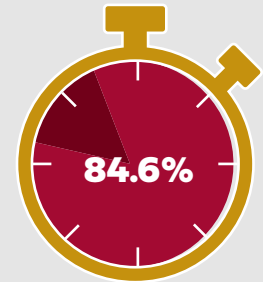
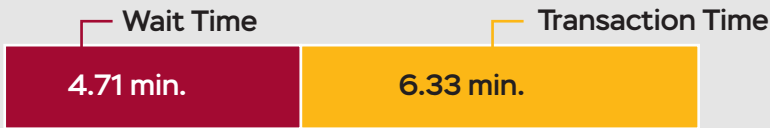


Customer Experience

48,009 
SAME DAY APPOINTMENTS

 **141,684**
CUSTOMERS



of customers seen in
10 mins or less

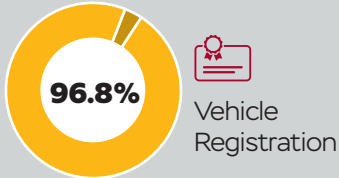
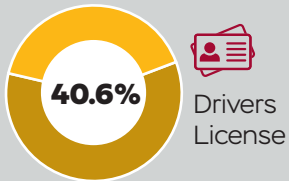
Appointment Lead Time



| Month Ending | Wait Time < 10 min. |
|--------------|---------------------|
| June | 82.8% |
| May | 87.1% |
| April | 83.4% |

Alternative Service Delivery

Renewals



MyMVA

1,268,305
myMVA active accounts 

 **288,873**
saved trips to the counter at MVA

Customer Outreach

 **170,927**
Calls Handled

 **9,384**
Emails Answered

 **45,298**
Chatbot Inquiries

 **109,000**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

July 2022: 41

July 2023: 52