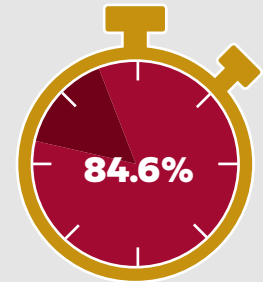
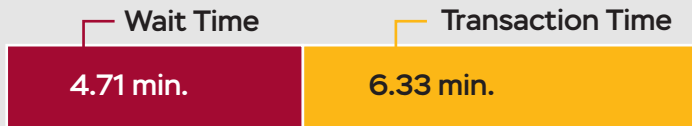


## Customer Experience

**50,871**   
SAME DAY APPOINTMENTS

 **128,895**  
CUSTOMERS



of customers seen in  
10 mins or less

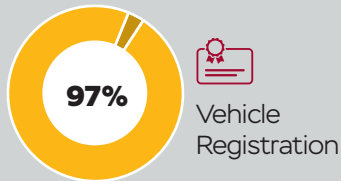
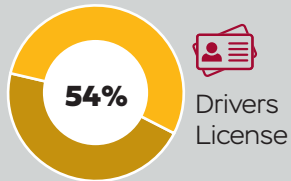
### Appointment Lead Time



| Month | Wait Time < 10 min. |
|-------|---------------------|
| Nov   | 82.1%               |
| Oct   | 83.9%               |
| Sept  | 82.3%               |


## Alternative Service Delivery

### Renewals



### MyMVA

**2,065,900**

myMVA active accounts 

 **261,408**  
saved trips to the counter at MVA

## Customer Outreach

 **113,323**  
Calls Handled

 **8,128**  
Emails Answered

 **34,652**  
Chatbot Inquiries

 **55,512**  
Social Media Impressions

## Maryland Highway Safety

### Monthly Fatalities:

Dec 2023: 48

Dec 2024: 31