

CUSTOMER SERVICE

	Activity		Wait Time		
	Actual	6 mo. Avg	Actual	Target	
Service Center: East	8,364	7,581	3:23	<5m	■
Service Center: West	2,631	2,688	1:52	<5m	■

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

	Activity	6 mo. Avg	Wait Time	Target	
Call Center	76,443	81,029	0:53	1-2m	■

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	51 ■	49 ■
SR 417	Int'l Dr. to Seminole Co. Line	55-70	67 ■	60 ■
SR 528	Sand Lake Rd. to SR 520	70	54 ■	58 ■
SR 429	Seidel Rd. to SR 414	70	64 ■	67 ■
SR 451	SR 429 to US 441	65	61 ■	65 ■
SR 414	US 441 to US 441	65	64 ■	64 ■

LEGEND: <10 ■ 11-20 ■ >= 21 ■

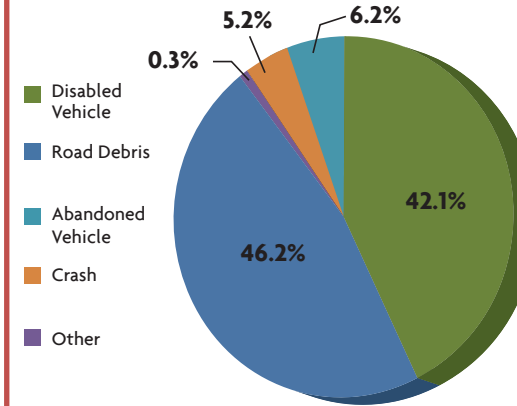
MAJOR CONSTRUCTION PROJECTS

	Contract (millions)	Spent	% Spent	% Time	VAR
SR 408/SR 417 Interchange (Phase II)	\$63.7	\$12.5	18%	20%	■
SR 429 Systems Interchange	\$82.3	\$79.9	96%	97%	■
SR 408 Widening from SR 417 to Alafaya Trail	\$76.3	\$10.8	14%	16%	■
SR 453, Lake County Line to SR 46	\$49.9	\$49.9	100%	100%	■
SR 528/Innovation Way Interchange	\$62.4	\$59.1	95%	94%	■
SR 429 Systems Interchange to Mt. Plymouth Rd.	\$38.7	\$35.7	92%	98%	■

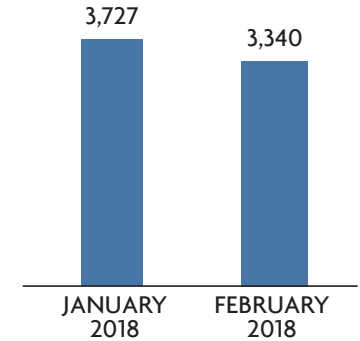
LEGEND: Spent vs. Time <10 ■ 11-20 ■ >= 21 ■

SAFETY

ROAD RANGER: CATEGORY OF ASSISTS ON CFX ROADS



ROAD RANGER: NUMBER OF ASSISTS ON CFX ROADS



2016 FATALITIES

1.18	Nationwide: All Roads
0.31	FDOT: Urban Toll Roads (2012-2014)
0.22	CFX: Toll Roads Urban Only

*Per 100 Million Vehicles Miles Traveled
2012-2016 – 4 Year Average*

WRONG WAY DRIVING (WWD)

Period Covered	Vehicles Detected	Documented Turn Arounds
Feb. 2018	13	11

FINANCIALS

FINANCIALS

FY to Date	Actual	Budget	VAR
Total Revenue	\$289.1	\$286.4	1% ■
OM&A Expenses	\$43.9	\$51.4	15% ■
Net Revenue	\$133.1	\$121.8	9% ■

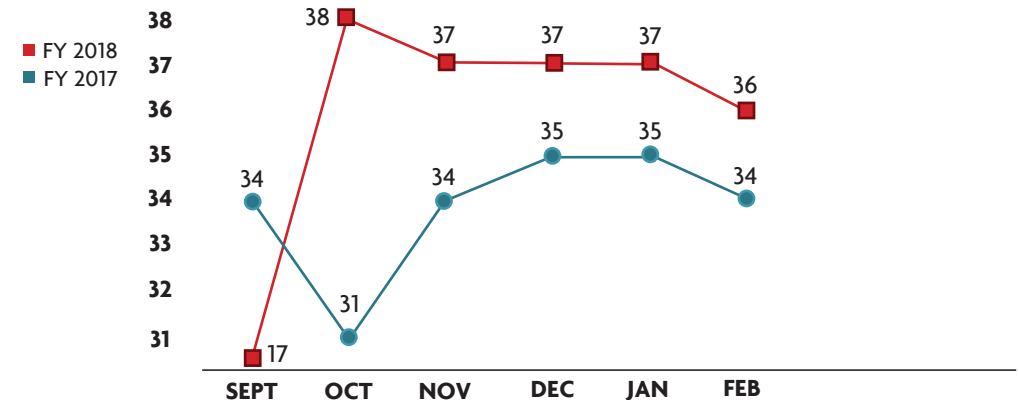
LEGEND: >/= 0 ■ -0.1 to -10 ■ </= -10 ■

DEBT SERVICE

Year to Date	Actual	Budget
Senior Lien	2.27	2.23 ■
Subordinate Lien	2.16	2.12 ■

LEGEND: >1.45 ■ 1.21 to 1.44 ■ </= 1.2 ■

TOTAL TRANSACTIONS ON CFX SYSTEM* (millions)



*All plazas had tolls suspended in Sept. due to Hurricane Irma from 9/5/17 until 9/21/17.