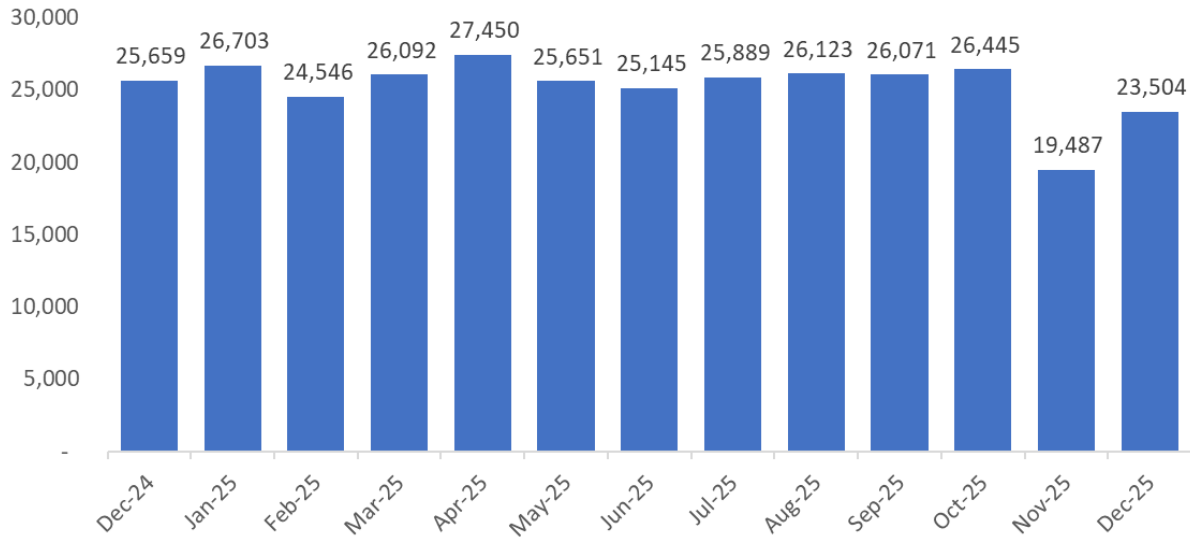
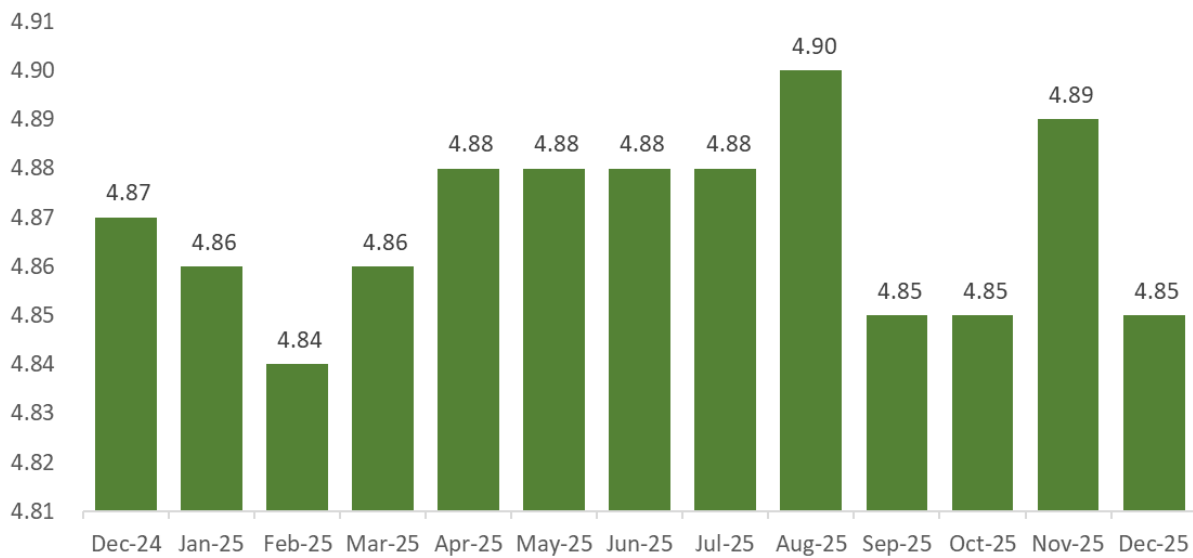


