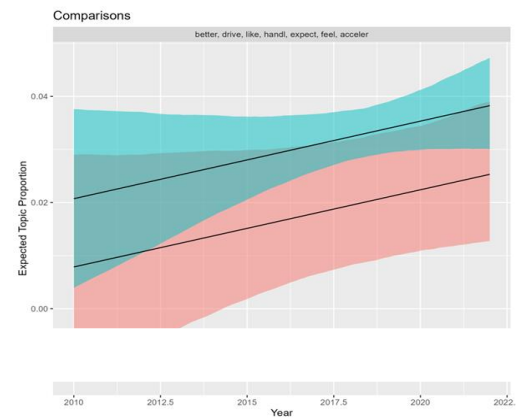
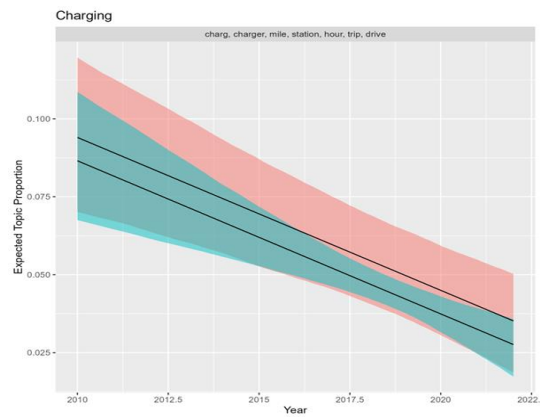
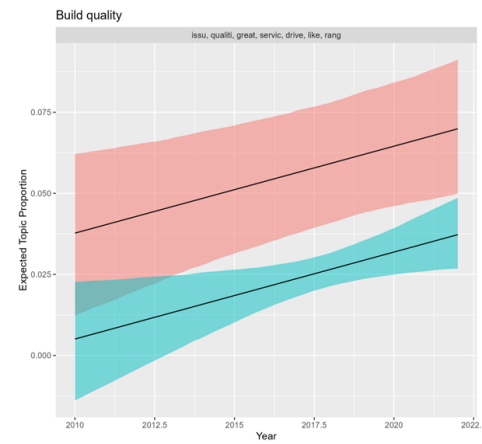
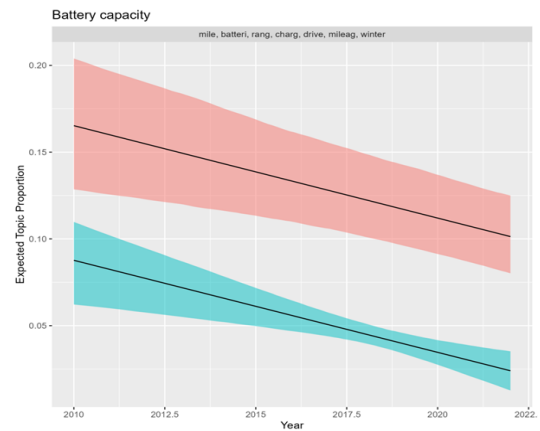
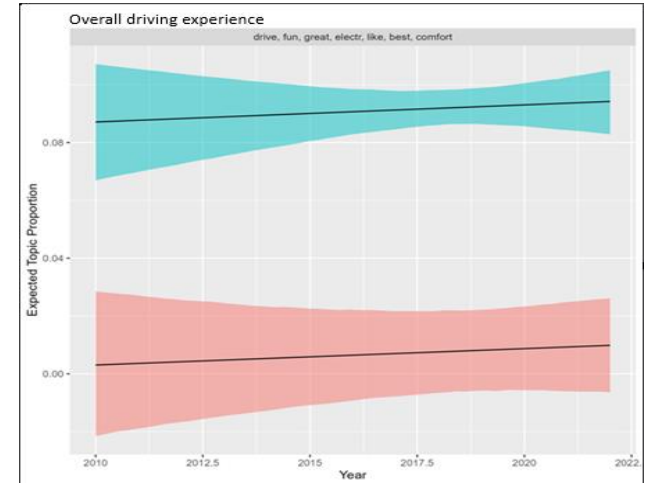
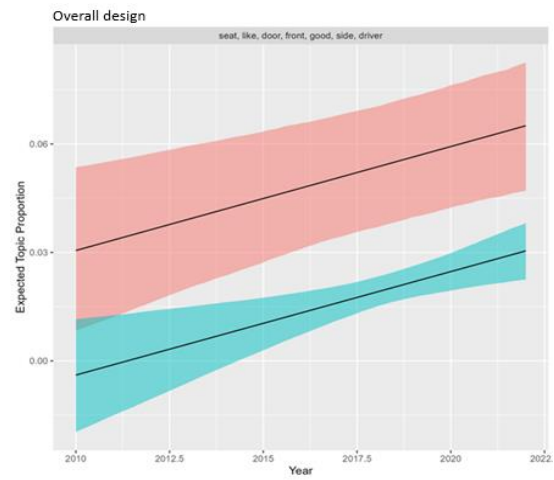
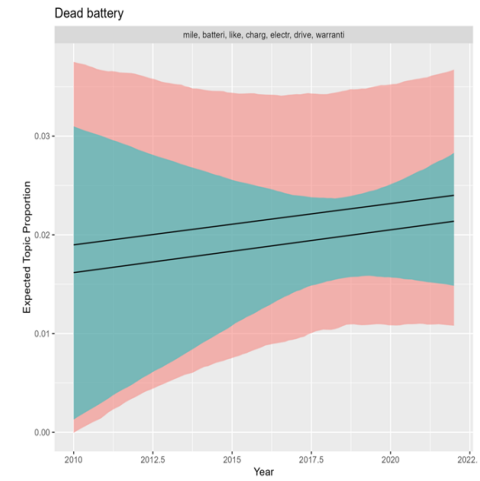
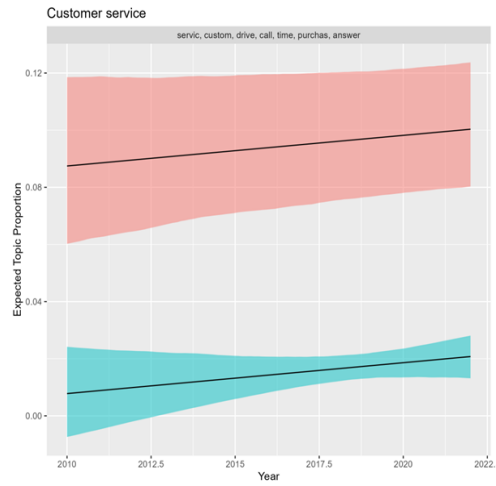


CHARTS OF LONGITUDINAL ANALYSIS OF EVS/ICVS CUSTOMER SATISFACTION (RATING)

