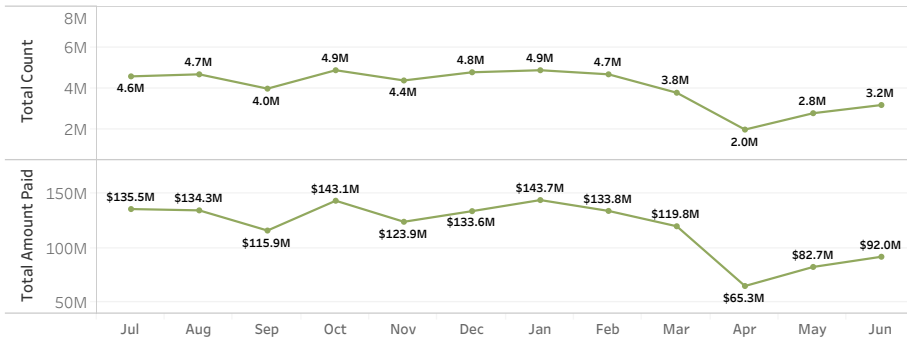




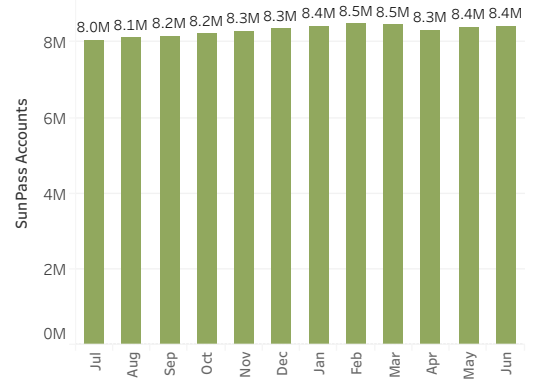
SunPass Replenishments

Year-To-Date

Count **48.8M**
Amount Paid **\$1.4B**



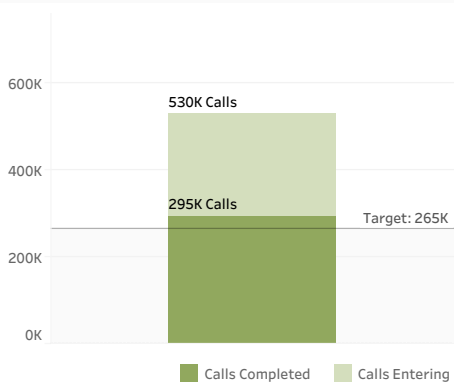
Customer Accounts FY2020



Toll-By-Plate Accounts: **14.3M**

Interactive Voice Response (IVR)

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



Call Center

Call Activity

Actual Calls **204,267**
Year-To-Date **3.3M**

Average Wait Time (Min:Sec)

Actual Time **01:16**
Target Time **< 01:00**

Average Call Handle Time (Min:Sec)

Actual Time **06:20**
Target Time **< 05:00**

Walk-In Center*

Year-To-Date **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%

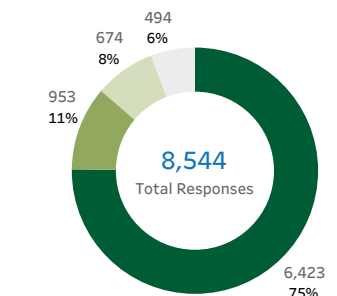
* Data as of March 2020. Walk-In Centers remain closed due to COVID-19.

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	3	9	8	83
Guardrail Interventions	112	142	67	106	79	101	64	86	48	75	99	95	1,074
Wrong Way Driving Detections	12	5	13	10	14	7	4	11	11	5	8	8	108
Total	127	155	88	125	96	117	77	106	64	83	116	111	1,265

