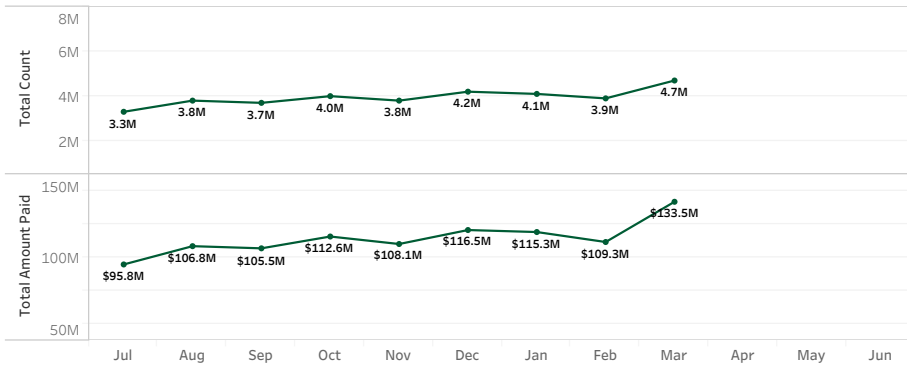




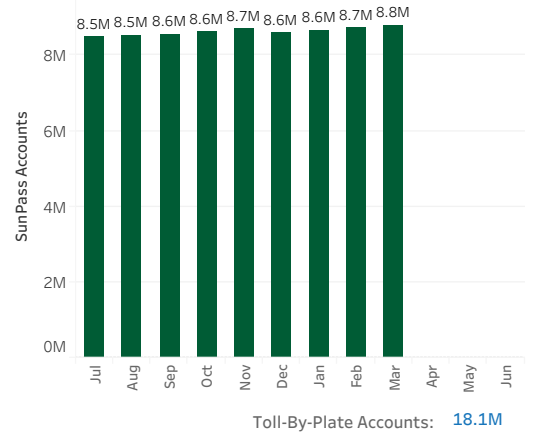
SunPass Replenishments

Year-To-Date

Count: **35.6M**
Amount Paid: **\$1.0B**

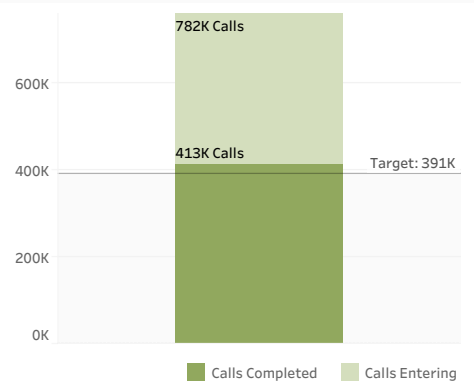


Customer Accounts FY2021



Interactive Voice Response (IVR)

Actual % Completed: **53%**
Industry Average % Completed: **> 50%**



Call Center

Call Activity

Actual Calls: **236,784**
Year-To-Date: **2,001,951**

Average Wait Time (Min:Sec)

Actual Time: **7:34***
Target Time: **< 01:00**

Average Call Handle Time (Min:Sec)

Actual Time: **07:47**
Target Time: **< 05:00**

*Impacted by social distancing call center protocols.

Walk-In Center*

Year-To-Date

21,126

Location	Count	%
Boca Raton	1,967	27%
Ocoee	1,272	17%
Miami	1,417	19%
Tampa	1,054	15%
Pinellas Bayway	942	13%
Mid-Bay Bridge	464	6%
Snapper Creek	195	3%
Garcon Point Bridge	-	-
Total	7,311	100%

*Walk-In Centers were closed due to COVID-19. Some centers reopened in October and the remaining resumed operations starting in January 2021 (except for Garcon Point Bridge which remains closed).

