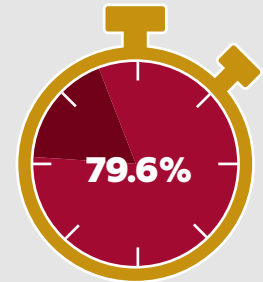


## Customer Experience

**34,905**   
SAME DAY APPOINTMENTS

 **118,161**  
CUSTOMERS



of customers seen in  
10 mins or less

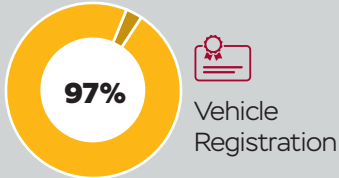
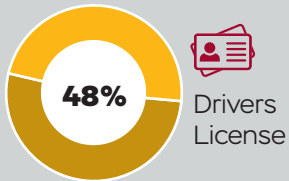
### Appointment Lead Time



Month	Wait Time < 10 min.
Jan '25	82.1%
Dec '24	84.6%
Nov '24	82.1%

## Alternative Service Delivery

### Renewals



### MyMVA

**2,143,176**  
myMVA active accounts 

 **292,134**  
saved trips to the counter at MVA

## Customer Outreach

 **110,395**  
Calls Handled

 **10,322**  
Emails Answered

 **37,625**  
Chatbot Inquiries

 **257,419**  
Social Media Impressions

## Maryland Highway Safety

### Monthly Fatalities:

Feb 2024: 38

Feb 2025: 37