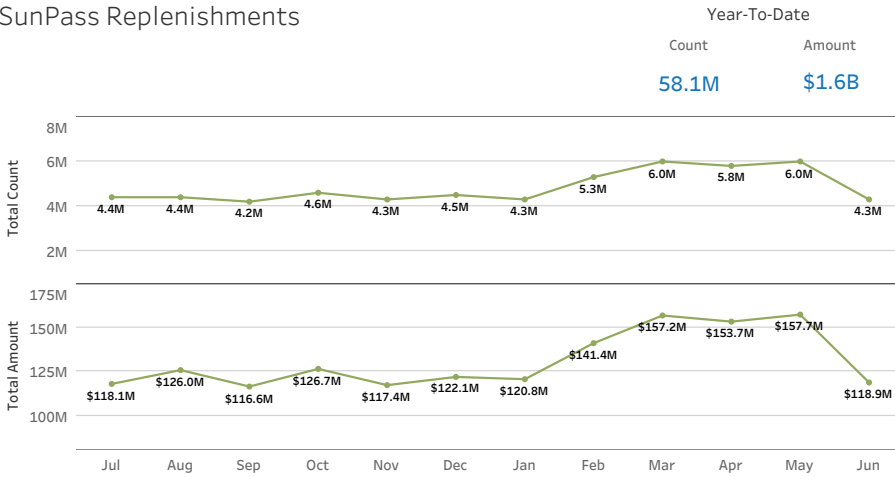
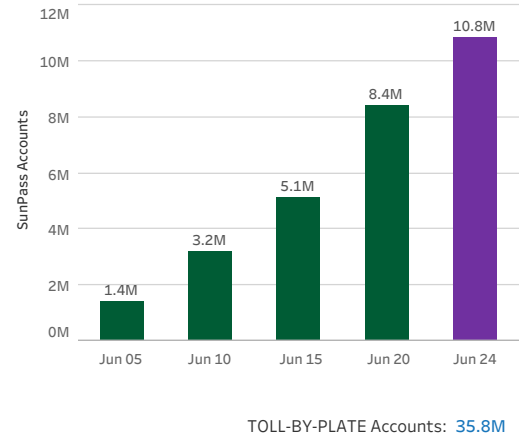




### SunPass Replenishments

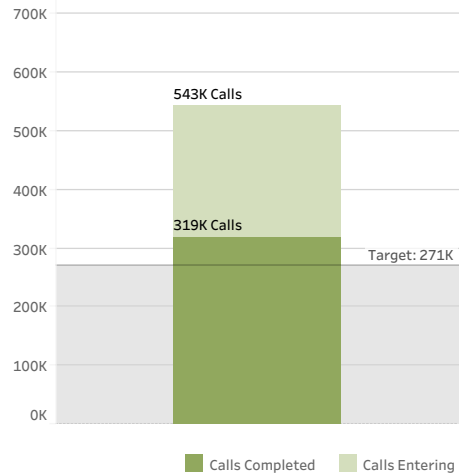


### Customer Accounts



### Interactive Voice Response (IVR)

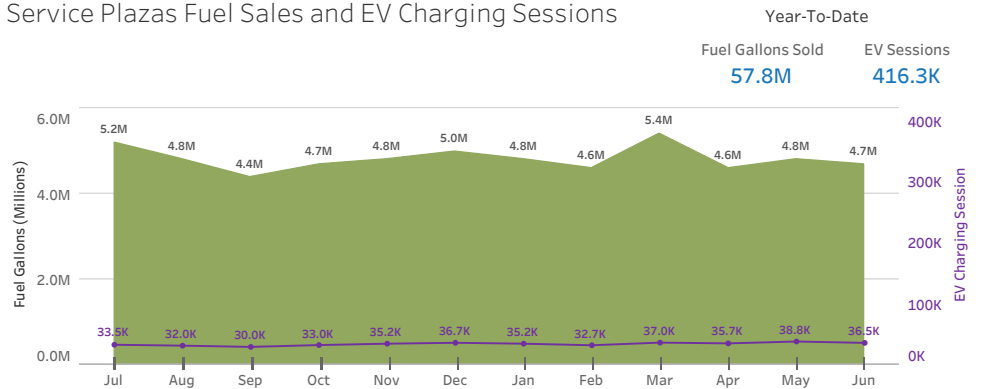
Actual % Completed	Industry Average % Completed
<b>59%</b>	<b>&gt; 50%</b>



### Call Center

Call Activity	Average Wait Time (Min:Sec)	Average Call Handle Time (Min:Sec)
Actual Calls: <b>209,205</b>   Year-To-Date: <b>2,663,458</b>	Actual Time: <b>00:07</b>   Target Time: <b>&lt; 01:00</b>	Actual Time: <b>7:25</b>   Target Time: <b>&lt; 05:00</b>

