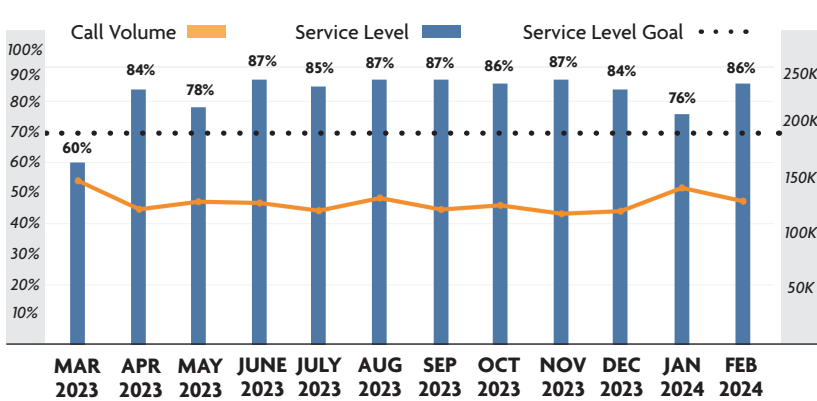


CUSTOMER SERVICE

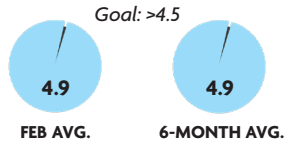
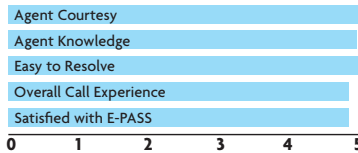
CALL CENTER | Average Customer Call Time

Call Center	Activity		Monthly Avg. Wait Time	
	Actual	6 mo. Avg	Actual	Target
Call Center	130,056	126,853	00:25	<1m

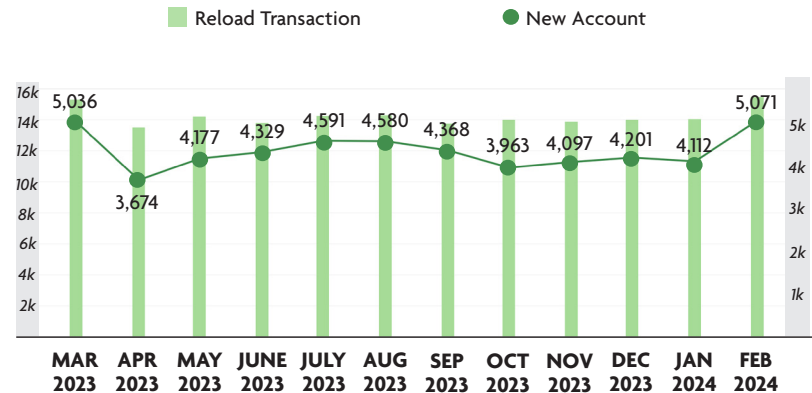
CALL CENTER: % MINUTE INTERVALS



CALL CENTER | Satisfaction Survey (Rating Scale 1-5)



RELOAD CUSTOMER SERVICE LANE ACTIVITY



PROGRESS OF MAJOR CONSTRUCTION PROJECTS

Project No.	Description	Contract (millions)	Earned (millions)	% Time	% Earned	VAR	Contract Completion Date
538-165	SR 538 Widening, Ronald Reagan Pkwy to Cypress Pkwy	\$96.9	\$95.5	100%	99%	█	Feb. 2024
417-141	SR 417 Widening, International Dr. to John Young Pkwy	\$86.2	\$81.4	99%	94%	█	Apr. 2024
417-142	SR 417 Widening, John Young Pkwy to Landstar Blvd.	\$119.0	\$106.1	94%	89%	█	May 2024
417-149	SR 417 Widening, Landstar to Boggy Creek Rd.	\$79.1	\$65.6	84%	83%	█	Aug. 2024
417-151	SR 417 Widening, Boggy Creek Rd. to Narcoossee Rd.	\$62.8	\$48.5	87%	77%	█	Jun. 2024
417-150	SR 417 Widening, Narcoossee Rd. to SR 528	\$92.9	\$69.1	84%	74%	█	Aug. 2024
429-154	SR 429 Widening, Tilden Rd to FTE	\$98.8	\$87.7	76%	89%	█	Oct. 2024
429-152	SR 429 Widening, FTE to West Rd.	\$179.5	\$124.4	71%	69%	█	Feb. 2025
429-153	SR 429 Widening, West Rd. to SR 414	\$134.9	\$97.3	65%	72%	█	Apr. 2025

