

Digital driver and vehicle services in the United States and Canada

Departments of motor vehicles, driver services departments and other similar agencies in the US and Canada want to improve their customer service by taking advantage of new digital and self-service capabilities.

A recent Thales survey offers valuable insight into citizens' experiences with driver/vehicle service departments and expectations for the future. It also explores their likelihood of adopting other services (self-service kiosk, mobile driver license, digital ID, online portal).

Thales survey (H1 2025)

3,165 respondents

- 2,501 **(US)**
- 664
- ■■ (US) ■*****■ (Canada)

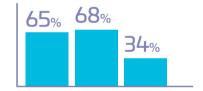
For more information about the Thales survey, contact us at ibsnoram@thalesgroup.com.

What do US and Canadian citizens expect from digital driver and vehicle services?

66%

Self-service kiosk

- 66 % would or have already used a self-service kiosk to access mobile driver license or digital ID services.
- **i. Benefits**: time savings, convenience and availability
- ii. Concerns: unclear instructions and data security concerns



Mobile driver license/Digital ID

- 68 % prefer to obtain a mobile driver license or digital ID through official government channels.
- 65 % would or have already used a mobile driver license or digital ID.
- 34 % would pay an extra fee to get a mobile driver license or digital ID.

80%

Online portal

- 80 % would or have already accessed services through an online portal.
- Differences seen with Gen Z (18-24):
- i. Canada: 82% are likely to use an online portal
- ii. **US**: 70% are likely to use an online portal

Why? Reported concerns around security and lack of trust in government

How do US and Canadian citizens feel about driver and vehicle services?



Largely satisfied with driver/vehicle department services (3.8 out of 5 stars). Higher levels for older age groups, with 65+ ages at 80% satisfaction.



Concerned about data security and privacy of newer technologies.



Currently access services mostly in person (75%), but very interested in more self-service options.



Interested in convenience and time savings when accessing more services.