

Customer Experience

52,593

SAME DAY APPOINTMENTS



126,003

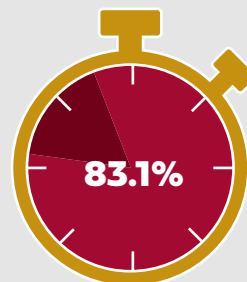
CUSTOMERS

Wait Time

4.96 min.

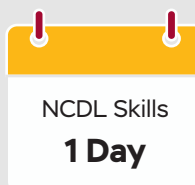
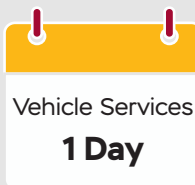
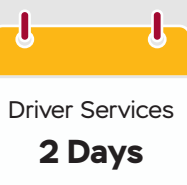
Transaction Time

6.21 min.



of customers seen in
10 mins or less

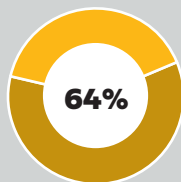
Appointment Lead Time



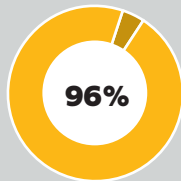
Month	Wait Time < 10 min.
Dec '25	85.6%
Nov '25	86.8%
Oct '25	85.5%

Alternative Service Delivery

Renewals



Drivers
License



Vehicle
Registration

MyMVA

2,615,905

myMVA active
accounts



367,944

saved trips to the
counter at MVA

Customer Outreach



102,187

Calls Handled



14,890

Emails Answered



450,033

Social Media
Impressions