LEGEND: % Time - % Earned ≤ 10 █ 11-20 █ ≥ 21 █

FINANCIALS

FINANCIALS

FY to Date	Actual	Budget	VAR
Total Revenue	\$486.0	\$478.6	2%
OM&A Expenses	\$69.8	\$76.9	9%
Net Revenue	\$273.4	\$256.7	7%

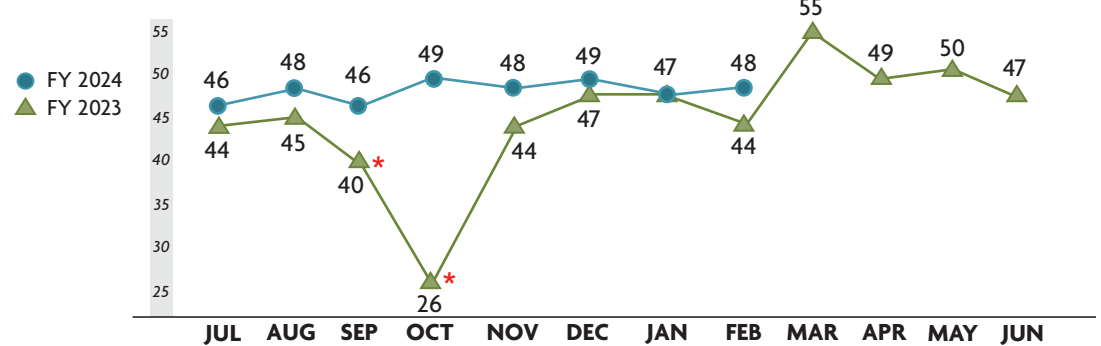
LEGEND: >/= 0 █ -0.1 to -10 █ < -10.1 █

DEBT SERVICE

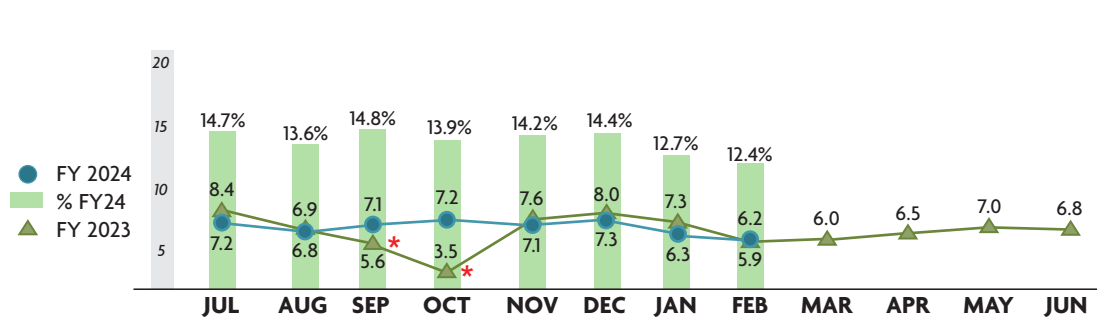
FY to Date	Actual	Budget
Senior Lien	2.96	2.92
Subordinate Lien	2.81	2.78

LEGEND: >/= 1.45 █ 1.20 to 1.44 █ < 1.20 █

TOTAL REVENUE TRANSACTIONS ON CFX SYSTEM (millions)



NUMBER AND % OF UNPAID IN LANE TRANSACTIONS (millions)



*All plazas had tolls suspended in FY23 due to Hurricane Ian from 5 PM on 9/27/22 through 6 AM on 10/15/22.