


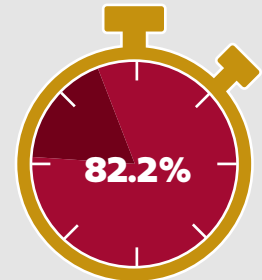
Customer Experience

60,040 
SAME DAY APPOINTMENTS

 **146,489**
CUSTOMERS

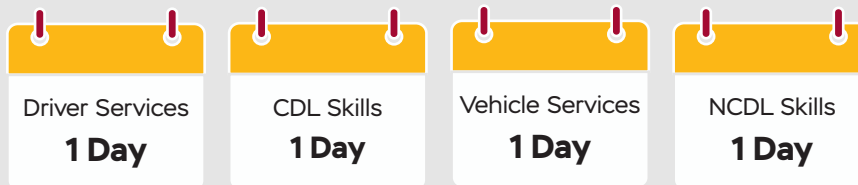
Wait Time
5.06 min.

Transaction Time
6.82 min.



of customers seen in
10 mins or less

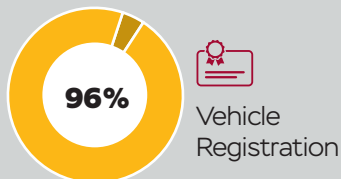
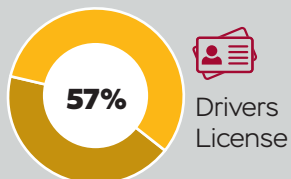
Appointment Lead Time



Month	Wait Time < 10 min.
Aug '25	76.5%
Jul '25	77.6%
Jun '25	78.5%

Alternative Service Delivery

Renewals



MyMVA

2,465,279
myMVA active accounts 

 **352,666**
saved trips to the counter at MVA

Customer Outreach



116,288
Calls Handled



15,033
Emails Answered



474,172
Social Media Impressions