Road Ranger Responses

Year-To-Date **107,651**



Motorist Assists
Crashes
Debris Removal
Abandoned Vehicles



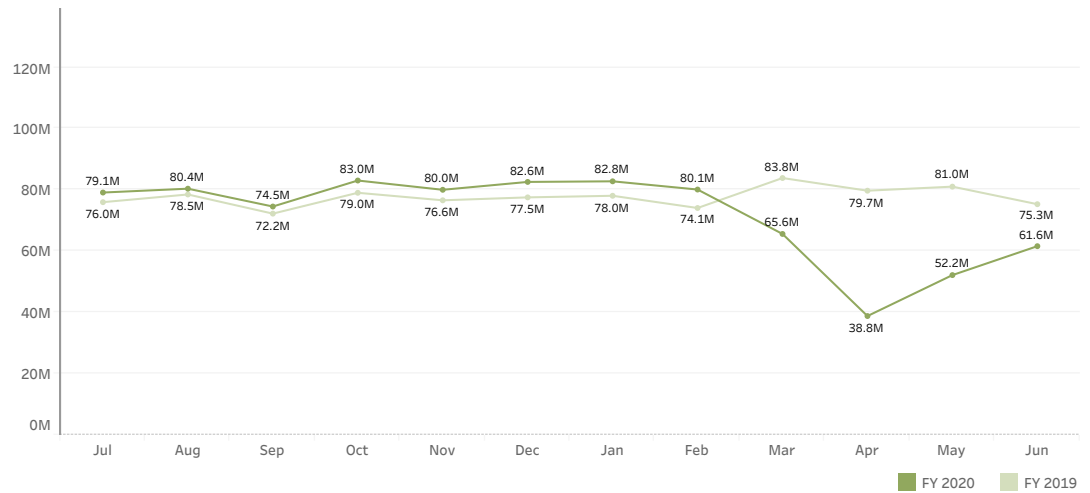
Financials

Year-To-Date (12 Months)

Audited

	Actual	Estimate
Total Gross Revenue	\$995.8M	\$1,112.2M
O&M Expenses	\$242.9M	\$262.1M
Net Revenue	\$752.9M	\$850.1M
Debt Service Coverage	2.99	3.39

Transactions



Active Construction Projects

Project Costs

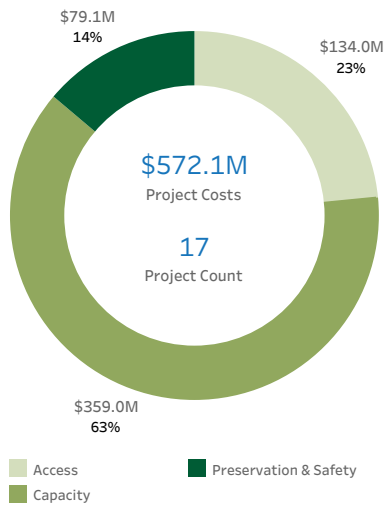
\$2.1B

Project Count

33

Completed Construction Projects

Year-To-Date



Major Construction Projects - Nearing Completion*

Project Description	County	Contracted Cost
Turnpike Mainline All-Electronic Tolling (Phase 5A)	Broward	\$20.4M
Turnpike Extension Widening (Sunset Dr. to Bird Rd.)	Miami-Dade	\$54.4M
Turnpike Extension Widening (Killian Pkwy to Sunset Dr.)	Miami-Dade	\$73.9M
Turnpike Extension Widening (Bird Rd. to Dolphin Expwy)	Miami-Dade	\$111.5M
Northern Coin All-Electronic Tolling (Kissimmee Park Rd. to I-75)	Multiple	\$17.6M
Turnpike Mainline Resurfacing (MP 269-274)	Orange	\$12.2M
Beachline East (SR 528) Resurfacing	Orange	\$18.9M
Turnpike Mainline Improvement (Beachline Expwy to I-4 Direct Connect Ramps)	Orange	\$84.9M
Turnpike Mainline Widening (Osceola Pkwy to Beachline Expwy)	Orange	\$177.0M
Turnpike Mainline Resurfacing (Atlantic Ave. to Boynton Beach Blvd.)	Palm Beach	\$10.2M
Turnpike Mainline All-Electronic Tolling (Phase 5C)	Palm Beach	\$19.6M
Suncoast Parkway All-Electronic Tolling (Phase 6C)	Pasco	\$29.9M
Polk Parkway Resurfacing	Polk	\$13.5M
Turnpike Mainline Resurfacing (MP 153-169)	St. Lucie	\$35.9M

* Planned for completion in the next 12 months.