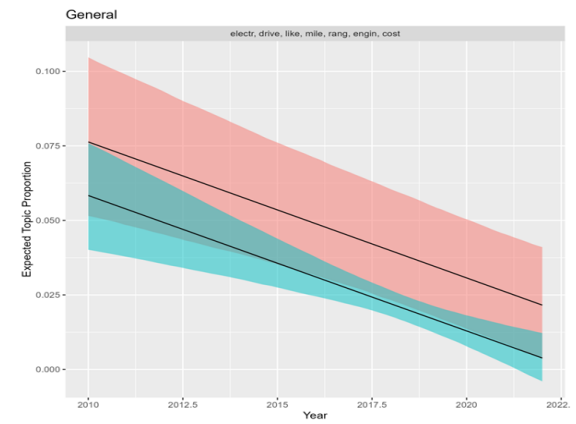
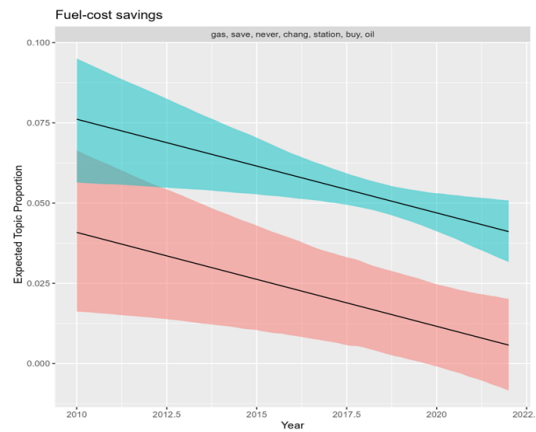
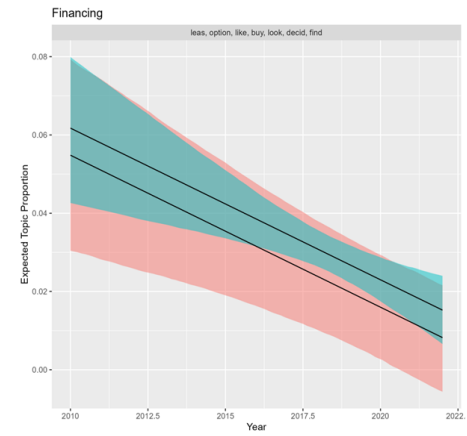
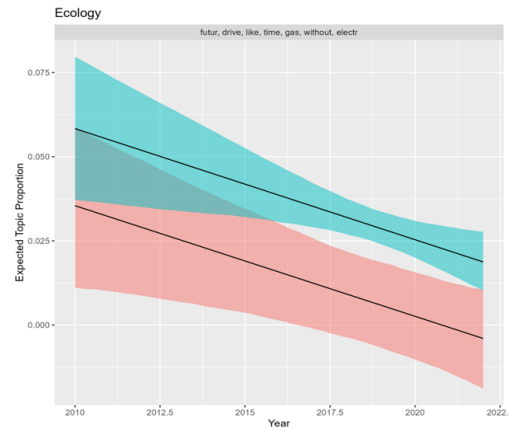
**EVs:** ■ Low rating ■ High rating



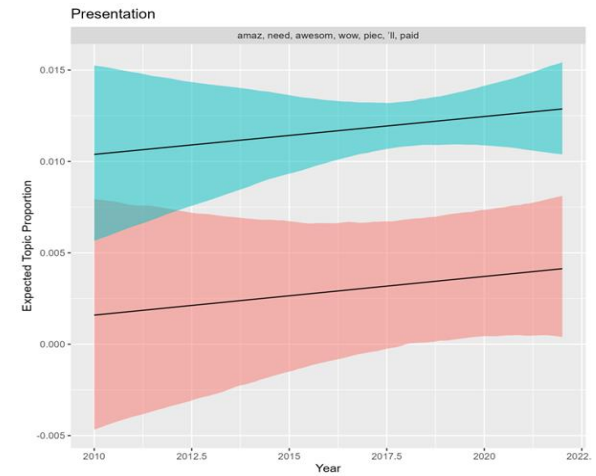
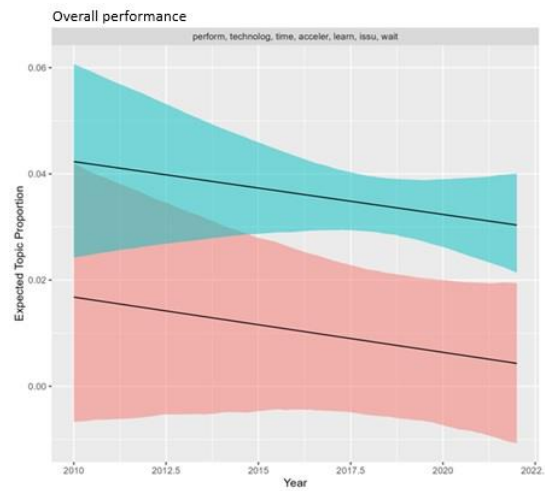
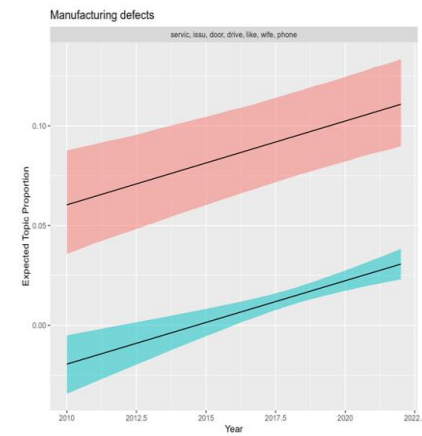
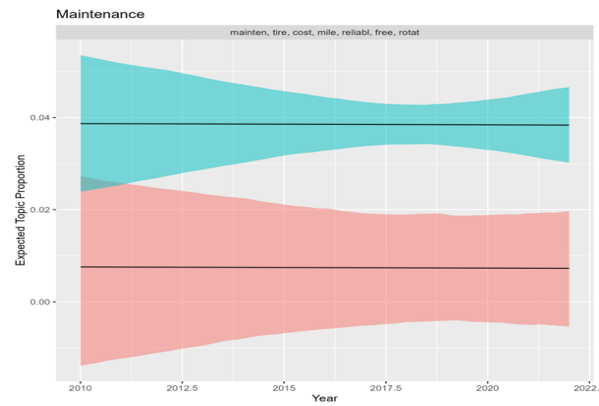
**EVs:** Low rating High rating



