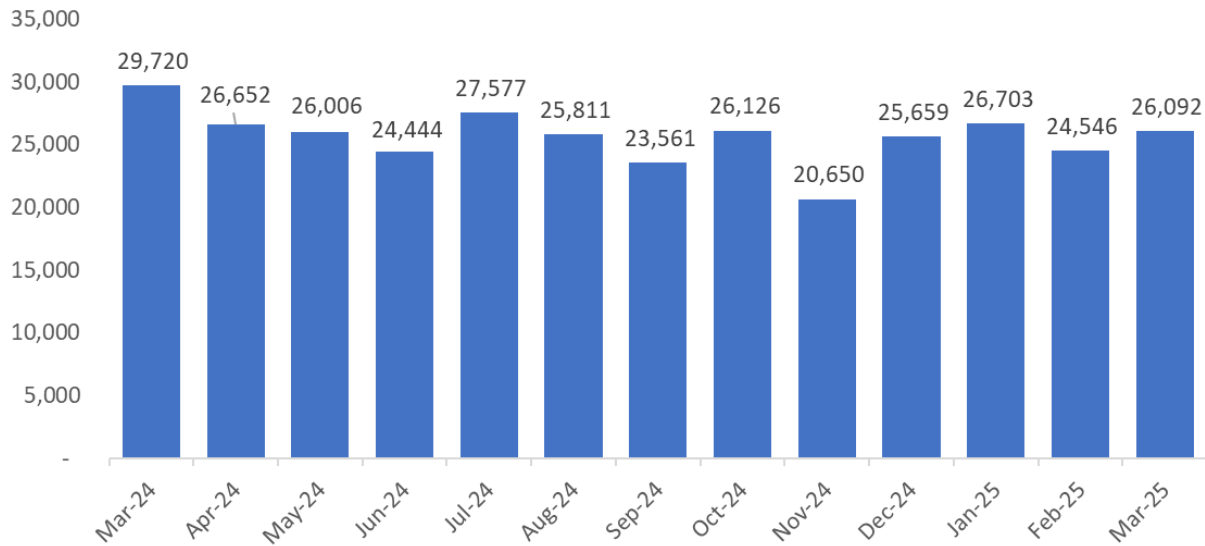
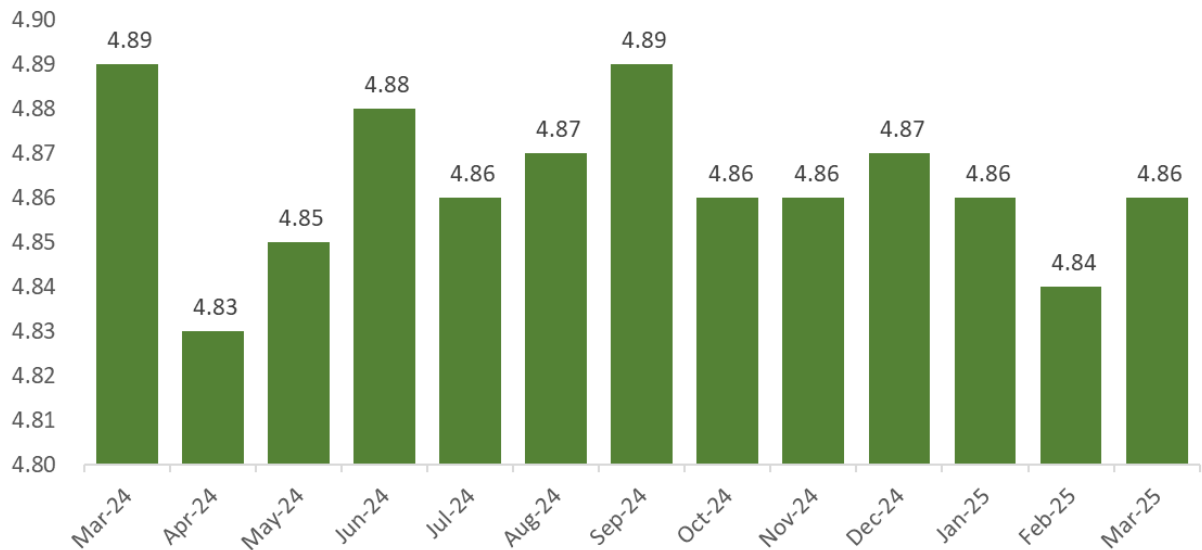


