

PERFORMANCE DASHBOARD

APRIL 2017

Fiscal year runs from July 1-June 30

CUSTOMER SERVICE

	Activity		Wait Time		
	Actual	6 mo. Avg	Actual	Target	
Service Center: East	10,667	10,267	2:16	<5m	■
Service Center: West	3,731	3,540	1:44	<5m	■

SERVICE CENTER: MINUTE INTERVALS <5 ■ 5-6 ■ 6-7 ■ 7-8 ■ 8-9 ■ 9+ ■

Call Center	67,426	68,238	0:25	<1m	■
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CALL CENTER: % MINUTE INTERVALS <1 ■ 1-2 ■ 2-3 ■ 3-4 ■ 4-5 ■ 5+ ■



AVERAGE SPEED: PEAK DIRECTION

		mph	AM Peak (6-9) Avg mph	PM Peak (4-7) Avg mph
SR 408	W. SR 50 to E. SR 50	55-65	53 ■	51 ■
SR 417	Int'l Dr. to Seminole Co. Line	55-70	65 ■	61 ■
SR 528	Sand Lake Rd. to SR 520	70	64 ■	65 ■
SR 429	Seidel Rd. to SR 414	70	66 ■	66 ■
SR 451	SR 429 to US 441	65	61 ■	65 ■
SR 414	US 441 to US 441	65	62 ■	64 ■

LEGEND: <10 ■ 11-20 ■ >= 21 ■

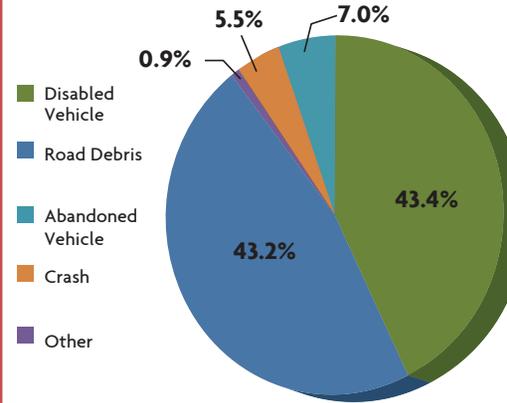
MAJOR CONSTRUCTION PROJECTS

	Contract (millions)	Spent	% Spent	% Time	VAR
SR 408/SR 417 Interchange	\$36.3	\$27.0	74%	88%	■
SR 429 Systems Interchange	\$81.4	\$51.0	63%	65%	■
SR 429, US 441 to North of Ponkan Rd.	\$56.5	\$48.7	86%	89%	■
SR 429, North of Ponkan Rd. to North of Kelly Park Rd.	\$46.6	\$45.0	96%	96%	■
SR 453, Lake County Line to SR 46	\$49.2	\$25.3	51%	60%	■
SR 528/Innovation Way Interchange	\$61.4	\$40.1	65%	47%	■
SR 429 Systems Interchange to Mt. Plymouth Rd.	\$38.7	\$16.1	42%	47%	■

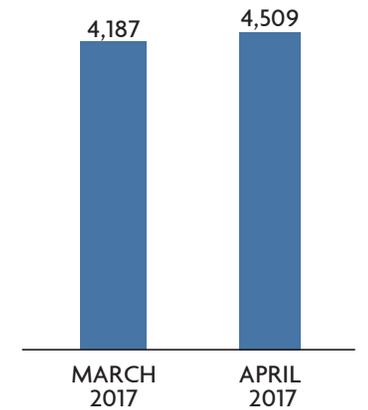
LEGEND: Spent vs. Time <10 ■ 11-20 ■ >= 21 ■

SAFETY

ROAD RANGER: CATEGORY OF ASSISTS ON CFX ROADS



ROAD RANGER: NUMBER OF ASSISTS ON CFX ROADS



2015 FATALITIES

1.13	Nationwide: Arterials, Limited Access, Toll Roads
0.26	FDOT: Urban Toll Roads
0.20	CFX: Toll Roads Urban Only

Per 100 Million Vehicles Miles Traveled
2010-2015 - 5 Year Average

WRONG WAY DRIVING (WWD)

	Vehicles Detected	Documented Turn Arounds
34 Locations	20	17

FINANCIALS

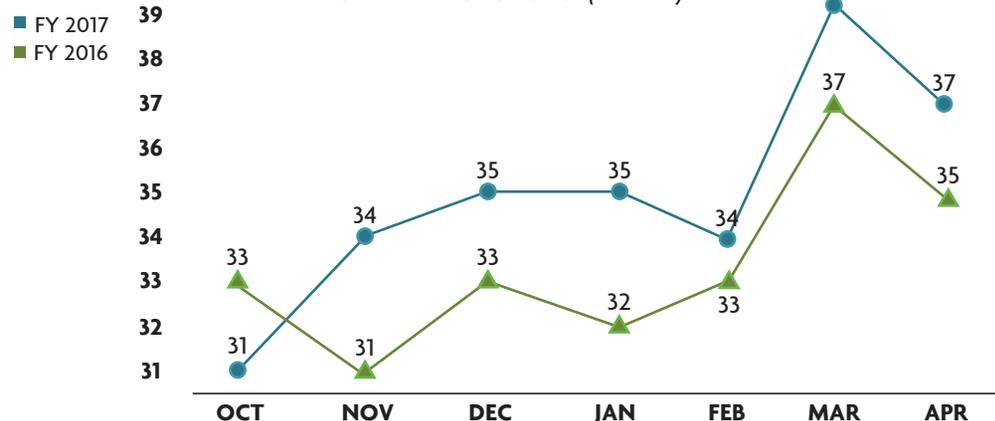
FINANCIALS

FY to Date	Actual	Budget	VAR
Total Revenue	\$361.1	\$334.1	8% ■
OM&A Expenses	\$56.3	\$60.6	7% ■
Net Revenue	\$162.2	\$129.5	25% ■

DEBT SERVICE

Year to Date	Actual	Budget
Senior Lien	2.09	1.98 ■
Subordinate Lien	1.80	1.70 ■

TOTAL TRANSACTIONS* (millions)



*All plazas had tolls suspended in FY17 due to Hurricane Matthew from 10/5/16 until early on 10/10/16.