for September

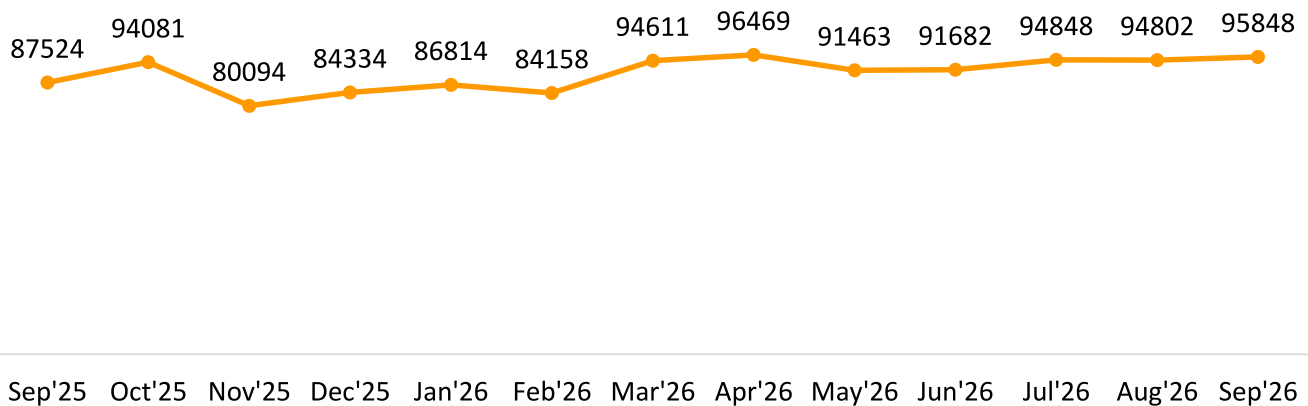
Challenges

Service level finished at 97.43% and required a waiver due to extended partner contact times and high waitlist

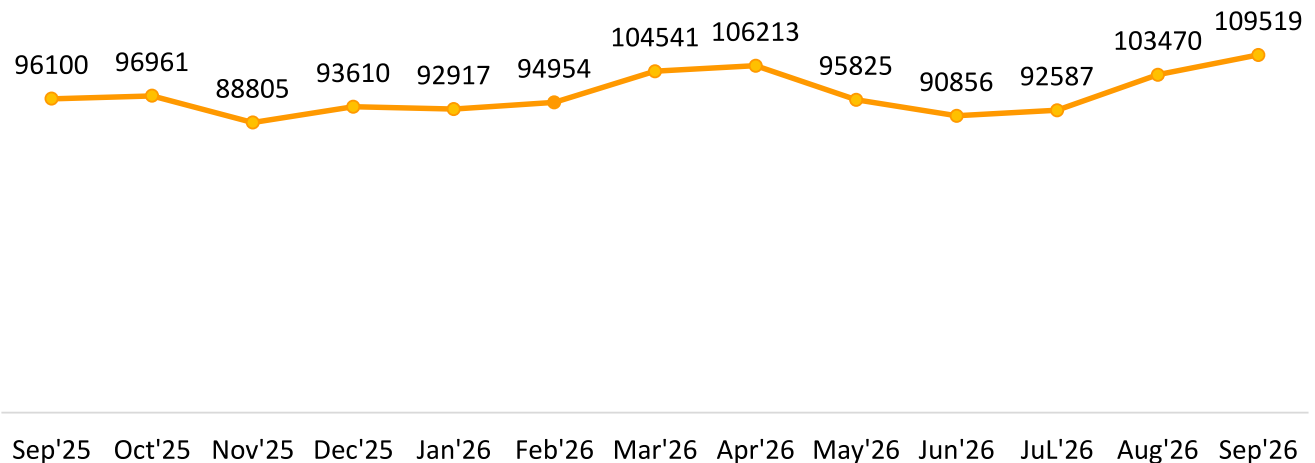
Utilization was under the 65% goal ; however improved substantially to 64.45%

OTP reduced to 84.71%

Trips Scheduled



Calls Received



Measures	1-Sep	2-Sep	3-Sep	4-Sep	5-Sep	6-Sep	7-Sep
Longest Call In Queue	0:04:07	0:02:06	0:04:16	0:03:37	0:03:22	0:03:13	0:04:12
	8-Sep	9-Sep	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep
	0:03:56	0:06:45	0:04:05	0:03:54	0:03:26	0:03:44	0:07:50
	15-Sep	16-Sep	17-Sep	18-Sep	19-Sep	20-Sep	21-Sep
	0:05:51	0:06:20	0:03:50	0:07:12	0:06:58	0:02:01	0:02:29
	22-Sep	23-Sep	24-Sep	25-Sep	26-Sep	27-Sep	28-Sep
	0:03:30	0:03:45	0:06:38	0:05:10	0:09:37	0:01:58	0:07:03
	29-Sep	30-Sep					
	0:03:57	0:11:33					

Agents by Day	1-Sep	2-Sep	3-Sep	4-Sep	5-Sep	6-Sep	7-Sep
Staff by Day	65	69	68	48	35	46	57
	8-Sep	9-Sep	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep
	70	69	63	46	33	43	58
	15-Sep	16-Sep	17-Sep	18-Sep	19-Sep	20-Sep	21-Sep
	66	67	61	45	34	38	53
	22-Sep	23-Sep	24-Sep	25-Sep	26-Sep	27-Sep	28-Sep
	66	63	60	47	32	42	57
	29-Sep	30-Sep					
	64	61					