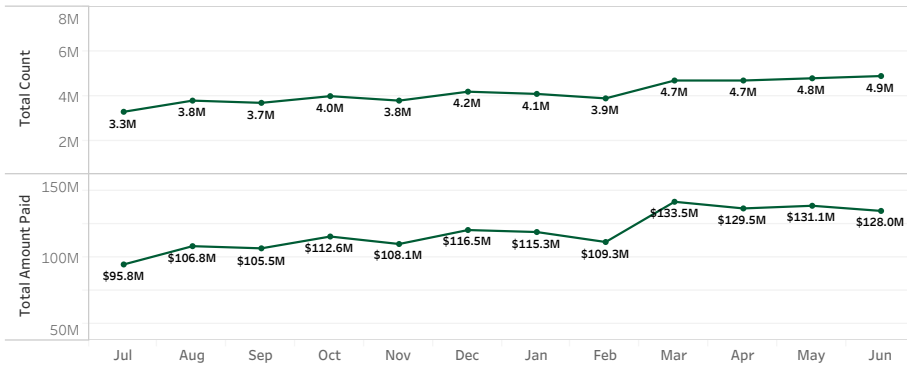




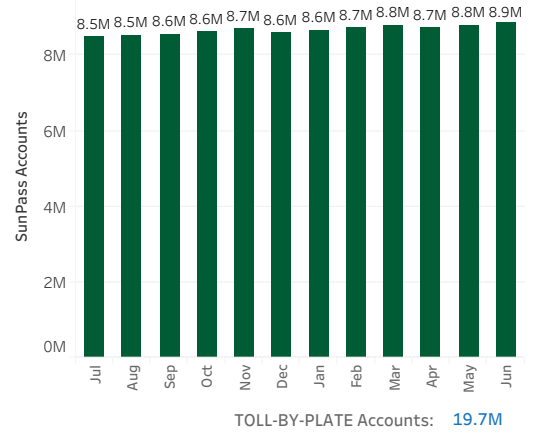
SunPass Replenishments

Year-To-Date

Count: **49.9M**
Amount Paid: **\$1.4B**

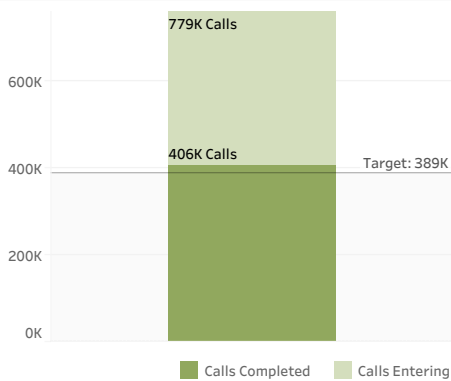


Customer Accounts FY2021



Interactive Voice Response (IVR)

Actual % Completed: **52%**
Industry Average % Completed: **> 50%**



Call Center

Call Activity

Actual Calls: **189,301**
Year-To-Date: **2,588,455**

Average Wait Time (Min:Sec)

Actual Time: **13:19***
Target Time: **< 01:00**

Average Call Handle Time (Min:Sec)

Actual Time: **07:22**
Target Time: **< 05:00**

*Consistent with nationwide trend, wait time impacted by COVID-19 safety measures and staffing challenges.

Walk-In Center*

Year-To-Date

42,893

Location	Count	Percentage
Boca Raton	1,992	24%
Ocoee	1,518	18%
Miami	1,727	20%
Tampa	1,251	15%
Pinellas Bayway	813	10%
Mid-Bay Bridge	454	5%
Snapper Creek	561	7%
Garcon Point Bridge	111	1%
Total	8,427	100%

*Walk-In Centers were closed due to COVID-19. Some centers reopened in October 2020 and the remaining resumed operations starting in January 2021 through late June 2021.

