

Customer Experience

58,658 

SAME DAY APPOINTMENTS



124,650

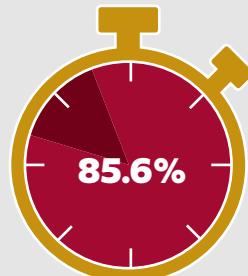
CUSTOMERS

Wait Time

4.46 min.

Transaction Time

6.27 min.



of customers seen in
10 mins or less

Appointment Lead Time



Driver Services
2 Days



CDL Skills
2 Days



Vehicle Services
1 Day

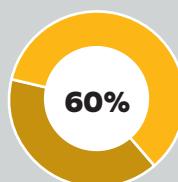


NCDL Skills
2 Days

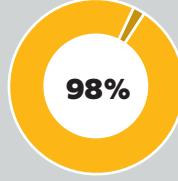
Month	Wait Time < 10 min.
Nov '25	86.8%
Oct '25	85.5%
Sep '25	82.2%

Alternative Service Delivery

Renewals



Drivers
License



Vehicle
Registration

MyMVA

2,578,911

myMVA active
accounts



322,023
saved trips to the
counter at MVA

Customer Outreach



103,878

Calls Handled



12,171

Emails Answered



834,585

Social Media
Impressions

Maryland Highway Safety

Monthly Fatalities:

Dec 2024: 34

Dec 2025: 31