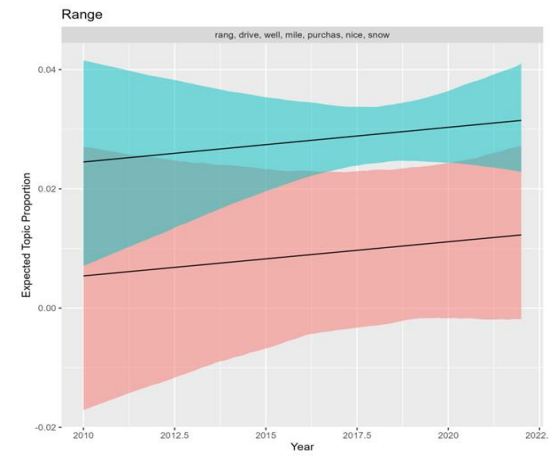
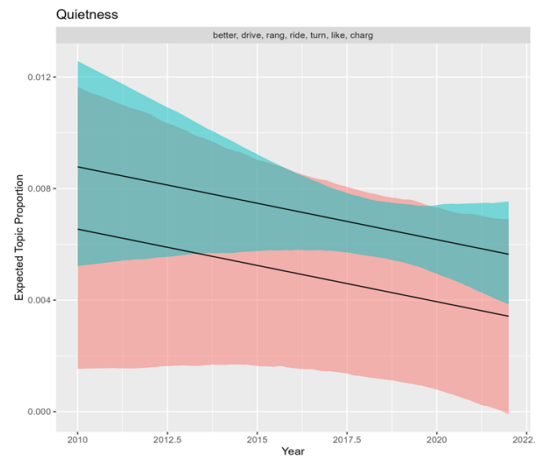
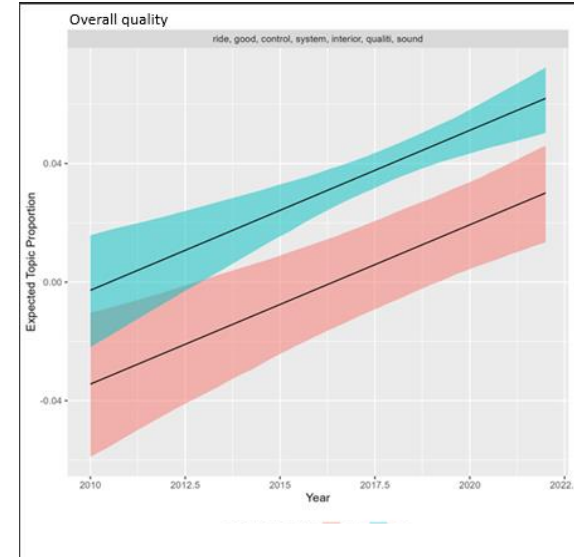
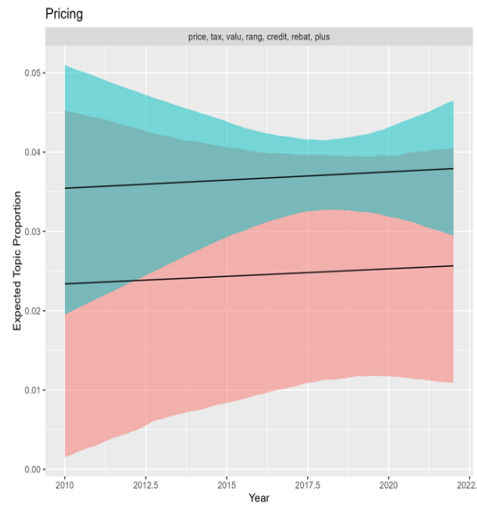
**EVs:** ■ Low rating ■ High rating



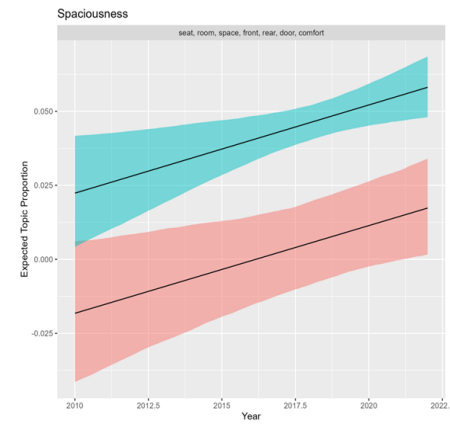
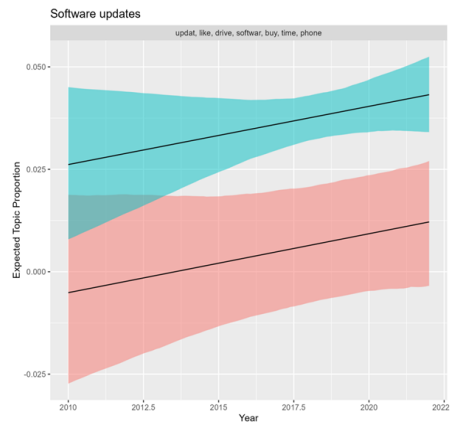
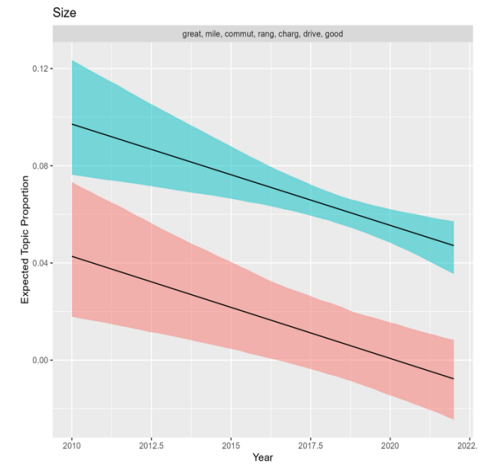
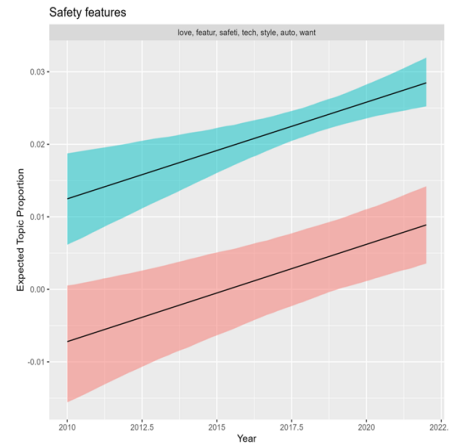
EVs: ■ Low rating ■ High rating



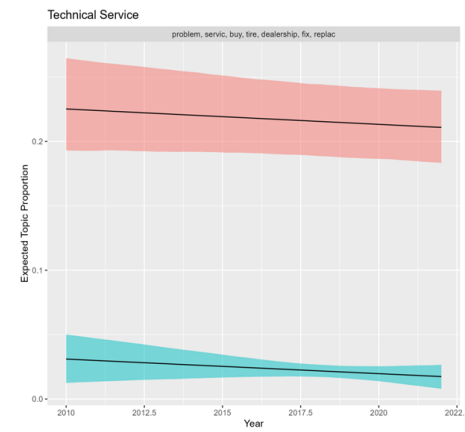
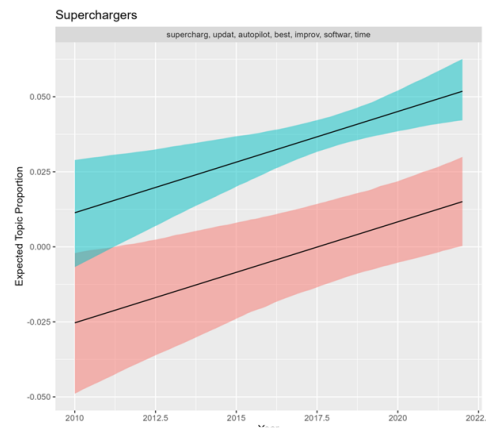
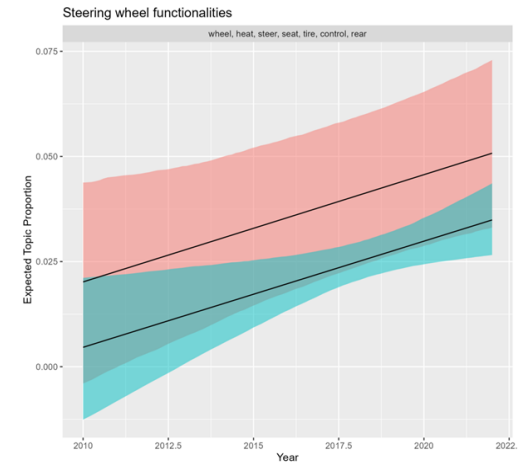
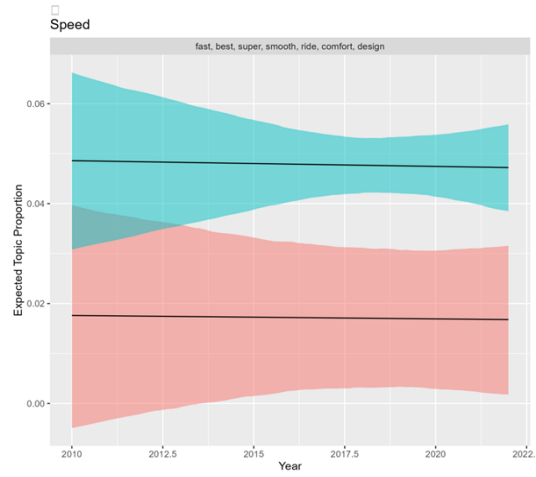
EVs: ■ Low rating ■ High rating



