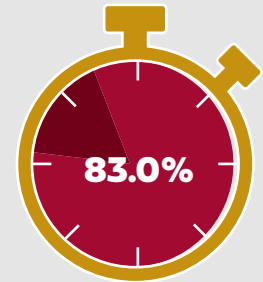
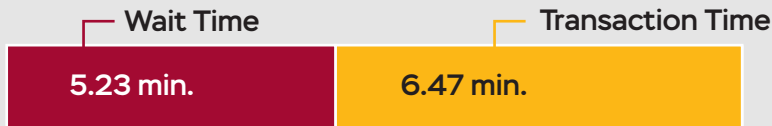


Customer Experience

51,579 
SAME DAY APPOINTMENTS

 **135,461**
CUSTOMERS



of customers seen in
10 mins or less

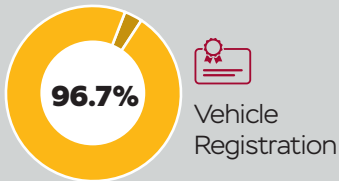
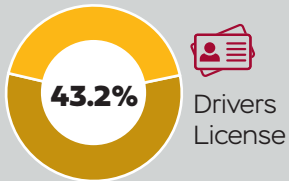
Appointment Lead Time



Month	Wait Time < 10 min.
October	85.7%
September	87.0%
August	84.9%


Alternative Service Delivery

Renewals



MyMVA

1,450,780

myMVA active accounts 

 **253,363**
saved trips to the counter at MVA

Customer Outreach

 **159,414**
Calls Handled

 **8,037**
Emails Answered

 **35,844**
Chatbot Inquiries

 **108,000**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

Nov 2022: 45

Nov 2023: 40