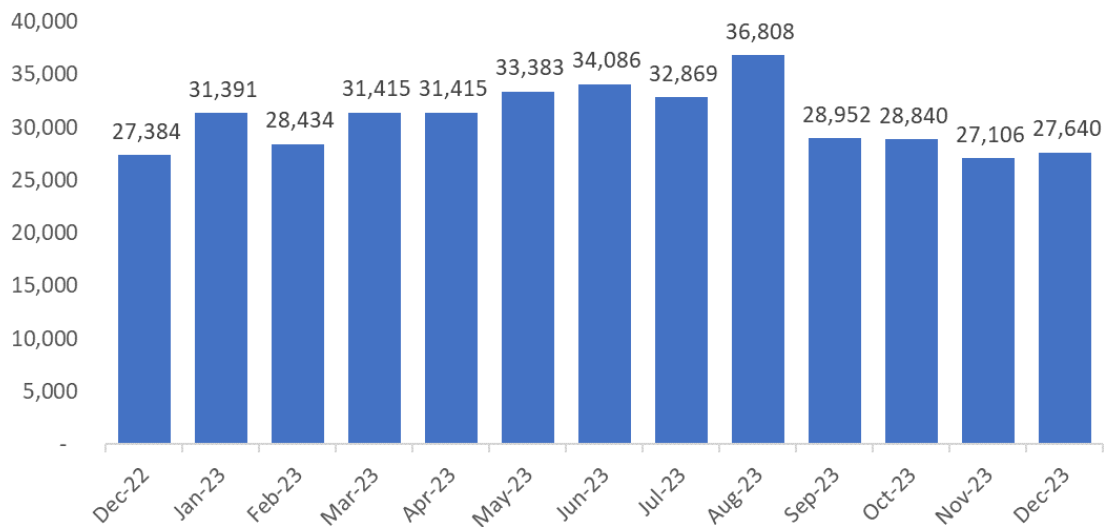
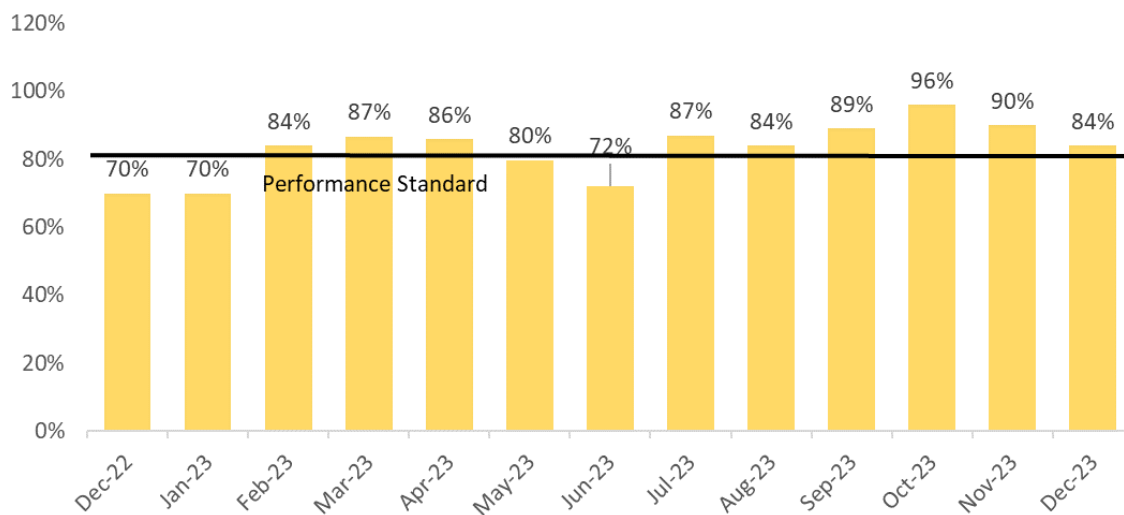


91 Express Lanes Key Performance Measures December 2023

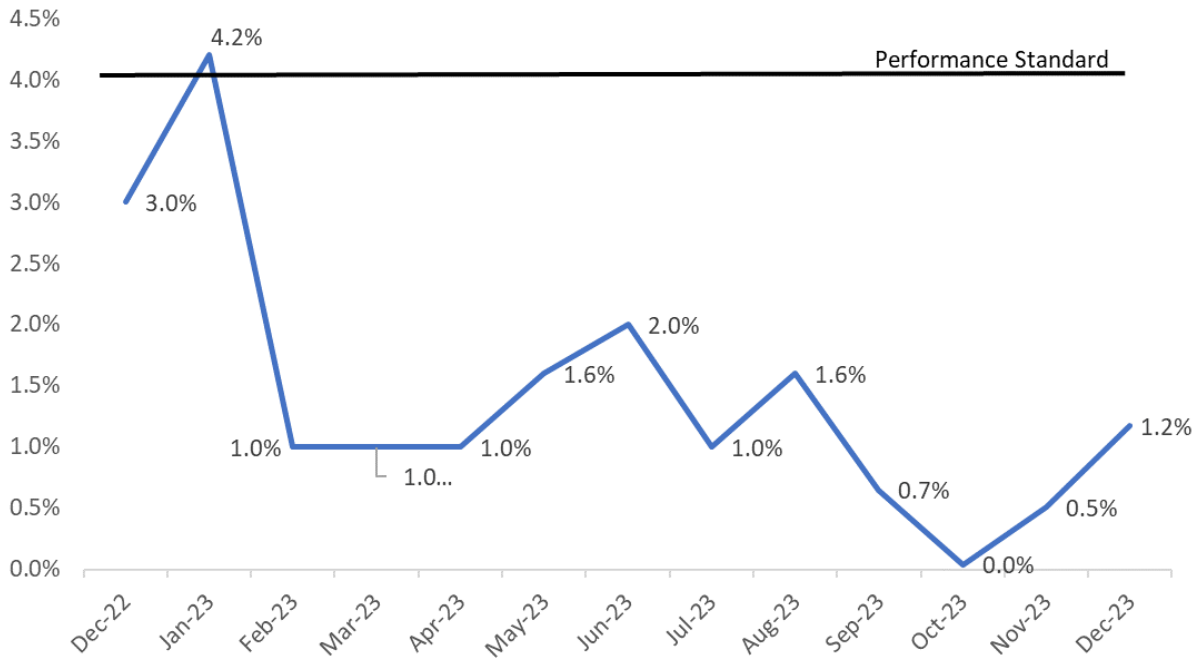
Customer Service Center Number of Monthly Calls



Call Wait Times Answered Within 60 Seconds



Abandon Rate



Customer Satisfaction Monthly Scores (Out of 5)

