



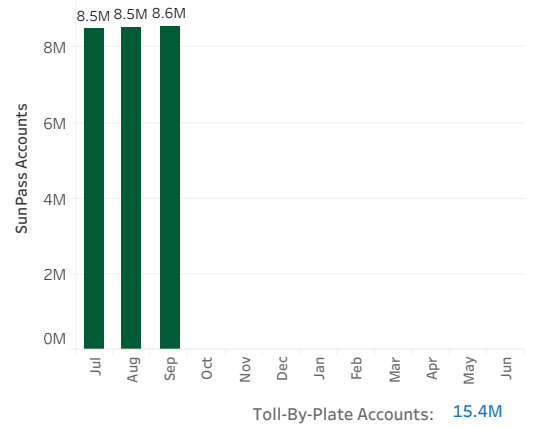
SunPass Replenishments

Year-To-Date

Count: **10.8M**
Amount Paid: **\$308.1M**

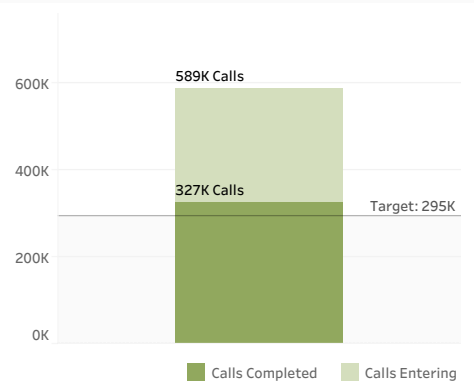


Customer Accounts FY2021



Interactive Voice Response (IVR)

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



Call Center

Call Activity

Actual Calls: **224,209**
Year-To-Date: **638,456**

Average Wait Time (Min:Sec)

Actual Time: **02:53***
Target Time: **< 01:00**

Average Call Handle Time (Min:Sec)

Actual Time: **06:47**
Target Time: **< 05:00**

*Impacted by social distancing call center protocols.

Walk-In Center*

Year-To-Date

Location	Count
Boca Raton	-
Ocoee	-
Miami	-
Tampa	-
Pinellas Bayway	-
Mid-Bay Bridge	-
Snapper Creek	-
Garcon Point Bridge	-
Total	-

*Walk-In Centers were closed due to COVID-19. Some centers re-opened in October and the remaining will re-open in January '21.

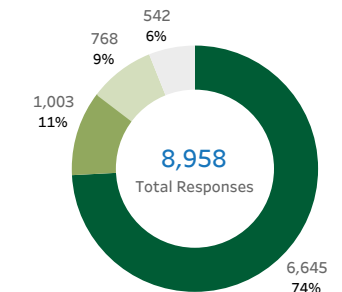
Safety FY2021

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Year-To-Date Totals
Cable Barrier Interventions	10	8	5										23
Guardrail Interventions	127	117	102										346
Wrong Way Driving Detections	12	3	8										23
Total	149	128	115										392

Road Ranger Responses

Year-To-Date

28,435



Motorist Assists, Crashes, Debris Removal, Abandoned Vehicles



Financials
Year-To-Date (3 Months)
Unaudited

	Actual	Estimate
Total Gross Revenue	\$223.7M	\$219.6M
O&M Expenses	\$57.5M	\$58.2M
Net Revenue	\$166.2M	\$161.4M
Debt Service Coverage	2.57	2.66

Transactions



Active Construction Projects

Project Costs: **\$2.1B**
Project Count: **32**

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 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
Polk Parkway Resurfacing	Polk	\$13.5M
Seminole Expressway Resurfacing (SR 426 - SR 434)	Seminole	\$13.0M
Turnpike Mainline Resurfacing (MP 153-169)	St. Lucie	\$35.9M

* Planned for completion in the next 12 months.

Completed Construction Projects
Year-To-Date