**EVs:** ■ Low rating ■ High rating

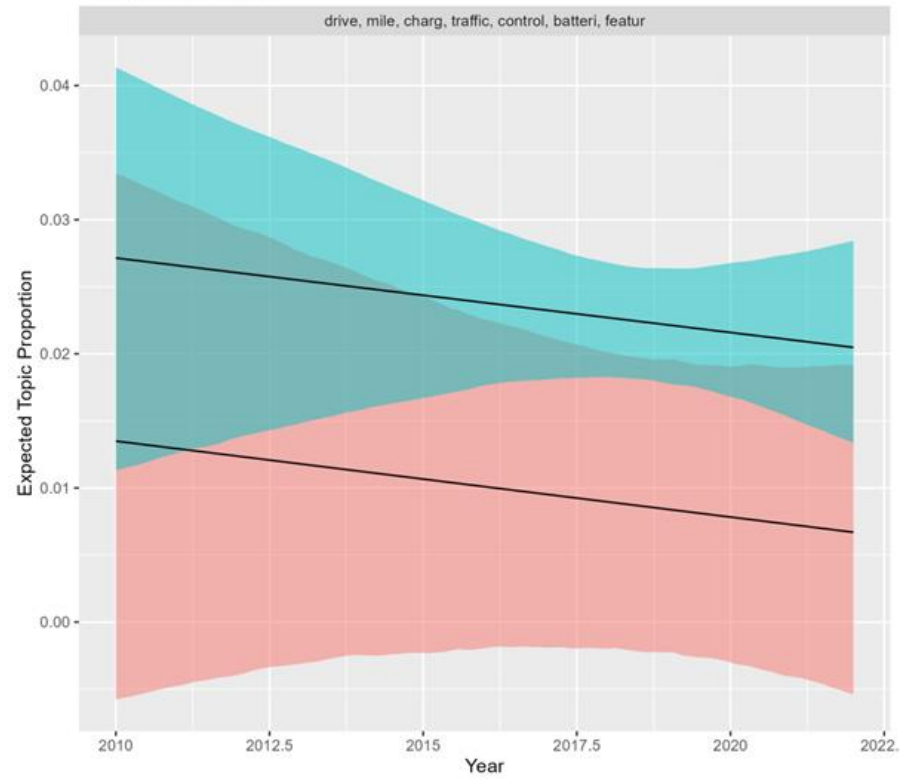


**EVs:** ■ Low rating ■ High rating

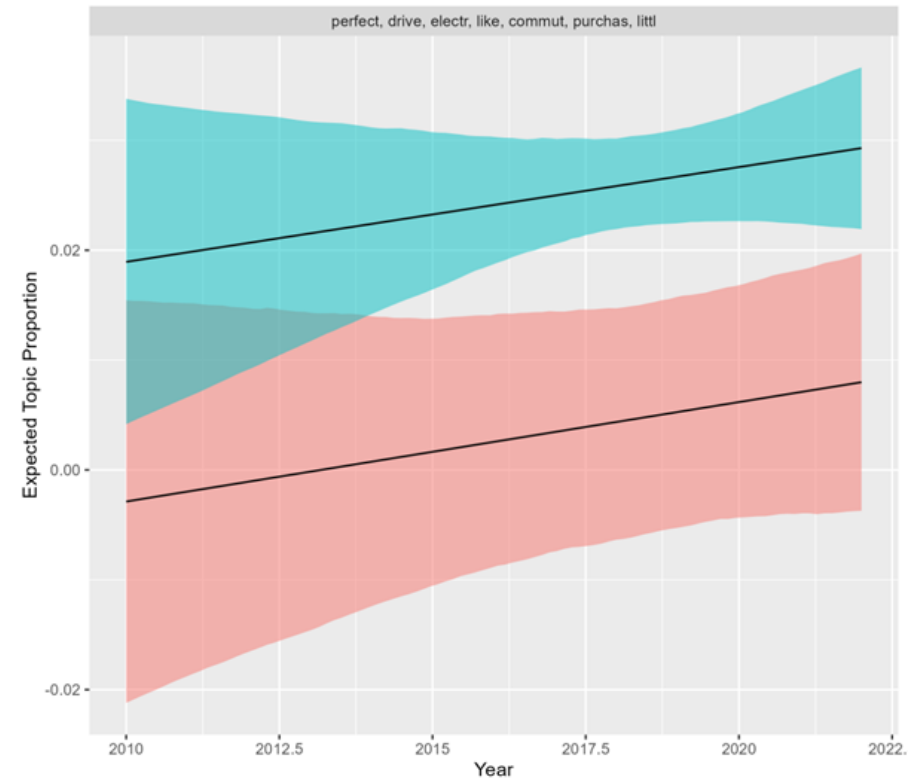


EVs: ■ Low rating ■ High rating

Traffic performance

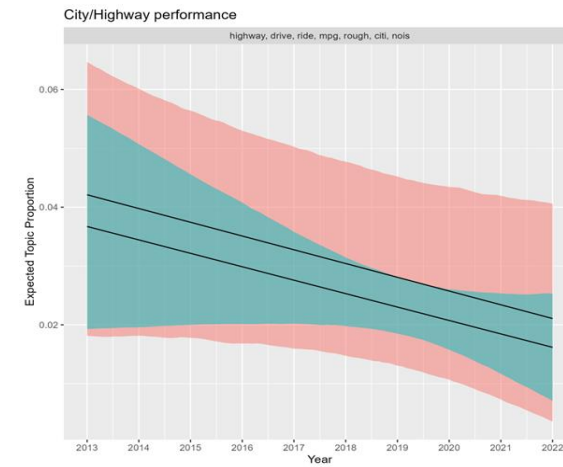
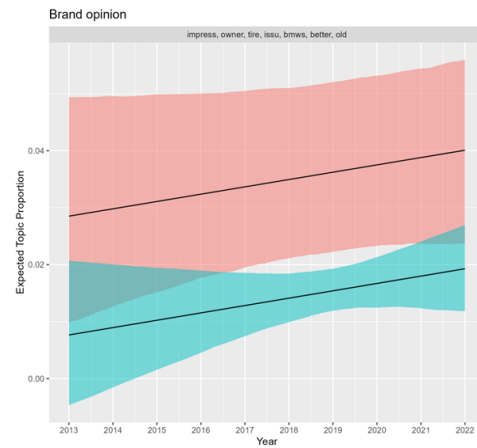
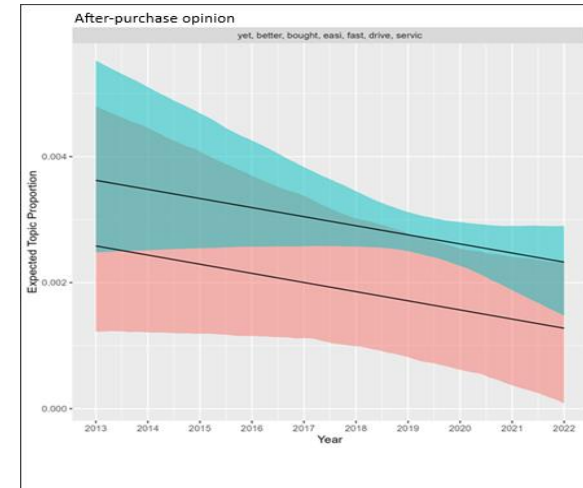
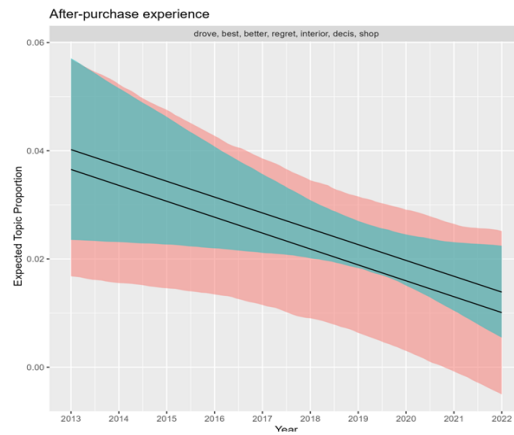


