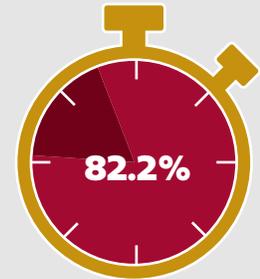


Customer Experience

60,040 
SAME DAY APPOINTMENTS

 **146,489**
CUSTOMERS



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