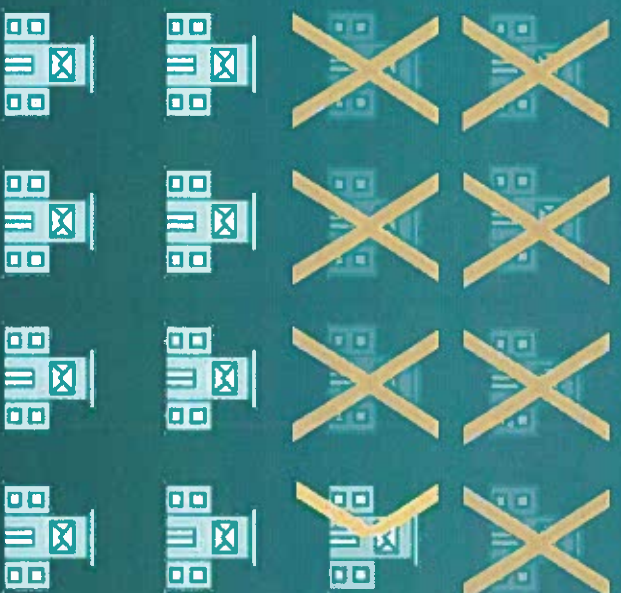
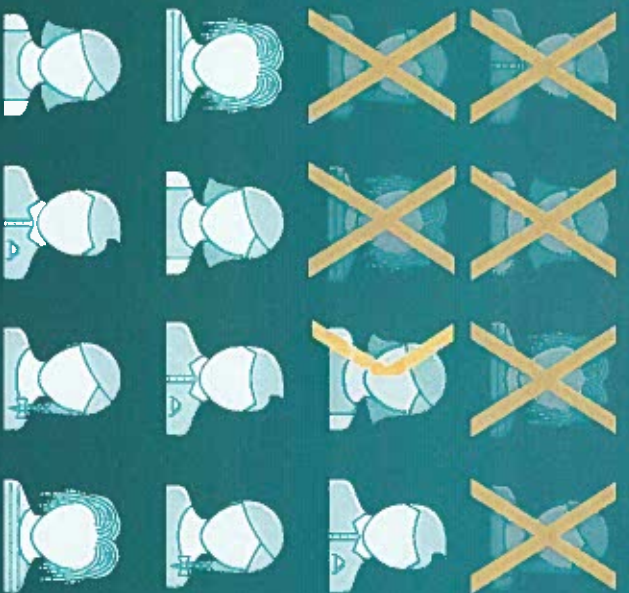




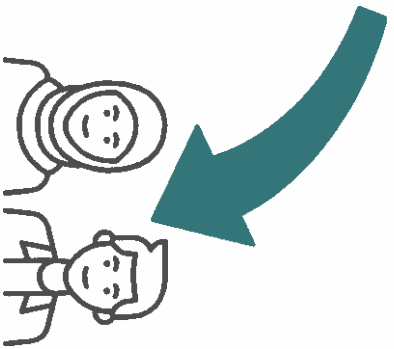
**Secretary of State
Jocelyn Benson
Service Driven**

May 27, 2021

Severely reduced staff & office capacity



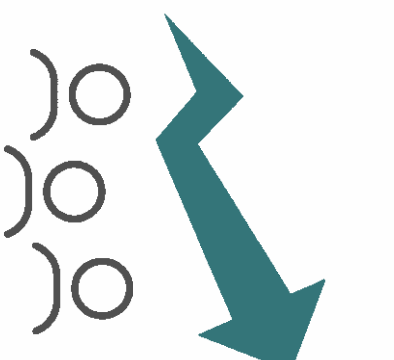
Decreasing Offices & Staff *Increasing Population & Vehicles*



-40%
Staff Reduction



-46%
Office Reduction



+10%
Population



+25%
Vehicles



Packed offices



Understaffed



Eric Lott @ericlott_ · 4m

The Davison branch of the @MichSOS is a complete mess. People waiting for close to two hours. Standing room only. Understaffed. Frustrating.