Transition experience (ICV -> EV)

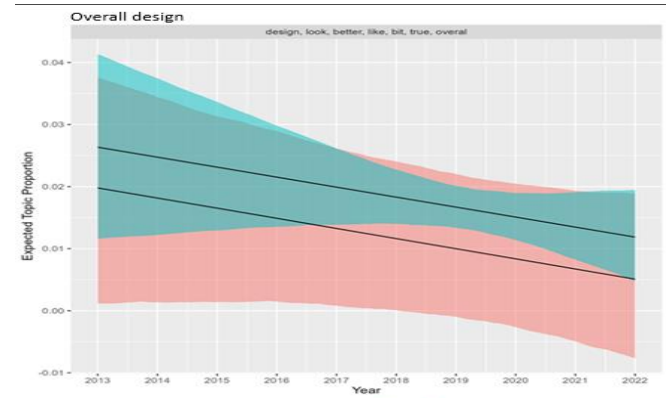
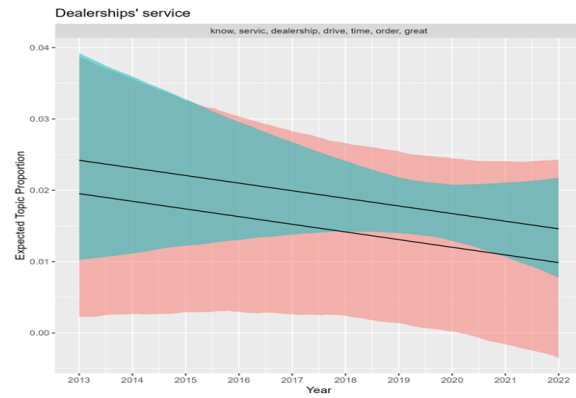
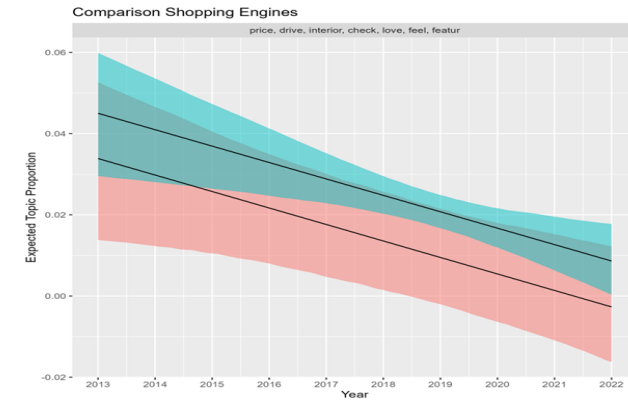
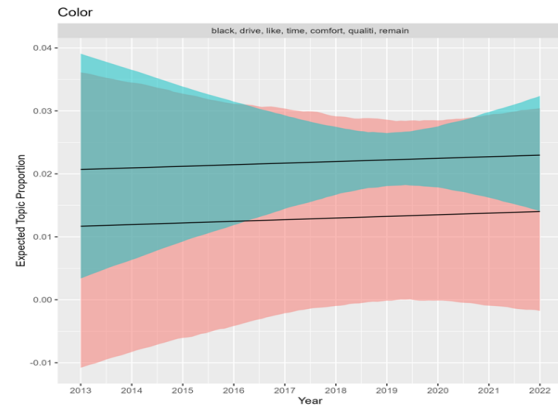




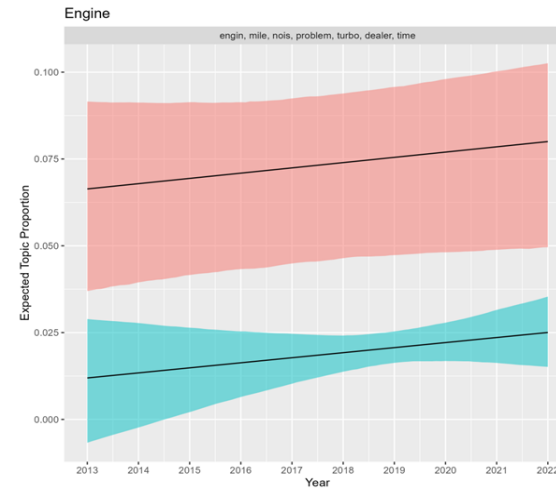
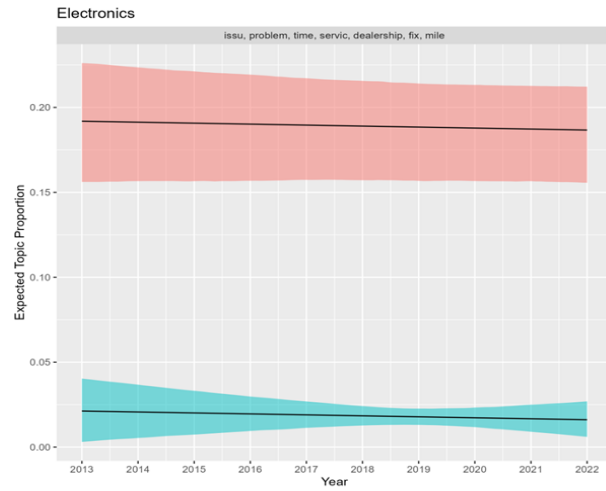
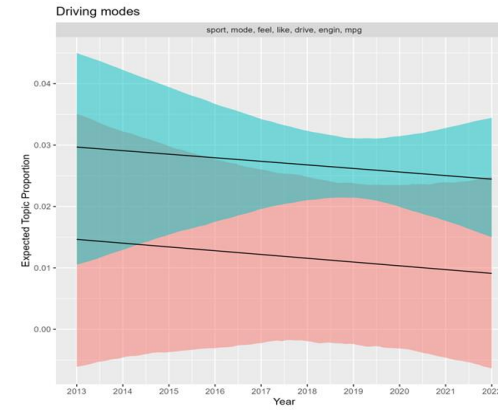
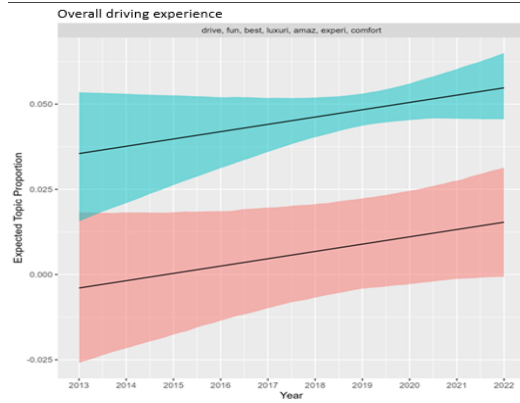
ICVs ■ Low rating ■ High rating



