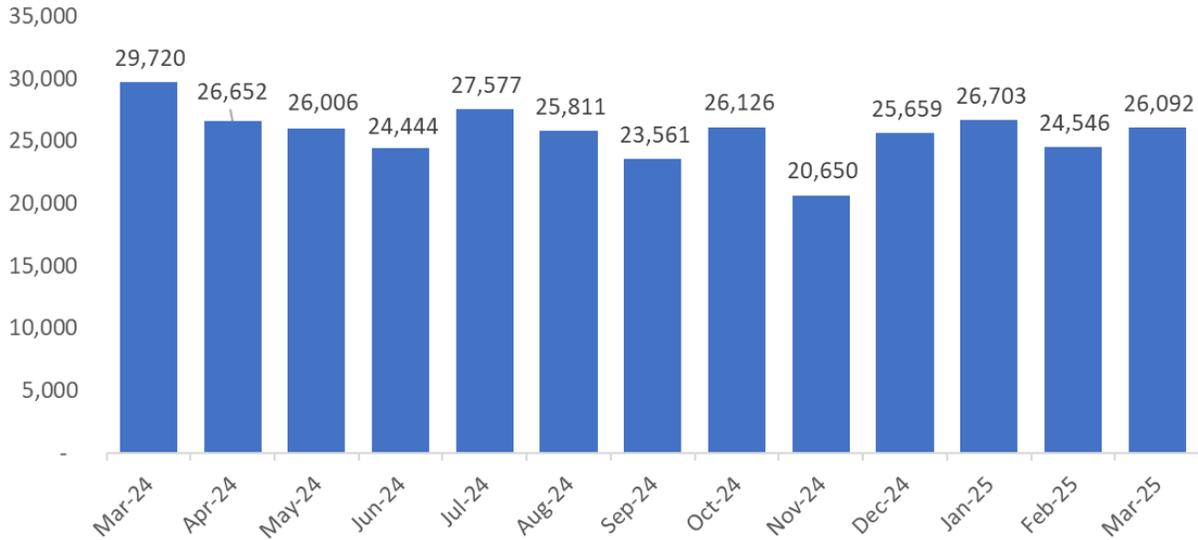
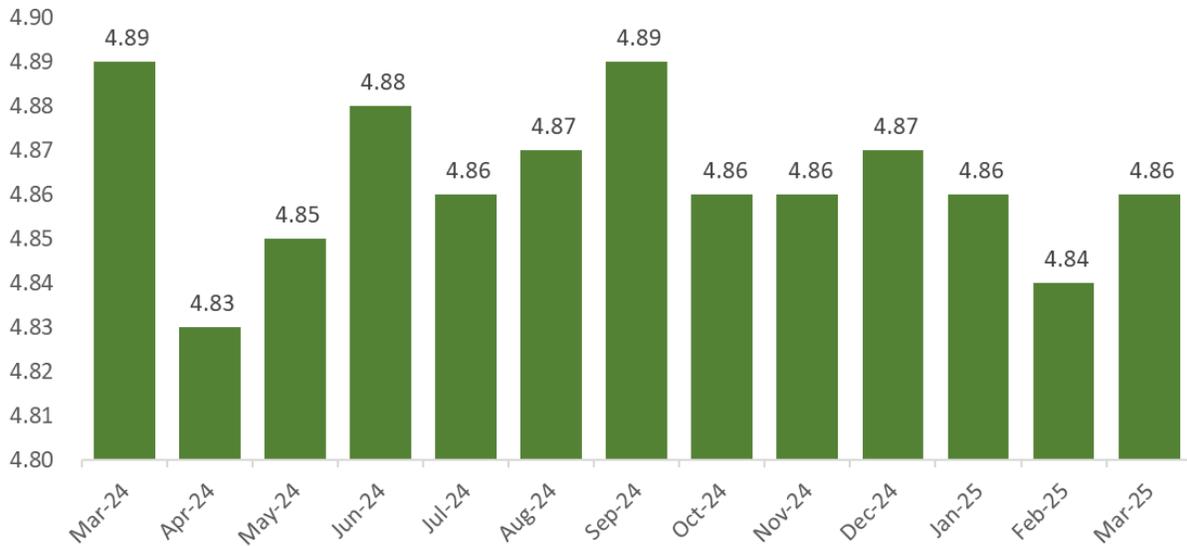