3:14 PM - 30 Jul 2015 · Details



Lansing main office on Michigan Ave is a joke. Severely understaffed with four persons working and one of their computers will not work. Consistently over 2 hour wait times. You have a management problem

1:10 PM - 16 May 2018

Multi-Hour Wait Times



Tom Zoltowski

4:18 PM - 1 Jan 2018

My wife just spend **five hours** in the Canton Branch on Lilley Rd. This wait is totally unacceptable. She was also treated rudely by the staff. This is a insult to a Michigan tax payers. Didn't you plan for a busy day today?



Theresa Hughes-Hayes is at  Michigan Secretary of State's Office

July 6 at 4:03 PM - Howell, MI - 

They must think we are all going to continue to put up with this service. **5 employees** **7 hr wait** at 4pm
We have been here since 11am

4:03 PM - 6 Jul 2018

MI Time: False Promises Broken System



Lori Zoellner
@lori_zoellner

What is the point of your online 'reserve your place in line' system? I reserved a spot at 10:06 am, notified of 1 hour and 40 minute wait time. Arrived after 1 hour and 30 minutes only to wait in the office an additional 1 hour and 20 minutes. @MichSOS

12:53 PM - 22 Jun 2018

"Tell me how it can go from 117 minutes to 19 minutes in 29 minutes. Then I have to wait 45 minutes after I get there for your four employees and printers that don't work and an IT department that doesn't pick up."

16 May 2018

Today 11:26am

Status update from All Services:
Your est. wait is 117 min. If you need more time reply with "M".
(more time request max = 2

