



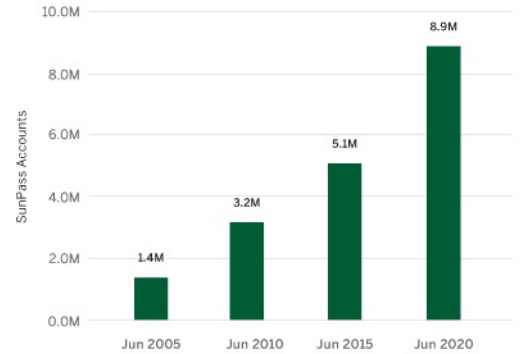
SunPass Replenishments

Year-To-Date

Count: **14.0M**
Amount Paid: **\$375.2M**



Customer Accounts



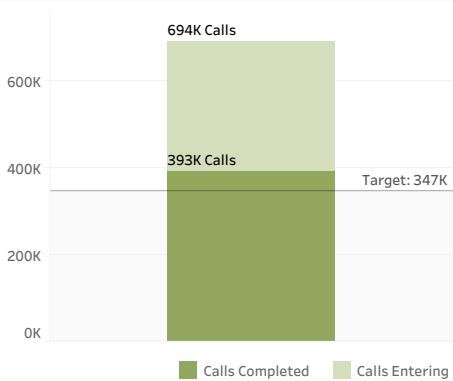
As of September 2021:

SunPass Accounts: **9.1M**

TOLL-BY-PLATE Accounts: **21.2M**

Interactive Voice Response (IVR)

Actual % Completed: **57%**
Industry Average % Completed: **> 50%**



Call Center

Call Activity

Actual Calls: **171,129**
Year-To-Date: **500,188**

Average Wait Time (Min:Sec)

Actual Time: **32:49***
Target Time: **< 01:00**

Average Call Handle Time (Min:Sec)

Actual Time: **07:55**
Target Time: **< 05:00**

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

Walk-In Center

Year-To-Date

Customers Served

24,602

Location	Count	%
Boca Raton	1,671	21%
Ocoee	1,507	19%
Miami	1,514	19%
Tampa	944	12%
Pinellas Bayway	1,509	19%
Mid-Bay Bridge	364	5%
Snapper Creek	284	3%
Garcon Point Bridge	202	2%
Total	7,995	100%

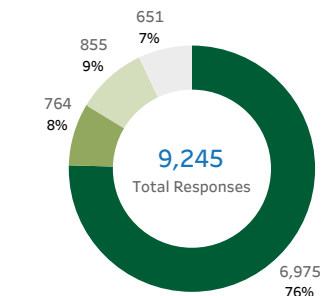
Safety FY 2022

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Year-To-Date Totals
Cable Barrier Interventions	7	18	10										35
Guardrail Interventions	125	98	91										314
Wrong Way Driving Detections	9	12	18										39
Total	141	128	119										388

Road Ranger Responses

Year-To-Date

29,764



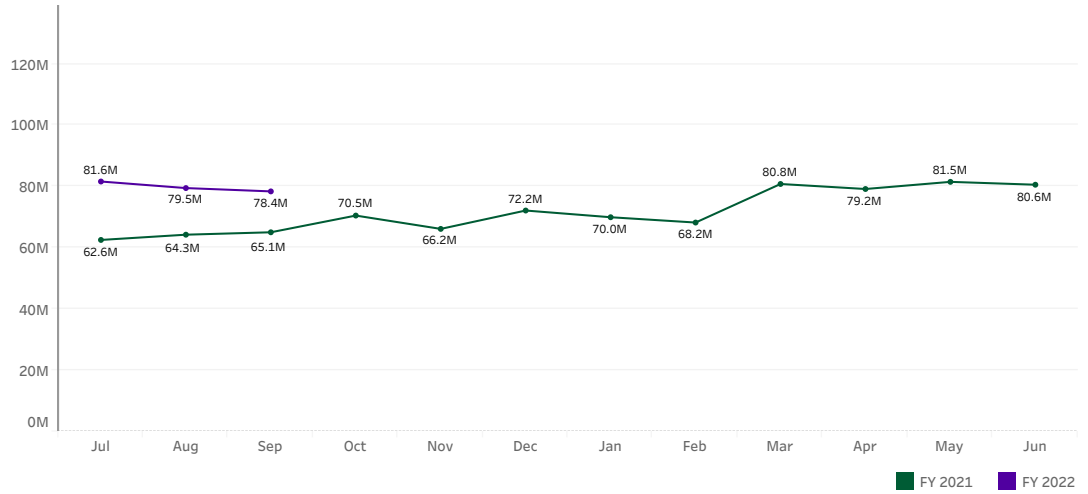
Motorist Assists
Crashes
Debris Removal
Abandoned Vehicles



Financials
Year-To-Date (3 Months)
Unaudited

	Actual	Estimate
Total Gross Revenue	\$279.9M	\$266.9M
O&M Expenses	\$62.8M	\$60.2M
Net Revenue	\$217.1M	\$206.7M
Debt Service Coverage	3.26	3.08

Transactions



Active Construction Projects

Project Costs: **\$2.0B**
Project Count: **27**

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 Turnpike Mainline)	Miami-Dade	\$143.3M
Turnpike Mainline Improvement (Beachline Expwy to I-4 Direct Connect Ramps)	Orange	\$84.9M
Turnpike Mainline Resurfacing and Improvements from I-4 to SR 408	Orange	\$18.9M
Turnpike Mainline Resurfacing and Improvements Project (North of Ft. Drum Service Plaza to North of Yeehaw Junction)	Osceola	\$16.7M
Turnpike Mainline All-Electronic Tolling (Phase 5C)	Palm Beach	\$19.6M
Seminole Expressway Resurfacing (SR 426 - SR 434)	Seminole	\$13.0M
Turnpike Mainline Resurfacing (Becker Rd. to Fort Pierce)	St. Lucie	\$31.8M
Turnpike Mainline Roadside and Safety Improvements from CR 470 to I-75	Sumter	\$11.7M

* Planned for completion in the next 12 months.

Completed Construction Projects
Year-To-Date

