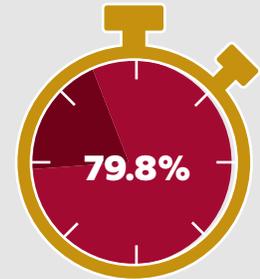


Customer Experience

32,778 
SAME DAY APPOINTMENTS

 **143,080**
CUSTOMERS



of customers seen in
10 mins or less

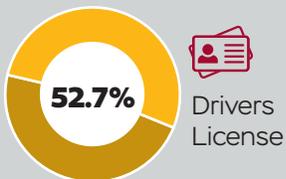
Appointment Lead Time



Month	Wait Time < 10 min.
January	81.3%
December	82.9%
November	83.0%

Alternative Service Delivery

Renewals



MyMVA

1,607,138
myMVA active accounts 

 **311,077**
saved trips to the counter at MVA

Customer Outreach

 **152,756**
Calls Handled

 **10,120**
Emails Answered

 **51,878**
Chatbot Inquiries

 **118,000**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

Feb 2023: 38

Feb 2024: 40