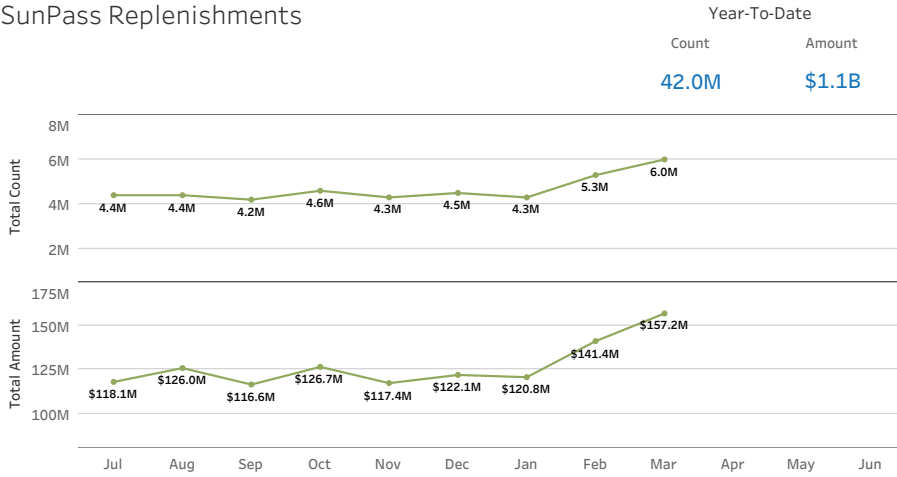
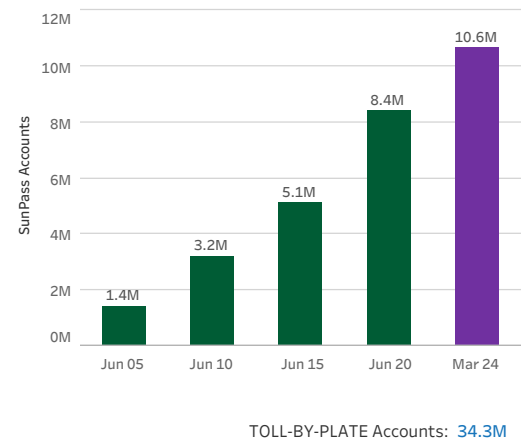




### SunPass Replenishments

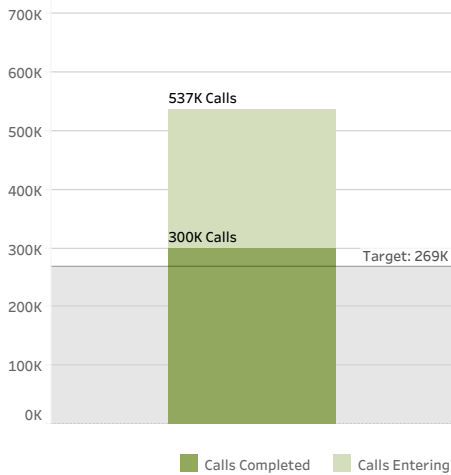


### Customer Accounts



### Interactive Voice Response (IVR)

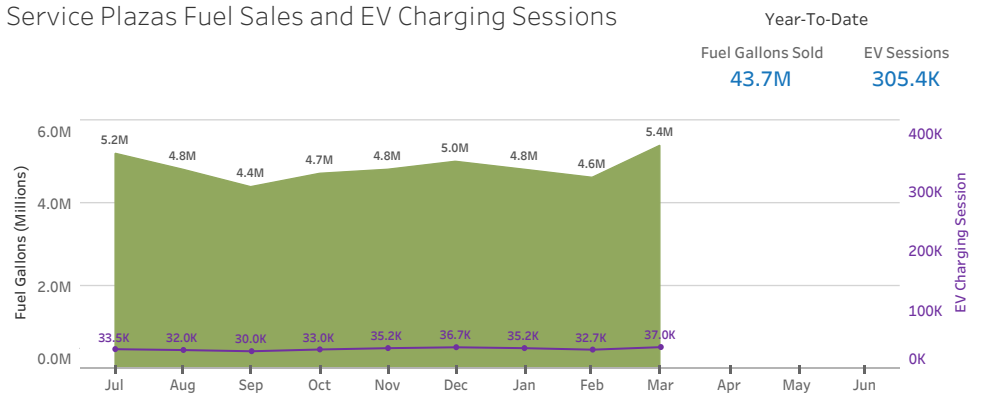
Actual % Completed: **56%**  
Industry Average % Completed: **> 50%**



### Call Center

Call Activity: Actual Calls **221,442** | Year-To-Date **1,970,856**  
Average Wait Time (Min:Sec): Actual Time **00:03** | Target Time **< 01:00**  
Average Call Handle Time (Min:Sec): Actual Time **07:48** | Target Time **< 05:00**

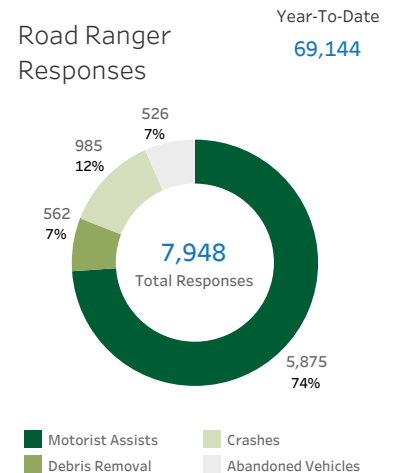
### Service Plazas Fuel Sales and EV Charging Sessions



