

Customer Experience

50,531 
SAME DAY APPOINTMENTS

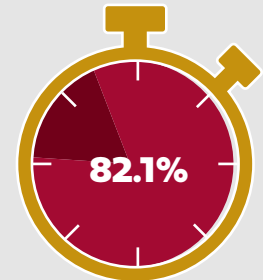
 **146,617**
CUSTOMERS

Wait Time

5.21 min.

Transaction Time

6.63 min.



of customers seen in
10 mins or less

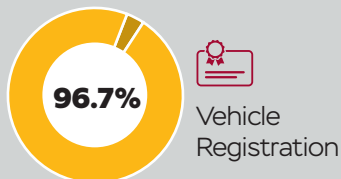
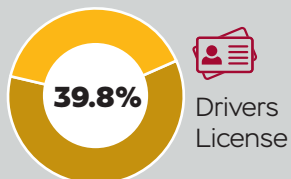
Appointment Lead Time



Month Ending	Wait Time < 10 min.
February	82.2%
January	75.0%
December	68.8%

Alternative Service Delivery

Renewals



MyMVA

1,053,089
myMVA active accounts 

 **310,257**
saved trips to the counter at MVA

Customer Outreach

 **214,624**
Calls Handled

 **11,394**
Emails Answered

 **46,680**
Chatbot Inquiries

 **129,000**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

March 2022: 43

March 2023: 55