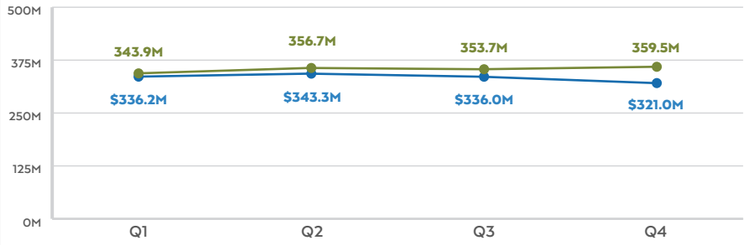
FLORIDA'S TURNPIKE ENTERPRISE PERFORMANCE DASHBOARD
JUNE 2026

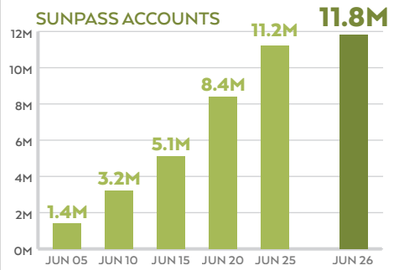
TOLL TRANSACTIONS AND REVENUE
(UNAUDITED)

YEAR-TO-DATE

TRANSACTIONS	REVENUE
1,413.8M	$1,336.5M

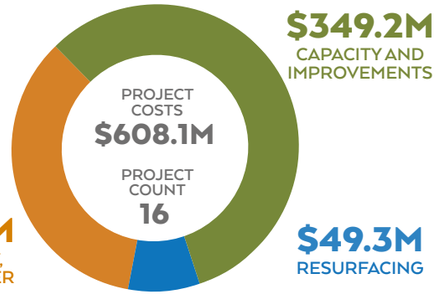


CUSTOMER ACCOUNTS



TOLL-BY-PLATE ACCOUNTS
46.2M

COMPLETED CONSTRUCTION PROJECTS
YEAR-TO-DATE

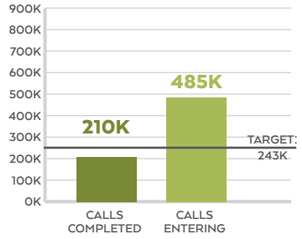


MAJOR CONSTRUCTION PROJECTS

PROJECT DESCRIPTION	COUNTY	CONTRACTED COST
Mainline-S.R. 91 Auxiliary lanes addition (S.R. 821 to Griffin Rd.)	BROWARD	$230M
Mainline-S.R. 91 Widening (Sawgrass Expy. to Glades Rd.)	BROWARD	$100M
Sawgrass Expy Widening (Atlantic Blvd. to Sample Rd.)	BROWARD	$110M
Sawgrass Expy Widening (Sample Rd. to University Dr.)	BROWARD	$95M
Suncoast Pkwy Extension (C.R. 486 to C.R. 495)	CITRUS	$195M
Suncoast Pkwy Extension (C.R. 495 to U.S. 19)	CITRUS	$187M
Mainline-S.R. 91 Widening (Minneola to O'Brien Rd.)	LAKE	$233M
Mainline-S.R. 91 Widening (O'Brien Rd. to U.S. 27 North)	LAKE	$132M
Mainline-S.R. 91 Bridge Replacement at Milepost 138 (Becker Rd.)	MARTIN	$42M
Mainline -S.R. 821 Widening (NW 106th St. to I-75)	MIAMI-DADE	$370M
Mainline -S.R. 821 Resurfacing/Improvements (Hainlin Mill Dr. to U.S. 1)	MIAMI-DADE	$37M
Mainline -S.R. 821 Widening (Campbell Dr. to Tallahassee Rd.)	MIAMI-DADE	$99M
Mainline-S.R. 91 Interchange at Sand Lake Rd.	ORANGE	$115M
Mainline-S.R. 91 Widening (Clay Whaley Rd. to U.S. 192) and Nolte Rd. Interchange	OSCEOLA	$193M
Mainline-S.R. 91 Widening (Partin Settlement Rd. to Osceola Pkwy.)	OSCEOLA	$345M
Mainline-S.R. 91 Widening (Boynton Beach to Lake Worth Rd.)	PALM BEACH	$170M
Mainline-S.R. 91 Widening (West Palm Beach Service Plaza to Southern Blvd.)	PALM BEACH	$258M
Mainline-S.R. 91 Widening (Southern Blvd. to Okeechobee Blvd.)	PALM BEACH	$236M
Suncoast Parkway Resurfacing (S.R. 54 to S.R. 52)	PASCO	$23M
Central Polk Pkwy (Winter Lake Rd. /S.R. 540 to U.S. 17/S.R. 35)	POLK	$257M
Central Polk Pkwy (U.S. 17/S.R. 35 to S.R. 60)	POLK	$134M
Seminole Expy Widening (Aloma Ave. to S.R. 434)	SEMINOLE	$300M

