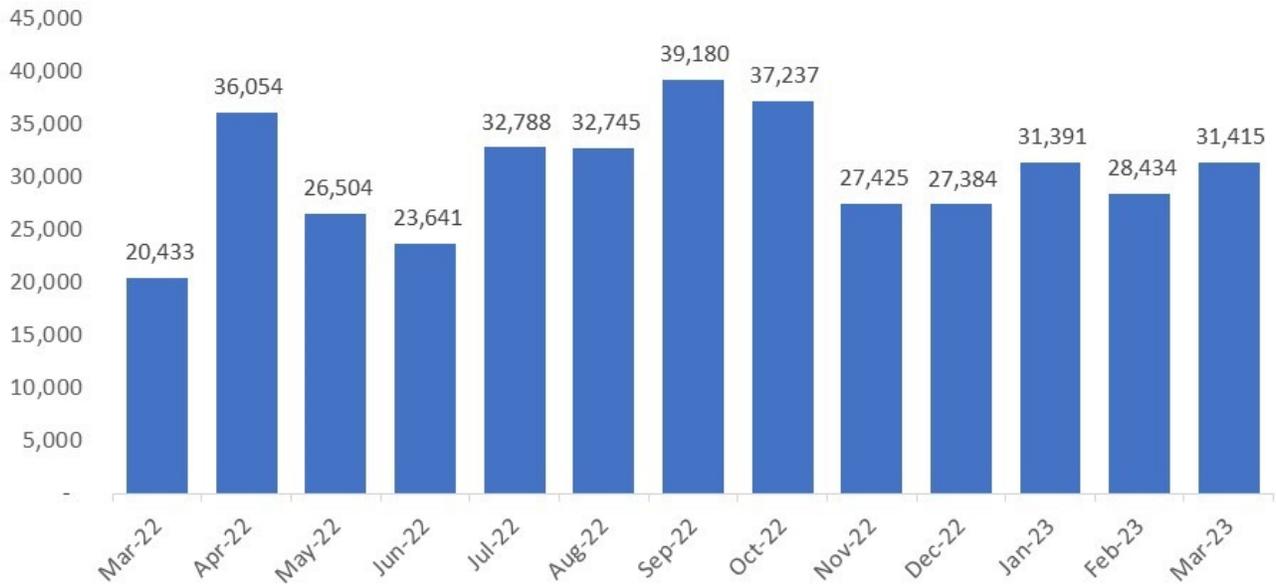
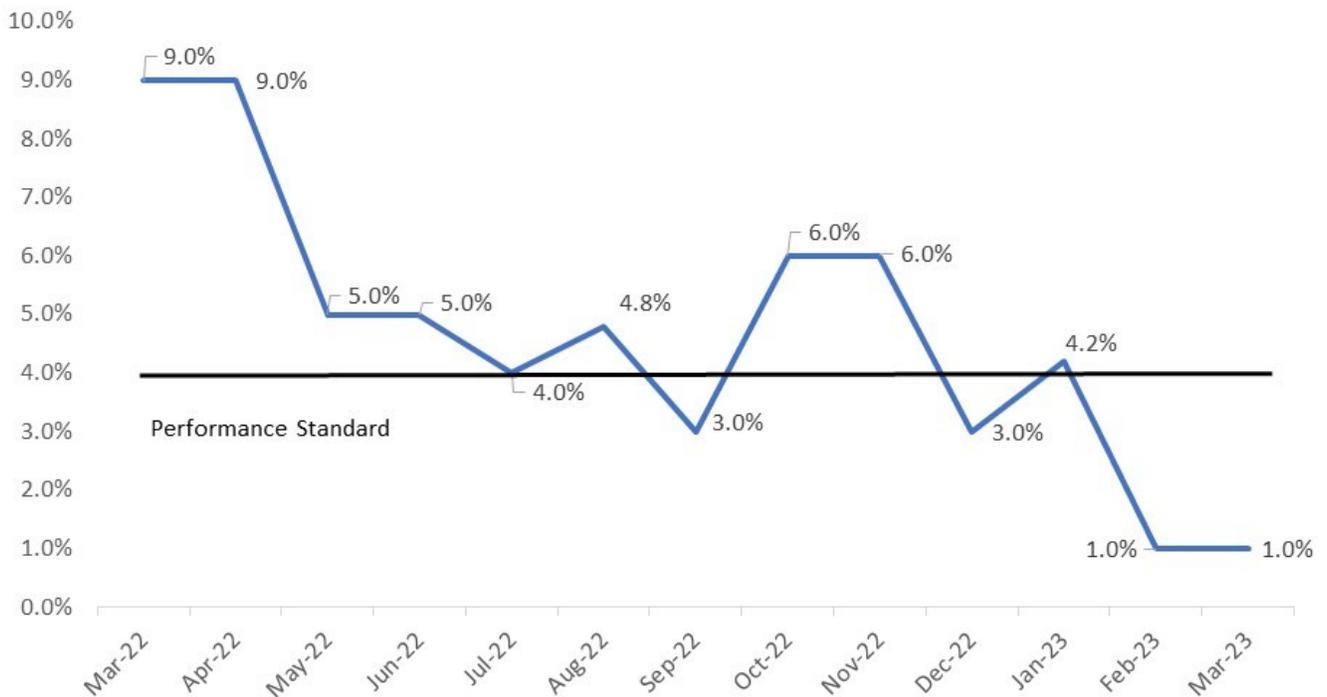