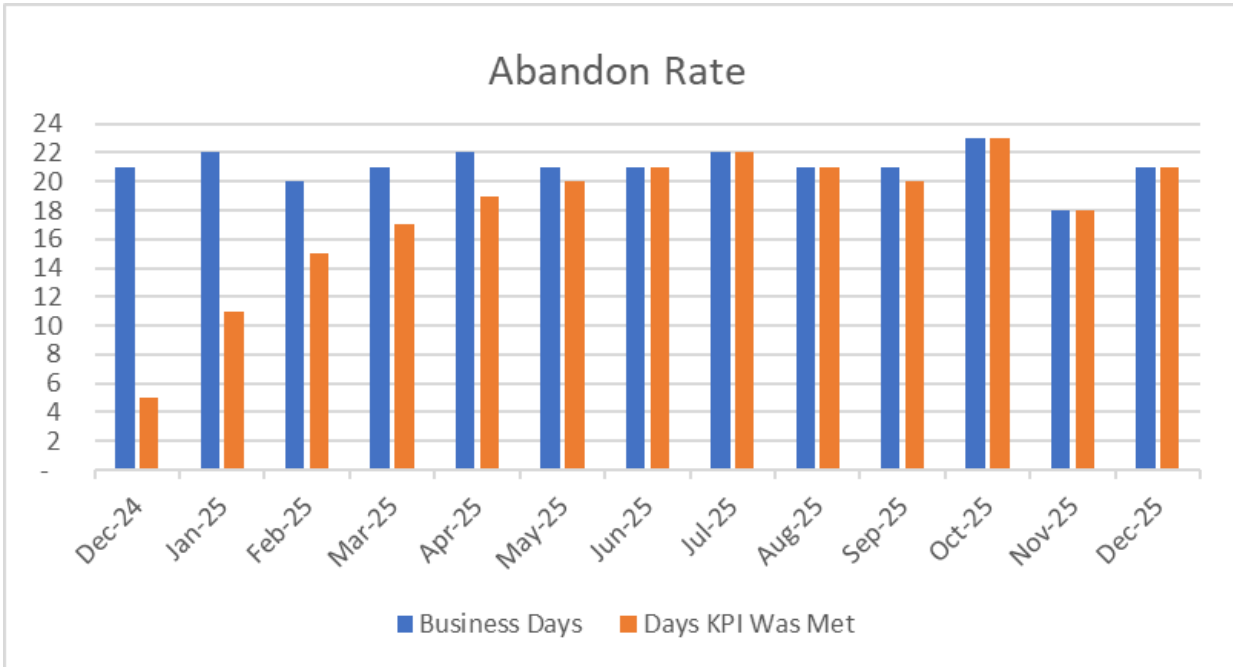
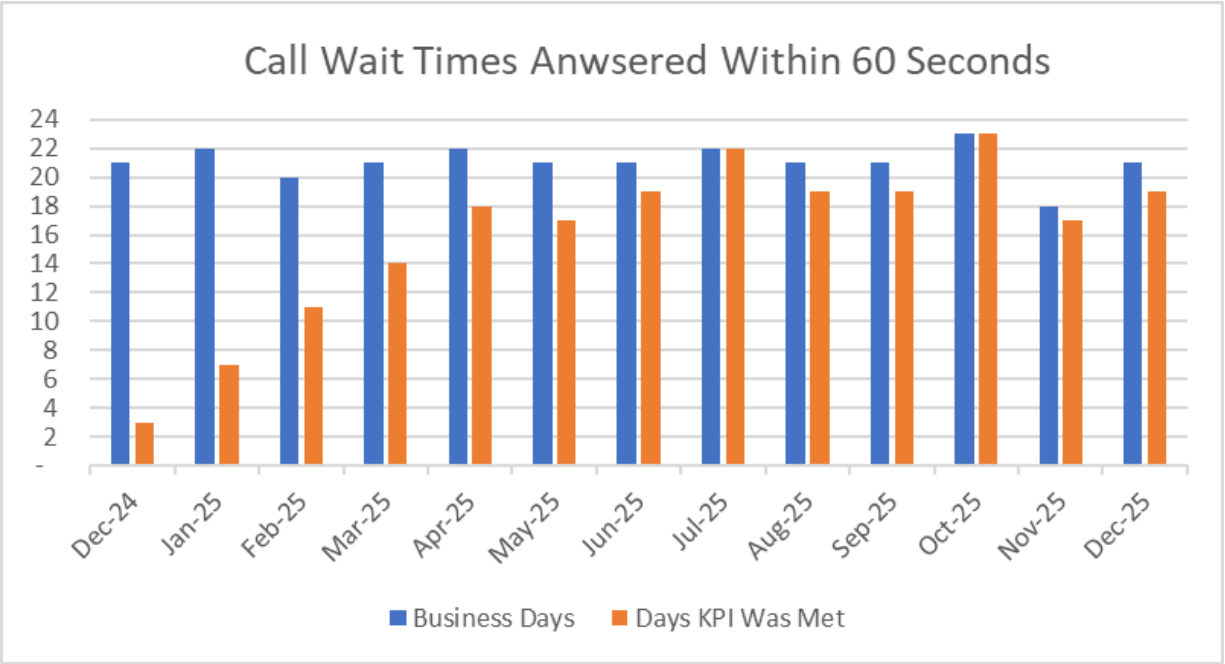
**91 Express Lanes
Key Performance Measures
December 2025**

**Customer Service Center
Number of Monthly Calls**



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





KPI = Key performance indicator