
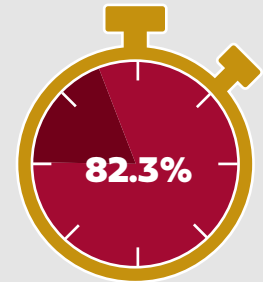


Customer Experience

43,579 
SAME DAY APPOINTMENTS

 **167,588**
CUSTOMERS



of customers seen in
10 mins or less

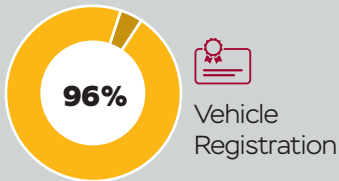
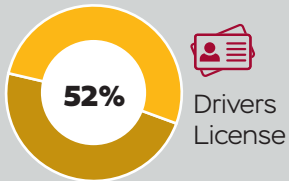
Appointment Lead Time



Month	Wait Time < 10 min.
April	81.3%
March	76.0%
February	79.8%

Alternative Service Delivery

Renewals



MyMVA

1,765,278
myMVA active accounts 

 **297,053**
saved trips to the counter at MVA

Customer Outreach

 **135,973**
Calls Handled

 **9,885**
Emails Answered

 **45,205**
Chatbot Inquiries

 **168,603**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

May 2023: 55

May 2024: 43