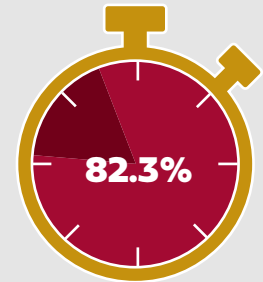


Customer Experience

39,184 
SAME DAY APPOINTMENTS

 **141,276**
CUSTOMERS



of customers seen in
10 mins or less

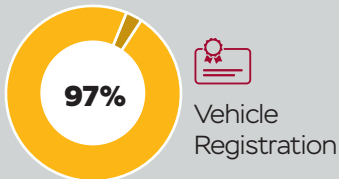
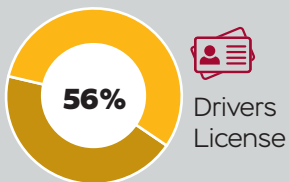
Appointment Lead Time



Month	Wait Time < 10 min.
Aug	80.7%
July	75.5%
June	76.2%


Alternative Service Delivery

Renewals



MyMVA

1,955,498

myMVA active accounts 

 **307,451**
saved trips to the counter at MVA

Customer Outreach

 **119,967**
Calls Handled

 **8,086**
Emails Answered

 **41,821**
Chatbot Inquiries

 **62,648**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

Sep 2023: 62

Sep 2024: 46