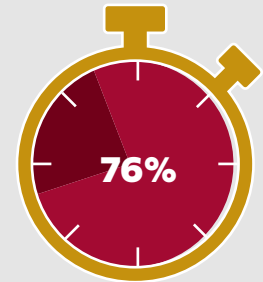


Customer Experience

31,198 
SAME DAY APPOINTMENTS

 **164,248**
CUSTOMERS



of customers seen in
10 mins or less

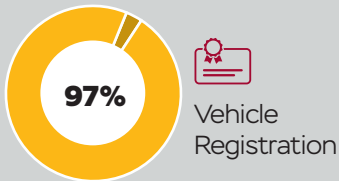
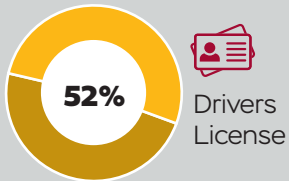
Appointment Lead Time



Month	Wait Time < 10 min.
February	79.8%
January	81.3%
December	82.9%


Alternative Service Delivery

Renewals



MyMVA

1,665,009

myMVA active accounts 

 **333,505**
saved trips to the counter at MVA

Customer Outreach

 **162,803**
Calls Handled

 **12,522**
Emails Answered

 **50,581**
Chatbot Inquiries

 **113,869**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

Mar 2023: 60

Mar 2024: 41