

DMV / DOT

Expert Exchange

Q1 Executive summary
April 1, 2026

kyndryl.



Overview

A recent executive roundtable brought together 11 DMV and DoT leaders and was hosted by Brian Shell, Kyndryl's DMV Solutions Leader and VP. The roundtable focused on identifying practical AI and automation applications, navigating internal bureaucratic hurdles, and establishing frameworks for cross-jurisdiction collaboration. Participants shared specific use cases and strategic approaches to modernizing services.

Host

Brian Shell
Kyndryl, Vice President

Key topics

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Practical Applications of AI/Automation for Operational Efficiency

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| <ul style="list-style-type: none">- Transportation leaders are successfully deploying AI automation to process documents, evaluate personalized license plates, and administer practical driving exams, significantly reducing administrative backlogs.- Agencies save dozens of hours weekly by using AI automation to extract data from out-of-state paper documents. Routing only the low-confidence data points to human reviewers maintains high accuracy while simultaneously expediting transaction times.- Participants strongly agreed on deploying AI solutions to vet personalized license plates against | <p>restricted lists and multiple languages. Conversely, one executive cautioned the group about the legal risks of plate vetting. They noted that severe litigation over rejected plates forced their agency to permanently suspend personalized plate issuance.</p> <ul style="list-style-type: none">- Many jurisdictions are interested in transitioning road testing to an AI mobile application called QTPIE, otherwise known as Sapios, that evaluates driver maneuvers without a human examiner present. Highly effective at minimizing fraud within third-party testing networks, this software approach is also being adapted into a comprehensive driver training tool. | <ul style="list-style-type: none">- Officials expressed divergent views regarding the implementation of custom customer service programs/ chatbots on public websites. One leader argued that customized web assistants keep customers away from inaccurate external search engines. Another countered that citizens habitually rely on commercial search engines first, which renders custom website assistants less effective than correcting external search listings. |
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"Finding specific, meaningful processes to apply new technologies yields better results than attempting a comprehensive system overhaul."

— DMV / DOT Expert Exchange Member

Securing Leadership Approval and Managing Workforce Perceptions

- Successfully launching new technologies requires agencies to proactively address workforce anxieties while simultaneously developing risk-mitigation strategies to satisfy hesitant enterprise leadership.
- Enterprise leadership occasionally prohibits the exploration of advanced automation, only to later reverse course and demand rapid implementation. Proactive technology leaders combat this whiplash by drafting technology roadmaps and responsible use policies in advance. Having these documents ready ensures immediate deployment when leadership priorities shift.
- Overcoming bureaucratic hesitation often requires starting with highly conservative implementation strategies. Maintaining a human reviewer for every automated decision gave policymakers the peace of mind needed to approve projects. This cautious approach ultimately increased the overall speed of decision-making.
- Employee fear of job displacement remains a significant barrier to AI adoption. Leaders stressed the importance of clearly communicating that automation handles repetitive tasks. Staff members can then focus on complex reviews and potentially transition into higher-paying, specialized roles.
- Some jurisdictions are utilizing isolated, contained server environments to address concerns regarding the handling of sensitive citizen data. This architecture ensures that personal information is processed securely. These jurisdictions keep data hidden from external commercial processors, which alleviates both security risks and public perception concerns.

“We must consistently remind our teams that these tools are designed to enhance their jobs, not eliminate their positions.”

– DMV / DOT Expert Exchange Member

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Establishing Frameworks for Cross-Jurisdictional Collaboration

- Executives emphasized that sharing AI software frameworks, sensitive word lists, and data standards across state lines is critical to maximizing the value of new technologies and preventing systemic fraud.
- Multiple executives freely offered their agency’s proprietary software code and development frameworks to other participating states. This collaborative approach allows departments to bypass initial development hurdles. Agencies can quickly build upon the successful pilot projects pioneered by their peers.
- Participants suggested pooling data resources to establish a baseline scoring system for sensitive operational decisions. For example, states can share lists of rejected personalized license plates. Exchanging this intelligence across boundaries helps algorithms recognize problematic patterns that might otherwise evade a single jurisdiction.

“If the automated systems evaluating information in one state can communicate with those in another, we can identify broad fraud patterns we cannot currently see..”

– DMV / DOT Expert Exchange Member

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Modernizing Customer Service and Service Delivery

- Departments are fundamentally redesigning how citizens interact with public services by deploying advanced AI scheduling systems, remote proctoring, and intelligent voice response networks.
- One agency rapidly deployed an automated appointment scheduling system to safely control the volume of in-person visitors following unexpected facility closures. This crisis-driven innovation proved incredibly effective. Consequently, the department plans to expand the scheduling system across all branch locations permanently.

- Jurisdictions are leveraging advanced facial recognition and remote proctoring to allow citizens to complete knowledge tests from home. These systems continuously monitor user behavior to ensure testing integrity. Citizens enjoy greater public convenience while the department reduces overwhelming foot traffic in physical offices.
- Departments have implemented sophisticated two-step virtual assistant models to handle telephone inquiries effectively. The system first utilizes advanced language interpretation to understand the

citizen's exact intent. The application seamlessly transitions the call to a secure data collection flow once personal information is required.

"Optimizing scheduling and virtual assistance AI tools directs customers properly and manages facility volume efficiently.."

- DMV / DOT Expert Exchange Member



The DMV / DOT Expert Exchange is hosted by Kyndryl. Please contact Brian Shell with any questions about Kyndryl or this Exchange.

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