



FOR IMMEDIATE RELEASE

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BMV Announces Branch of the Year Winners

Indianapolis, Ind. - March 2, 2026 -The Indiana Bureau of Motor Vehicles (BMV) is proud to announce the Branch of the Year winners for the 2025 calendar year. These branches showed an unwavering dedication to excellence and a commitment to delivering outstanding customer service to their Hoosier customers.

Divided into five divisions by size based on the number of transactions completed each Branch of the Year winner stood out amongst the 116 branches across Indiana based on customer experience time, customer satisfaction rating and other factors.

All of these branches also showed a commitment to teamwork and collaboration by frequently providing help to neighboring branches.

The five Branch of the Year winners are:

<u>Branch</u>	<u>Size</u>	<u>Customer Experience Time (in minutes and seconds)</u>	<u>Customer Satisfaction Rating</u>
Indianapolis West	Super	26:16	99.16%
Brownsburg	Extra Large	16:28	99.25%
Auburn	Large	11:32	99.36%
DeMotte-Rensselaer	Medium	13:14	99.41%
Rochester	Small	09:33	99.37%

"Branches like these help the BMV fulfill their duty to serve all Hoosiers in a timely and accurate manner while ensuring security and transparency," Commissioner Kevin Garvey said. "But their service goes beyond normal BMV business, these branches consistently look for meaningful ways to

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support their communities. They show public service goes beyond the transactions finding ways to uplift the people and places they serve."



Indianapolis West



Brownsburg





Auburn



DeMotte/Rensselaer



Rochester

Across the state, Hoosiers on average only needed 15 minutes and 30 seconds at branches in 2025 to complete their business with the BMV for the over 6.3 million transactions.

“We understand that a customer’s time is valuable and the last thing they want to do is spend more time than necessary at the BMV,” said Commissioner Kevin Garvey. “These five branches, as well as the other 111 we have across the State, are committed to keeping experience times as short as possible so Hoosiers can complete their business with us and enjoy the rest of their day.”

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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