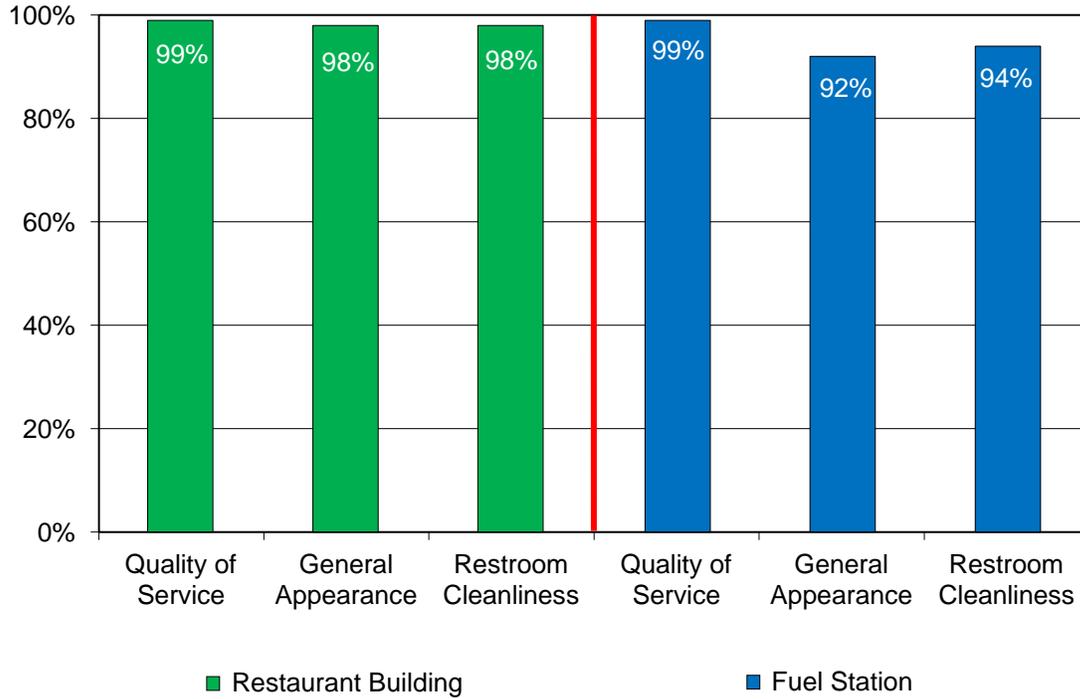
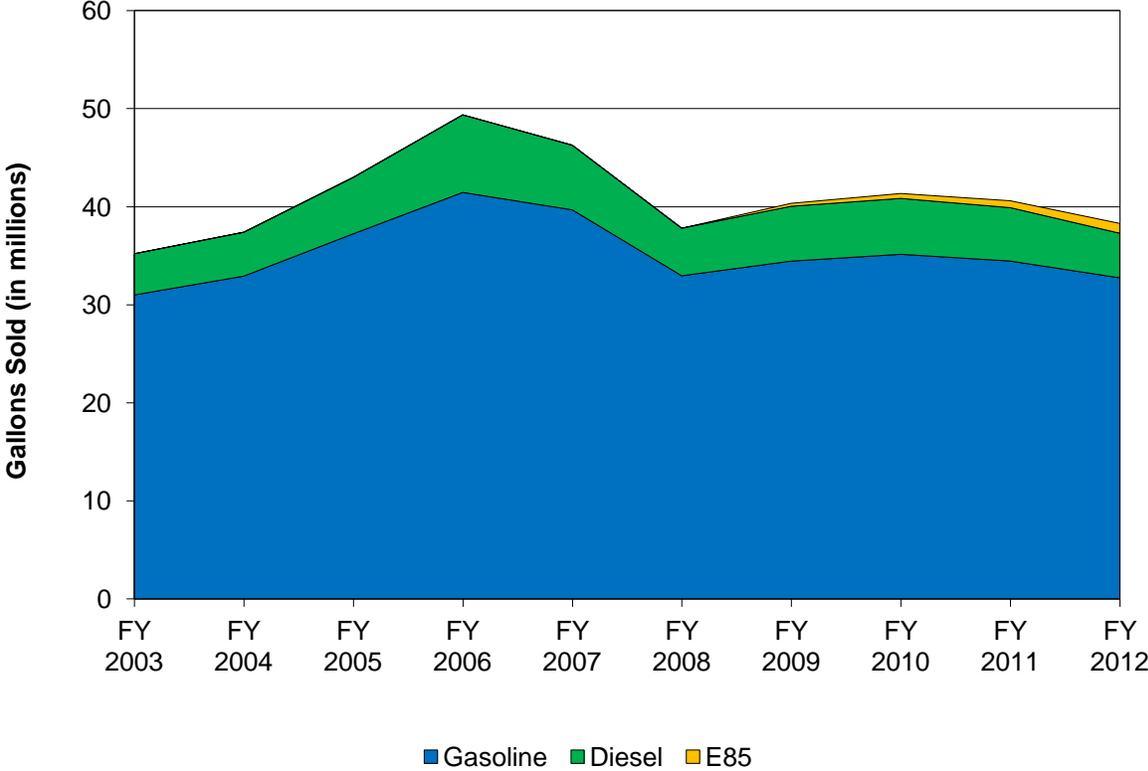


