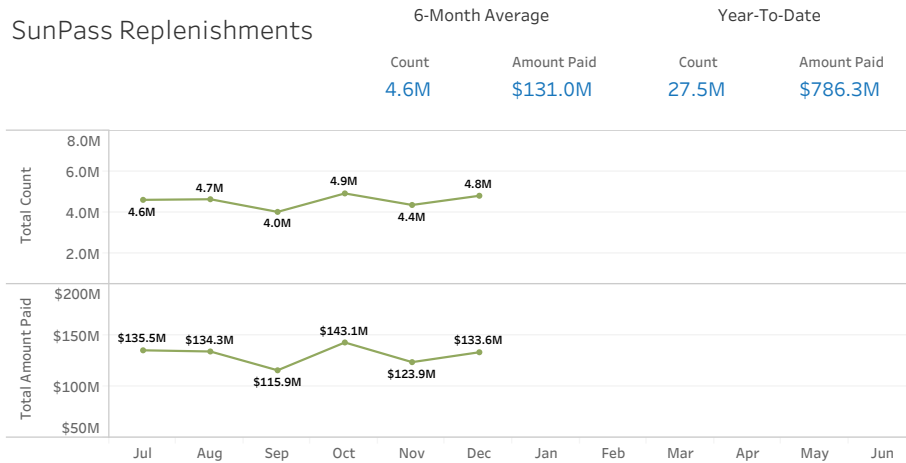


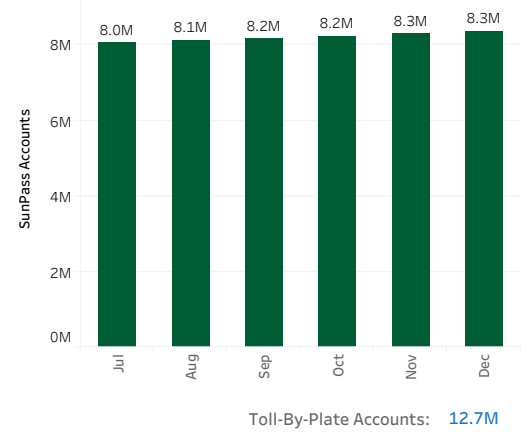
# Florida's Turnpike Enterprise Performance Dashboard December 2019



