


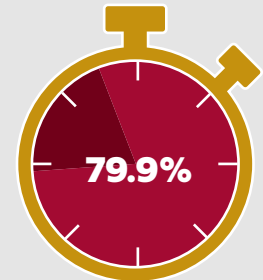
Customer Experience

56,047 
SAME DAY APPOINTMENTS

 **154,870**
CUSTOMERS

Wait Time
5.68 min.

Transaction Time
6.67 min.



of customers seen in
10 mins or less

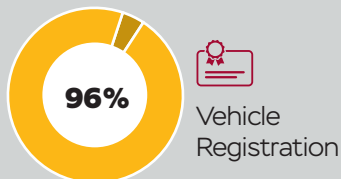
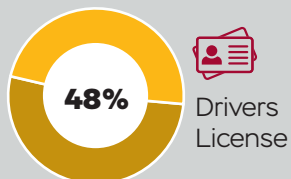
Appointment Lead Time



Month	Wait Time < 10 min.
Mar '25	82.0%
Feb '25	79.6%
Jan '25	82.1%

Alternative Service Delivery

Renewals



MyMVA

2,235,808
myMVA active accounts 

 **315,935**
saved trips to the counter at MVA

Customer Outreach



15,117
Emails Answered



95,354
Social Media Impressions