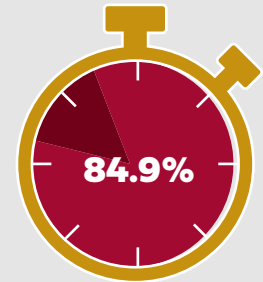


## Customer Experience

**55,720**   
SAME DAY APPOINTMENTS

 **156,393**  
CUSTOMERS



of customers seen in  
10 mins or less

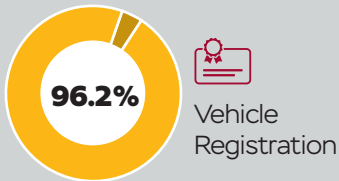
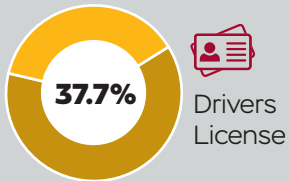
### Appointment Lead Time



Month Ending	Wait Time < 10 min.
July	84.6%
June	82.8%
May	87.1%

## Alternative Service Delivery

### Renewals



### MyMVA

**1,322,282**  
myMVA active accounts 

 **309,427**  
saved trips to the counter at MVA

## Customer Outreach

 **190,865**  
Calls Handled

 **9,727**  
Emails Answered

 **44,890**  
Chatbot Inquiries

 **133,000**  
Social Media Impressions

## Maryland Highway Safety

### Monthly Fatalities:

Aug 2022: 58

Aug 2023: 52