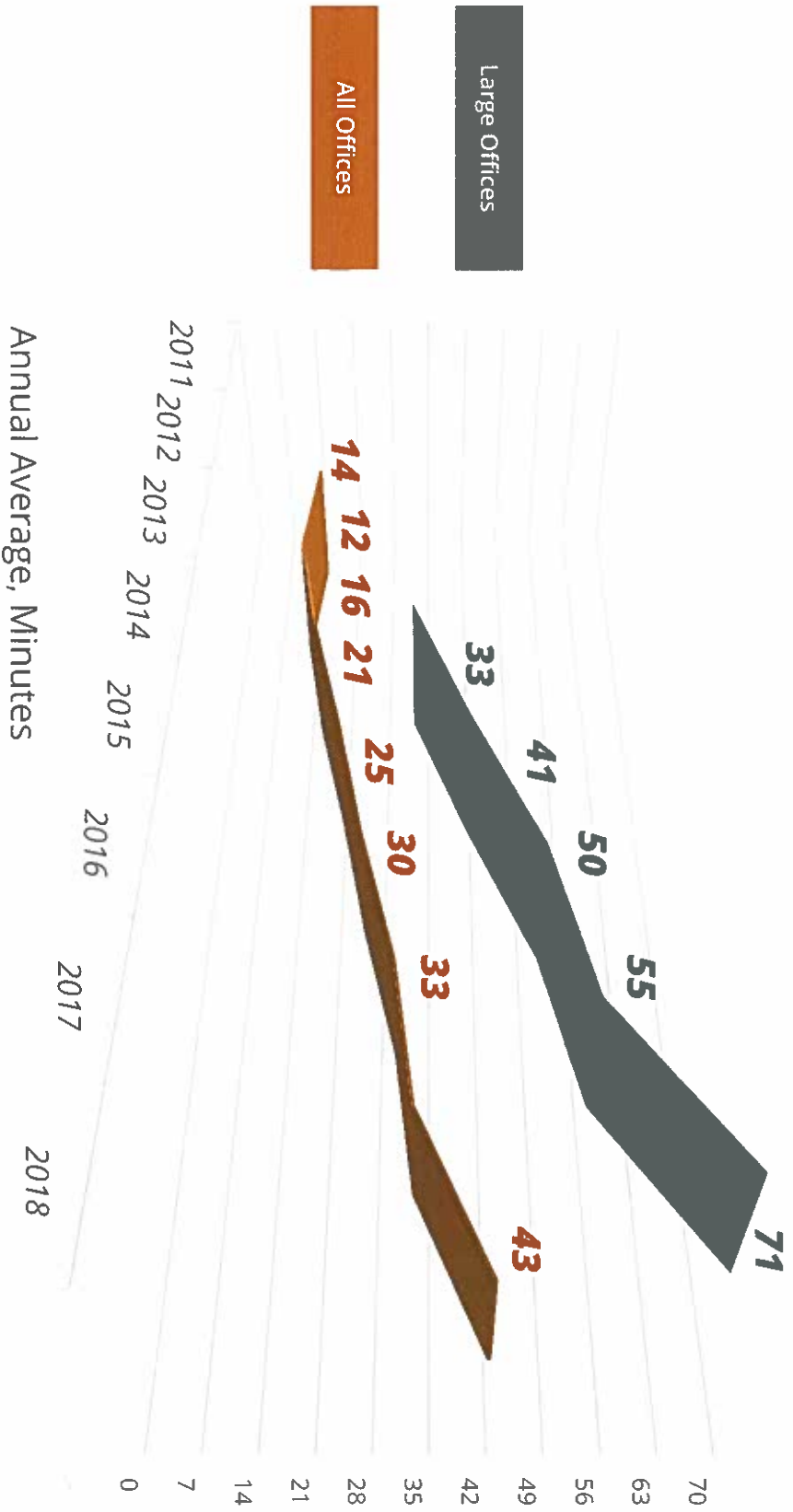
→ Today 11:55am

Status update: Not ready yet but your est. wait is now 19 min Please head back to MI SOS at Capital Area Super Ctr. Need more time? Reply with "M".

