
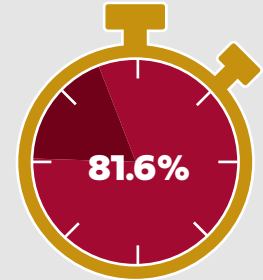
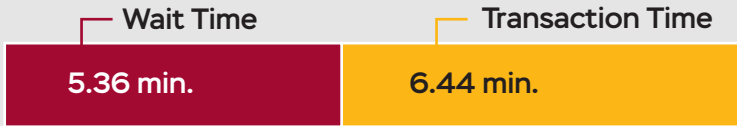


## Customer Experience

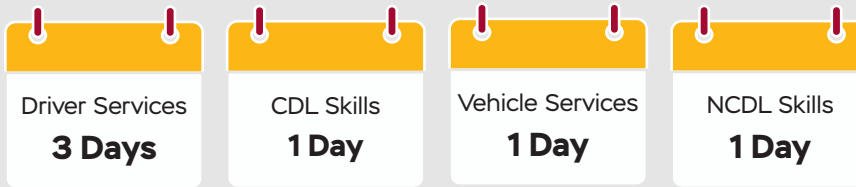
**60,322**   
SAME DAY APPOINTMENTS

 **155,813**  
CUSTOMERS



of customers seen in  
10 mins or less

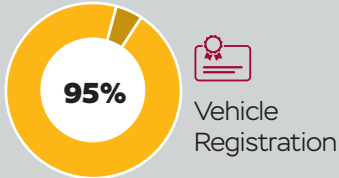
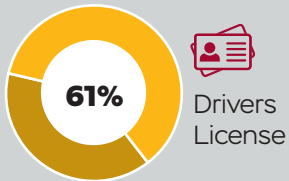
### Appointment Lead Time



Month	Wait Time < 10 min.
Feb '26	83.6%
Jan '26	83.1%
Dec '25	85.6%


## Alternative Service Delivery

### Renewals



### MyMVA

**2,700,848**

myMVA active accounts 

 **425,407**  
saved trips to the counter at MVA

## Customer Outreach



**112,190**

Calls Handled



**18,759**

Emails Answered



**571,897**

Social Media Impressions