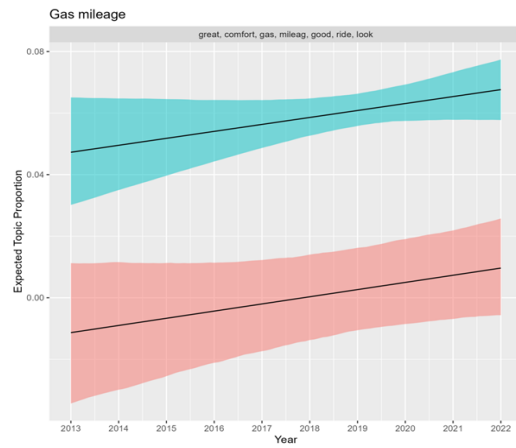
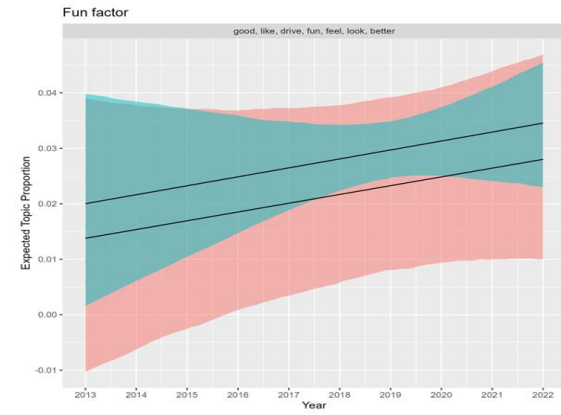
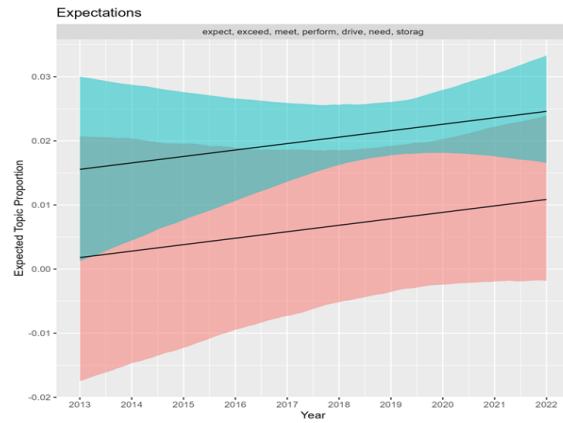
ICVs ■ Low rating ■ High rating



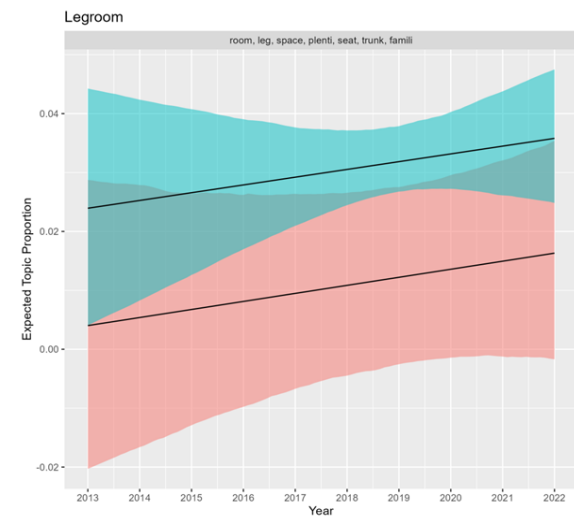
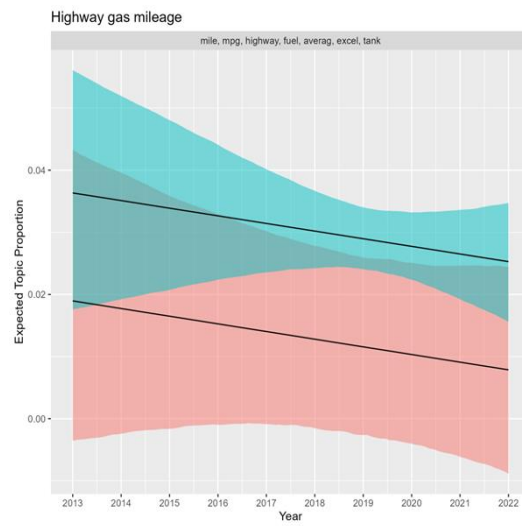
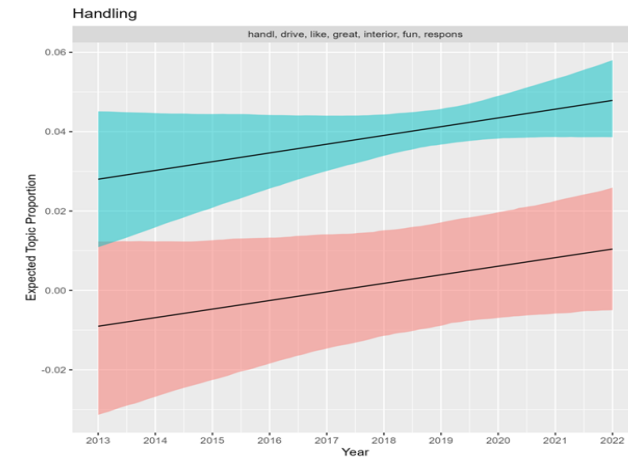
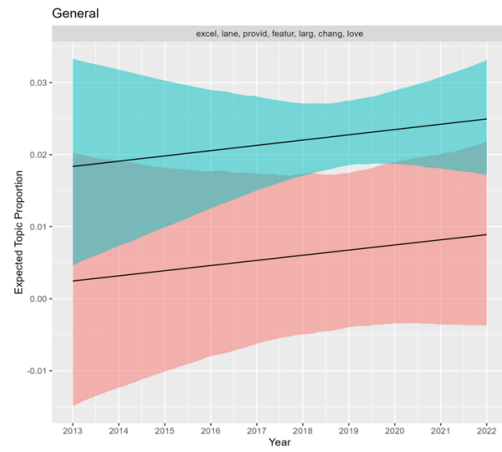
ICVs ■ Low rating ■ High rating



