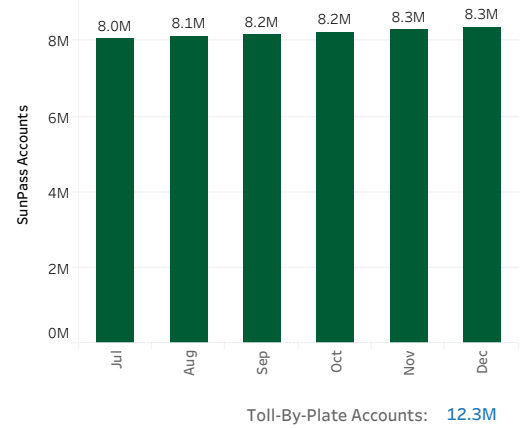
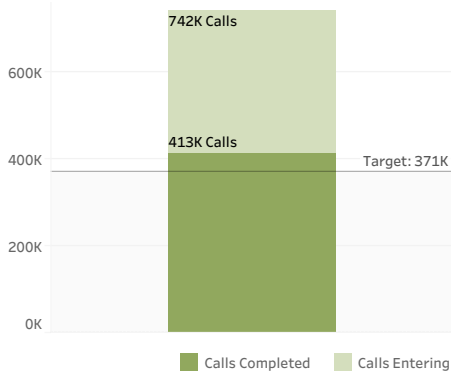


Customer Accounts FY2020



Interactive Voice Response (IVR)

Actual % Completed	Industry Average % Completed
56%	> 50%



Call Center

Call Activity	6-Month Average
Actual Calls	302,998
Actual Calls	299,269

Average Wait Time (Min:Sec)

Actual Time	Target Time
00:26	< 01:00

Average Call Handle Time (Min:Sec)

Actual Time	Target Time
06:45	< 05:00

Walk-In Center

	6-Month Average	Year-To-Date
	12,330	73,978

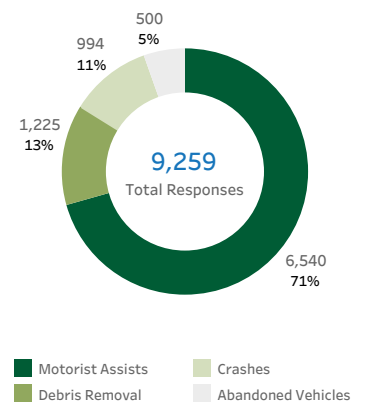
	Walk-In Center Visits	Percentage
Boca Raton	2,876	27%
Ocoee	2,670	25%
Miami	1,724	16%
Tampa	1,056	10%
Snapper Creek	922	8%
Pinellas Bayway	720	7%
Mid-Bay Bridge	608	6%
Garcon Point Bridge	137	1%
Total Visits	10,713	100%

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

	6-Month Average	Year-To-Date
	9,962	59,769

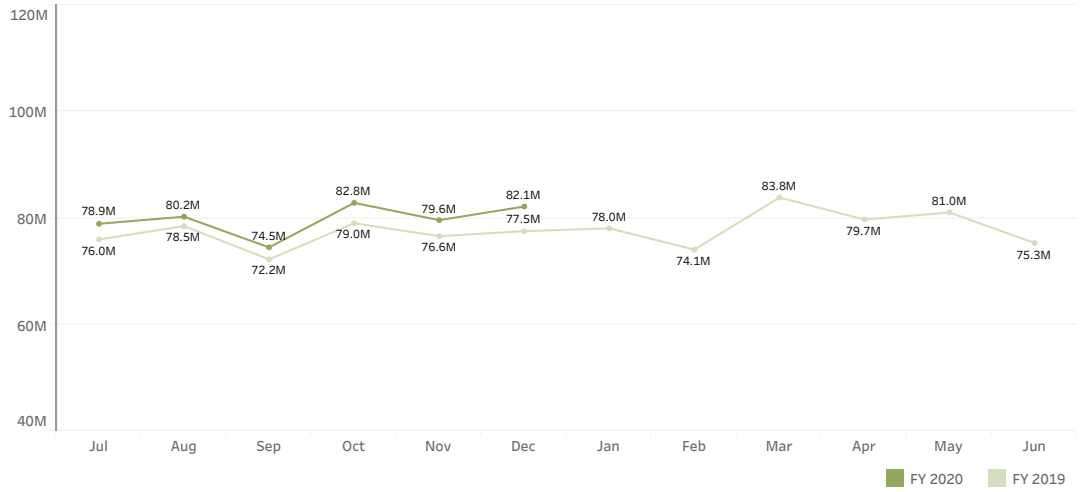




Financials
Year-To-Date (6 Months)
Unaudited

	Actual	Estimate
Total Gross Revenue	\$541.5M	\$540.4M
O&M Expenses	\$127.9M	\$129.6M
Net Revenue	\$413.6M	\$410.8M
Debt Service Coverage	3.34	3.39

Transactions



Active Construction Projects

Project Costs: **\$2.0B**
Project Count: **32**

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
Suncoast Parkway All-Electronic Tolling (Phase 6C)	Pasco	\$29.8M
Turnpike Mainline/I-75 Interchange (Wildwood)	Sumter	\$68.4M

* Planned for completion in the next 12 months.

Completed Construction Projects
Year-To-Date

