

Customer Experience

1.3 AVERAGE
TRANSACTIONS
PER CUSTOMER

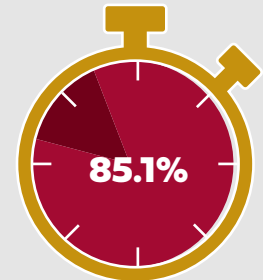
141,448
CUSTOMERS

Wait Time

6.9 min.

Transaction Time

6.5 min.



of customers seen in
15 mins or less

Appointment Lead Time

Driver Services
1 Day

CDL Skills
2 Days

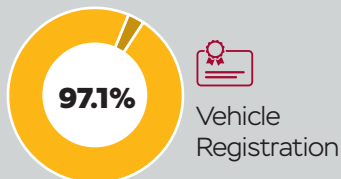
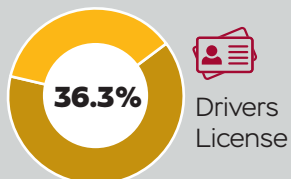
Vehicle Services
1.3 Days

NCDL Skills
4 Days

Week Ending	Wait Time < 15 min.
December	80.3%
November	77.2%
October	78.1%

Alternative Service Delivery

Renewals



MyMVA

963,427
myMVA active
accounts

301,928
saved trips to the
counter at MVA

Customer Outreach



194,817
Calls Handled



13,831
Emails Answered



45,009
Chatbot Inquiries



81,000
Social Media
Impressions

Maryland Highway Safety

Monthly Fatalities:

January 2022: 49 January 2023: 39