
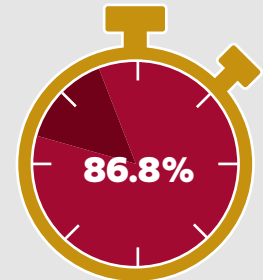


Customer Experience

55,345 
SAME DAY APPOINTMENTS

 **122,565**
CUSTOMERS



of customers seen in
10 mins or less

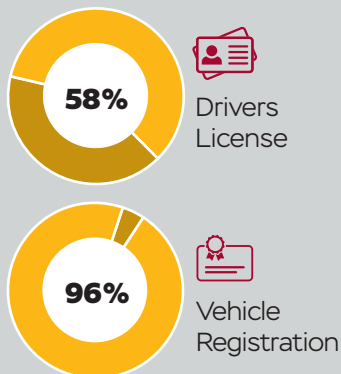
Appointment Lead Time



Month	Wait Time < 10 min.
Oct '25	85.5%
Sep '25	82.2%
Aug '25	76.5%

Alternative Service Delivery

Renewals



MyMVA

2,540,155
myMVA active accounts 

 **294,532**
saved trips to the counter at MVA

Customer Outreach

 **94,709**
Calls Handled

 **10,665**
Emails Answered

 **284,576**
Social Media Impressions