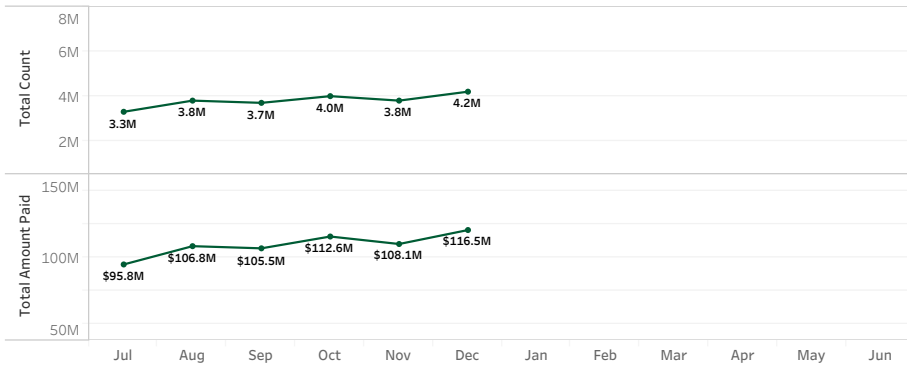




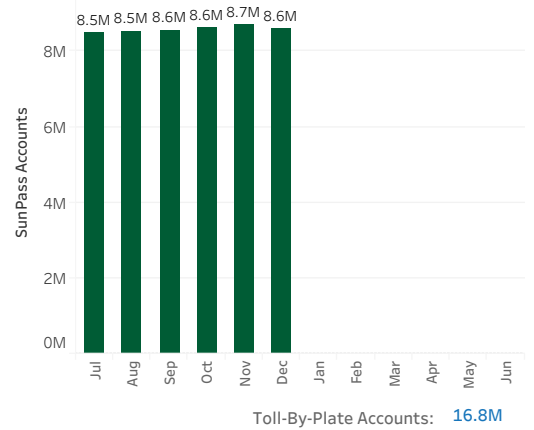
SunPass Replenishments

Year-To-Date

Count: **22.8M**
Amount Paid: **\$645.3M**

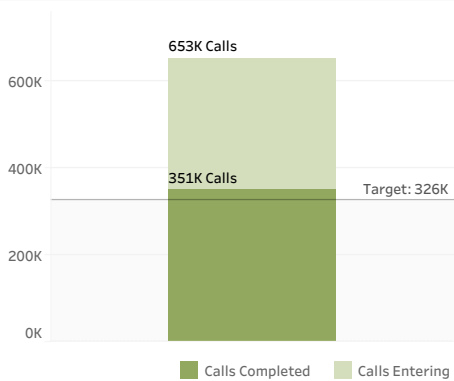


Customer Accounts FY2021



Interactive Voice Response (IVR)

Actual % Completed: **54%**
Industry Average % Completed: **> 50%**



Call Center

Call Activity

Actual Calls: **233,590**
Year-To-Date: **1,329,752**

Average Wait Time (Min:Sec)

Actual Time: **09:34***
Target Time: **< 01:00**

Average Call Handle Time (Min:Sec)

Actual Time: **07:23**
Target Time: **< 05:00**

*Impacted by social distancing call center protocols.

Walk-In Center*

Year-To-Date

3,710

Location	Count	%
Boca Raton	-	-
Ocoee	-	-
Miami	-	-
Tampa	635	45%
Pinellas Bayway	569	41%
Mid-Bay Bridge	200	14%
Snapper Creek	-	-
Garcon Point Bridge	-	-
Total	1,404	100%

*Walk-In Centers were closed due to COVID-19. Some centers re-opened in October and the remaining will re-open in January 2021.

