
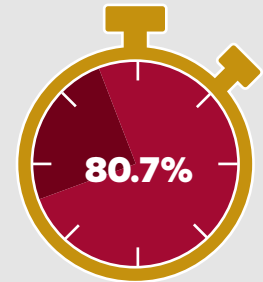


Customer Experience

40,366 
SAME DAY APPOINTMENTS

 **170,090**
CUSTOMERS



of customers seen in
10 mins or less

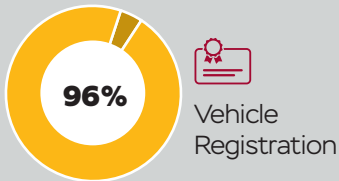
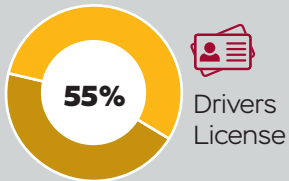
Appointment Lead Time



Month	Wait Time < 10 min.
July	75.5%
June	76.2%
May	82.3%

Alternative Service Delivery

Renewals



MyMVA

1,912,931
myMVA active accounts 

 **298,918**
saved trips to the counter at MVA

Customer Outreach

 **113,285**
Calls Handled

 **7,393**
Emails Answered

 **48,282**
Chatbot Inquiries

 **79,623**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

Aug 2023: 58

Aug 2024: 53