INTERACTIVE VOICE RESPONSE (IVR) [a]

ACTUAL % COMPLETED	INDUSTRY AVERAGE % COMPLETED
43%	> 50%



(a) The call center transitioned to a new vendor in August 2025.

CALL CENTER [a]

CALL ACTIVITY

ACTUAL CALLS	YEAR-TO-DATE
185,932	2,212,902

AVERAGE SPEED OF ANSWER (MIN:SEC)

ACTUAL	TARGET
14:00	< 1:00

CUSTOMER SATISFACTION [b] (RATING SCALE: 1-5)

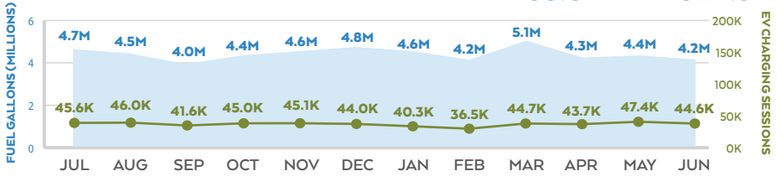
ACTUAL	TARGET
4.3	> 4.0

(a) The call center transitioned to a new vendor in August 2025.
(b) Customer Satisfaction (CSAT) is an average monthly score based on customer satisfaction surveys submitted by callers each month.

SERVICE PLAZAS FUEL SALES AND EV CHARGING SESSIONS

YEAR-TO-DATE

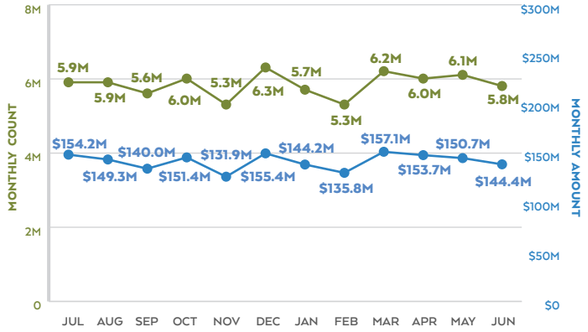
FUEL GALLONS SOLD	EV SESSIONS
53.8M	524.5K



SUNPASS REPLENISHMENTS

YEAR-TO-DATE

COUNT	AMOUNT
70.1M	$1,768.1M



SAFETY MEASURES

	Q1	Q2	Q3	Q4	YEAR-TO DATE
Cable Barrier	34	22	20	25	101
Guardrail	261	223	184	214	882
Wrong Way Driving Detection	109	103	108	102	422
Total	404	348	312	341	1,405

ROAD RANGER RESPONSES

YEAR-TO-DATE

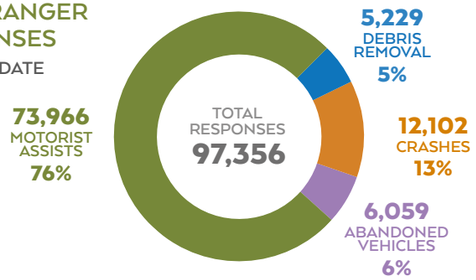
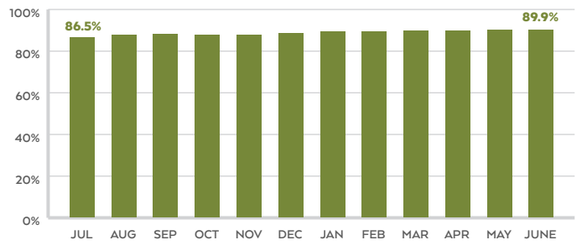


IMAGE PROCESSING EFFICIENCY



ACTIVE CONSTRUCTION PROJECTS

$4.5B	52
PROJECT COSTS	PROJECT COUNT