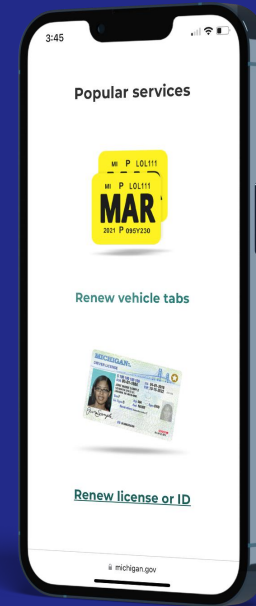




Secretary of State Jocelyn Benson

Customer Service Operations
January 2023



THEN

Visitors regularly waited in ***hours-long lines*** before service was provided.

Take-a-ticket-and-wait and other line-management ***systems were inefficient and unhelpful.***



NOW

Office visits are 20 minutes or less on average with most people served immediately.

Scheduled visits and walk-up service available at all offices.



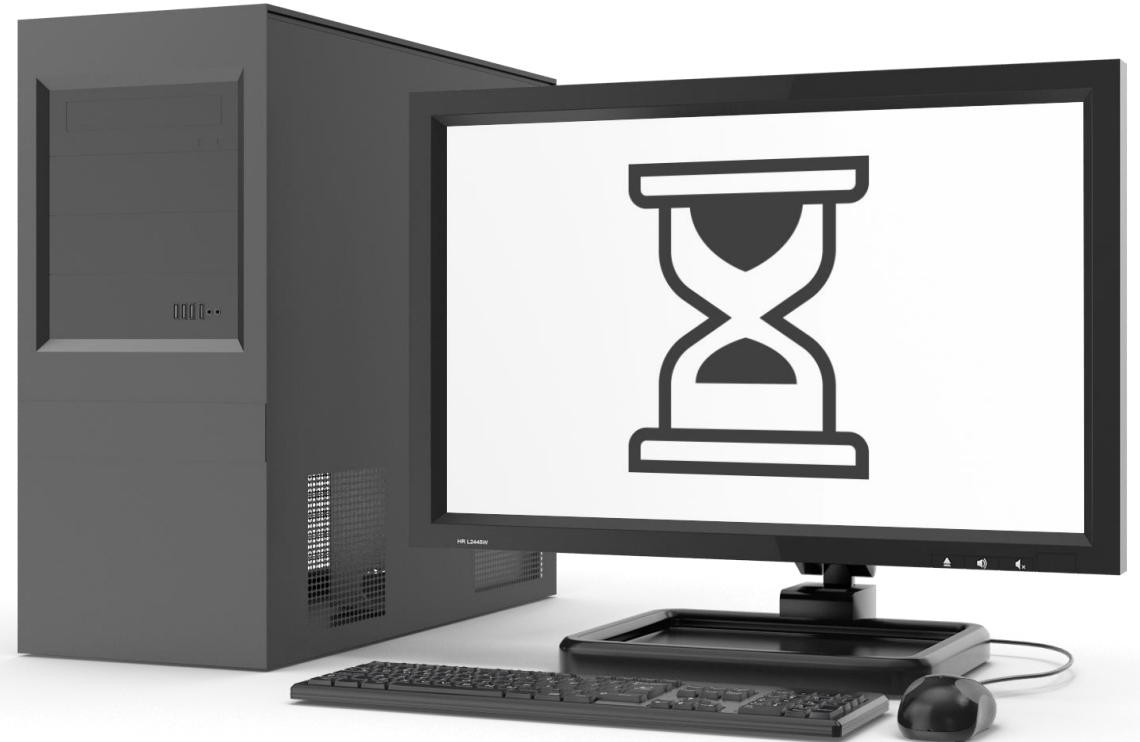
&



THEN

Few online services
provided, and on
decades-old technology.