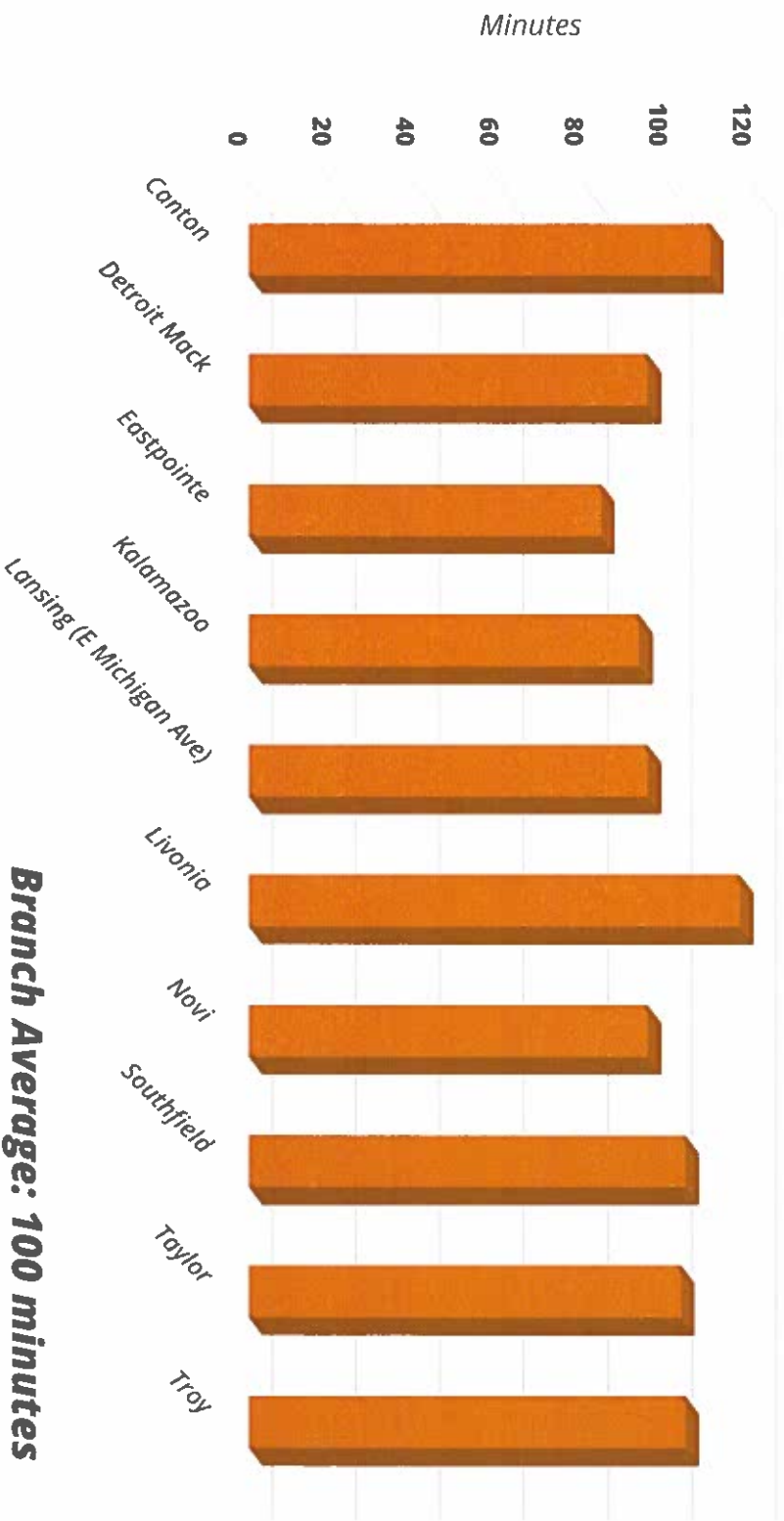
Today 12:40pm

You have reached the front of the line! Please proceed to Window 8. Thanks for waiting!

