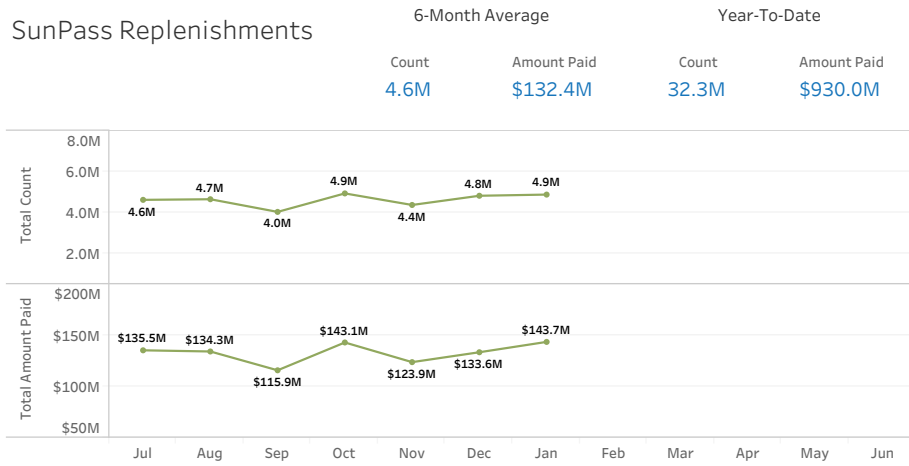


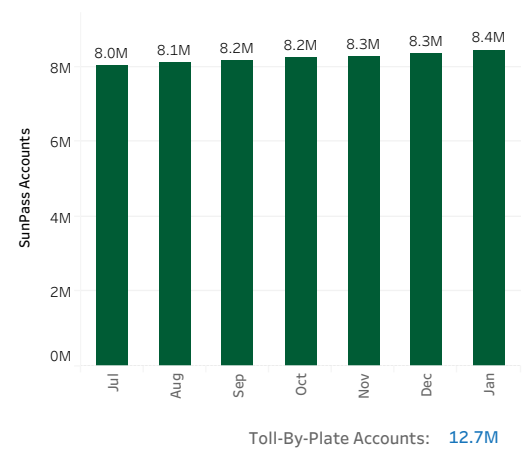
Florida's Turnpike Enterprise Performance Dashboard January 2020



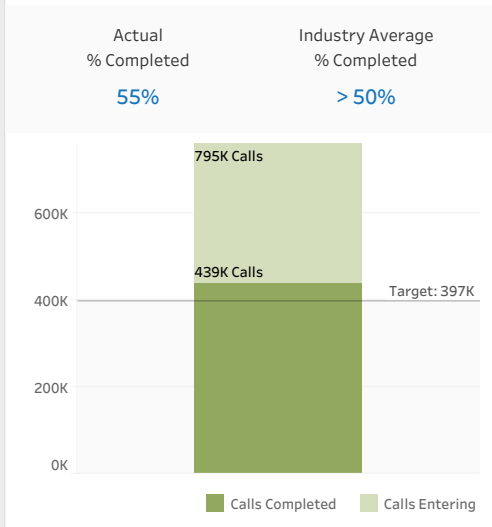
SunPass Replenishments



Customer Accounts FY2020



Interactive Voice Response (IVR)



Call Center

Call Activity

Metric	Value
Actual Calls	322,281
6-Month Average	299,996

Average Wait Time (Min:Sec)

Metric	Value
Actual Time	00:37
Target Time	< 01:00

Average Call Handle Time (Min:Sec)

Metric	Value
Actual Time	06:40
Target Time	< 05:00

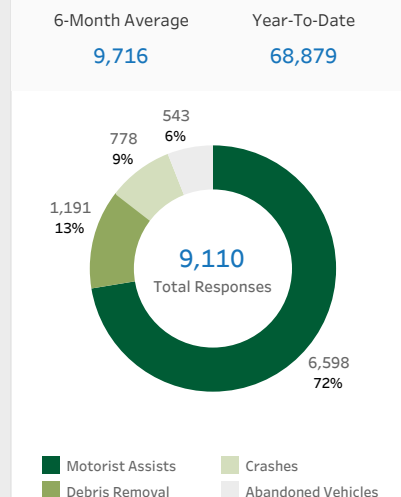
Walk-In Center

	6-Month Average	Year-To-Date
	11,967	85,543
	Walk-In Center Visits	Percentage
Boca Raton	3,535	30%
Ocoee	2,549	22%
Miami	1,967	17%
Tampa	1,108	10%
Pinellas Bayway	982	8%
Mid-Bay Bridge	666	6%
Snapper Creek	552	5%
Garcon Point Bridge	206	2%
Total Visits	11,565	100%

