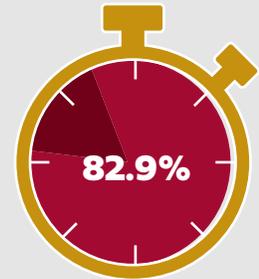
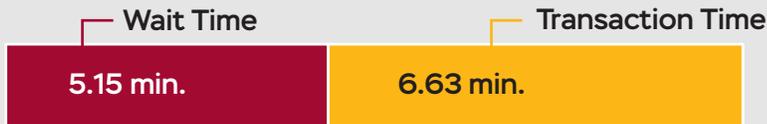


## Customer Experience

**51,326**   
SAME DAY APPOINTMENTS

 **135,173**  
CUSTOMERS



of customers seen in  
10 mins or less

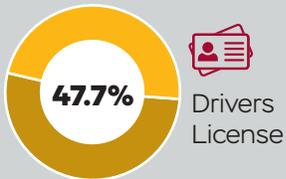
### Appointment Lead Time



Month	Wait Time < 10 min.
November	83.0%
October	85.7%
September	87.0%

## Alternative Service Delivery

### Renewals



### MyMVA

**1,496,718**  
myMVA active accounts 

 **261,240**  
saved trips to the counter at MVA

## Customer Outreach

 **150,294**  
Calls Handled

 **7,592**  
Emails Answered

 **35,637**  
Chatbot Inquiries

 **133,000**  
Social Media Impressions

## Maryland Highway Safety

### Monthly Fatalities:

Dec 2022: 52

Dec 2023: 41