

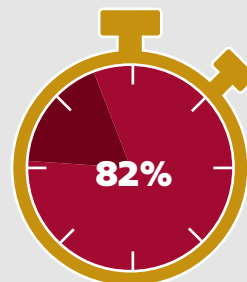
Customer Experience

42,695 
SAME DAY APPOINTMENTS

 **148,115**
CUSTOMERS

Wait Time
5.18 min.

Transaction Time
6.70 min.



of customers seen in
10 mins or less

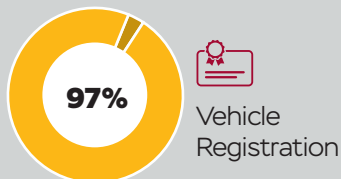
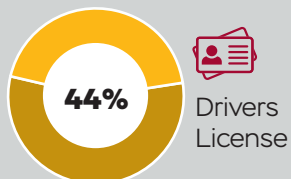
Appointment Lead Time



Month	Wait Time < 10 min.
Feb '25	79.6%
Jan '25	82.1%
Dec '24	84.6%

Alternative Service Delivery

Renewals



MyMVA

2,190,605
myMVA active accounts 

 **358,791**
saved trips to the
counter at MVA

Customer Outreach



123,847
Calls Handled



11,154
Emails Answered



63,852
Social Media
Impressions