

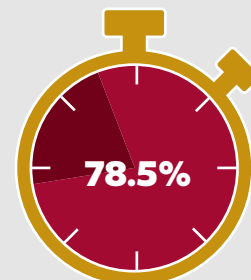
## Customer Experience

**57,262**   
SAME DAY APPOINTMENTS

 **141,376**  
CUSTOMERS

Wait Time  
**6.04 min.**

Transaction Time  
**6.61 min.**



of customers seen in  
10 mins or less

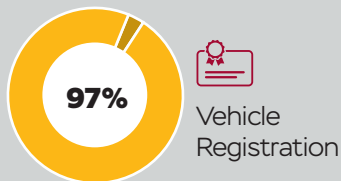
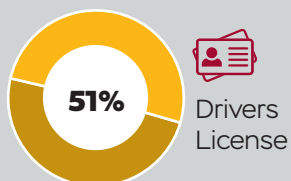
### Appointment Lead Time



| Month   | Wait Time < 10 min. |
|---------|---------------------|
| May '25 | 79.9%               |
| Apr '25 | 79.9%               |
| Mar '25 | 82.0%               |

## Alternative Service Delivery

### Renewals



### MyMVA

**2,323,831**  
myMVA active accounts 

 **351,845**  
saved trips to the counter at MVA

## Customer Outreach

 **109,225**  
Calls Handled

 **11,764**  
Emails Answered

 **312,911**  
Social Media Impressions