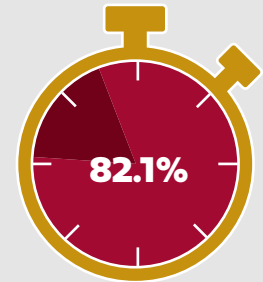
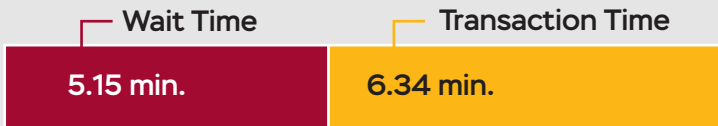


Customer Experience

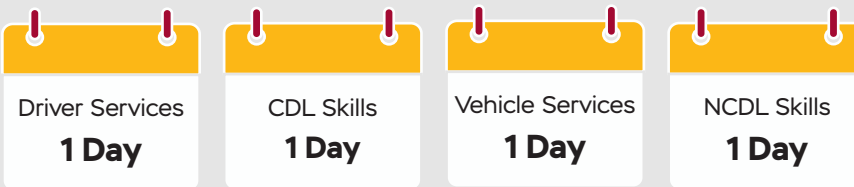
49,301 
SAME DAY APPOINTMENTS

 **130,299**
CUSTOMERS



of customers seen in
10 mins or less

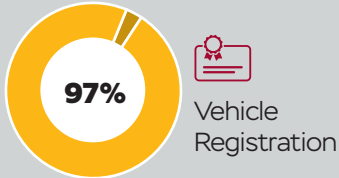
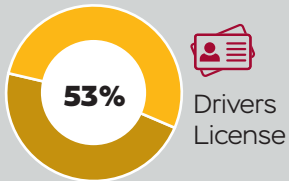
Appointment Lead Time



Month	Wait Time < 10 min.
Dec '24	84.6%
Nov '24	82.1%
Oct '24	83.9%


Alternative Service Delivery

Renewals



MyMVA

2,105,483

myMVA active accounts 

 **296,914**
saved trips to the counter at MVA

Customer Outreach

 **120,683**
Calls Handled

 **9,863**
Emails Answered

 **39,326**
Chatbot Inquiries

 **174,861**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

Jan 2024: 36

Jan 2025: 21