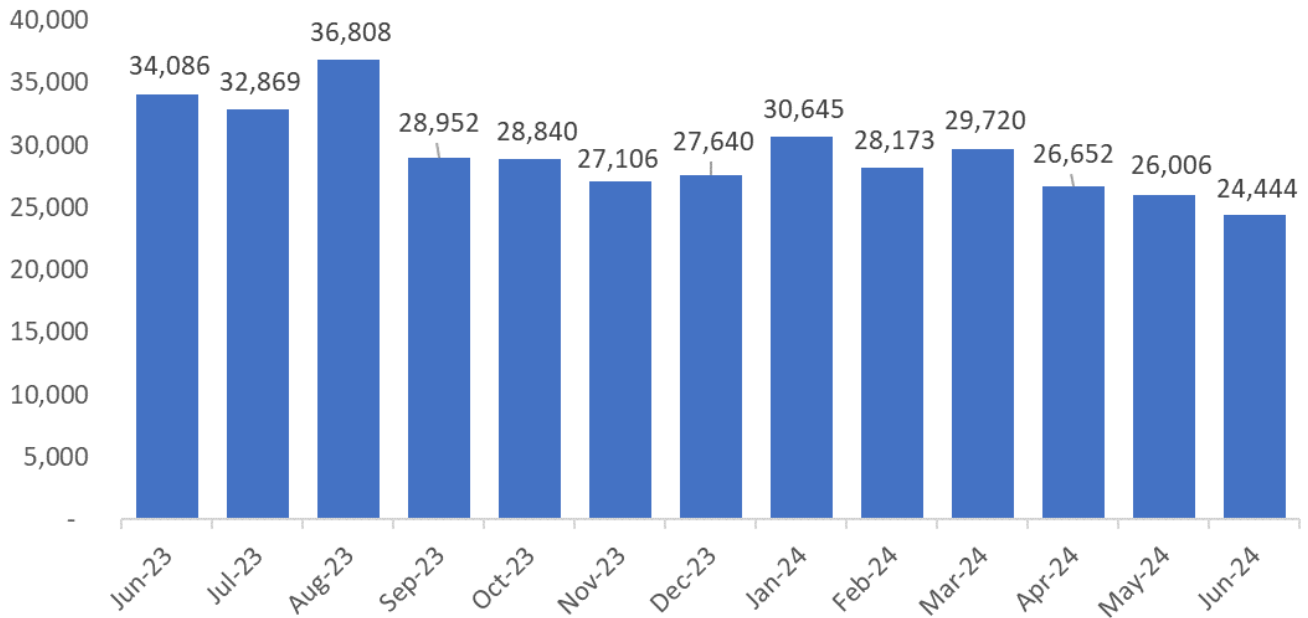
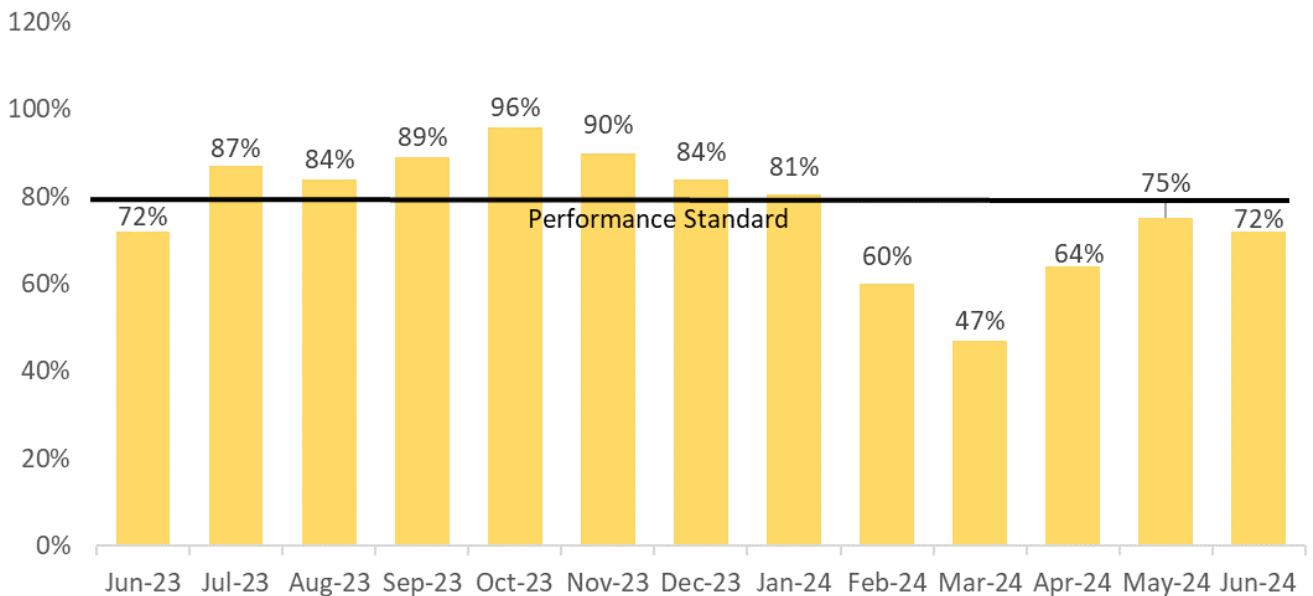