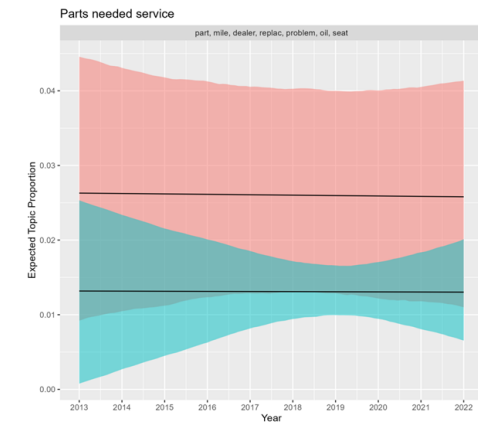
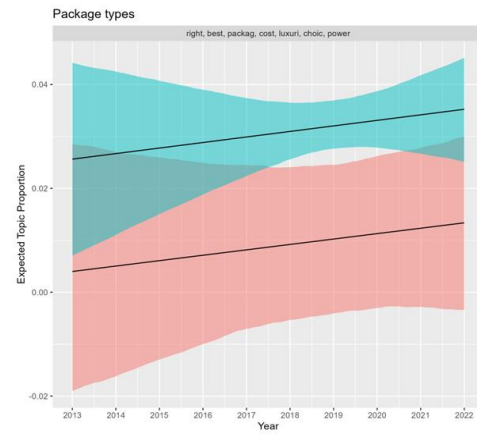
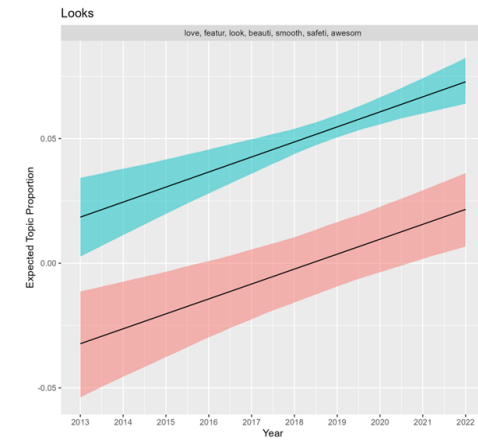
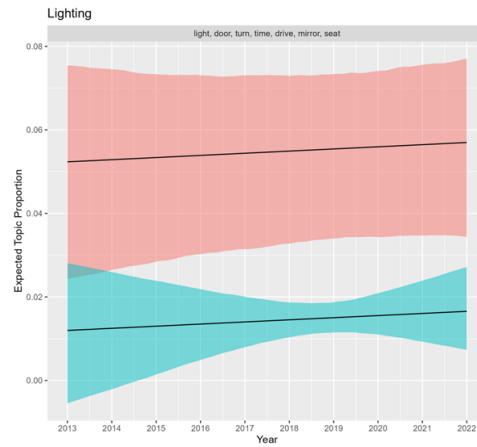
ICVs ■ Low rating ■ High rating



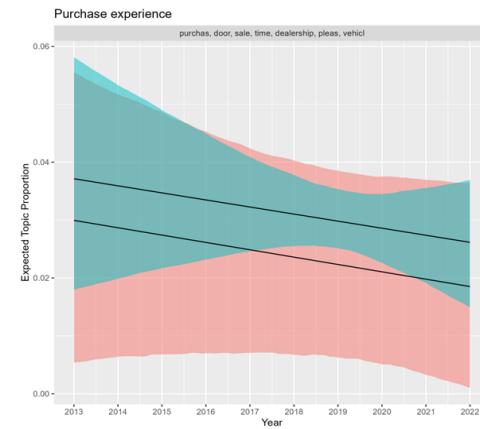
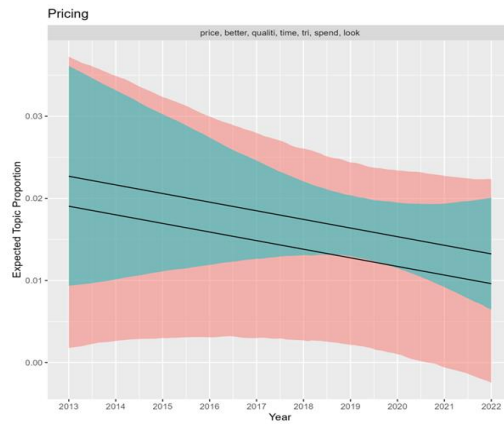
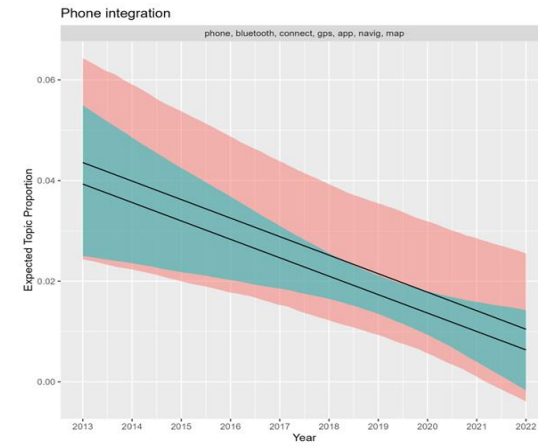
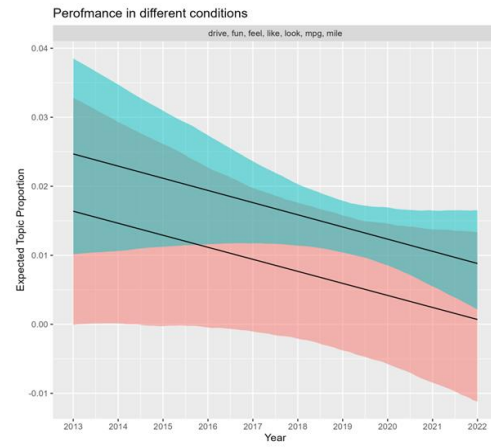
ICVs ■ Low rating ■ High rating



