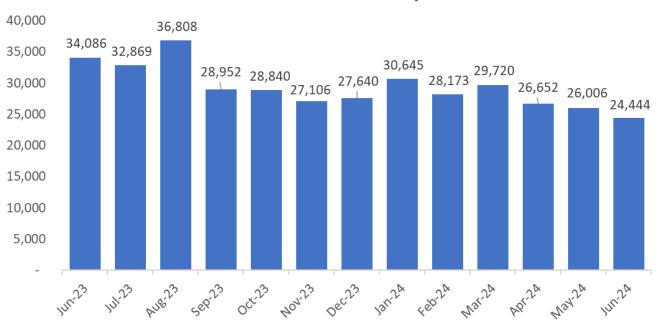
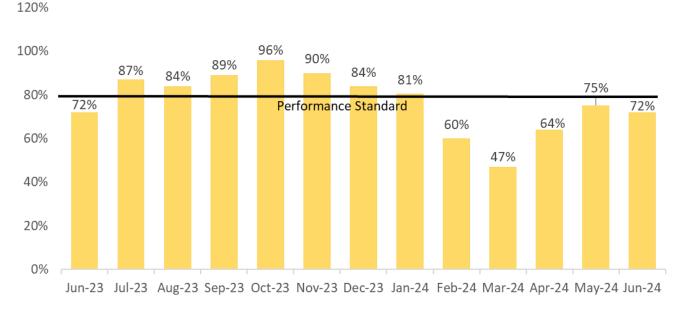
# 91 Express Lanes Key Performance Measures June 2024

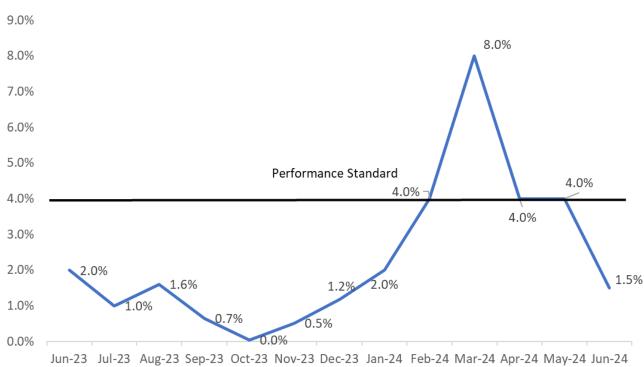
### **Customer Service Center Number of Monthly Calls**



### Call Wait Times Answered Within 60 Seconds



#### **Abandon Rate**



## Customer Satisfaction Monthly Scores (Out of 5)

