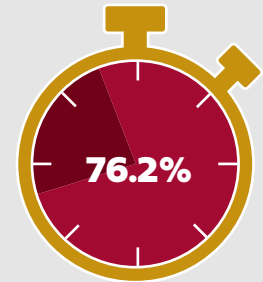


Customer Experience

33,565 
SAME DAY APPOINTMENTS

 **156,737**
CUSTOMERS



of customers seen in
10 mins or less

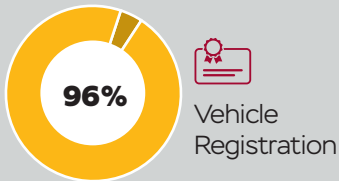
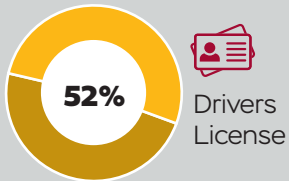
Appointment Lead Time



Month	Wait Time < 10 min.
May	82.3%
April	81.2%
March	76.0%

Alternative Service Delivery

Renewals



MyMVA

1,814,499
myMVA active accounts 

 **283,911**
saved trips to the counter at MVA

Customer Outreach

 **114,402**
Calls Handled

 **9,748**
Emails Answered

 **46,851**
Chatbot Inquiries

 **109,564**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

June 2023: 62

June 2024: 37