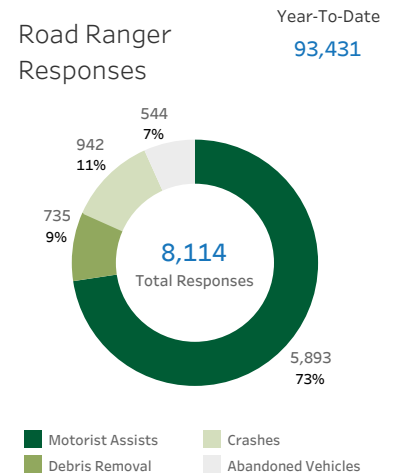
### Service Plazas Fuel Sales and EV Charging Sessions



### 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	8	4	14	99
Guardrail Hits	88	90	89	72	73	69	64	59	71	57	77	89	898
Wrong Way Driving	16	34	12	20	34	38	33	24	47	27	31	22	338
<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>92</b>	<b>112</b>	<b>125</b>	<b>1,335</b>

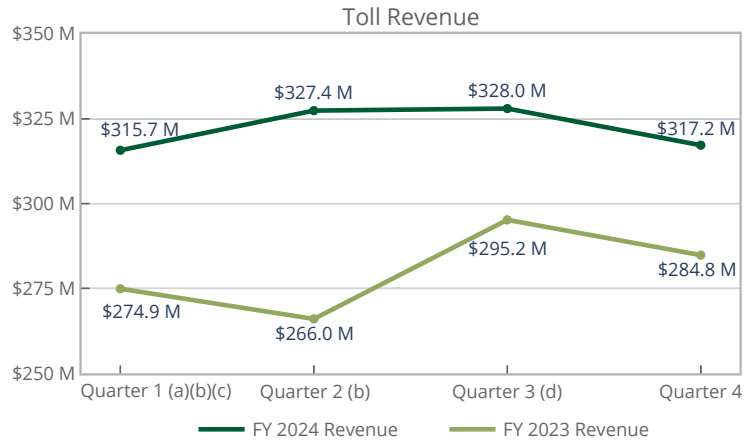
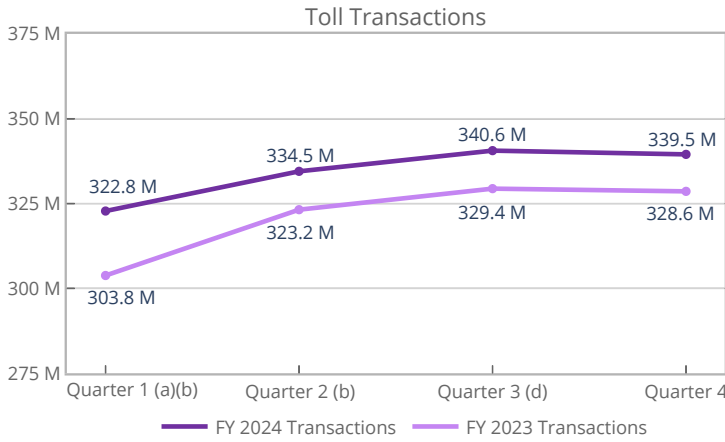
### Road Ranger Responses





### Toll Transactions and Revenue

	FY 2024	FY 2023
Year-To-Date Transactions	1,337.4M	1,285.0M
Year-To-Date Revenue	\$1,288.3M	\$1,120.9M



(a) Hurricane Idalia 8-day toll suspension on west and central Florida facilities starting 8/29/2023 (FY 2024). (c) Toll rate Indexing implemented on 7/1/2023 (FY 2024).  
 (b) Hurricane Ian 20-day toll suspension on west and central Florida facilities starting 9/26/2022 (FY 2023). (d) The Turnpike acquired the Garcon Point Bridge on 2/1/2024 (FY 2024).

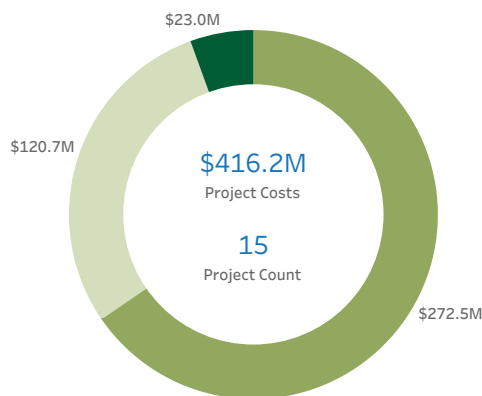
### Active Construction Projects

Project Costs: **\$3.0B**  
 Project Count: **39**

### 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 Interchange at Sand Lake Road	Orange	\$114.6M
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 (Clay Whaley Rd. to US 192 and Nolte Rd. Interchange)	Osceola	\$193.0M
Turnpike Mainline Widening (Boynton Beach to Lake Worth Rd.)	Palm Beach	\$170.0M
Polk Parkway Widening (CR 546 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
Seminole Expressway Widening (Aloma Ave. to SR 434)	Seminole	\$300.0M
Turnpike Mainline Resurfacing / Safety Improvements (North of Ft. Pierce to South of Fort Drum Service Plaza)	St. Lucie	\$25.0M

### Completed Construction Projects Year-To-Date



Capacity and Improvements  
 Resurfacing  
 Technology, Safety and Other