


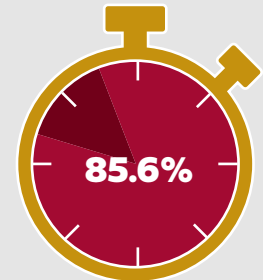
Customer Experience

58,658 
SAME DAY APPOINTMENTS

 **124,650**
CUSTOMERS

Wait Time
4.46 min.

Transaction Time
6.27 min.



of customers seen in
10 mins or less

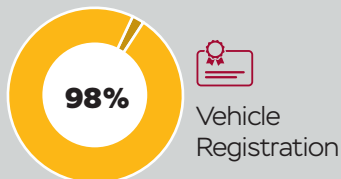
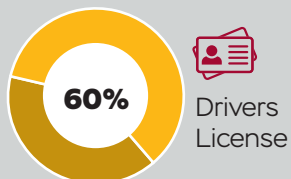
Appointment Lead Time



Month	Wait Time < 10 min.
Nov '25	86.8%
Oct '25	85.5%
Sep '25	82.2%

Alternative Service Delivery

Renewals



MyMVA

2,578,911
myMVA active accounts 

 **322,023**
saved trips to the counter at MVA

Customer Outreach

 **103,878**
Calls Handled

 **12,171**
Emails Answered

 **834,585**
Social Media Impressions