

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).

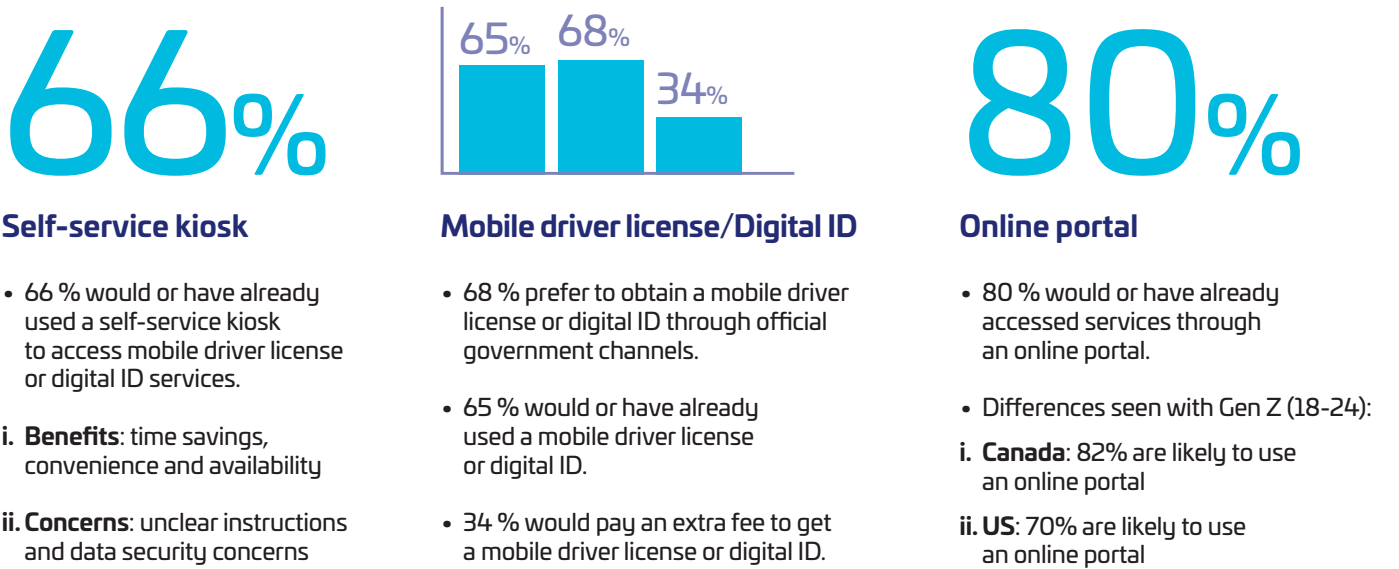
Thales survey (H1 2025)

3,165 respondents

- 2,501  (US)
- 664  (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?



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

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