Office Wait Times



2018 Average Wait Times at 10 Busiest Branches

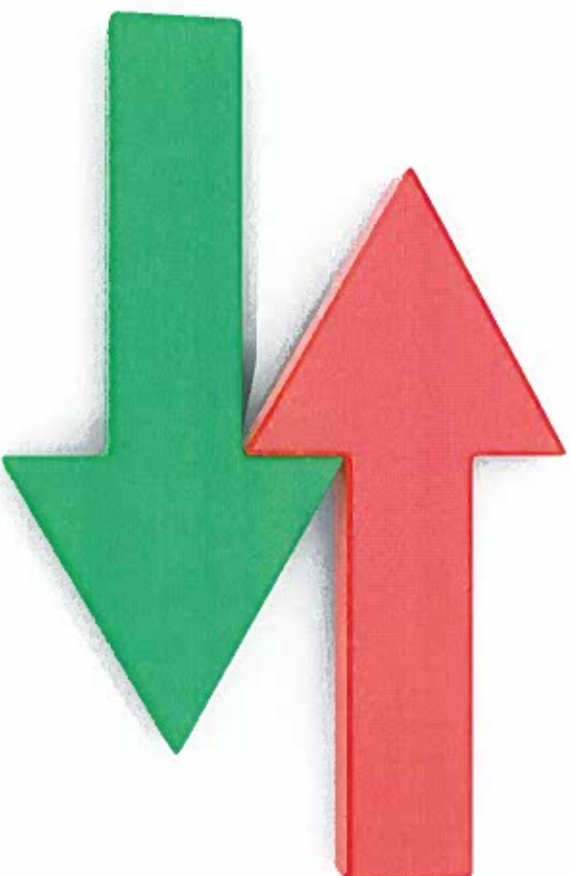


Branch Average: 100 minutes

Backward or Forward

BACKWARD

- *Expensive*
- *Archaic*
- *Inconvenient*



FORWARD

- *Modern*
- *Efficient*
- *Convenient*

Service Upgrades



Online

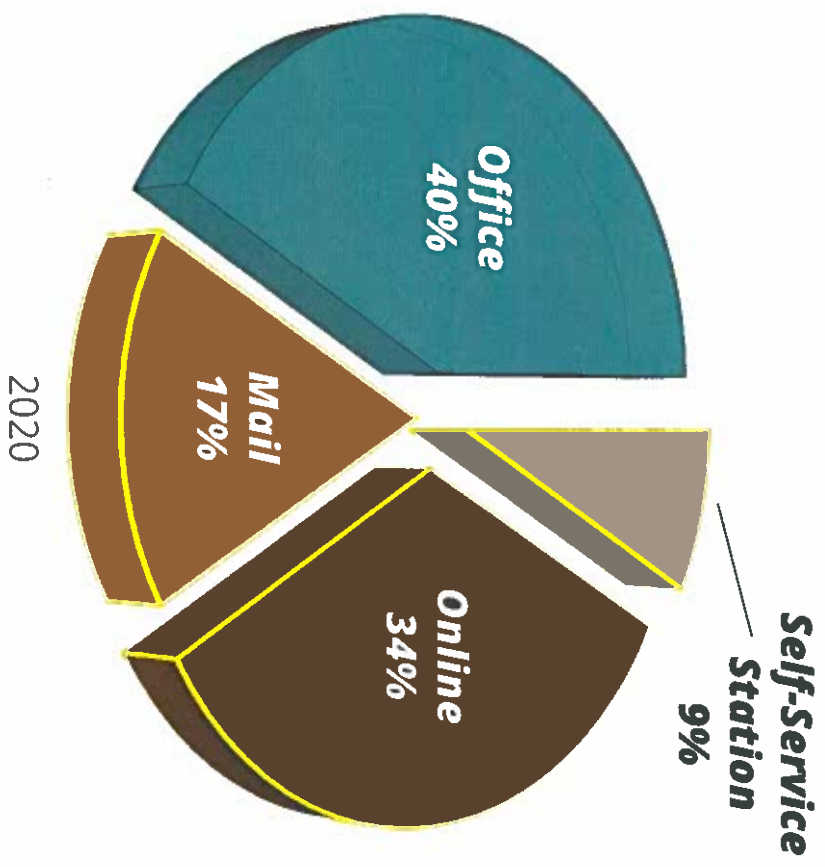
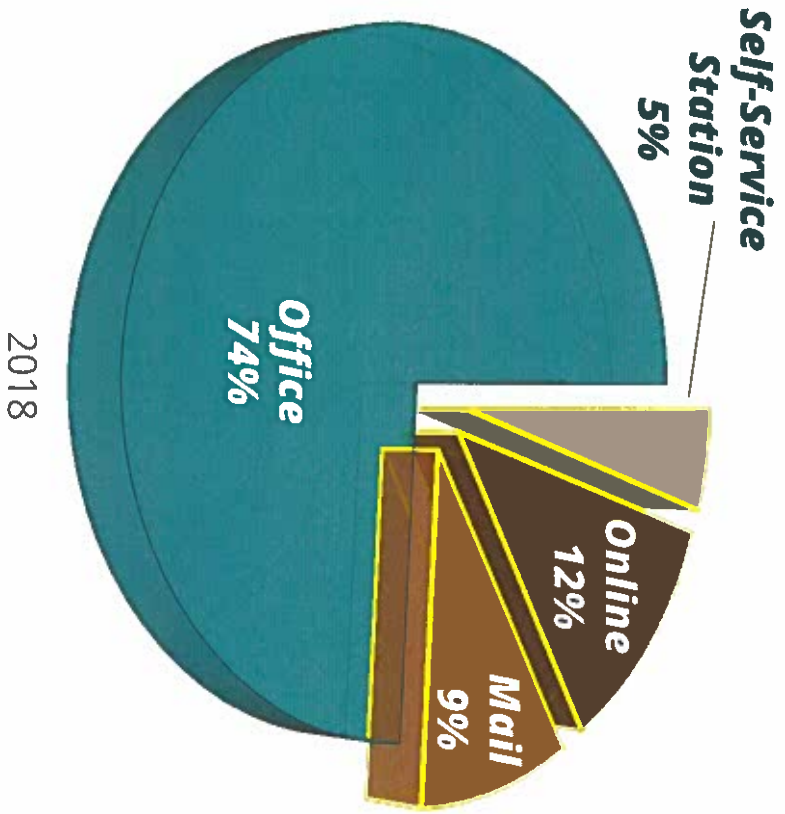


