Interactive Voice Response (IVR)

737K Calls

408K Calls

Industry Average

% Completed

> 50%

Calls Completed Calls Entering

Target: 368K

Actual

% Completed

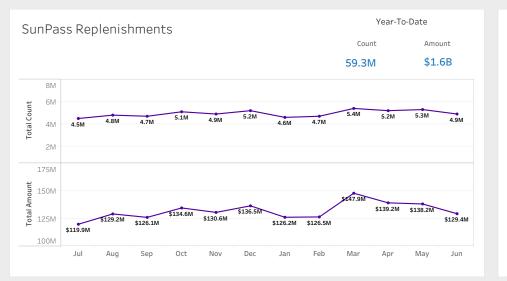
55%

600K

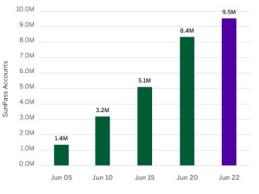
400K

200K

0К



Customer Accounts

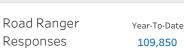


TOLL-BY-PLATE Accounts: 25.1M

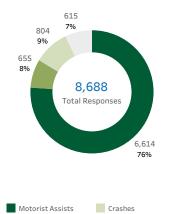
Walk-In Center Customers Served	Year-To-Date 104,819		
Boca Raton	1,673	18%	
Ocoee	1,927	21%	
Miami	2,461	26%	
Tampa	1,425	15%	
Pinellas Bayway	763	8%	
Mid-Bay Bridge	459	5%	
Snapper Creek	337	4%	
Garcon Point Bridge	287	3%	
Total	9,332	100%	

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	9	9	9	4	4	9	7	6	13	105
Guardrail Interventions	125	98	91	84	85	65	63	52	73	77	81	83	977
Wrong Way Driving Detections	9	12	18	11	12	17	10	9	6	7	11	3	125
Total	141	128	119	104	106	91	77	65	88	91	98	99	1,207







Debris Removal

Abandoned Vehicles

Call Center

Call Activity Actual Calls 137,342

Average Wait Time (Min:Sec)

Actual Time 65:26

Average Call Handle Time (Min:Sec)

Year-To-Date

1,828,028

Target Time

< 01:00

Actual Time Target Time < 05:00 08:03

Florida's Turnpike Enterprise Performance Dashboard June 2022



Active Construction Projects



Completed Construction Projects Year-To-Date



Major Construction Projects

Project Description	County	Contracted Cost
Sawgrass Expressway Interchange Improvement at Atlantic Blvd	Broward	\$72.5M
Suncoast Parkway Extension from SR 44 to CR 486	Citrus	\$103.0M
Suncoast Parkway Resurfacing (SR 50 to US 98)	Hernando	\$4.3M
Turnpike Mainline widening (SR 50 to Minneola/Hancock Rd)	Lake	\$162.3M
Turnpike Mainline widening (Minneola/Hancock Rd to O'Brien Rd)	Lake	\$233.0M
Turnpike Mainline Resurfacing and Roadside Improvements (North of Indiantown Rd to South of Becker Rd)	Martin	\$34.0M
Turnpike Mainline extension widening (SR 836 to NW 106th St)	Miami-Dade	\$245.0M
Turnpike Mainline extension widening (NW 106th St. to I-75)	Miami-Dade	\$370.0M
Turnpike Mainline Improvement (Beachline Expwy to I-4 Direct Connect Ramps)	Orange	\$85.0M
Turnpike Mainline Resurfacing and Improvements (I-4 to SR 408)	Orange	\$18.9M
Turnpike Mainline Resurfacing and Roadside Improvements (SR 408 to north of SR 429) $$	Orange	\$22.0M
Western Beltway Resurfacing and Improvements (Sinclair Rd to Seidel Rd)	Orange	\$18.8M
Turnpike Mainline Resurfacing and Improvements (North of Ft. Drum Service Plaza to North of Yeehaw Junction)	Osceola	\$16.7M
Turnpike Mainline Resurfacing and Improvements (North of Palm Beach Gardens to North of Jupiter	Palm Beach	\$12.5M
Turnpike Mainline widening (Boynton Beach to Lake Worth Rd)	Palm Beach	\$170.0M
Suncoast Parkway Interchange Improvements at SR 54	Pasco	\$6.7M
Polk Parkway Widening (Old Dixie Hwy to South of Pace Rd) and Resurfacing (US 92 to I-4) $$	Polk	\$61.2M
Seminole Expressway Resurfacing (SR 434 to Lake Mary Blvd)	Seminole	\$13.8M
Turnpike Mainline Resurfacing (Becker Rd to Fort Pierce)	St. Lucie	\$32.0M
Turnpike Mainline Roadside and Safety Improvements (CR 470 to I-75)	Sumter	\$11.6M