

Della — Delaware DMV's Generative-AI Chatbot for Vehicle-Services Support

AI in the Public Sector · Good practice · United States of America

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Delaware's DMV launched Della, a Google Cloud-built AI chatbot on dmv.de.gov answering licence and registration questions on a portal with 600,000+ monthly visits — an early U.S. state DMV deployment, with no resolution or satisfaction data published yet.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-14

[Delaware Division of Motor Vehicles \(DMV\)](#) — accessed 2026-08-14

[Delaware.gov: DMV Introduces New Chatbot, Della](#) — accessed 2026-08-14

[Coastal Point: DMV introduces new chatbot, Della](#) — accessed 2026-08-14

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