

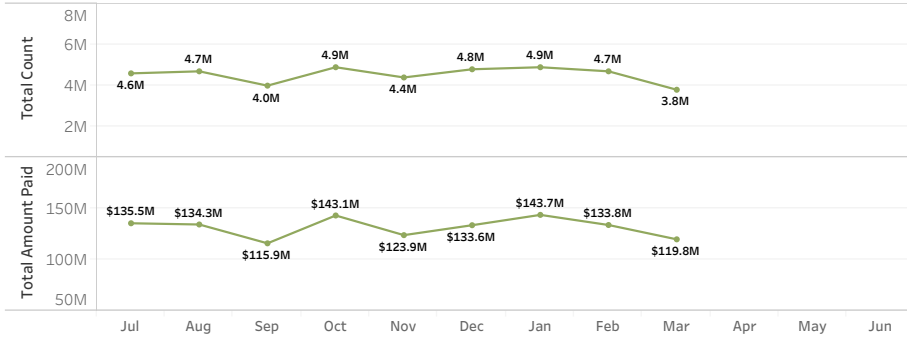


SunPass Replenishments

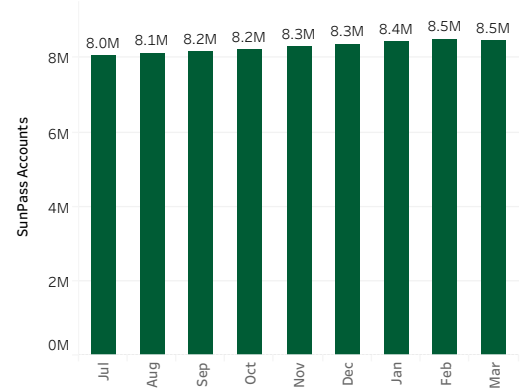
6-Month Average

Year-To-Date

Count: **4.6M** Amount Paid: **\$133.0M** Count: **40.8M** Amount Paid: **\$1.2B**



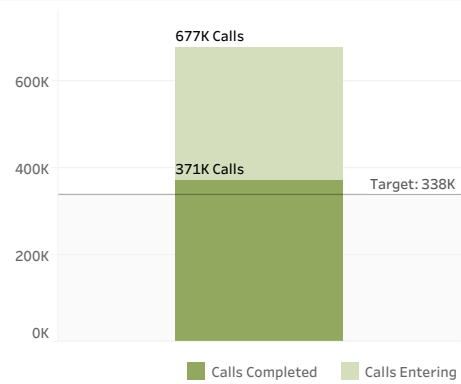
Customer Accounts FY2020



Toll-By-Plate Accounts: **13.4M**

Interactive Voice Response (IVR)

Actual % Completed: **55%** Industry Average % Completed: **> 50%**



Call Center

Call Activity

Actual Calls: **273,997** 6-Month Average: **298,611**

Average Wait Time (Min:Sec)

Actual Time: **00:31** Target Time: **< 01:00**

Average Call Handle Time (Min:Sec)

Actual Time: **06:45** Target Time: **< 05:00**

Walk-In Center

6-Month Average

Year-To-Date

10,580 **100,800**

Location	Walk-In Center Visits	Percentage
Boca Raton	1,562	25%
Ocoee	1,449	24%
Miami	1,154	19%
Tampa	649	11%
Pinellas Bayway	457	7%
Snapper Creek	390	6%
Mid-Bay Bridge	346	6%
Garcon Point Bridge	112	2%
Total Visits	6,119	100%

Safety FY2020

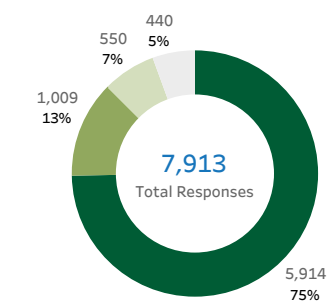
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Year-To-Date Totals
Cable Barrier Interventions	3	8	8	9	3	9	9	9	5				63
Guardrail Interventions	112	142	67	106	79	101	64	86	48				805
Wrong Way Driving Detections	12	5	13	10	14	7	4	11	11				87
Total	127	155	88	125	96	117	77	106	64				955

Road Ranger Responses

6-Month Average

Year-To-Date

9,095 **85,422**



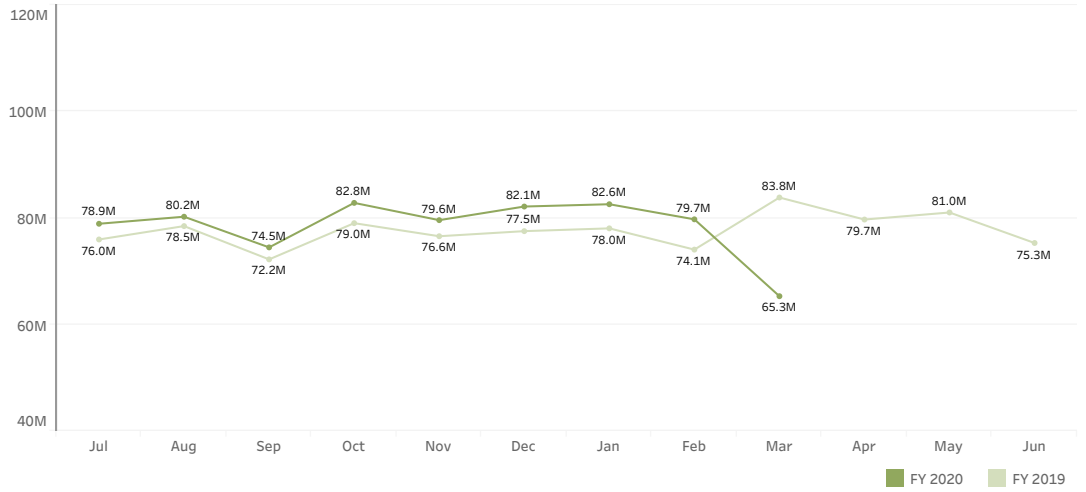
Motorist Assists Crashes
Debris Removal Abandoned Vehicles



Financials
Year-To-Date (9 Months)
Unaudited

	Actual	Estimate
Total Gross Revenue	\$804.8M	\$819.6M
O&M Expenses	\$180.9M	\$194.4M
Net Revenue	\$623.9M	\$625.2M
Debt Service Coverage	3.36	3.39

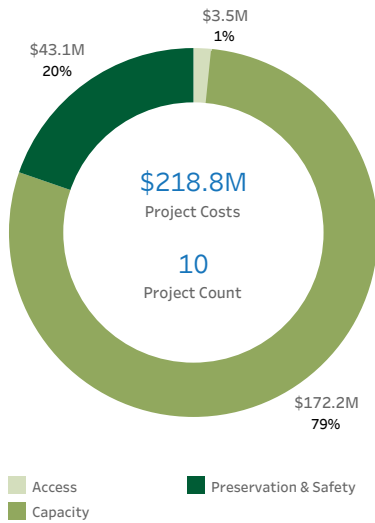
Transactions



Active Construction Projects

Project Costs: **\$2.4B**
Project Count: **34**

Completed Construction Projects
Year-To-Date



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 (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.