

## Customer Experience

**45,268**   
SAME DAY APPOINTMENTS

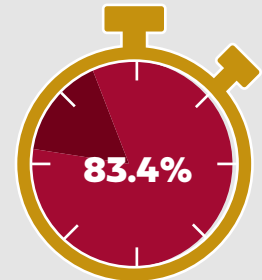
 **129,933**  
CUSTOMERS

Wait Time

4.97 min.

Transaction Time

6.40 min.



of customers seen in  
10 mins or less

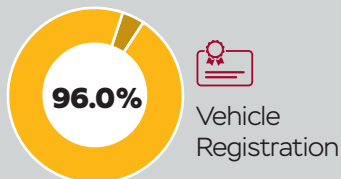
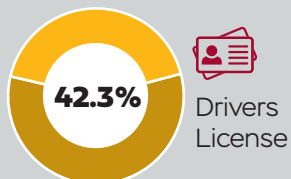
### Appointment Lead Time



Month Ending	Wait Time < 10 min.
March	82.1%
February	82.2%
January	75.0%

## Alternative Service Delivery

### Renewals



### MyMVA

**1,105,308**  
myMVA active accounts 

 **298,564**  
saved trips to the counter at MVA

## Customer Outreach

 **171,825**  
Calls Handled

 **8,282**  
Emails Answered

 **39,207**  
Chatbot Inquiries

 **123,000**  
Social Media Impressions

## Maryland Highway Safety

### Monthly Fatalities:

April 2022: 36

April 2023: 35