Safety FY2020

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Year-To-Date Totals
Wrong Way Driving Detections	12	5	13	10	14	7	4						65
Cable Barrier Interventions	3	8	8	9	3	9	9						49
Guardrail Interventions	112	142	67	106	79	101	64						671
Total	127	155	88	125	96	117	77						785

Road Ranger Responses



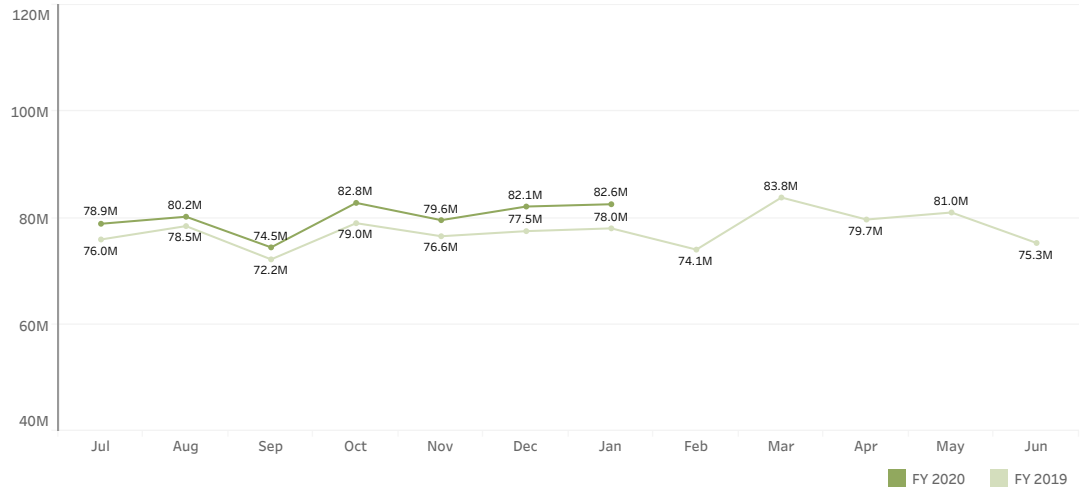
Florida's Turnpike Enterprise Performance Dashboard January 2020



Financials Year-To-Date (7 Months) Unaudited

	Actual	Estimate
Total Gross Revenue	\$632.3M	\$630.6M
O&M Expenses	\$141.7M	\$151.1M
Net	\$490.6M	\$479.5M
Debt Service Coverage	3.40	3.39

Transactions



Active Construction Projects

Project Costs
\$1.9B

Project Count
31

Major Construction Projects - Nearing Completion

Project Description	County	Estimated Completion Date	Contracted Cost
Turnpike Extension Widening (SW 288th St. to SW 216th St.)	Miami-Dade	Spring 2020	\$69.8M
Turnpike Extension Widening (Eureka Dr. to Kendall Dr.)	Miami-Dade	Spring 2020	\$145.2M
Turnpike Mainline Improvement (MP 269-273)	Lake	Spring 2020	\$12.0M
Turnpike Mainline/I-75 Interchange (Wildwood)	Sumter	Spring 2020	\$68.4M
Turnpike Mainline/Sunrise Blvd. Interchange	Broward	Summer 2020	\$49.3M
Beachline West (SR 528) Widening (MP 4-8)	Orange	Summer 2020	\$31.8M
Beachline East (SR 528) Resurfacing	Orange	Summer 2020	\$18.7M
Turnpike Mainline Resurfacing & Roadside Improvements	Osceola	Summer 2020	\$27.8M
Turnpike Extension Widening (SW 72nd St. to Bird Rd.)	Miami-Dade	Summer 2020	\$54.3M

Completed Construction Projects Year-To-Date

