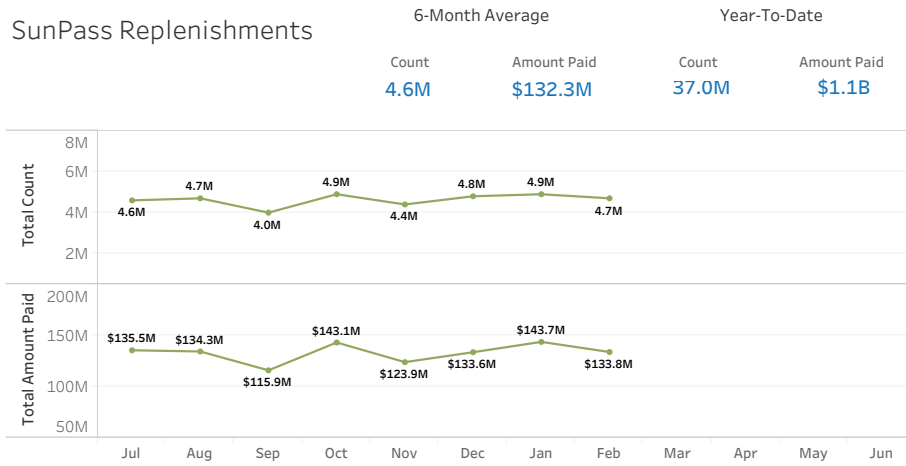


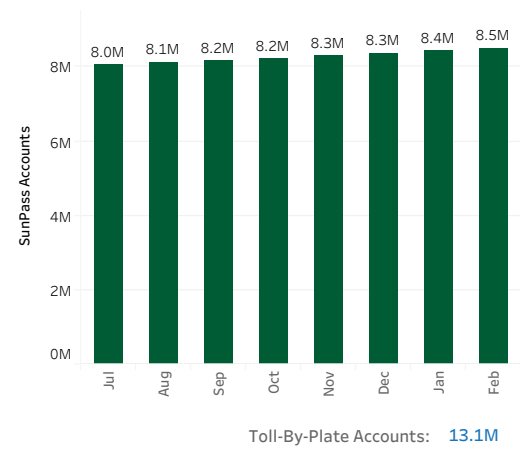
# Florida's Turnpike Enterprise Performance Dashboard February 2020



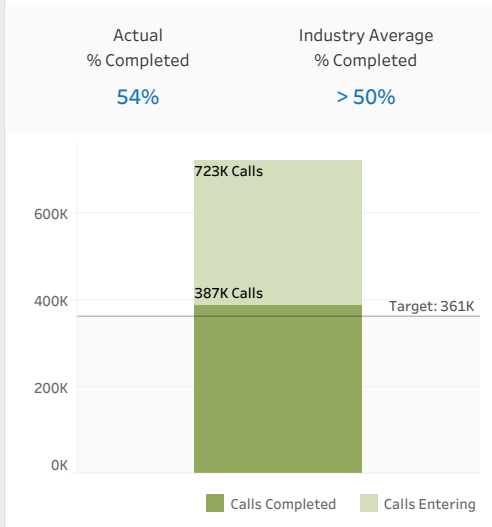
## SunPass Replenishments



## Customer Accounts FY2020



## Interactive Voice Response (IVR)



## Call Center

### Call Activity

Actual Calls: 297,623      6-Month Average: 297,434

### Average Wait Time (Min:Sec)

Actual Time: 00:19      Target Time: < 01:00

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

Actual Time: 06:37      Target Time: < 05:00

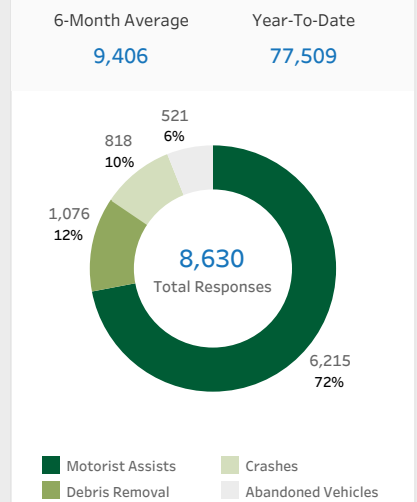
## Walk-In Center

	6-Month Average	Year-To-Date
	11,538	94,681
	Walk-In Center Visits	Percentage
Ocoee	2,180	24%
Boca Raton	2,156	24%
Miami	1,834	20%
Tampa	962	10%
Pinellas Bayway	741	8%
Snapper Creek	562	6%
Mid-Bay Bridge	513	6%
Garcon Point Bridge	190	2%
Total Visits	9,138	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	9	9					58
Guardrail Interventions	112	142	67	106	79	101	64	86					757
Wrong Way Driving Detections	12	5	13	10	14	7	4	11					76
Total	127	155	88	125	96	117	77	106					891

## Road Ranger Responses



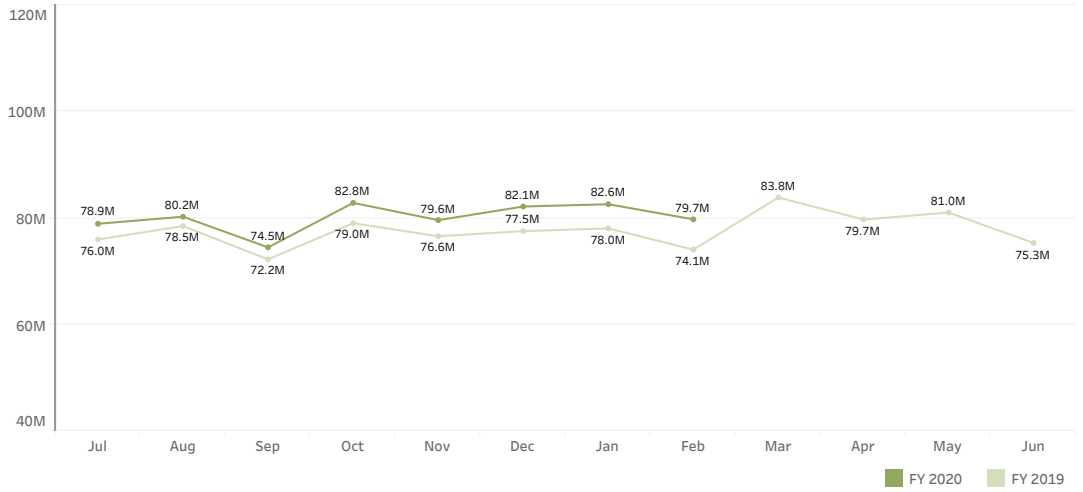
# Florida's Turnpike Enterprise Performance Dashboard February 2020



## Financials Year-To-Date (8 Months) Unaudited

	Actual	Estimate
Total Gross Revenue	\$722.6M	\$720.3M
O&M Expenses	\$160.1M	\$171.8M
Net Revenue	\$562.5M	\$548.5M
Debt Service Coverage	3.41	3.39

## Transactions



## Active Construction Projects

Project Costs  
**\$2.2B**

Project Count  
**31**

## Major Construction Projects - Nearing Completion\*

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

\* Planned for completion in the next 12 months.

## Completed Construction Projects Year-To-Date

