

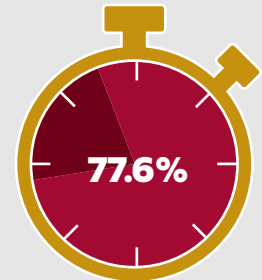
## Customer Experience

**61,931**   
SAME DAY APPOINTMENTS

 **154,217**  
CUSTOMERS

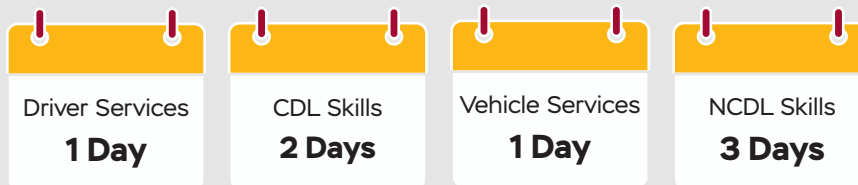
Wait Time  
**6.14 min.**

Transaction Time  
**7.93 min.**



of customers seen in  
10 mins or less

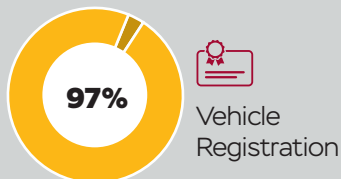
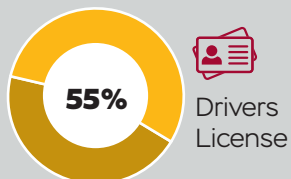
### Appointment Lead Time



Month	Wait Time < 10 min.
Jun '25	78.5%
May '25	79.9%
Apr '25	79.9%

## Alternative Service Delivery

### Renewals



### MyMVA

**2,373,791**  
myMVA active accounts 

 **365,846**  
saved trips to the counter at MVA

## Customer Outreach



**12,901**  
Emails Answered



**312,911**  
Social Media Impressions