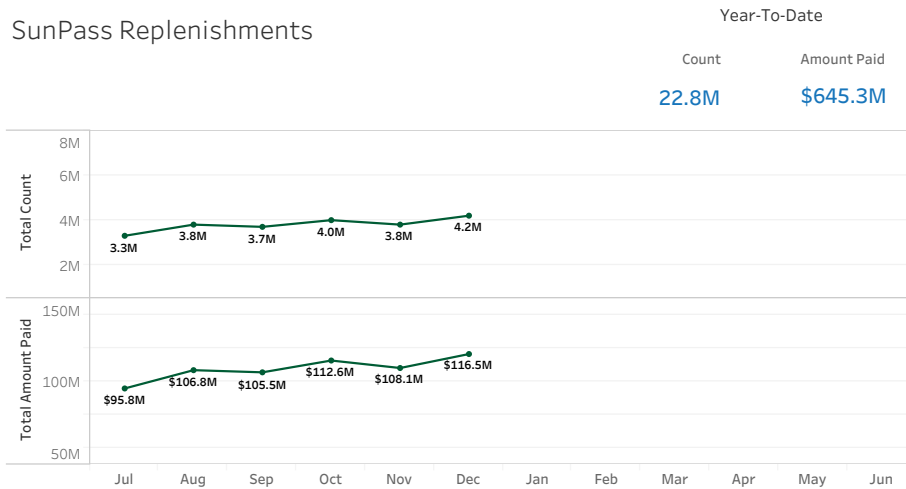


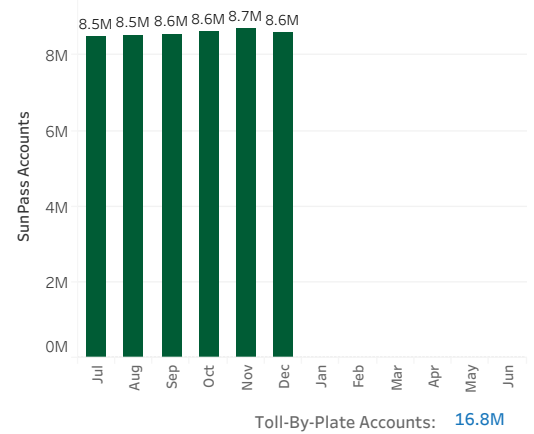
# Florida's Turnpike Enterprise Performance Dashboard December 2020



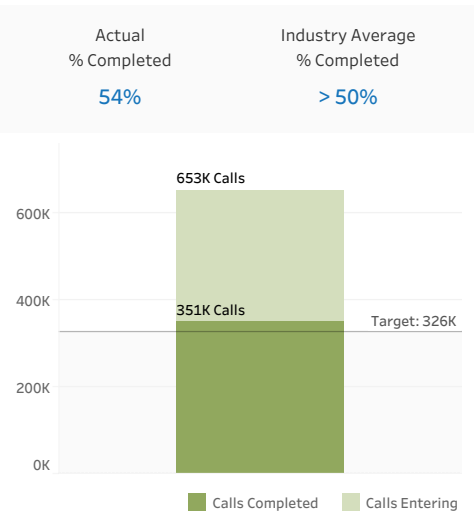
## SunPass Replenishments



## Customer Accounts FY2021



## Interactive Voice Response (IVR)



## 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**

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

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

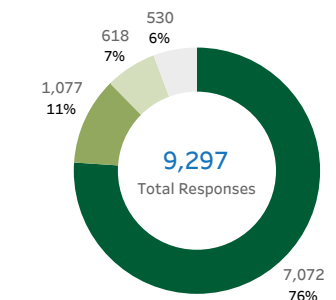
## Safety FY2021

	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
<b>Total</b>	<b>149</b>	<b>128</b>	<b>115</b>	<b>129</b>	<b>124</b>	<b>83</b>							<b>728</b>

## Road Ranger Responses

Year-To-Date

**56,656**



Motorist Assists      Crashes  
Debris Removal      Abandoned Vehicles

# Florida's Turnpike Enterprise Performance Dashboard December 2020



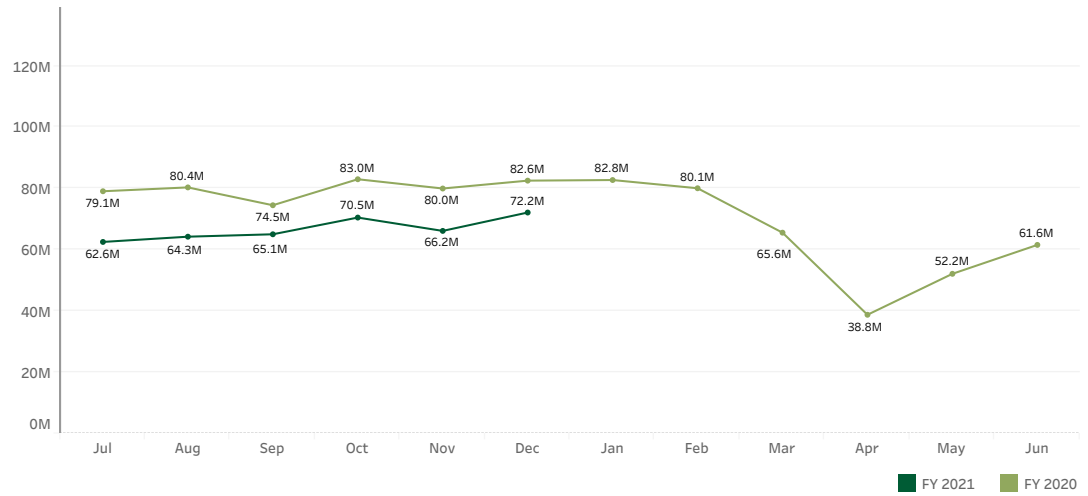
## Financials

### 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

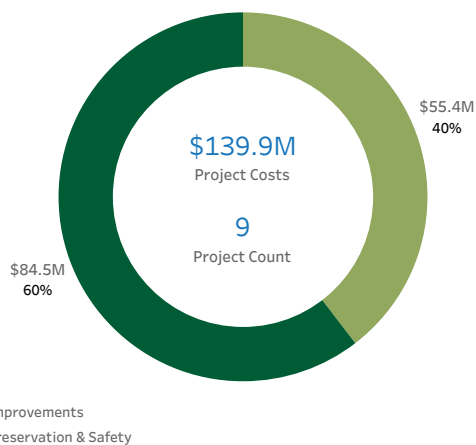
**\$2.1B**

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	\$130.0M
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.