**Service Plaza Scorecard**  
**Percentage of Good / Fair Response**



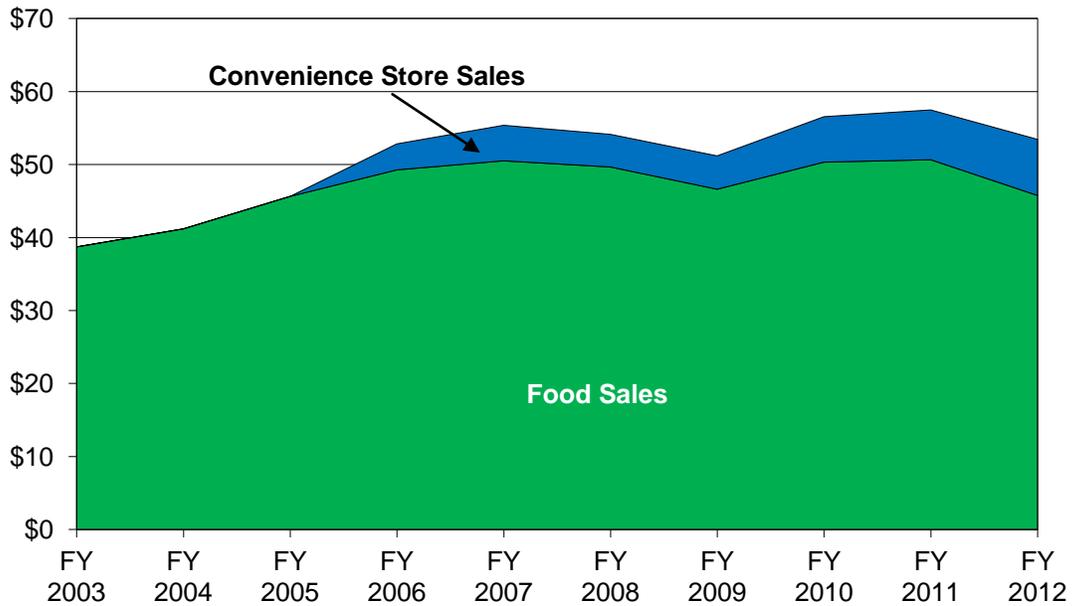
With an objective of monitoring customer perceptions and feedback, and gauging if customer needs are met, the Turnpike conducts a survey of service plazas customers annually. Based on the FY 2012 Service Plaza Customer Survey, URS developed a profile of the typical customer stopping at one of the eight service plazas located along the Turnpike's Mainline. A typical service plaza customer is a Florida resident, driving a 2-axle vehicle (e.g., passenger car or van) with one other passenger. The graph above shows the overall service plaza scores given by customers during the most recent survey conducted in fall 2011.

