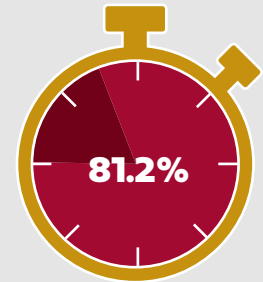


## Customer Experience

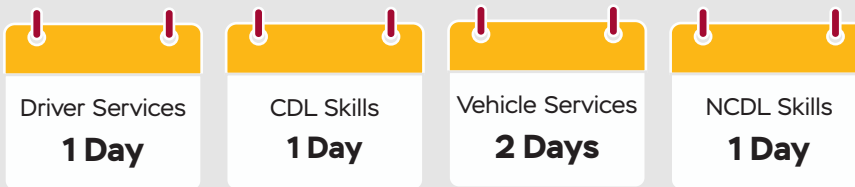
**38,601**   
SAME DAY APPOINTMENTS

 **171,792**  
CUSTOMERS



of customers seen in  
10 mins or less

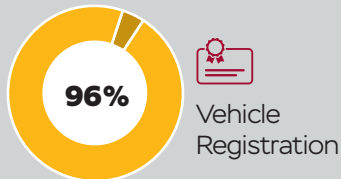
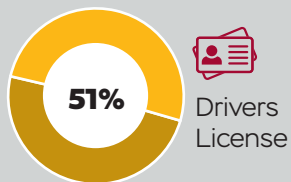
### Appointment Lead Time



Month	Wait Time < 10 min.
March	76.0%
February	79.8%
January	81.3%

## Alternative Service Delivery

### Renewals



### MyMVA

**1,714,812**  
myMVA active accounts 

 **295,167**  
saved trips to the counter at MVA

## Customer Outreach

 **157,592**  
Calls Handled

 **9,994**  
Emails Answered

 **46,076**  
Chatbot Inquiries

 **468,802**  
Social Media Impressions

## Maryland Highway Safety

### Monthly Fatalities:

Apr 2023: 40

Apr 2024: 57