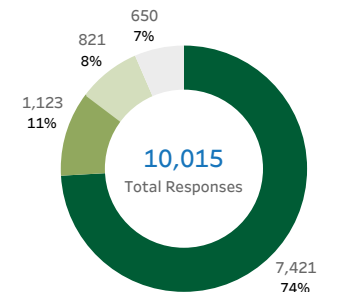
Safety FY2021

	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	6	8	6	9	2	14	93
Guardrail Interventions	127	117	102	109	111	67	59	79	78	69	45	124	1,087
Wrong Way Driving Detections	12	3	8	10	10	4	8	5	7	14	11	10	102
Total	149	128	115	129	124	83	73	92	91	92	58	148	1,282

Road Ranger Responses

Year-To-Date

112,392



Motorist Assists, Crashes, Debris Removal, Abandoned Vehicles



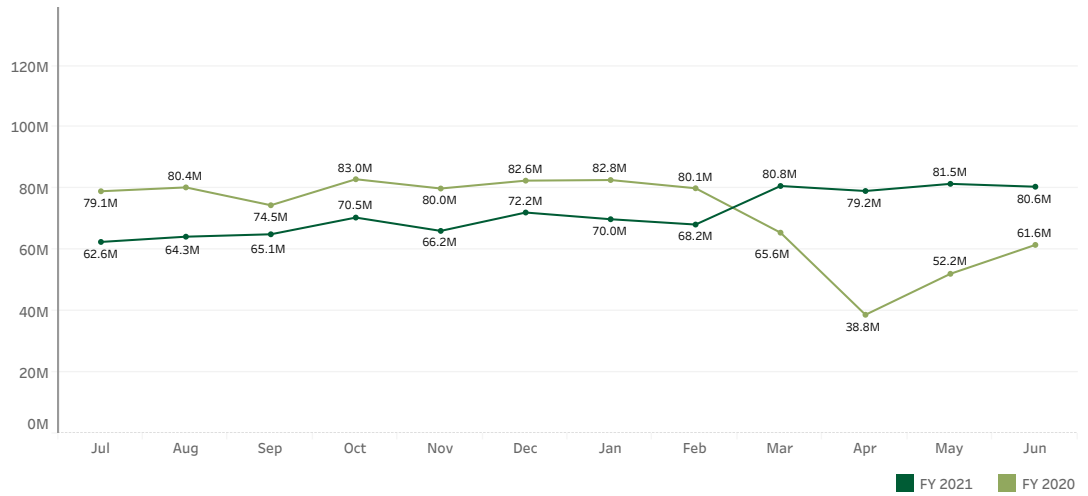
Financials

Year-To-Date (12 Months)

Audited

	Actual	Estimate
Total Gross Revenue	\$1,012.7M	\$929.9M
O&M Expenses	\$252.5M	\$242.2M
Net Revenue	\$760.2M	\$687.7M
Debt Service Coverage	2.95	2.66

Transactions



Active Construction Projects

Project Costs

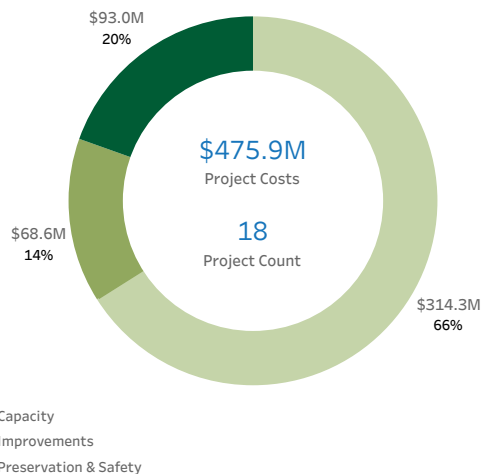
\$2.0B

Project Count

32

Completed Construction Projects

Year-To-Date



Major Construction Projects - Nearing Completion*

Project Description	County	Contracted Cost
Suncoast Parkway 2	Citrus	\$134.6M
Turnpike Extension Widening (Bird Rd. to Dolphin Expwy)	Miami-Dade	\$136.4M
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 Resurfacing and Improvements from I-4 to SR 408	Orange	\$18.9M
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 Resurfacing (Becker Rd. to Fort Pierce)	St. Lucie	\$31.8M

* Planned for completion in the next 12 months.