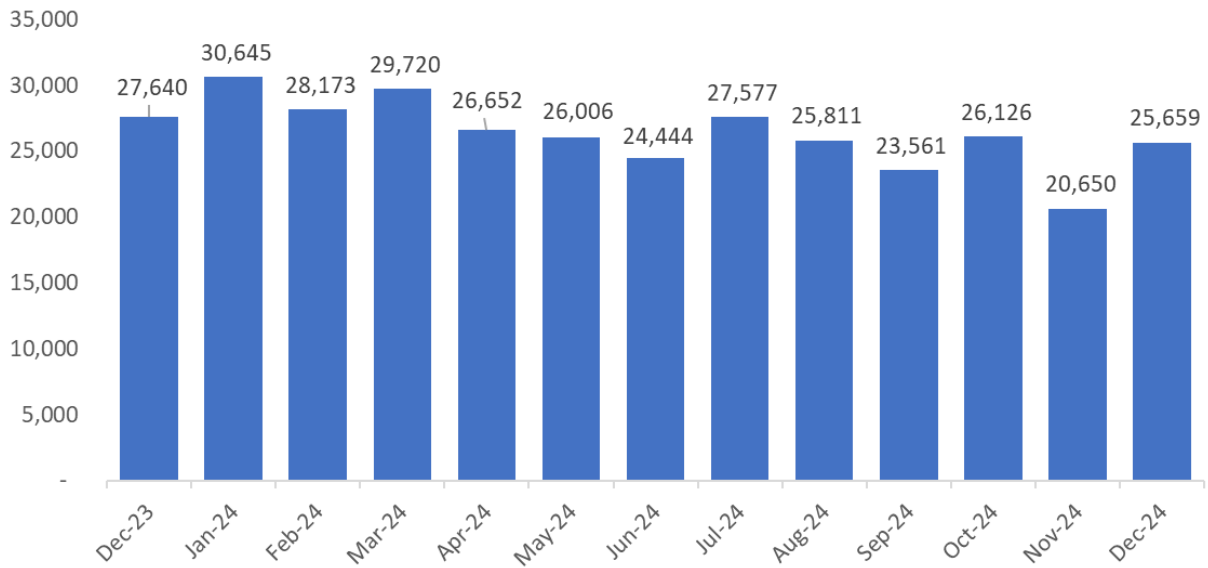
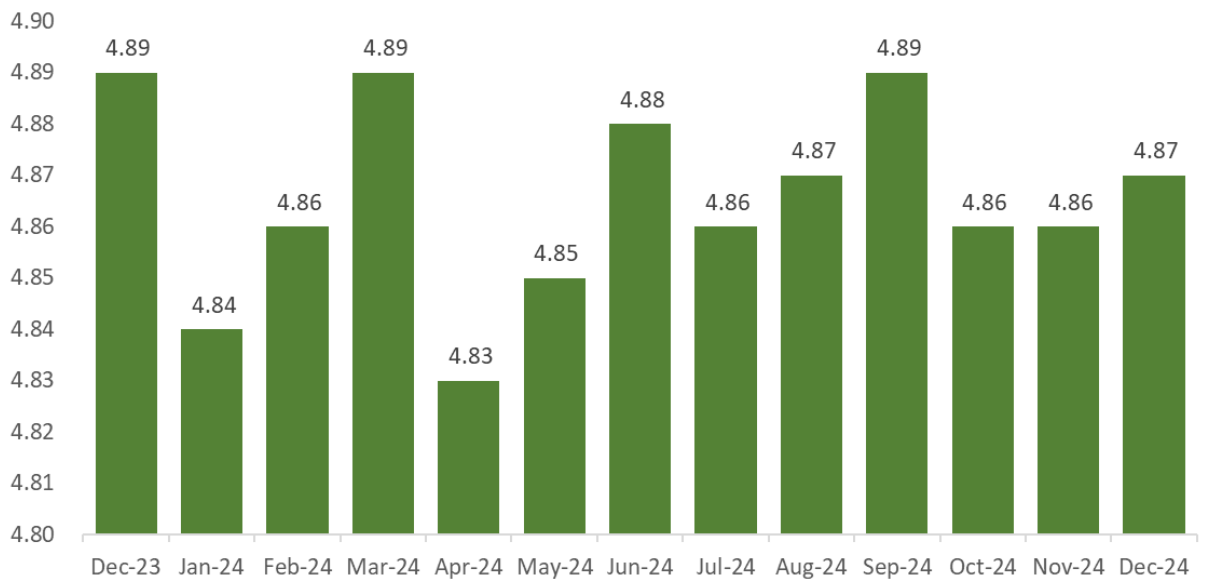


91 Express Lanes Key Performance Measures December 2024

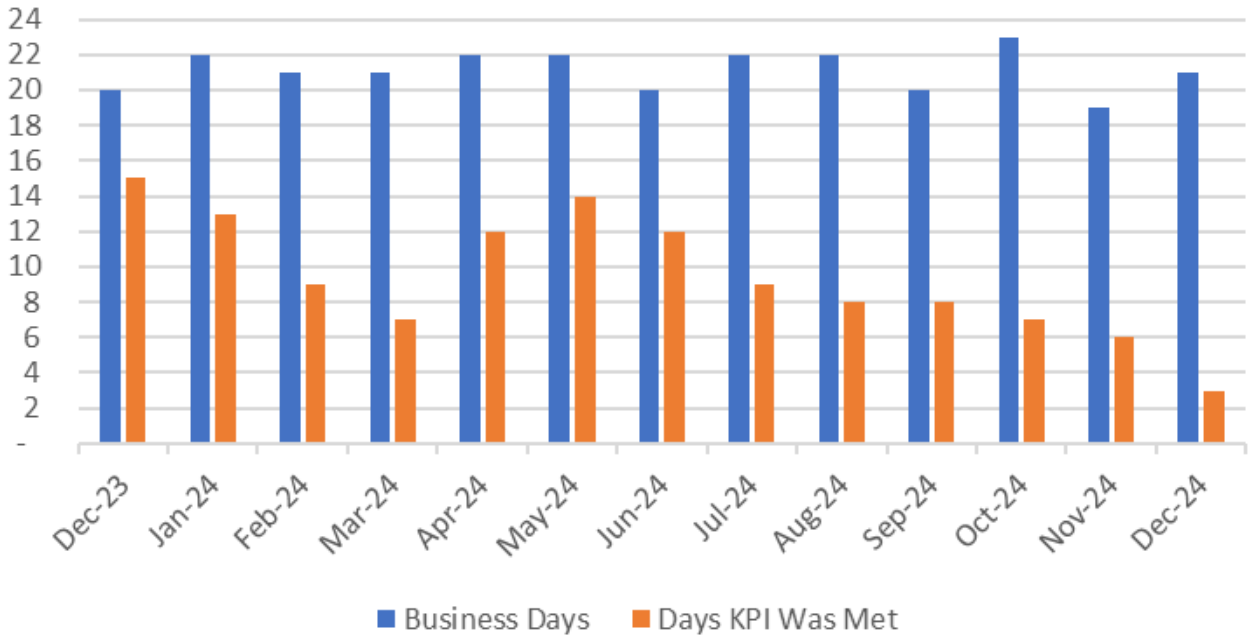
Customer Service Center Number of Monthly Calls



Customer Satisfaction Monthly Scores (Out of 5)



Call Wait Times Answered Within 60 Seconds



Abandon Rate

