

DEPARTMENT OF STATE



TERRI LYNN LAND, SECRETARY OF STATE

Treasury Building
P.O. Box 30045, Lansing, MI 48918-9900
Phone: (517) 373-2510, TDD: (517) 322-1477
Website: <http://www.sos.state.mi.us>



The **Department of State** is the oldest department of Michigan state government and is administered by the secretary of state. Elected to a 4-year term, the secretary of state is a member of the executive branch of government and has constitutional as well as statutory duties.

In the event of concurrent vacancies in the office of governor and lieutenant governor, including absence from the state, the secretary of state serves as governor. The secretary of state is a voting member of several state boards and commissions, including the State Administrative Board, Michigan State Safety Commission, Michigan Highway Reciprocity Board, and the Michigan Truck Safety Commission.

Customer service is the operative phrase of the secretary of state's office. The **mission** of the Department of State is to provide the most efficient and effective services to the people of Michigan through the licensing of drivers and the registration and titling of vehicles; the regulation of automobile dealers and repair facilities; the registration of voters and administration of elections; and the streamlined collection of revenue. The department's commitment to service is reflected in its creative application of new technologies, more effective use of staff and financial resources, and innovation in the design and delivery of our service systems.

The secretary of state maintains many of the most important records of state and local government, including state statutes and commercial financing statements; administers the notary public program; and operates the Office of the Great Seal which provides the highest level of document certification in the state.

The **Central Records Administration** is comprised of the Bureau of Driver and Vehicle Records and the Office of Customer Services. This Administration is responsible for the accurate and timely update of all driver and vehicle records and providing these data to customers as allowed by law. Internal customer service programs, including Renewal by Mail, the International Registration Plan, and Uniform Commercial Code are also managed by this Administration. The mission of the Central Records Administration is to furnish quality service to all customers, maintain a positive interaction with customers, provide timely and accurate service and records, and remain in compliance with all applicable laws, policies, and procedures.

The **Department Services Administration** provides departmentwide coordination of operations and policy. Included in this Administration are the Bureau of Administrative Services and the Bureau of Elections. This Administration facilitates the strategic vision, direction, and support for the Secretary of State's high priority programs to insure continued innovation, modernization, and effective resource utilization. The Administration directly oversees the administration of elections statewide through the Bureau of Elections, and leads the department's budget and administrative efforts through the Bureau of Administrative Services. The Administration's goal is to serve customers more effectively with the most efficient use of scarce public resources.

The **Field Services Administration** provides for customer services provided in branch offices across the state, and includes the Bureau of Branch Office Services and the Office of Quality Assurance. The Bureau of Branch Office Services operates a network of 177 offices, providing direct service to the public including driver licensing, vehicle registration and titling, and voter registration. The Office of Quality Assurance is responsible for developing the bureau's

procedural manuals, coordinating the field quality assurance program, analyzing and implementing legislative changes, development and coordination of training for operational issues, and providing support on other projects and activities.

The **Regulatory Services Administration** provides legal research and counsel to the Secretary of State on a variety of issues and provides the due process that is afforded Michigan residents under state law. This Administration works with the Attorney General's office on litigation and other court oversight within the department, and serves as the focal point of the department's driver safety programs. Through the Bureau of Driver Safety, the Administration manages the driver license intervention programs, the third-party testing program, and the driver training school program. The Bureau of Legal Services provides audit and enforcement oversight within the department. The Bureau of Automotive Regulation provides consumer protection to motor vehicle owners, by regulating vehicle dealers, repair facilities, and mechanics under the Motor Vehicle Code and Motor Vehicle Service Repair Act.

The **Resource Management Systems Administration** provides the staff, the technology, and the strategic and analytical resources to all areas of the agency to insure that legislatively mandated and customer service requirements are effectively addressed. Included in this Administration are the Applications Programming Division, Emerging Technologies Division, Office of Human Resources, Office of Planning and Integration, and Systems Planning and Implementation Division. In particular, this Administration develops and maintains the information technology and human resource systems that enable, support, enhance, and transform the business of the Department of State.

The **Office of the Ombudsman** within the Executive Office is responsible for assisting the Secretary of State with a variety of executive support activities in the development, implementation, and executive management of programs and policies as they relate to fulfilling the agency's customer service goals and commitments. The Ombudsman's office also serves as liaison between the citizens of Michigan and departmental executive and management level personnel.



MICHIGAN HIGHWAY RECIPROCITY BOARD

TERRI LYNN LAND, Secretary of State

GLORIA J. JEFF, Director, Department of Transportation

LAURA CHAPPELLE, Chairperson, Michigan Public Service Commission

The **Michigan Highway Reciprocity Board** was created by Act 124 of 1960 and placed under the jurisdiction of the Department of State by a type II transfer pursuant to the Executive Organization Act of 1965. This 3-member board consists of the secretary of state, the director of the Department of Transportation, and the chairperson of the Public Service Commission. The board makes reciprocal compacts, agreements, and arrangements with the proper authorities in other states concerning the operation and regulation of trucks, tractors, trailers, automobiles, buses, and other automotive equipment engaged in international, interstate, or intrastate commerce on public highways. The Department of State's Office of Customer Services, Central Records Administration, administers all board activities, including agreements entered into by the board.



BOARD OF STATE CANVASSERS

Term expires

KATHERINE DeGROW, Eaton Rapids (Republican)	Feb. 1, 2006
DOROTHY E. JONES, Detroit (Democrat)	Feb. 1, 2005
DOYLE O'CONNOR, Detroit (Democrat)	Feb. 1, 2006
ERIC J. PELTON, Birmingham (Republican)	Feb. 1, 2005

Created by Act 239 of 1955 and transferred to the Department of State by a type I transfer under the Executive Organization Act of 1965, the board certifies election results for state offices, and other offices, as they are referred to the board by law. The 4-member board is appointed by the governor, with the advice and consent of the senate, with two members nominated by each political party. Board members serve 4-year terms.