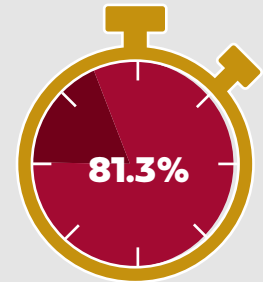
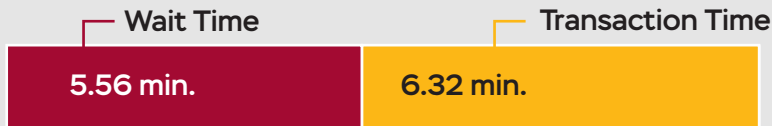


Customer Experience

42,742 
SAME DAY APPOINTMENTS

 **138,998**
CUSTOMERS



of customers seen in
10 mins or less

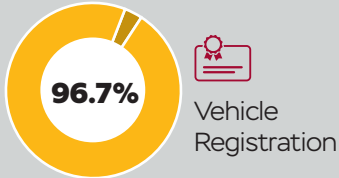
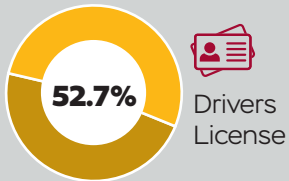
Appointment Lead Time



Month	Wait Time < 10 min.
December	82.9%
November	83.0%
October	85.7%

Alternative Service Delivery

Renewals



MyMVA

1,551,496
myMVA active accounts 

 **312,939**
saved trips to the counter at MVA

Customer Outreach

 **165,102**
Calls Handled

 **10,507**
Emails Answered

 **45,759**
Chatbot Inquiries

 **462,000**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

Jan 2023: 39

Jan 2024: 33