



## FOR IMMEDIATE RELEASE

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# BMV Shatters Kiosk Transaction Goal

**More Hoosiers are choosing to skip the traditional branch visit and complete their business at a kiosk.**

**Indianapolis, Ind.** - December 23, 2025 -The Indiana Bureau of Motor Vehicles (BMV) is pleased to announce that the agency's goal of 1.45 million transactions at BMV Connect kiosks for 2025 has been broken by over a hundred thousand transactions, totaling over 1.55 million transactions. The data shows that more Hoosiers than ever are taking advantage of the BMV's convenient kiosk option, reflecting both customer demand for flexible service and the agency's commitment to meeting Hoosiers where they are.

"If a Hoosier wants to renew their registration or driver's license at midnight, we want them to have that option," said Courtney Holt, BMV Director of Branch Operations. "Meeting customers' needs has always been our philosophy and that will continue to guide us moving forward. Our number one priority is always customer experience."



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Across Indiana, the BMV has 74 kiosk locations available to customers with a total of 110 machines. Nine new kiosk locations were added in the state in 2025. Some of those locations included multiple machines for a total of 14 kiosks added.

Since 2017, the BMV has seen consistent growth in transactions completed at kiosks:

Year	Transactions Completed
2017	225,136
2018	453,584
2019	655,352
2020	598,595
2021	813,482
2022	1,103,177
2023	1,266,576
2024	1,535,289
2025	1,557,545

The last two years have held all-time high numbers of transactions. This shows that Hoosiers are consistently embracing the use of the BMV's convenient kiosk option as an easier, on-their-schedule alternative to traditional branch visits.

The BMV plans to expand kiosk availability in 2026 and is currently identifying future kiosk locations for added customer convenience. Additionally, plans are being made for customers to complete more types of transactions at kiosks. More announcements will be made as those transaction types are added to the kiosks.

BMV Connect kiosks are a convenient alternative for customers to complete many transactions without having to wait in line at a branch. Available transactions at kiosks include:

- New Registrations
- Registration renewals
- Driver's License and ID Renewals
- Duplicate Titles

To find a complete list of available kiosk transactions and more information visit:

<https://www.in.gov/bmv/online-services-and-bmv-connect/bmv-connect/>

For a complete list of branch locations and hours, to complete an online transaction, or to find a 24-hour BMV Connect kiosk near you, visit [IN.gov/BMV](https://www.in.gov/bmv/).

### About the Bureau of Motor Vehicles

The Bureau of Motor Vehicles (BMV) serves all Hoosiers by providing best-in-class driver and vehicle services in a timely and accurate manner while ensuring security and transparency. We are committed



to continuous improvement and excellence in all aspects of our operations. We strive to ensure that every driver is equipped with the resources and information they need to navigate the roads confidently and safely. The BMV wants to empower customers to interact with us when and how they choose, through streamlined services that maximize convenience and uphold our duty to use Hoosier taxpayer resources wisely.

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