

Customer Experience

34,036 
SAME DAY APPOINTMENTS

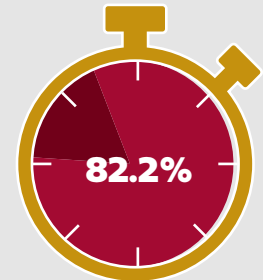
 **122,073**
CUSTOMERS

Wait Time

5.24 min.

Transaction Time

6.3 min.



of customers seen in
10 mins or less

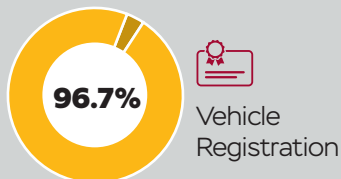
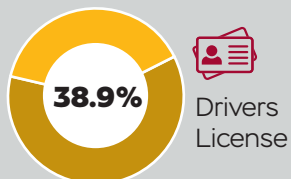
Appointment Lead Time



Month Ending	Wait Time < 10 min.
January	75.0%
December	68.8%
November	64.8%

Alternative Service Delivery

Renewals



MyMVA

993,895
myMVA active accounts 

 **264,256**
saved trips to the counter at MVA

Customer Outreach



177,892
Calls Handled



6,926
Emails Answered



42,108
Chatbot Inquiries



93,000
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

February 2022: 29 February 2023: 35