
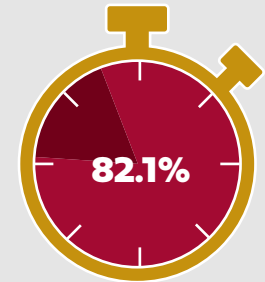
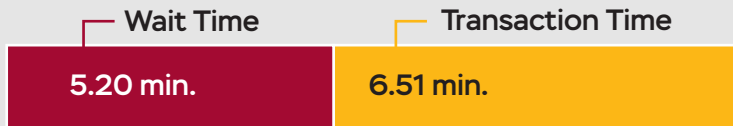


Customer Experience

40,833 
SAME DAY APPOINTMENTS

 **128,383**
CUSTOMERS



of customers seen in
10 mins or less

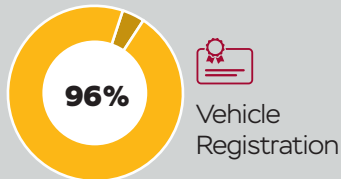
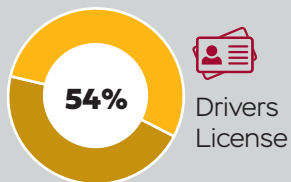
Appointment Lead Time



Month	Wait Time < 10 min.
Oct	83.9%
Sept	82.3%
Aug	80.7%

Alternative Service Delivery

Renewals



MyMVA

2,031,875
myMVA active accounts 

 **247,323**
saved trips to the counter at MVA

Customer Outreach

 **103,797**
Calls Handled

 **7,646**
Emails Answered

 **35,233**
Chatbot Inquiries

 **60,495**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

Nov 2023: 47

Nov 2024: 40