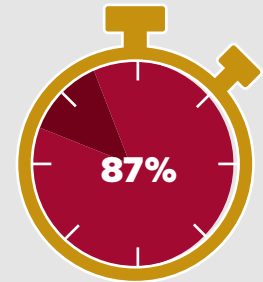
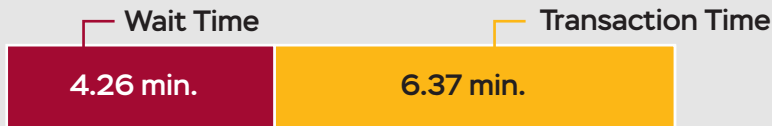


Customer Experience

48,640 
SAME DAY APPOINTMENTS

 **131,190**
CUSTOMERS



of customers seen in
10 mins or less

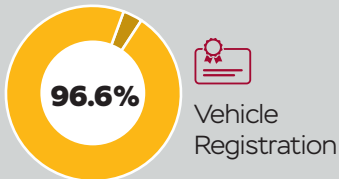
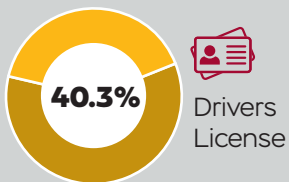
Appointment Lead Time



Month	Wait Time < 10 min.
August	84.9%
July	84.6%
June	82.8%

Alternative Service Delivery

Renewals



MyMVA

1,365,903
myMVA active accounts 

 **261,381**
saved trips to the counter at MVA

Customer Outreach

 **163,460**
Calls Handled

 **7,972**
Emails Answered

 **37,486**
Chatbot Inquiries

 **87,000**
Social Media Impressions

Maryland Highway Safety

Monthly Fatalities:

Sep 2022: 40

Sep 2023: 52