

# DEPARTMENT OF STATE



**TERRI LYNN LAND, SECRETARY OF STATE**

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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 the chief elections officer of Michigan and is a voting member of several state boards and commissions, including the State Administrative Board, the Governor's Traffic Safety Advisory Commission, and the Michigan Truck Safety Commission.

The **mission** of the Michigan Department of State is a commitment to delivering modern, efficient, cost-effective, and convenient service, achieved with innovation, technology, and the energy, vision, and experience of our valuable team members. The department serves the citizens of Michigan with programs designed to administer driver and vehicle systems, enhance traffic safety, protect consumers, ensure integrity of records maintained, and oversee the statewide elections process.

The department maintains many 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 department is home to 3 administrations. The **Customer Services Administration (CSA)** is comprised of the Bureau of Branch Office Services, the Driver and Vehicle Records Division, the Office of Customer Services, the Department of State Information Center, the Program Procedures Section, and the Program Support Section. The Bureau of Branch Office Services operates a network of branch offices providing driver's licensing, vehicle titling and registration, and voter registration services to the citizens of Michigan. The Driver and Vehicle Records Division manages driver and vehicle records maintenance activities. The Office of Customer Services oversees the Renewal-By-Mail, Internet Renewal, and Touchtone-Telephone programs, as well as the Uniform Commercial Code. The office serves International Registration Plan vehicle owners and Michigan residents who are out of state. The Department of State Information Center is the point of contact for many citizens seeking information about Secretary of State programs and services. The center also oversees driver and vehicle record sales and the distribution of the annual jury listing to Michigan counties.

The **Department Services Administration (DSA)** provides coordination and support to the agency in the areas of administration, finance, technology, project management, human resources, employee development, and occupancy management. It facilitates the strategic vision, direction, and support for the Secretary of State's high-priority programs to ensure continued innovation, modernization, and effective use of resources. The DSA includes the Office of Technology and Project Services, the Office of Human Resources, the Office of Occupancy Services, the Accounting Services Division, the Budget Services Division and the department's Business Application Modernization initiative.

The **Legal and Regulatory Services Administration (LRSA)** is comprised of the Bureau of Information Security, the Bureau of Regulatory Services, and the Legal Policy and Procedures Section. The LRSA provides research and counsel to the Secretary of State on statutes and rules administered

by the department. Additionally, this administration coordinates and manages the Michigan Motorcycle Safety Program and other traffic-safety initiatives for the department. The Bureau of Information Security includes the Internal Security and Regulatory Monitoring divisions. The bureau is responsible for protecting the department's records and other assets through security, audit, and investigations and monitors regulated entities by inspecting records and investigating complaints. The Bureau of Regulatory Services includes the Business Licensing and Regulation Division, the Driver Assessment and Appeal Division, and the Driver Programs Division. The bureau conducts driver's license reexaminations and hearings; licenses vehicle dealers, repair facilities, mechanics, driver training schools and driver training instructors; and manages the third-party driver testing program. The administration also includes the Office of the Great Seal, which commissions and oversees notaries public; certifies documents intended for use in foreign countries; and serves as the official repository of all state laws, administrative rules, boundary changes, and other public records.

Additionally, the **Bureau of Elections** is located in Lansing and operates under the direction of the Secretary of State. The State Elections Director serves as the Director of the Bureau of Elections and the Secretary to the Board of State Canvassers. The bureau carries out the Secretary of State's responsibility to supervise the administration of elections by conducting statewide instructional programs for county, city, township, and village election officials; certifying local election officials who have successfully completed accreditation courses; investigating the conduct of elections; providing instruction to local election officials to assist them in their administrative duties; overseeing the operation of Michigan's Qualified Voter File; and accepting and reviewing petition filings by candidates and statewide ballot proposal campaigns. The bureau also administers Michigan's Campaign Finance Act and Lobby Registration Act.

