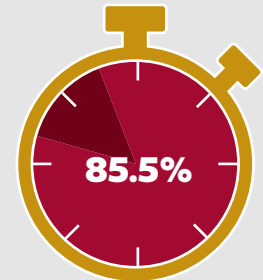


Customer Experience

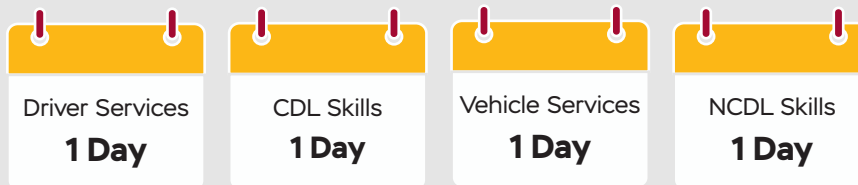
64,486 
SAME DAY APPOINTMENTS

 **147,222**
CUSTOMERS



of customers seen in
10 mins or less

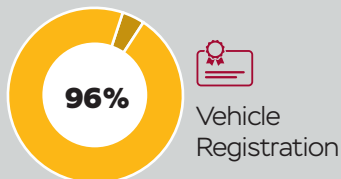
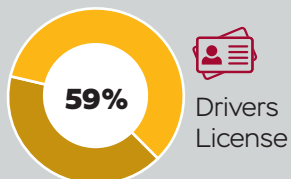
Appointment Lead Time



Month	Wait Time < 10 min.
Sep '25	82.2%
Aug '25	76.5%
Jul '25	77.6%

Alternative Service Delivery

Renewals



MyMVA

2,506,223
myMVA active accounts 

 **349,367**
saved trips to the counter at MVA

Customer Outreach



119,166
Calls Handled



13,551
Emails Answered



1,219,572
Social Media Impressions