91 Express Lanes Key Performance Measures March 2023

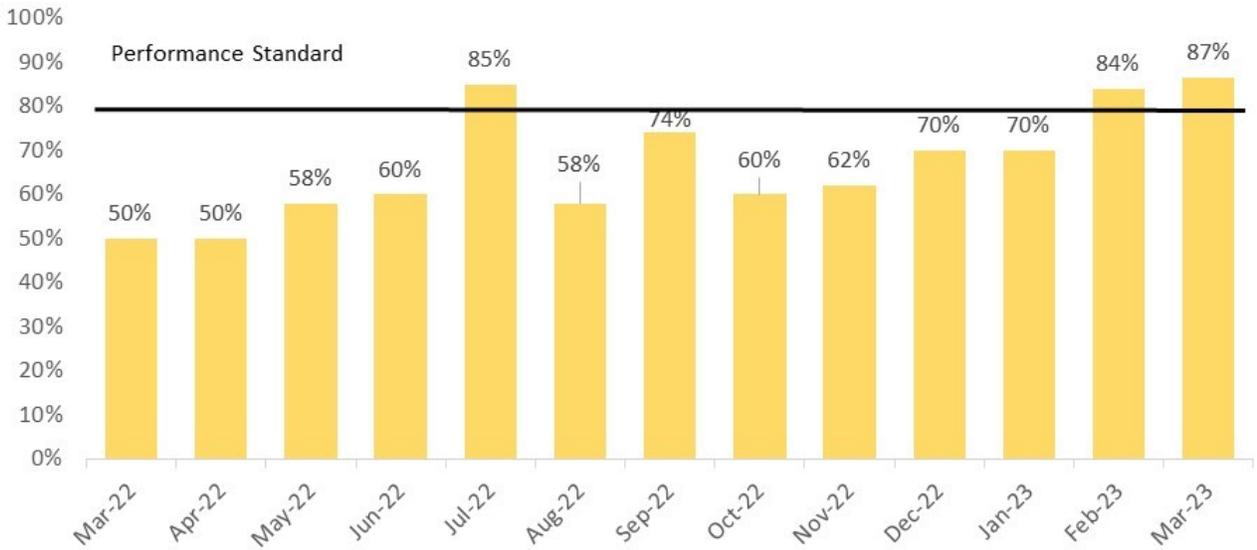
Customer Service Center Number of Monthly Calls



Abandon Rate



Call Wait Times Answered Within 60 Seconds



Customer Satisfaction Monthly Scores (Out of 5)