Self-Service Station



By Mail

Increased Convenience



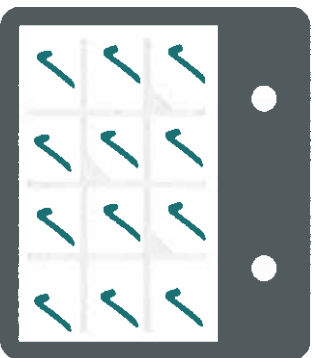
Appointments



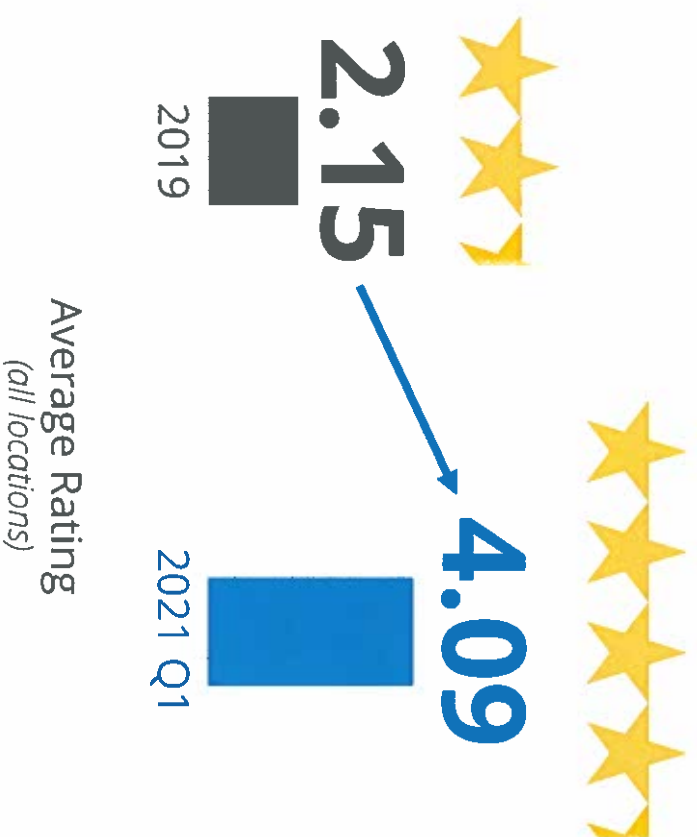
In and Out in 20 Minutes

Next Day Appointments

(half of all appointments everyday)



Increased Satisfaction



Grand Rapids Reviews



Joel Stephens

★★★★★ 3 weeks ago

Friendly and fast using the new appointment system!



Kurt Kirchner

★★★★★ 4 weeks ago

greatest experience ever



Justina Sarkozi

★★★★★ 14 weeks ago

Fastest I've ever been through SoS.

Lansing Reviews



Carolyn Beard

★★★★★ 9 weeks ago

Got appt. Got in got out. Perfect.



Chad Aldrich

★★★★★ 9 weeks ago

I was in-and-out quick, They should have always done appointments is a lot less chaotic.



matt clara

★★★★★ 9 weeks ago

I love the pandemic "you have to make an appointment" style. I got my daughter's learner's permit with photo, in and out in 16 minutes.

Greenville & Alma Reviews



DONALD Proctor

★★★★★ 17 weeks ago

The appointment was at 11:30 a.m, I checked in at 11:15 waited in my vehicle for them to let me know they were ready for me, they brought me in at 11:35 and I was done and gone by 12p.m. It was a very smooth experience.



Mark Rosenberger

★★★★★ 26 weeks ago

Outstanding customer service! I was able to get in and out in "record" time!



Tonya Lake

★★★★★ 4 days ago

It is so much easier and quicker with an appointment. In and out, no waiting.

Wyoming & Grand Rapids Reviews



David Bush

★★★★★ 27 weeks ago

This is the way it should always be! Appointments prior and spaced with enough time to not be there all day.



Peter Vis

★★★★★ 16 weeks ago

Small back up in the scheduled time they gave me but I was in the office much shorter period of time than ever before. GREAT !!