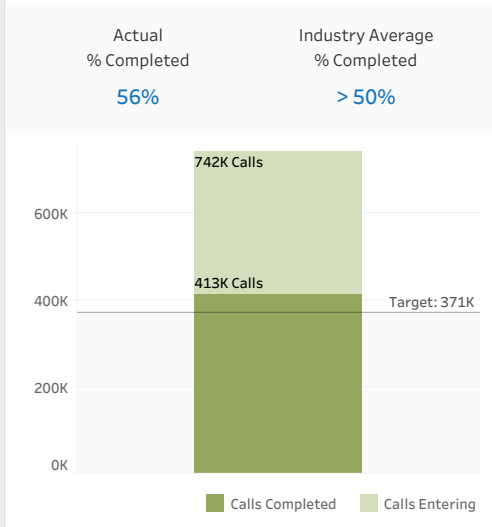
## SunPass Replenishments



## Customer Accounts FY2020



## Interactive Voice Response (IVR)



## Call Center

### Call Activity

Metric	Value
Actual Calls	299,269
6-Month Average	302,998

### Average Wait Time (Min:Sec)

Metric	Value
Actual Time	00:26
Target Time	< 01:00

### Average Call Handle Time (Min:Sec)

Metric	Value
Actual Time	06:45
Target Time	< 05:00

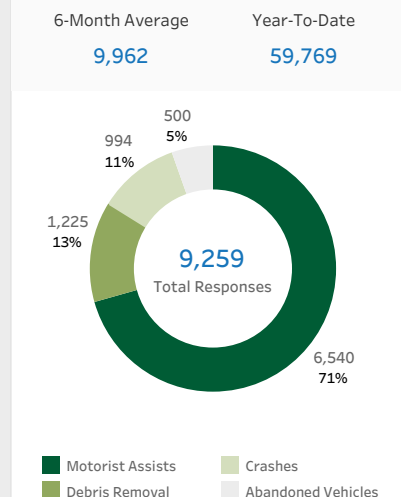
## Walk-In Center

	6-Month Average	Year-To-Date
	12,330	73,978
	Walk-In Center Visits	Percentage
Boca Raton	2,876	27%
Ocoee	2,670	25%
Miami	1,724	16%
Tampa	1,056	10%
Snapper Creek	922	8%
Pinellas Bayway	720	7%
Mid-Bay Bridge	608	6%
Garcon Point Bridge	137	1%
Total Visits	10,713	100%

## Safety FY2020

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Year-To-Date Totals
Cable Barrier Interventions	3	8	8	9	3	9							40
Guardrail Interventions	112	142	67	106	79	101							607
Wrong Way Driving Detections	12	5	13	10	14	7							61
Total	127	155	88	125	96	117							708

## Road Ranger Responses



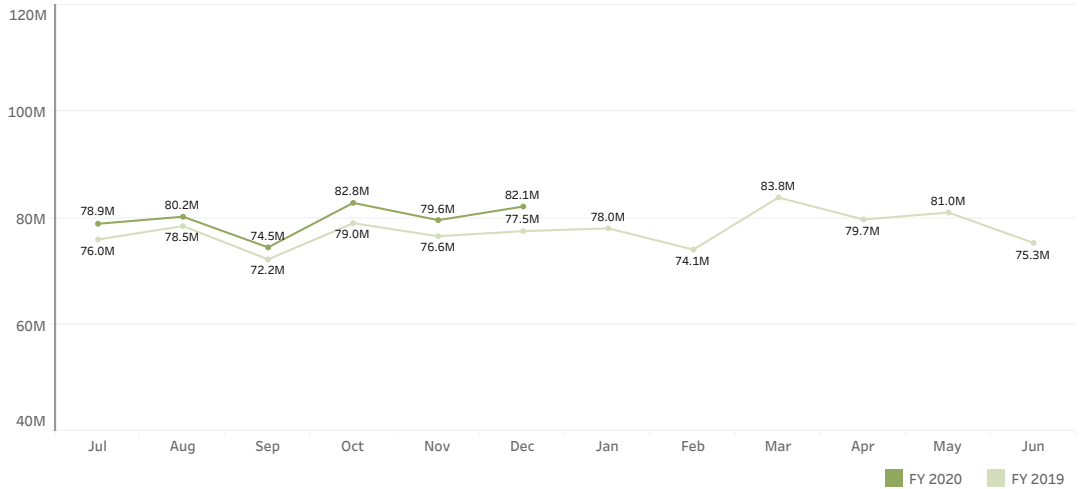
# Florida's Turnpike Enterprise Performance Dashboard December 2019



## Financials Year-To-Date (6 Months) Unaudited

	Actual	Estimate
Total Gross Revenue	\$541.5M	\$540.4M
O&M Expenses	\$127.9M	\$129.6M
Net	\$413.7M	\$410.8M
Debt Service Coverage	3.34	3.39

## Transactions

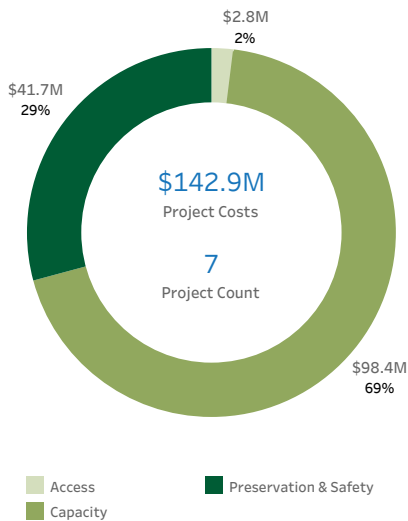


## Active Construction Projects

Project Costs  
**\$2.0B**

Project Count  
**32**

## Completed Construction Projects Year-To-Date



## 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
Suncoast Parkway All-Electronic Tolling (Phase 6C)	Pasco	Summer 2020	\$29.8M