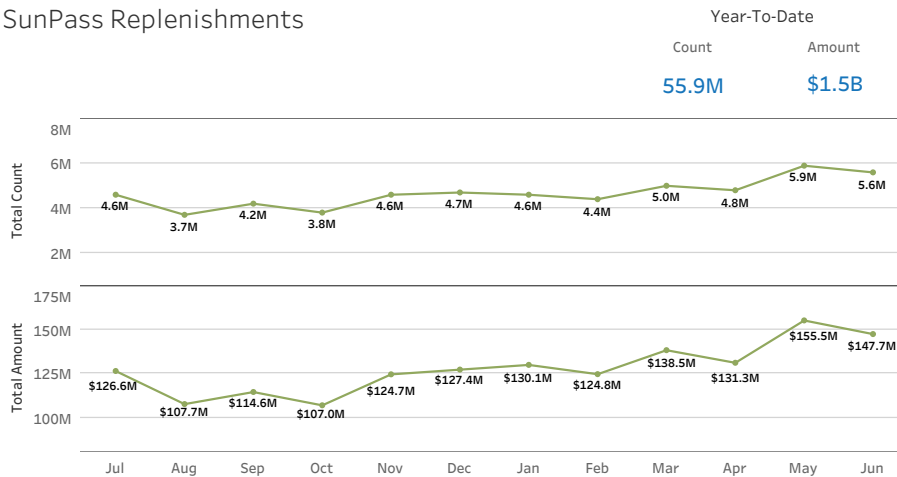


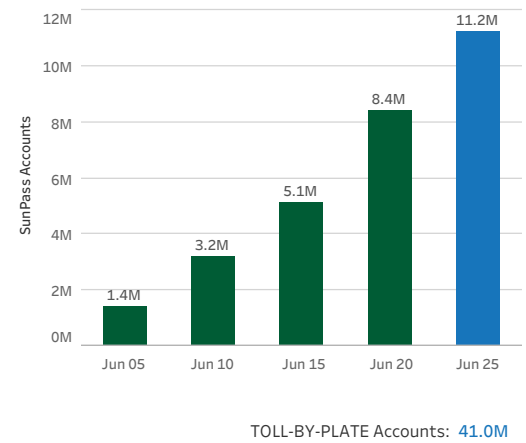
# Florida's Turnpike Enterprise Performance Dashboard June 2025



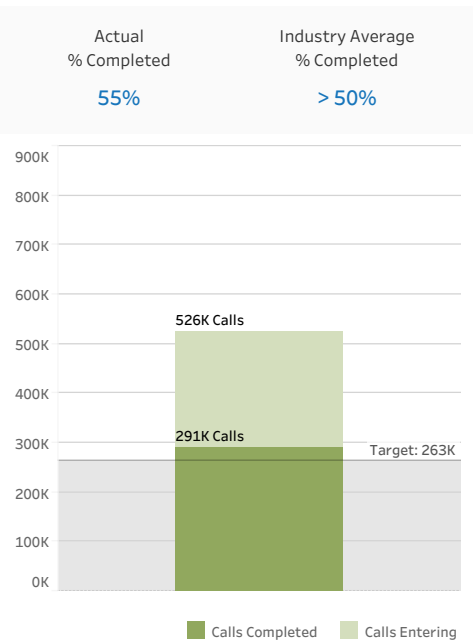
## SunPass Replenishments



## Customer Accounts



## Interactive Voice Response (IVR)



## Call Center

### Call Activity

Actual Calls: **210,337**  
Year-To-Date: **2,875,924**

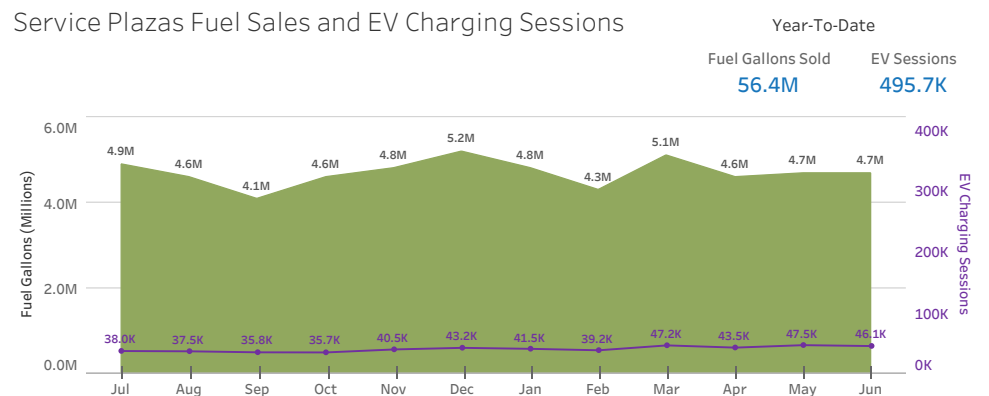
### Average Wait Time (Min:Sec)

Actual Time: **03:20**  
Target Time: **< 01:00**

### Average Call Handle Time (Min:Sec)

Actual Time: **7:37**  
Target Time: **< 05:00**

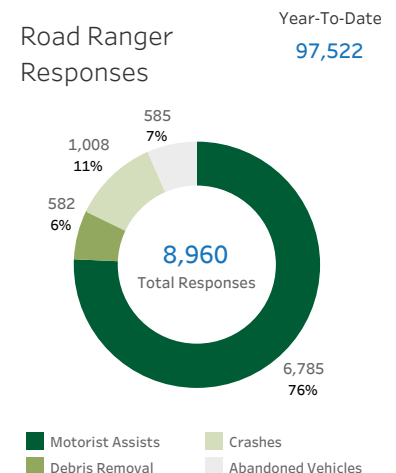
## Service Plazas Fuel Sales and EV Charging Sessions