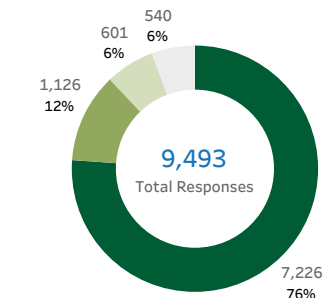
Safety FY2021

	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	6	8	6				68
Guardrail Interventions	127	117	102	109	111	67	59	79	78				849
Wrong Way Driving Detections	12	3	8	10	10	4	8	5	7				67
Total	149	128	115	129	124	83	73	92	91				984

Road Ranger Responses

Year-To-Date

82,753



Motorist Assists
Crashes
Debris Removal
Abandoned Vehicles

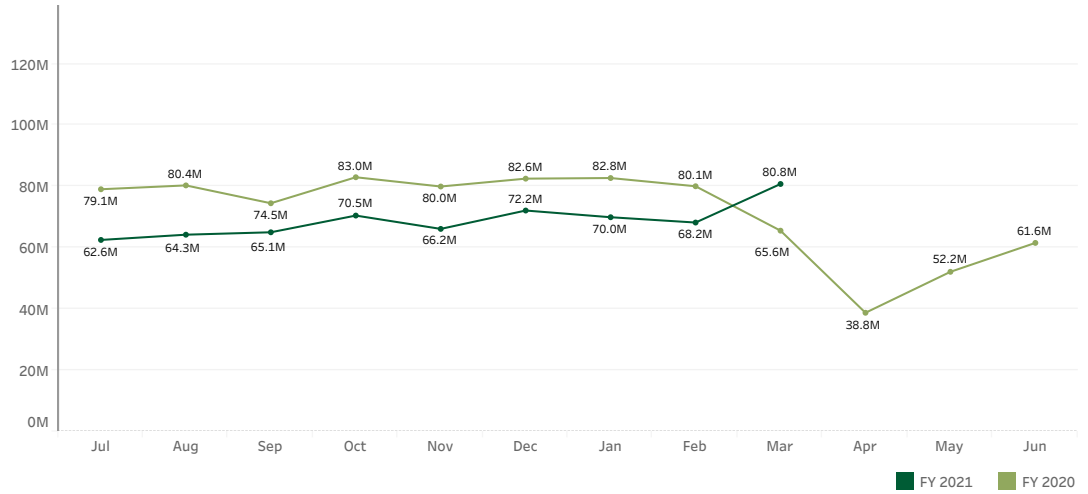


Financials

Year-To-Date (9 Months)
Unaudited

	Actual	Estimate
Total Gross Revenue	\$727.2M	\$687.2M
O&M Expenses	\$177.3M	\$179.3M
Net Revenue	\$549.9M	\$507.9M
Debt Service Coverage	2.83	2.66

Transactions



Active Construction Projects

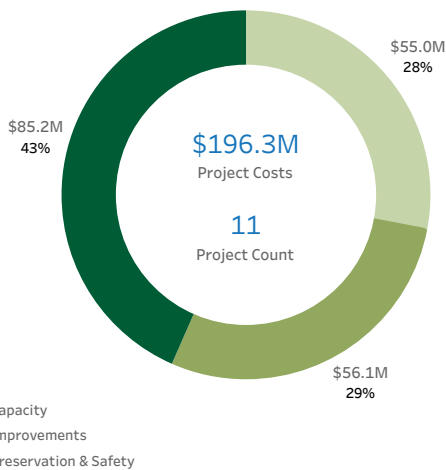
Project Costs

\$2.0B

Project Count

33

Completed Construction Projects Year-To-Date



Major Construction Projects - Nearing Completion*

Project Description	County	Contracted Cost
Turnpike Extension Widening (Killian Pkwy to Sunset Dr.)	Miami-Dade	\$73.9M
Turnpike Extension Widening (Bird Rd. to Dolphin Expwy)	Miami-Dade	\$135.9M
Turnpike Extension Widening (I-75 to NW 57th Ave.)	Miami-Dade	\$143.3M
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.