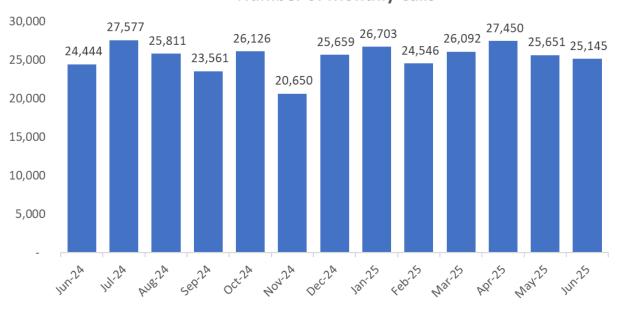
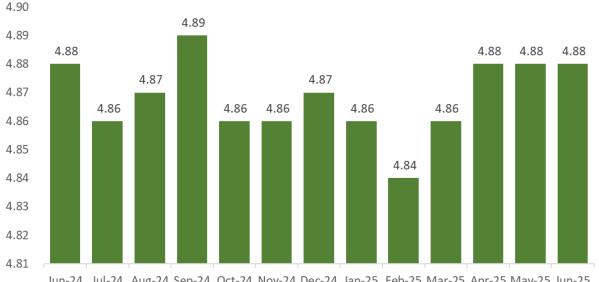
91 Express Lanes **Key Performance Measures** June 2025

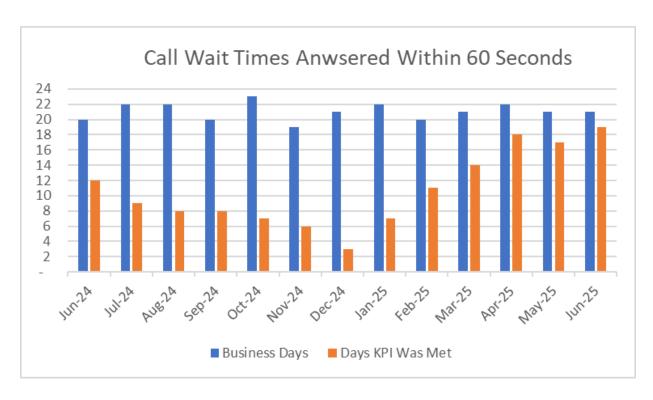
Customer Service Center Number of Monthly Calls

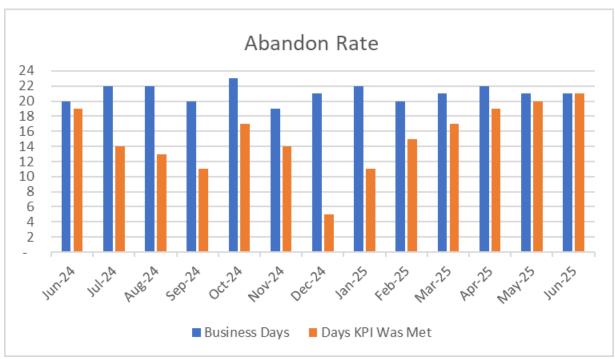


Customer Satisfaction Monthly Scores (Out of 5)



Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25 Apr-25 May-25 Jun-25





KPI = Key performance indicator