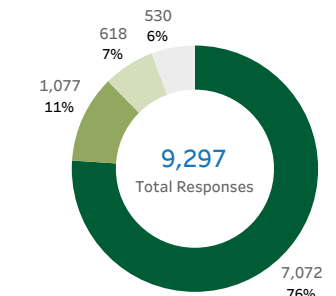
Safety FY2021

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Year-To-Date Totals
Cable Barrier Interventions	10	8	5	10	3	12							48
Guardrail Interventions	127	117	102	109	111	67							633
Wrong Way Driving Detections	12	3	8	10	10	4							47
Total	149	128	115	129	124	83							728

Road Ranger Responses

Year-To-Date

56,656



Motorist Assists, Crashes, Debris Removal, Abandoned Vehicles

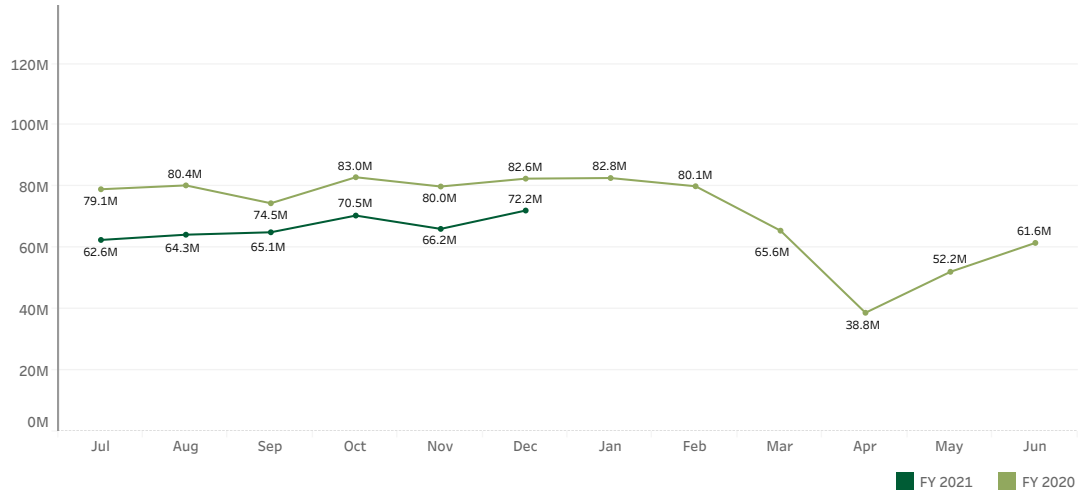


Financials

Year-To-Date (6 Months)
Unaudited

	Actual	Estimate
Total Gross Revenue	\$468.5M	\$452.4M
O&M Expenses	\$115.2M	\$118.1M
Net Revenue	\$353.3M	\$334.3M
Debt Service Coverage	2.73	2.66

Transactions



Active Construction Projects

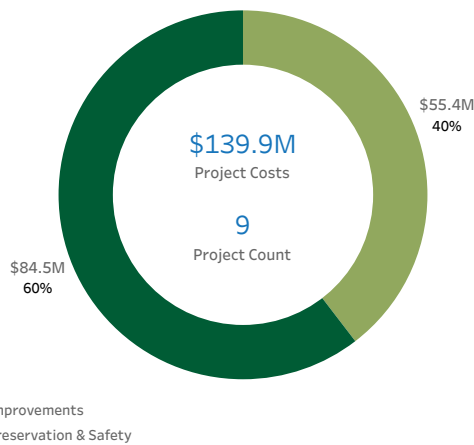
Project Costs

\$2.1B

Project Count

30

Completed Construction Projects Year-To-Date



Major Construction Projects - Nearing Completion*

Project Description	County	Contracted Cost
Turnpike Extension Widening (Sunset Dr. to Bird Rd.)	Miami-Dade	\$56.1M
Turnpike Extension Widening (Killian Pkwy to Sunset Dr.)	Miami-Dade	\$73.9M
Turnpike Extension Widening (Bird Rd. to Dolphin Expwy)	Miami-Dade	\$135.7M
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 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

* Planned for completion in the next 12 months.