Pattie Jo

★★★★★ 10 weeks ago

In and out less than 10 minutes. Same day appointment.



Matt Wolfram

★★★★★ 31 weeks ago

Easiest SOS visit I've ever had. Make an appt, be there on time or early, out in abt 15 minutes.

Cadillac, Reed City, & Big Rapids Reviews



Tony Williams

★★★★★ 16 weeks ago

Quick professional in and out in 12 minutes to title transfers in a plate renewal awesome job



Ada Hurst

★★★★★ 5 weeks ago

Appointment only took 10 minutes.



Jack Freiley

★★★★★ 2 weeks ago

easy in and out by appointment



Jesse Cushman

★★★★★ 11 weeks ago

I was in before my appointment time and out very quickly. The staff was friendly and knowledgeable I would recommend this office.



Sam Cruzan

★★★★★ 25 weeks ago

Great experience, best I've had at SOS office. Very friendly, personable, pleasant, helpful, kind, just walked out happy!

Detroit & Redford Reviews



Delric Miller

★★★★★ 16 weeks ago

Had a 9:30 a.m appointment for Feb. 2, but this was unlike any day at the S.O..S. I have ever experienced. In & out 10 minutes. !kr. Wow!!!



Derrick Anderson

★★★★★ 2 weeks ago

Appointment was made, I arrived at the scheduled time, had several items to take care of, and was outta there in 9mins.... Extremely efficient!! 🙌👍



Jeff Johnson

★★★★★ 8 weeks ago

Everything went like clockwork. Came prepared and was done in ten minutes



Kenneth Hodges

★★★★★ 16 weeks ago

Very good experience. Professional and time efficient. Had a 11a appt., was done rather quick!

Clarkston & Pontiac Reviews



Casey Collins

★★★★★ 4 days ago

Awesome service very fast line almost no wait on 5/14/21 , very very friendly workers I did have to schedule an appointment but it was easy and stress free



Amber Harris

★★★★★ 6 days ago

Love the appointment only option. So organized, easy to get in and out. The employees are friendly and helpful. I think having these appts has helped them relax and I appreciate their friendly demeanor.



Hasan Khalid

★★★★★ 7 weeks ago

In and out during my lunch break



demont freeman

★★★★★ 16 weeks ago

Fantastic I was in and out in 15 minutes

Ludington & Manistee Reviews



Russell Payne

★★★★★ 23 weeks ago

Was in and out fast. I made an appointment yesterday and was early and went right in.



Douglas Black

★★★★★ 24 weeks ago

Very fast. I like the appointment style better than the old way



Roobedoo H

★★★★★ 33 weeks ago

In and out (with new driver's license/residency and registration transferred from out of state) in about 20 minutes. The woman who assisted me was friendly, helpful and patient.

Honor & Suttons Bay Reviews



Bruce Clark

★★★★★ 19 weeks ago

They were very friendly the place seemed clean and safe I like the idea of the appointments you can plan them in to the day thank you for the good job



Tamara Stokes

★★★★★ 16 weeks ago

Staff was very pleasant. Much smoother process than the past set up, before appointment setting.



Angelica Lopez-Hoag

★★★★★ 5 days ago

I waited in my car until called in for my appointment. I had several transactions so I anticipated a long appointment. Margaret was amazing, kind and efficient. It was truly the best experience I have had at the Secretary of State!!!



Andrew Grossman

★★★★★ 11 weeks ago

Amazingly quick with an appointment

Romeo & Shelby Township Reviews



Alexandra Herrera

★★★★★ 15 weeks ago

Due to Covid, appointments are required. Great communication prior to 2-3 days before your appt via text and email. Arrived on time, everything was very organized and the clerks were very kind. A+ . Romeo Mich Sec of State on Vandyke.



Gary Hunter

★★★★★ 22 weeks ago

Once you're able to make an appointment online, (as it's required in 2020)...which the hardest part. In and out in less than 15 minutes. Happy staff and no crowds waiting 2-3 hours...hopefully that old routine is a thing of the past. This was fantastic experience!

