

PERFORMANCE DASHBOARD APRIL 2026

Fiscal year runs from July 1 - June 30

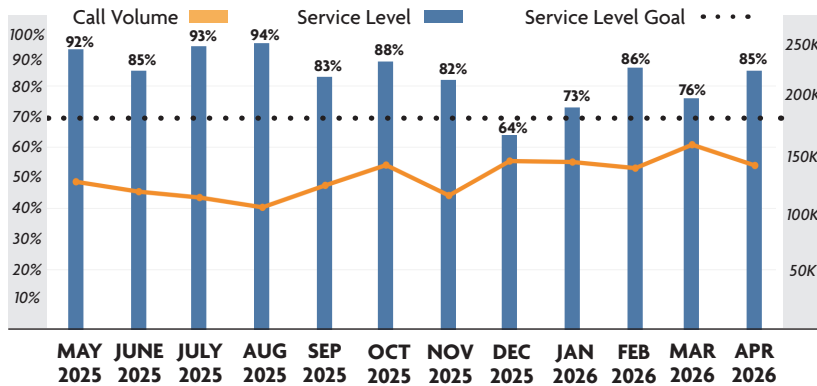
CUSTOMER SERVICE

CALL CENTER | Average Customer Call Time

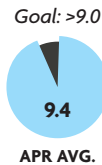
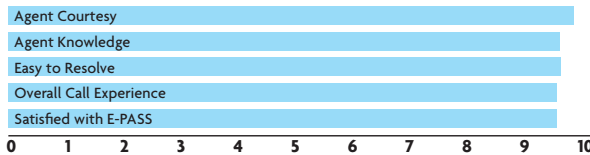
	Activity		Monthly Avg. Wait Time	
	Actual	6 mo. Avg	Actual	Target
Call Center	137,357	136,794	00:22	<1m

CALL CENTER: % MINUTE INTERVALS

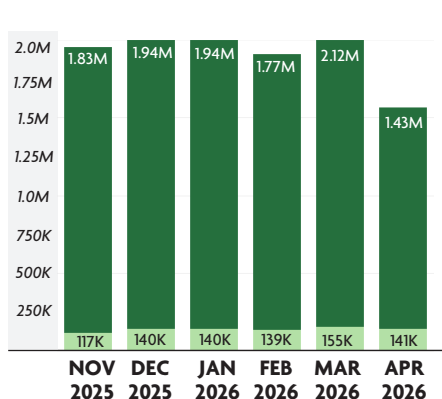
<1 1-3 3-5 5+



CALL CENTER | Satisfaction Survey (Rating Scale 1-10)



CUSTOMER INTERACTION ACTIVITY



Agent Service
Self Service



APPLE APP DATA

Downloads	38.9K
Rating	4.8 ★



ANDROID APP DATA

Downloads	11.7K
Rating	4.4 ★

APR 2026

As of 06/01/2026

PROGRESS OF MAJOR CONSTRUCTION PROJECTS

Project No.	Description	Contract (millions)	Earned (millions)	% Time	% Earned	VAR	Contract Completion Date
429-153	SR 429 Widening, West Rd. to SR 414	\$135.70	\$135.68	99%	100%		May 2026
516-238	SR 516 Lake/Orange County Line to SR 429	\$231.04	\$172.27	65%	75%		Apr. 2027
528-168	SR 528 Widening from Goldenrod to Narcoossee Rd	\$55.92	\$20.23	40%	36%		Aug. 2027
408-315A	SR 408/Tampa Ave Interchange and EB Lane Addition Orange Blossom Trail to I-4	\$218.71	\$3.43	4%	2%		Mar. 2029
516-237	SR 516 Cook Rd. to Lake/Orange County Line	\$141.13	\$0.49	3%	1%		Mar. 2029
538-235A	CR 532 Widening from Lake Wilson Rd. to US 17/92	\$51.88	\$0.85	3%	2%		Jul. 2028

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

FINANCIALS

FINANCIALS

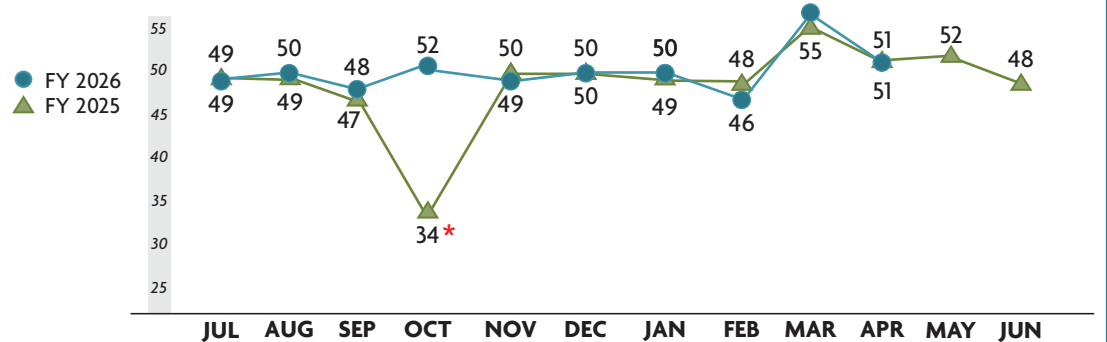
	Actual FY to Date	FY26 Budget	Actual % of Budget	Expected % of Budget
Total Revenue	\$665.2	\$767.4	87%	83%
OM&A Expenses	\$101.3	\$141.9	71%	75%
Net Revenue	\$369.6	\$385.1	96%	83%

DEBT SERVICE

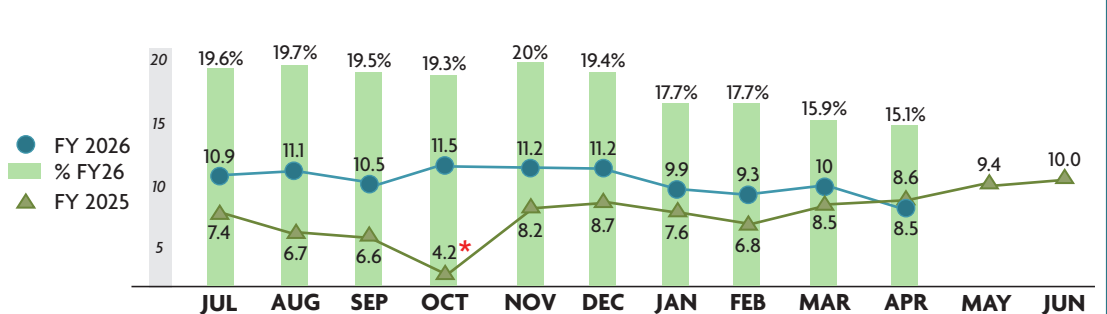
	FY to Date	Actual	Budget
Senior Lien	2.96	2.80	
Subordinate Lien	2.82	2.67	

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 FY25 due to Hurricane Milton from 10:30 AM on 10/7/24 through noon on 10/18/24.