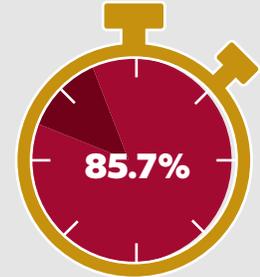
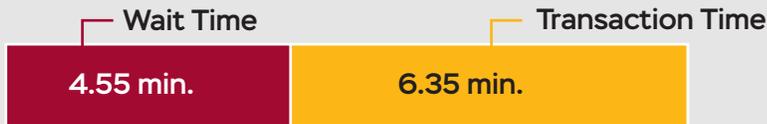


## Customer Experience

**52,870**   
SAME DAY APPOINTMENTS

 **136,143**  
CUSTOMERS



of customers seen in  
10 mins or less

### Appointment Lead Time



Month	Wait Time < 10 min.
September	87.0%
August	84.9%
July	84.6%

## Alternative Service Delivery

### Renewals



### MyMVA

**1,408,980**

myMVA active accounts 

 **262,430**  
saved trips to the counter at MVA

## Customer Outreach

 **171,377**  
Calls Handled

 **8,727**  
Emails Answered

 **39,863**  
Chatbot Inquiries

 **100,000**  
Social Media Impressions

## Maryland Highway Safety

### Monthly Fatalities:

Oct 2022: 58

Oct 2023: 44