**Gallons of Fuel Sold  
FY 2003 through 2012**



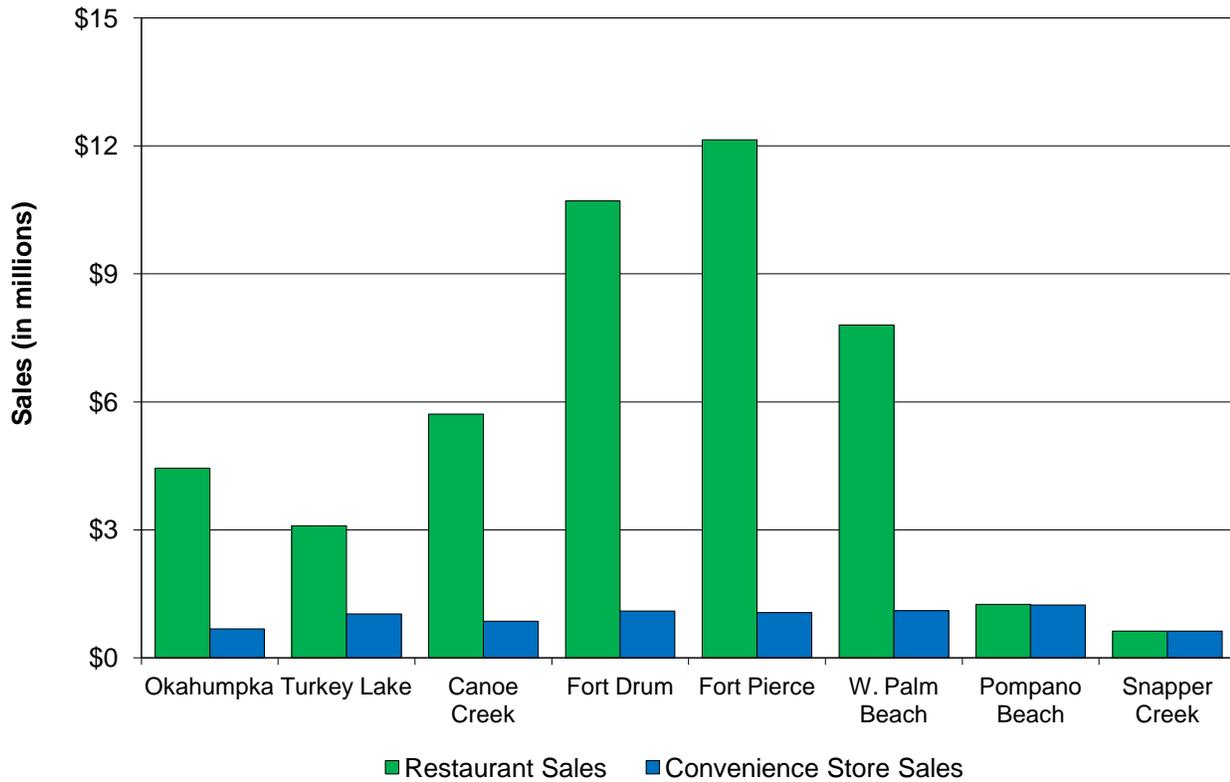
This graph depicts the gallons of fuel sold at all service plazas for the ten year period from FY 2003 through FY 2012. Due to the slowing economy and particularly the rising fuel prices, fuel sales declined in fiscal years 2007 and 2008 with some improvement in FY 2009 and FY 2010. In FY 2011, gasoline gallons sold decreased by 2.0 percent and diesel sold decreased by 4.4 percent compared to the preceding fiscal year. This is primarily attributed to construction activities at several service plazas which started in November 2010. Both gasoline gallons sold and diesel gallons sold decreased in FY 2012 by 5.0 percent and 16.5 percent, respectively, due to ongoing construction.