**91 Express Lanes  
Key Performance Measures  
June 2024**

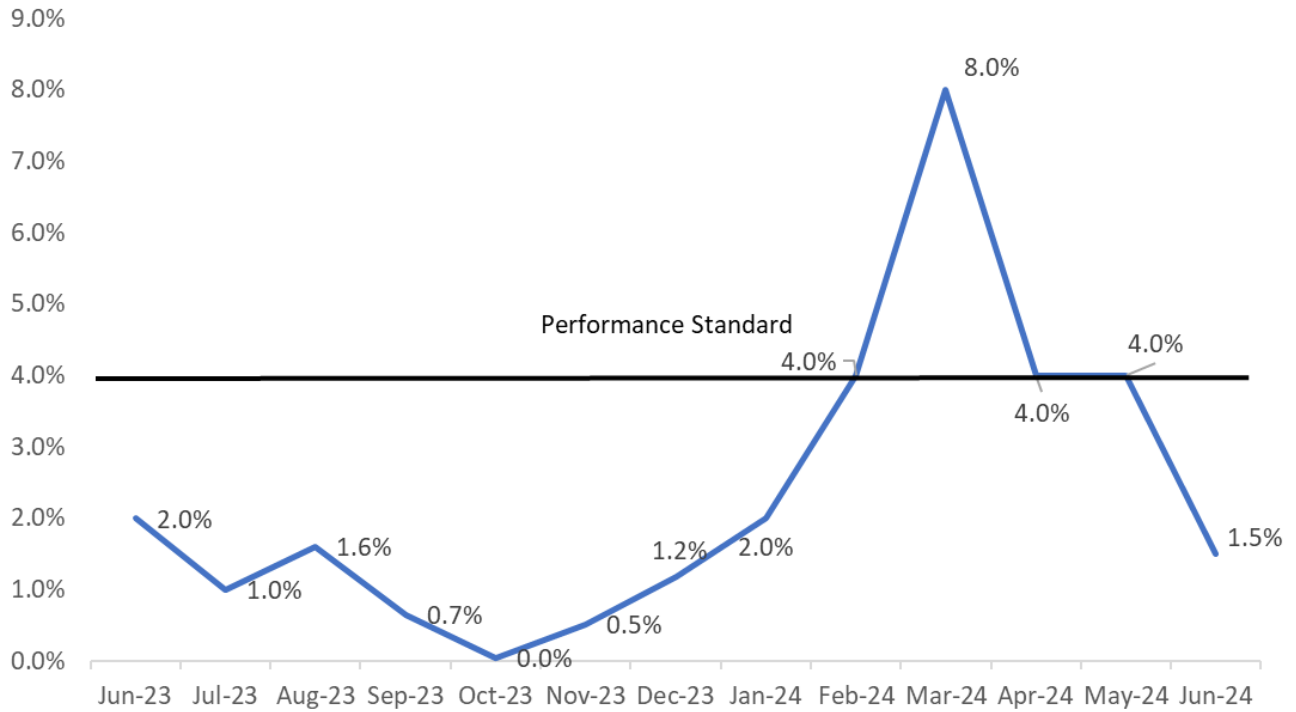
**Customer Service Center  
Number of Monthly Calls**



**Call Wait Times  
Answered Within 60 Seconds**



### Abandon Rate



### Customer Satisfaction Monthly Scores (Out of 5)