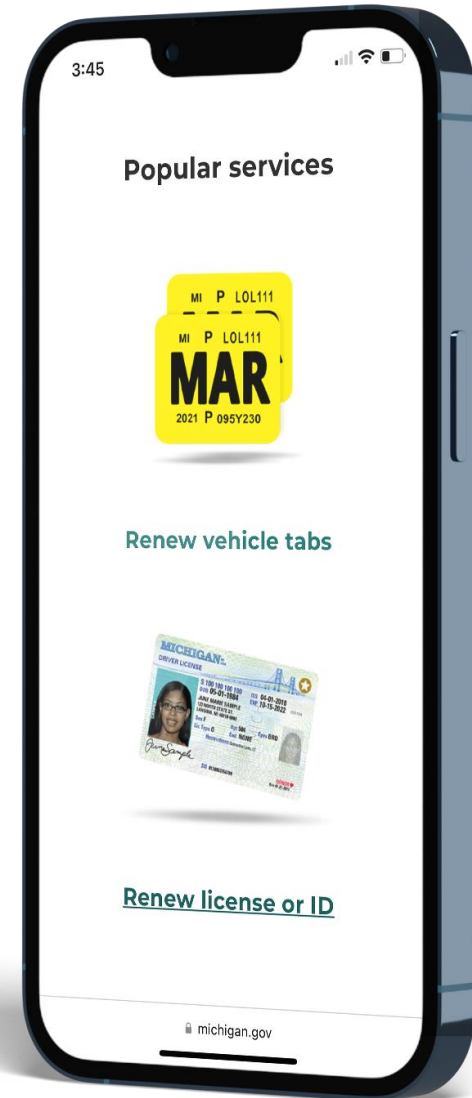
Only 28% of transactions
done without office visits.



NOW

Double the online services
on a modern, reliable system.

58% of transactions done
without office visits.



THEN

93 kiosks mostly inside branch offices, vast majority ***routinely broken***, and ***none accepted cash***.



NOW

More than **160 new self-service stations**, mostly located **at grocery stores** and **open evenings and weekends**. Average transaction time is just two minutes.

Many accept cash and **all have multiple language options**.



THEN

Decades of disinvestment in staffing led to ***vacancies statewide*** that forced existing staff to work long hours in ***packed offices with frustrated residents.***



NOW

Efficient hiring and improved working conditions leads to happier staff and ***better customer service.***



THEN



2.5-star average rating by visitors

NOW



4-star+ average rating by visitors

NEXT

Online title transfers

STATE OF MICHIGAN
CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION NUMBER YEAR MAKE MODEL BODY STYLE
TITLE NUMBER SALE DATE ODOMETER BRAND/LEGEND
WEIGHT/FEE CATEGORY ODOMETER BRAND
MICHIGAN NAME AND ADDRESS

VOID

SECRETARY OF STATE

VOID

Title Assignment by Seller

Buyer and Seller have signed the original to indicate change when necessary to transferred. Failure to complete in providing title information may result in dual titles. These parties acknowledge: ANY ALTERATION, ERASURE, FALSIFIED STATEMENT, FRAUD OR VOIDING THIS TITLE AND IS A CRIME.
I warrant that the contents of the vehicle described on Exhibits of this form have transferred to the following purchaser(s) and a form of all previous owner.
Printed Name of Purchaser(s): _____ Date of Sale: _____ Selling Price: _____
Purchaser's Street Address: _____ City: _____ State: _____ Zip: _____
I hereby certify that the vehicle existing on _____ and that to the best of my knowledge the vehicle existing on _____
 correct mileage not correct mileage. WARNING: CONSUMER DISCREPANCY reveals mechanical status of vehicles (vehicles) has not been stated.

Signature of Seller	Printed Name of Seller
_____	_____
_____	_____

I do hereby certify that the above information is true and correct to the best of my knowledge and belief.
Signature of Seller: _____ Printed Name of Seller: _____
Signature of Buyer: _____ Printed Name of Buyer: _____
NEW LICENSEHOLDER INFORMATION: The subsequent holder must be an applicant for title and processed to the Michigan Department of State.
Printed Name: _____ Address: _____

The State of Michigan, Michigan Department of State certifies that this certificate of title is issued in compliance with the laws of Michigan and constitutes proof from record of ownership. Further, in the event of title transfer, the described vehicle was subject to the security interest(s) listed above.

Michigan Address: _____

VOID

G55962131

NOTICE TO SELLERS
Sellers should keep a receipt or photocopy of the reassigned title for their records for 18 months or accompany the purchaser to a Secretary of State Office.

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

NEXT

***Additional
mobile offices***



NEXT

Road to Restoration clinics





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