Common Mission

To provide leadership in meeting Florida’s transportation needs through policy guidance on issues of statewide importance and maintaining public accountability for the Department of Transportation.

To help meet the State’s growing transportation needs, ensuring value to customers, protecting investors and managing the Turnpike System in a business-like manner.

Management Structure

**MODEL 1**
- 100% In-house

**MODEL 2**
- 100% Privatized

**FTE MODEL**
- 10% In-house: 494
- 90% Privatized: 4,230
- Total: 4,724

Efficiency Accountability
PROGRAM RESPONSIBILITIES
Florida’s Turnpike Today

• 2 million customers a day
• 2nd largest nationally (based on revenues)
• Highest rated turnpike in nation

SunPass Today

• Transponders sold:
  3.1 million
• Current participation:
  65%
• Customers recommend purchasing SunPass:
  94%
**Bond Cap Legislation**

**BOND CAP**
- $4.5B ($10.0B increased)

**DEFINITION**
- Amount *Issued*  
- Amount *Outstanding*

$2.4B Outstanding

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**Toll Indexing Legislation**

- HB 985 indexed toll rates
  - CPI or other inflation factor
  - Frequency
    - At least every 5 years
    - No more than annually

<table>
<thead>
<tr>
<th>Actual Per Mile</th>
<th>SunPass</th>
<th>Cash</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll in 1957</td>
<td>6.0¢</td>
<td>7.5¢</td>
</tr>
<tr>
<td>Toll in Today’s $</td>
<td>14¢</td>
<td></td>
</tr>
</tbody>
</table>

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Oversight & Performance Monitoring

**Internal**

**Turnpike Chief Financial Officer**
- Licensed Florida CPA
- 126 staff
- Monitors internal controls over financial reporting
- Develops performance measures (CUTR)
- Reports performance measure results

**Department Central Office and Inspector General**
- Advises in development of performance measures and standards
- Independently verifies performance
Oversight & Performance Monitoring

External

Florida Transportation Commission
- Monitors performance and production standards
- Recommends process improvements

Independent Auditor (Deloitte & Touche)
- Audits financial data annually

Rating Agencies
- Evaluates performance to determine creditworthiness

Performance Measures

- FTC
  - Turnpike Specific
    - SunPass Participation
    - Cost per Transaction
    - Toll Collection Efficiency

- FDOT
  - Maintenance Condition Rating
  - Long Range Program Plan
    - Construction Contract Lettings
    - Bridge Lettings
    - Over 60 measures (total)
## Additional Performance Measures

<table>
<thead>
<tr>
<th>Safety</th>
<th>Service</th>
<th>Staff</th>
<th>Speed</th>
<th>Soundness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average time to clear accidents</td>
<td>Customer satisfaction</td>
<td>FDOT Employee Survey</td>
<td>Contracts executed versus planned</td>
<td>Debt coverage ratio</td>
</tr>
<tr>
<td>Fatality Rate</td>
<td>Call center standards</td>
<td>Turnpike Employee Survey</td>
<td>Projects &lt; 110% budget</td>
<td>Balanced Finance Plan</td>
</tr>
<tr>
<td></td>
<td>Service plaza customer satisfaction</td>
<td></td>
<td>Projects completed &lt; 120% schedule</td>
<td>Revenue Growth</td>
</tr>
</tbody>
</table>

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**FDOT ETHICS & POLICIES**

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Turnpike Ethics Policy

Code of Ethics (F.S. 112.311)
FDOT Ethics Policy

- Conflicts of Interest
- Acceptance of Gifts
- Misuse of Public Position
- Lobbyist Activities
- Public Trust
- Open Government