### Safety FY 2024

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Year-To-Date Totals
Cable Barrier Hits	11	11	8	11	6	7	8	5	6				73
Guardrail Hits	88	90	89	72	73	69	64	59	71				675
Wrong Way Driving	16	34	12	20	34	38	33	24	47				258
<b>Total</b>	<b>115</b>	<b>135</b>	<b>109</b>	<b>103</b>	<b>113</b>	<b>114</b>	<b>105</b>	<b>88</b>	<b>124</b>				<b>1,006</b>

### Road Ranger Responses



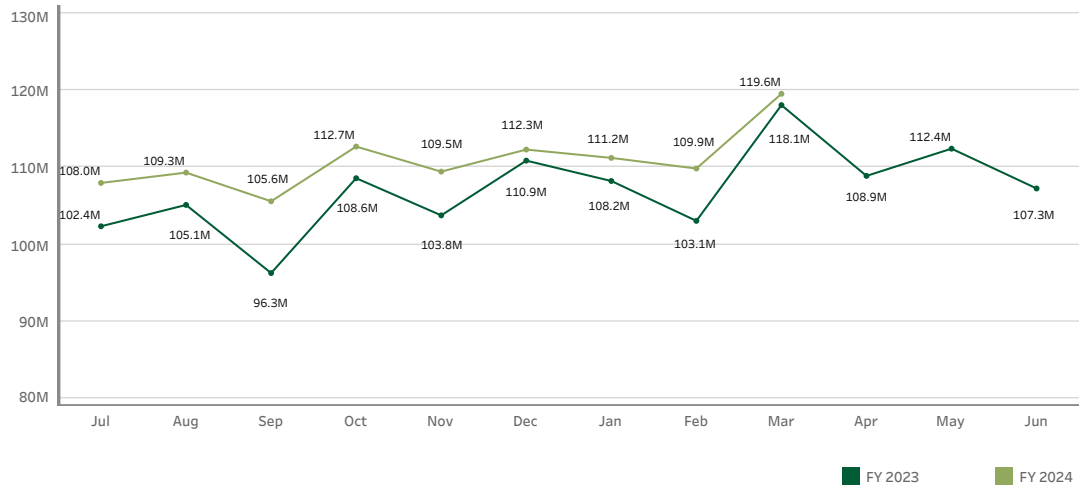


### Financials

Year-To-Date (9 Months)  
Unaudited

	Actual	Estimate
Total Gross Revenue	\$998.8M	\$981.1M
O&M Expenses	\$187.2M	\$220.0M
Net Revenue	\$811.6M	\$761.1M

### Transactions



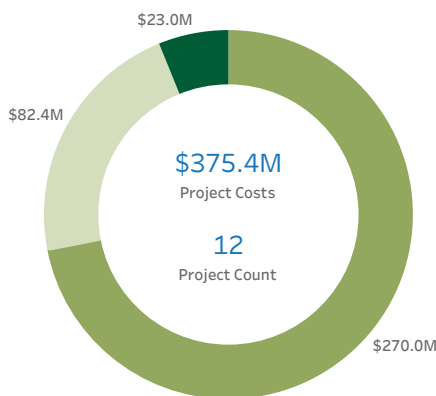
### Active Construction Projects

Project Costs: **\$1.9B**  
Project Count: **30**

### Major Construction Projects

Project Description	County	Contracted Cost
Sawgrass Expressway Interchange Improvement at Atlantic Blvd	Broward	\$72.5M
Turnpike Mainline Resurfacing and Improvements (Pompano Beach Service Plaza to Sawgrass Expressway)	Broward	\$16.2M
Suncoast Parkway Extension (SR 44 to CR 486)	Citrus	\$103.0M
Wrong-way Vehicle Detection System	Hernando	\$11.0M
Veterans Expressway Resurfacing and Improvements (Veterans Expressway to Dale Mabry Highway)	Hillsborough	\$11.3M
Turnpike Mainline widening (Minneola to O'Brien Rd.)	Lake	\$233.0M
Turnpike Mainline extension widening (NW 106th St. to I-75)	Miami-Dade	\$370.0M
Turnpike Mainline Resurfacing / Roadside Improvements (SR 408 to north of SR 429)	Orange	\$22.0M
Turnpike Mainline widening (SR 50 to Minneola / Hancock Rd.)	Orange	\$162.3M
Turnpike Mainline Resurfacing / Improvements (North of Yeehaw Junction to South of Canoe Creek Service Plaza) and (Osceola Pkwy to SR 417)	Osceola	\$21.8M
Turnpike Mainline Resurfacing / Improvements (South of Canoe Creek Service Plaza to Three Lakes Toll Plaza)	Osceola	\$16.9M
Turnpike Mainline widening (Boynton Beach to Lake Worth Rd.)	Palm Beach	\$170.0M
Polk Parkway Widening (Old Dixie Highway to South of Pace Rd.) and Resurfacing (US 92 to I-4)	Polk	\$61.2M
Central Polk Parkway (new facility) from Polk Pkwy (SR 570) to US 17/SR 35	Polk	\$257.0M
Turnpike Mainline Resurfacing / Safety Improvements (North of Ft. Pierce to South of Ft. Drum Service Plaza)	St. Lucie	\$25.0M

### Completed Construction Projects Year-To-Date



- Capacity and Improvements
- Resurfacing
- Technology, Safety and Other