



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: 2026.09.29
11:31:27 -04'00'

Invoice #103351✓
DATE: 9/29/2026

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 1-25, 2026 ✓	\$ 379,073.68 ✓

TOTAL: \$ 379,073.68

Received 9.29.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1186.94)	1	\$88,848.70	\$88,848.70
Agent Service Hours	9368.14	\$30.98	\$290,224.98
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%	0	(\$1,000.00)	\$0.00
Failure to Meet Reporting Requirements	0	(\$500.00)	\$0.00
Discourteous/Unprofessional Employee	0	(\$25.00)	\$0.00
Vacancy of Key Personnel			
- 30 Days	0	(\$1,000.00)	\$0.00
- > 30 Days	0	(\$250.00)	\$0.00
TOTAL			\$379,073.68

Agent Name	Reg	OT	Total
Acosta, Maribel	150.10	1.90	152.00
Augustin, Tatiana	126.03	0.00	126.03
Avendano, Esperanza	146.32	0.45	146.77
Barbour, Kathy	136.53	0.37	136.90
Barcelo, Jessica	130.07	1.03	131.10
Barillas, Doris	129.20	0.82	130.02
Barr, Natalie	152.53	1.88	154.41
Barriga, Sergio	126.90	0.23	127.13
Bernard, Amy	151.60	0.45	152.05
Brooks, Brandi	136.38	0.00	136.38
Camacho, Kianalyz	129.43	0.15	129.58
Castano, Giosvany	140.57	0.00	140.57
Cespedes, Luis	119.12	0.43	119.55
Cintron, Christian	151.70	0.02	151.72
Ciriaco, Janetzy	127.52	0.00	127.52
Cuervo, David	142.30	0.40	142.70
Daceus, Sabrina	120.63	0.00	120.63
De-Garate-Guarache, Gabriel	75.45	0.00	75.45
Delgado, Kassandra	142.53	1.05	143.58
Diquez, Marsha	102.77	0.00	102.77
Dodier, Brianna	136.85	0.53	137.38
Emiliani-Marchena, Rafael	131.10	0.00	131.10
Estrada, Maribel	72.62	0.00	72.62
Gattereau, Rose	133.40	0.00	133.40
Gutierrez, Michael	144.88	0.72	145.60
Hardaway, Lenasha	127.53	0.85	128.38
Henderson, Loretta	136.22	0.53	136.75
Hernandez, Christine	135.58	1.40	136.98
Holmes, Patrice	74.50	0.00	74.50
Joseph, Steve	151.38	0.55	151.93
Kelly, Monica	121.35	0.00	121.35
Lewis-Francis, Jassette	143.88	0.90	144.78
Malcolm, Kiara	149.35	0.00	149.35
Marin, Himera	141.83	0.95	142.78
Martin, Michael	142.10	0.00	142.10
Merced, Yarelis	109.57	0.00	109.57
Meza, John	136.92	0.03	136.95
Montalvo, Amaury	100.23	0.00	100.23
Moore, Gwendolyn	147.08	2.62	149.70
Morales-Osorio, Yennyffer	142.62	0.88	143.50
Nordlund, Maria	144.28	1.18	145.46
Normil, Lehylla	128.72	0.33	129.05
Padilla, Diana	142.77	0.28	143.05
Peralta-Miranda, Katerine	146.50	0.02	146.52
Pereira Debayle, Andres	147.13	0.00	147.13
Pereira, Marcela	136.18	1.40	137.58
Perez, Erick	135.37	0.18	135.55
Perez, Mario	144.18	0.53	144.71
Pericles, Marley	132.97	0.75	133.72
Pierre-Louis, Barbara	135.08	0.00	135.08
Quintero-Quinones, Paola	112.75	0.00	112.75
Ramirez, Pablo	143.93	0.65	144.58
Rios, Bianca	144.80	0.98	145.78
Rothberg, Joy	138.68	2.13	140.81
Sams, Ebony	143.05	0.00	143.05
Sandoval, Justin	35.23	0.07	35.30
Santos, Daniel	55.93	0.38	56.31
Sardinas, Napoleon	137.67	0.00	137.67
Sariol, Samantha	132.78	0.00	132.78
Scott, Jennielle	130.57	2.35	132.92
Silva, Eliana	127.88	0	127.88
Soasti, David	148.45	1.03	149.48
Soles, Michelle	144.82	2.15	146.97
Solis, Reynaldo	152.05	0.78	152.83
Torres, Angelique	141.23	4.87	146.10
Valdes, Diana	132.17	0.13	132.30
Valdes, Rolando	147.48	0.00	147.48
Viscarra, Erlan	139.38	0.33	139.71
Williams, Maria	143.5	2.30	145.80
Williams, Samantha	132.47	0.90	133.37
Williams, Taryn	130.38	0.23	130.61
Total	9325.05	43.09	9368.14

Scheduler Name	Reg	OT	Total
Barillas, Martin	143.45	4.78	148.23
Beaujour, Byron	139.63	2.22	141.85
Evans, Tandra	146.47	29.87	176.34
Martinez, Jose	138.28	3.22	141.50
Rodriguez, Ernesto	135.98	2.82	138.80
St.Valiere, Sasha	144.60	3.10	147.70
Stephen, Clarence	139.95	0.87	140.82
Tiexeira, Michael	151.33	0.37	151.70
Grand Total	1139.69	47.25	1186.94