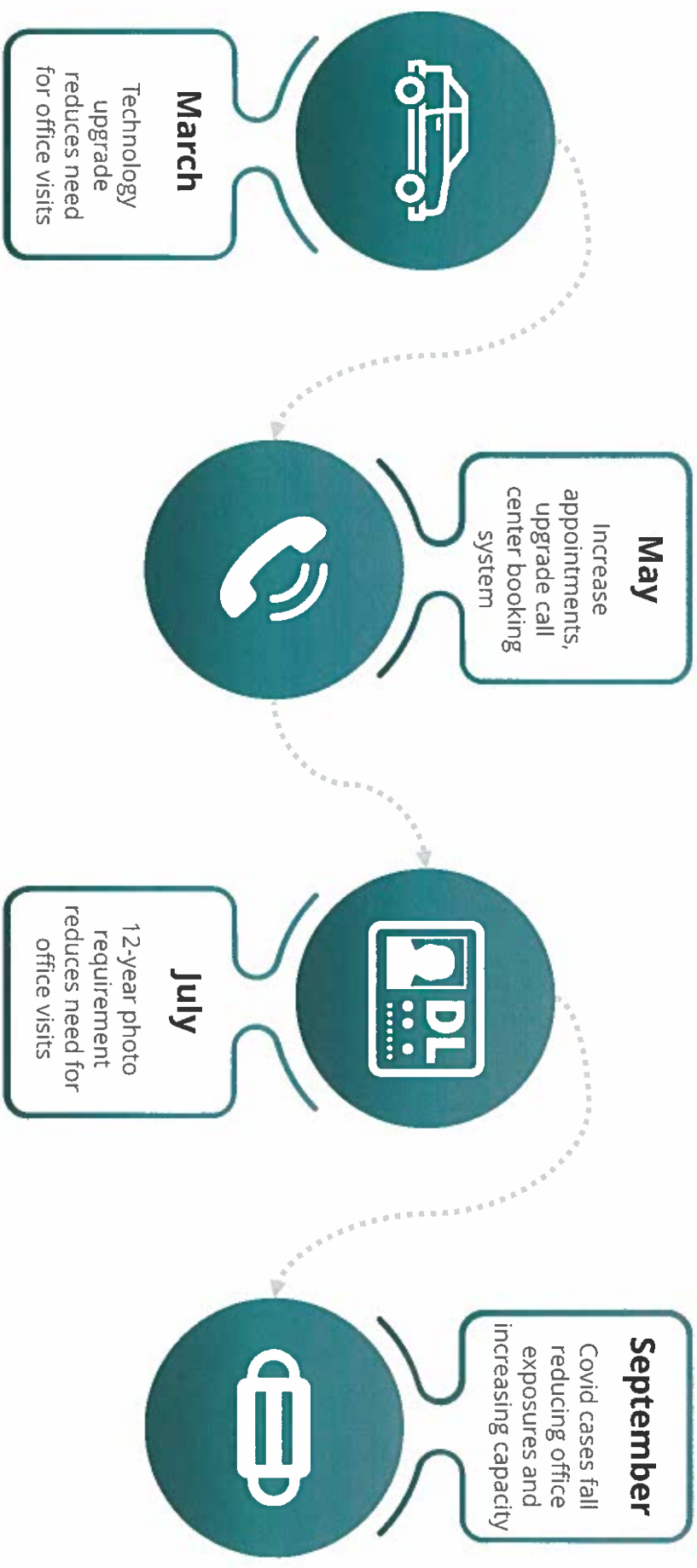


valedia lindsey

★★★★★ 21 weeks ago

Love it!! Super fast professional, ORGANIZED customer service!! 10-minutes tops! More importantly, I felt safe. There was a sanitation station and people were more than spaced apart. Thank you so much staff for making this an enjoyable experience.

In Progress



Future Proposals



- Invest in infrastructure to expand capacity



- Allow test taking online



- Allow photo submission online or by mail

Branch of Tomorrow



- Drivers' Centers



- Pop-up offices



- Public-private partnerships



Thank You