## Safety FY 2025

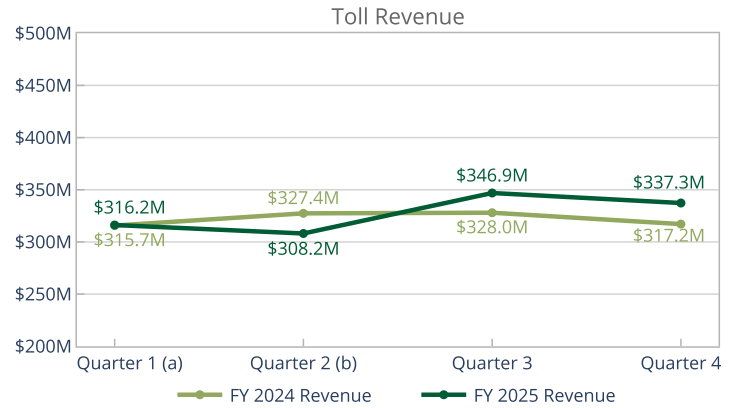
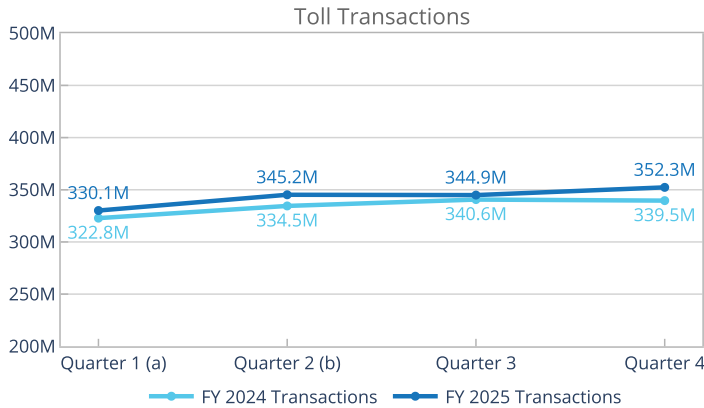
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Year-To-Date Totals
Cable Barrier Hits	13	10	9	9	7	5	7	4	8	11	12	8	103
Guardrail Hits	84	96	110	81	66	67	63	61	56	62	77	75	898
Wrong Way Driving	20	43	25	30	29	28	33	26	25	39	45	54	397
Total	117	149	144	120	102	100	103	91	89	112	134	137	1,398

## Road Ranger Responses



## Toll Transactions and Revenue (Unaudited)

	FY 2025	FY 2024
Year-To-Date Transactions	1,372.5M	1,337.4M
Year-To-Date Revenue	\$1,308.6M	\$1,288.3M



(a) Hurricane Idalia 8-day toll suspension on west and central Florida facilities starting August 29, 2023 (FY 2024).  
(b) Hurricane Milton 12-day toll suspension on west and central Florida facilities starting October 7, 2024 (FY 2025).

## Active Construction Projects

Project Costs

**\$4.2B**

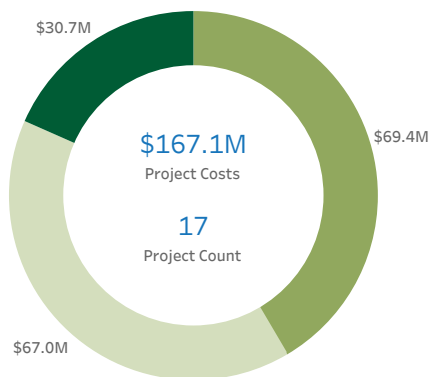
Project Count

**48**

## Major Construction Projects

Project Description	County	Contracted Cost
Sawgrass Expy Widening (Commerical Blvd to Atlantic Blvd)	Broward	\$72.5M
Mainline-SR 91 Widening (SR 821 to Griffin Road)	Broward	\$230.0M
Sawgrass Expy Widening (Atlantic Blvd. to Sample Rd.)	Broward	\$110.0M
Suncoast Pkwy Extension (SR 44 to CR 486)	Citrus	\$103.0M
Mainline-SR 91 Widening (Minneola to O'Brien Rd.)	Lake	\$233.0M
Mainline -SR 821 Widening (NW 106th St. to I-75)	Miami-Dade	\$370.0M
Mainline-SR 91 Interchange at Sand Lake Rd.	Orange	\$114.6M
Mainline-SR 91 Widening (SR 50 to Minneola/Hancock Rd.)	Orange	\$162.3M
Mainline-SR 91 Widening (Clay Whaley Rd. to US 192/ Nolte Rd. Interchange)	Osceola	\$193.0M
Mainline-SR 91 Widening (Partin Settlement Rd. to Osceola Pkwy.)	Osceola	\$345.0M
Mainline-SR 91 Widening (Boynton Beach to Lake Worth Rd.)	Palm Beach	\$170.0M
Mainline-SR 91 Widening (West Palm Beach Service Plaza to Southern Blvd.)	Palm Beach	\$258.0M
Central Polk Pkwy (SR 570 to US 17/SR 35)	Polk	\$257.0M
Seminole Expy Widening (Aloma Ave. to SR 434)	Seminole	\$300.0M
Mainline-SR 91 Resurfacing/Safety Improvements (Ft. Pierce to Ft. Drum Service Plaza)	St. Lucie	\$25.0M

## Completed Construction Projects Year-To-Date



Capacity and Improvements  
Resurfacing  
Technology, Safety and Other