91 Express Lanes Key Performance Measures March 2025

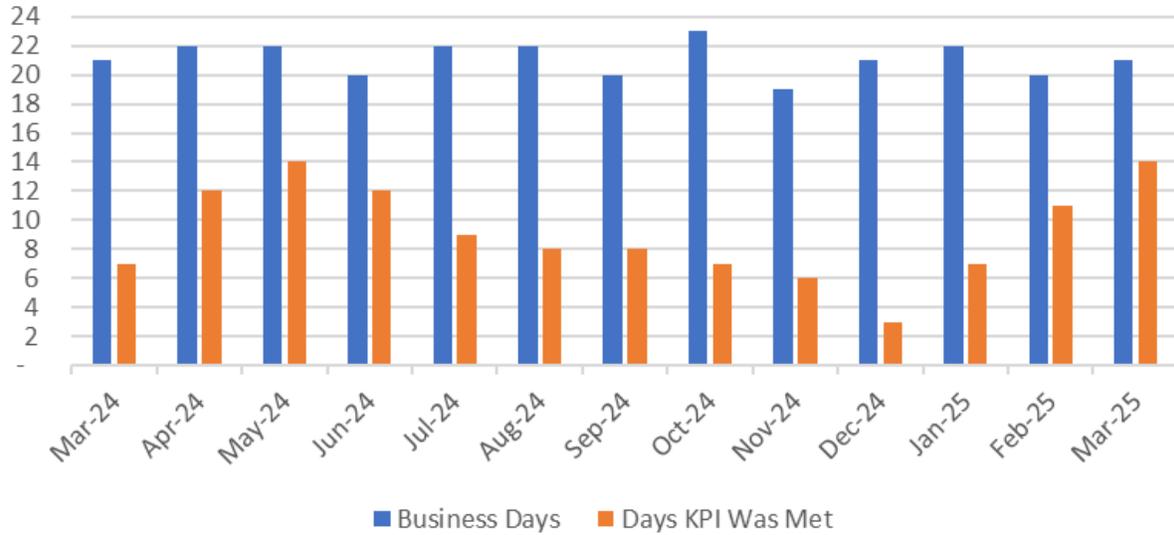
Customer Service Center Number of Monthly Calls



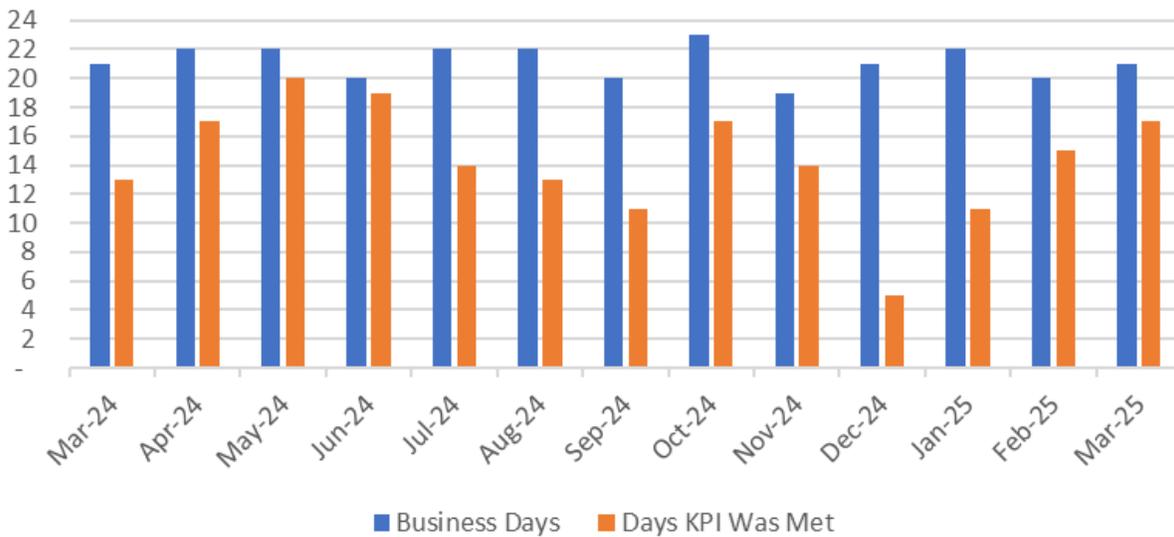
Customer Satisfaction Monthly Scores (Out of 5)



Call Wait Times Answered Within 60 Seconds



Abandon Rate



KPI = Key performance indicator