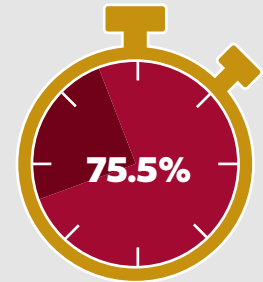


## Customer Experience

**36,073**   
SAME DAY APPOINTMENTS

 **171,645**  
CUSTOMERS



of customers seen in  
10 mins or less

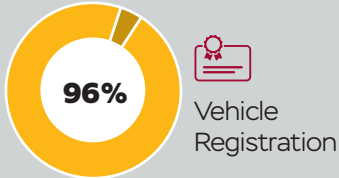
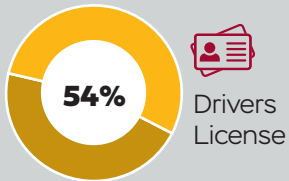
### Appointment Lead Time



Month	Wait Time < 10 min.
June	76.2%
May	82.3%
April	81.2%

## Alternative Service Delivery

### Renewals



### MyMVA

**1,866,930**  
myMVA active accounts 

 **305,923**  
saved trips to the counter at MVA

## Customer Outreach

 **122,639**  
Calls Handled

 **12,619**  
Emails Answered

 **56,975**  
Chatbot Inquiries

 **162,359**  
Social Media Impressions

## Maryland Highway Safety

### Monthly Fatalities:

June 2023: 59

July 2024: 45