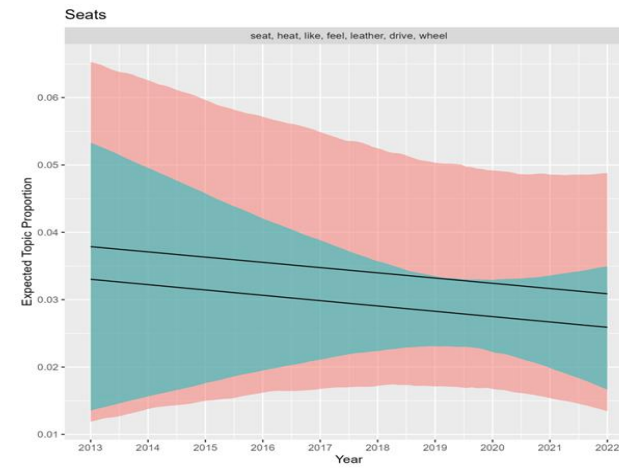
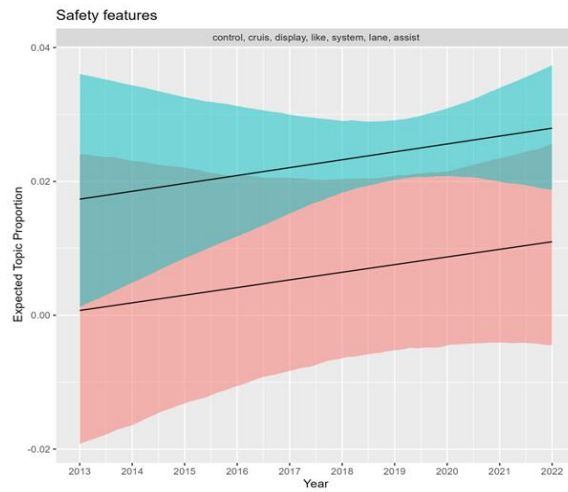
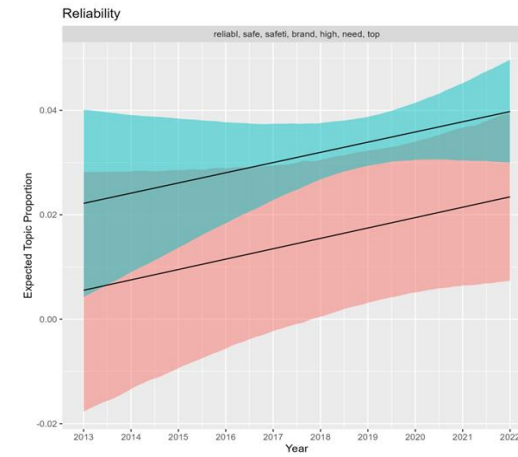
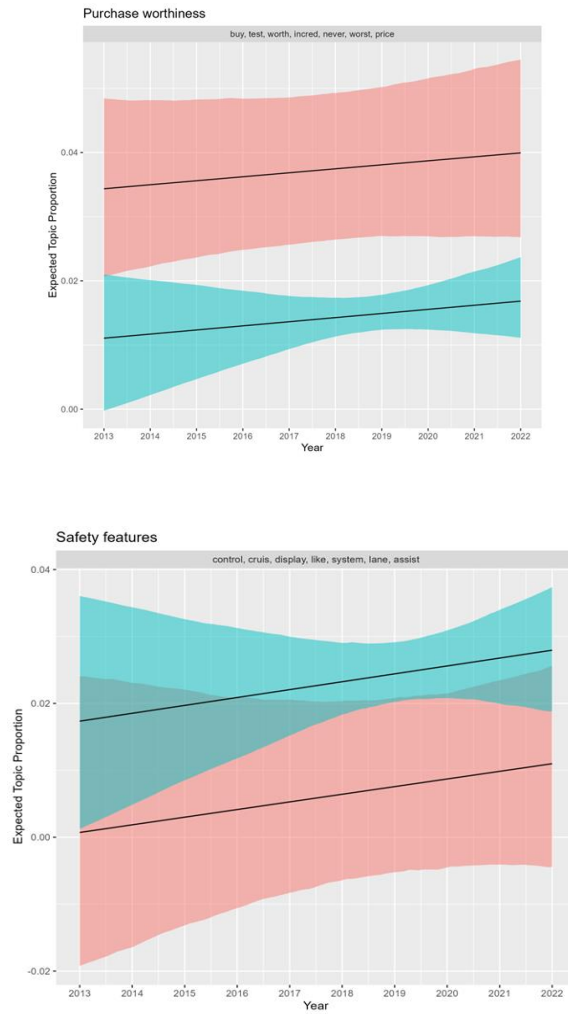
ICVs ■ Low rating ■ High rating



ICVs ■ Low rating ■ High rating

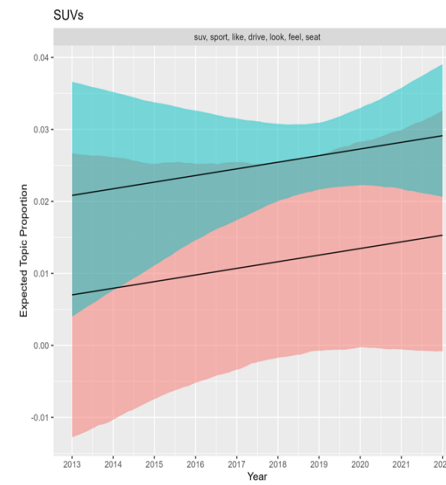
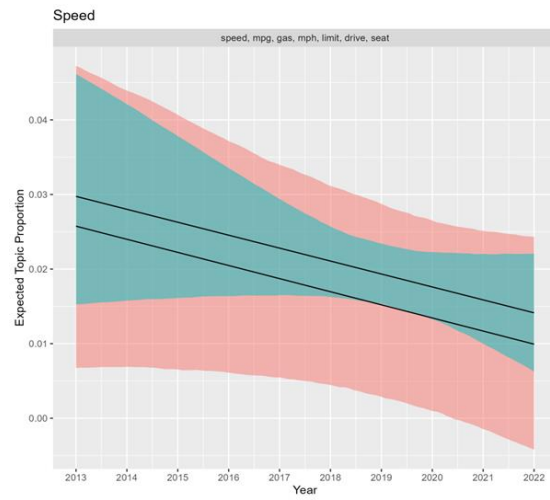
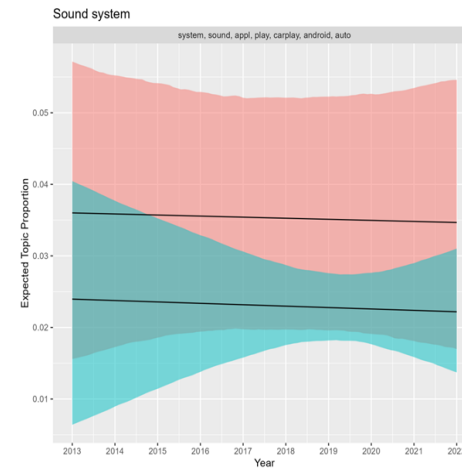
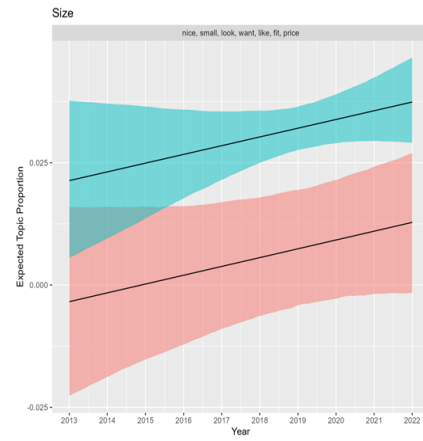


ICVs ■ Low rating ■ High rating





ICVs ■ Low rating ■ High rating



ICVs ■ Low rating ■ High rating