**91 Express Lanes
Key Performance Measures
March 2025**

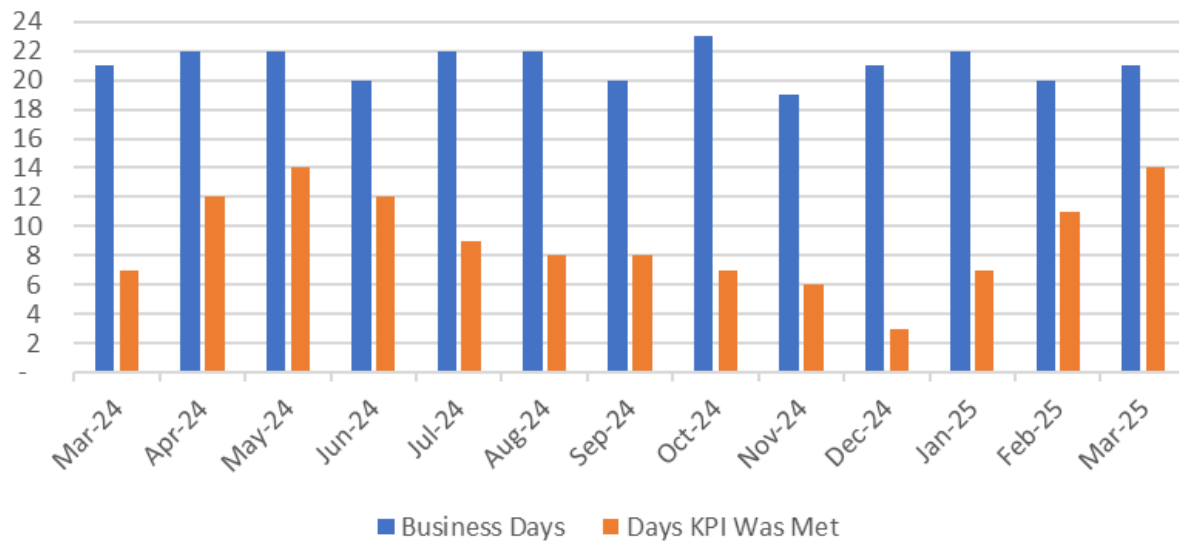
**Customer Service Center
Number of Monthly Calls**



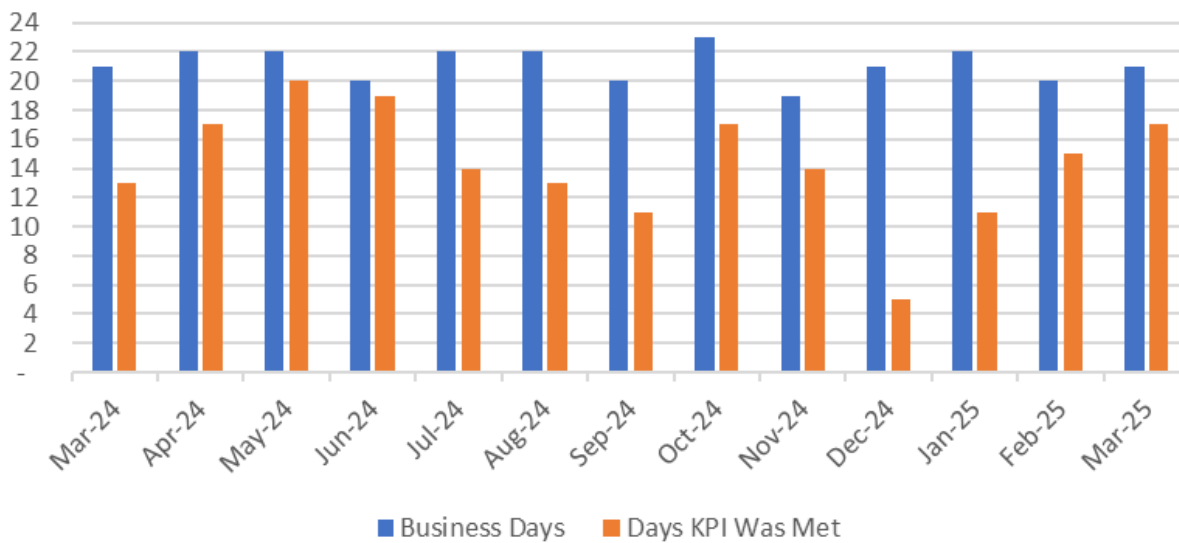
**Customer Satisfaction
Monthly Scores (Out of 5)**



Call Wait Times Answered Within 60 Seconds



Abandon Rate



KPI = Key performance indicator