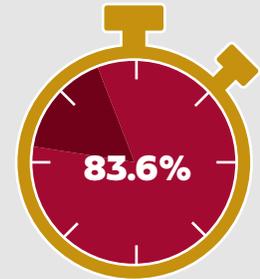


Customer Experience

55,293 
SAME DAY APPOINTMENTS

 **125,176**
CUSTOMERS



of customers seen in
10 mins or less

Appointment Lead Time



Month	Wait Time < 10 min.
Jan '26	83.1%
Dec '25	85.6%
Nov '25	86.8%

Alternative Service Delivery

Renewals



MyMVA

2,656,052

myMVA active accounts 

 **359,069**

saved trips to the counter at MVA

Customer Outreach



94,226

Calls Handled



16,073

Emails Answered



750,175

Social Media Impressions