**Food and Convenience Store Sales  
FY 2003 through FY 2012 (In millions)**



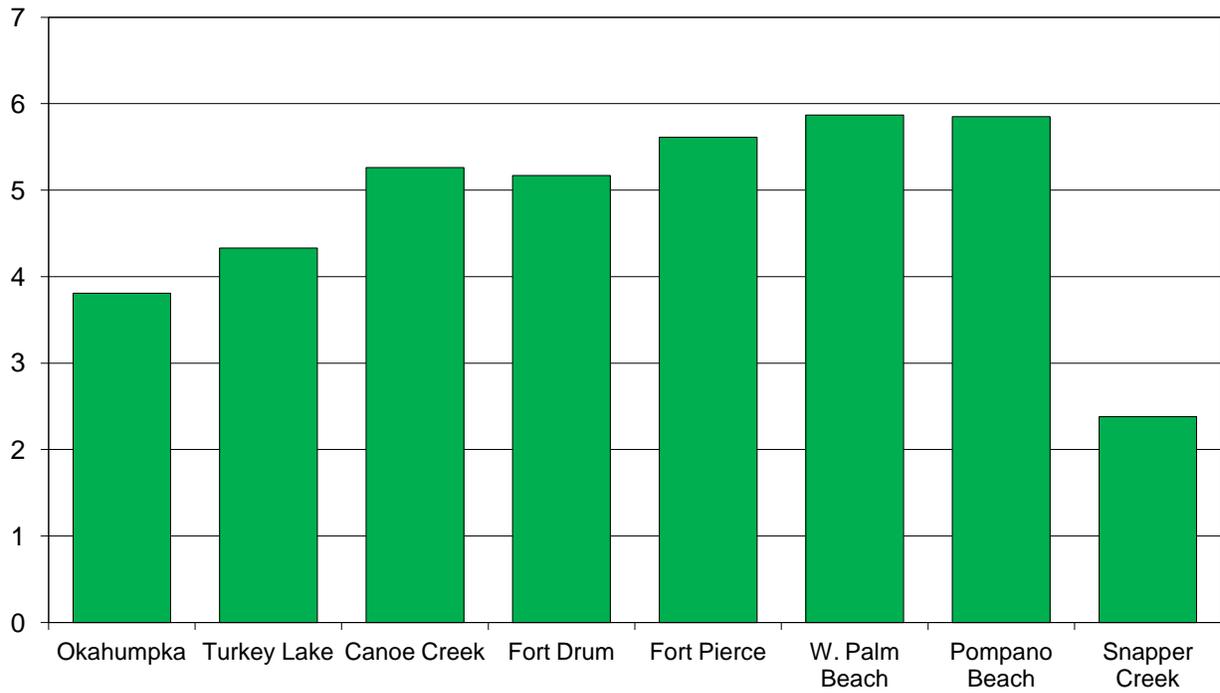
This graph illustrates the historical food sales for the past ten years and the convenience store sales since commencing operation in FY 2006. In FY 2012, food sales totaled nearly \$46 million, a decrease of 9.7 percent over FY 2011 due to construction activities at the service plazas. Convenience store sales increased by nearly 12.6 percent over FY 2011 levels. The convenience stores remained open during construction of the service plazas.

### Restaurant and Convenience Store Sales by Service Plaza FY 2012



As depicted in the graph above, there is a direct correlation between a service plaza's restaurant sales and its distance from major urban areas. Sales in rural areas such as Fort Pierce and Fort Drum service plazas are higher due to their distance from the urban centers where recreational travelers are more prevalent. On the contrary, sales in service plazas located near urban areas such as Pompano Beach are lower since they serve daily commuters in urban areas. This trend is consistent with prior years. Overall, the restaurant sales and convenient stores sales totaled nearly \$46 million and \$8 million, respectively, for the year.

**Fuel Gallons Sold (Gasoline / Diesel / E85)  
FY 2012**



As indicated in the graph above, nearly six million gallons of fuel were sold at the Pompano Beach and West Palm Beach Service Plazas which reflect the high volume of traffic on this section of the Mainline. In total, over 38 million gallons of fuel were sold in FY 2012.