

Customer Experience

63,362

SAME DAY APPOINTMENTS



148,094

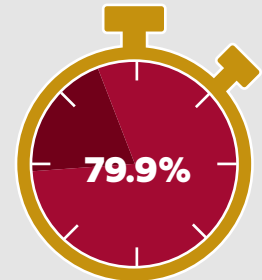
CUSTOMERS

Wait Time

5.66 min.

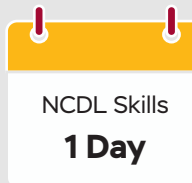
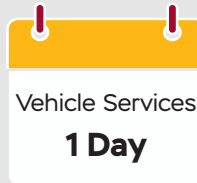
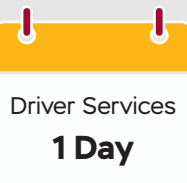
Transaction Time

6.85 min.



79.9%
of customers seen in
10 mins or less

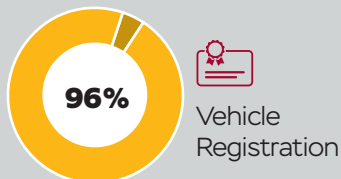
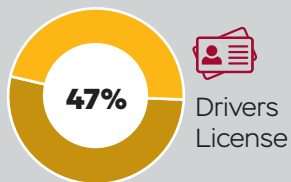
Appointment Lead Time



Month	Wait Time < 10 min.
Apr '25	79.9%
Mar '25	82.0%
Feb '25	79.6%

Alternative Service Delivery

Renewals



MyMVA

2,278,896

myMVA active
accounts



221,991
saved trips to the
counter at MVA



Customer Outreach



117,143

Calls Handled



10,751

Emails Answered



456,411

Social Media
Impressions