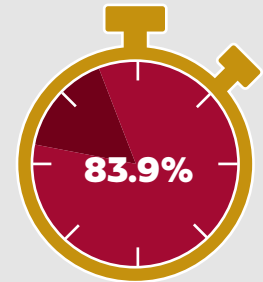
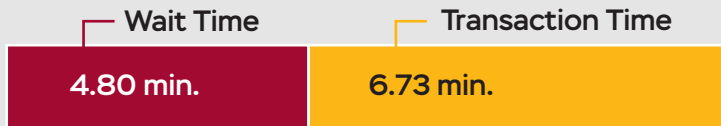


Customer Experience

47,937 
SAME DAY APPOINTMENTS

 **151,729**
CUSTOMERS



of customers seen in
10 mins or less

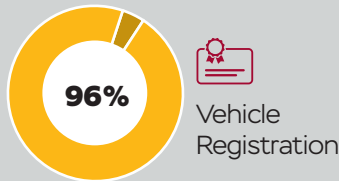
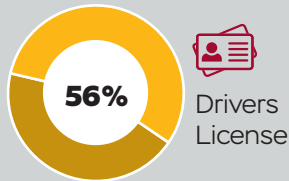
Appointment Lead Time



Month	Wait Time < 10 min.
Sept	82.3%
Aug	80.7%
July	75.5%


Alternative Service Delivery

Renewals



MyMVA

1,996,298
myMVA active accounts 

 **277,119**
saved trips to the counter at MVA

Customer Outreach

 **132,019**
Calls Handled

 **9,486**
Emails Answered

 **39,367**
Chatbot Inquiries

 **83,781**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

Oct 2023: 54

Oct 2024: 43