

DEPARTMENT OF STATE



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The Department of State is the oldest department within Michigan state government and is administered by the secretary of state. Elected to a 4-year term with a maximum of two terms, the secretary of state is a member of the executive branch 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 motor vehicle administrator and chief election officer for the state's ten million residents and is a voting member of several state boards and commissions, including the State Administrative Board, Governor's Traffic Safety Advisory Commission, and Michigan Truck Safety Commission.

Michigan is one of two states where the secretary of state has authority over election processes as well as vehicle registrations and the licensing of drivers. Other duties include administration of driver education and traffic safety programs; document certification as Keeper of the Great Seal, which provides the highest level of document certification in the state; and management of the notary public program. The department also maintains the state's official repository of records, including state and local government records, state statutes and commercial financing statements. Additionally, the department administers the state's organ donor registry.

The Department of State's organizational structure includes the Bureau of Elections, Customer Services Administration, Legal Services Administration, and several offices administered by the department's chief of staff.

The **Bureau of Elections** is responsible for overseeing elections in Michigan and relevant programs, including campaign-finance and lobbyist disclosure. The bureau oversees the coordination of 83 county clerks, county canvassing boards, election commissions, and 1,500 city and township clerks. The elections director serves as secretary to the Board of State Canvassers, a constitutional body responsible for canvassing petitions to place statewide ballot questions before voters and for canvassing nominating petitions and election results for all statewide offices, certain congressional and legislative offices, and all judicial offices.

The **Customer Services Administration** (CSA) includes the Office of Continuous Improvement & Transformation, Traffic Safety Section, Office of Customer Service, Branch Operations Division, Office of Customer Records, Office of Business & Internal Services, Office of Program Support, and Office of Occupancy Services. CSA operates a network of 130 branch offices providing issuance of driver and ID credentials, vehicle title and registration, and voter registration and oversees 150 self-service stations across the state. The Office of Continuous Improvement & Transformation focuses on improving the customer experience and the employee experience through insights and data-driven decisions. The Traffic Safety Section manages and oversees traffic safety initiatives, including programs for teen and aging drivers. The Office of Business & Internal Services oversees uniform commercial code services, serves international registration plan vehicle owners, and processes credential renewals by mail. The Office of Occupancy Services oversees the department's facilities located in every county of the state.

The **Legal Services Administration** (LSA) provides legal and policy support to the secretary of state, and includes the Office of Legislative Policy, Office of Hearings and Administrative Oversight, and Office of Investigative Services. The LSA also supports the Michigan Independent Citizens Redistricting Commission; the Secretary of State serves as the non-voting secretary of the Commission. The Office of Legislative Policy works on legislation and policy related to the Department and serves as a liaison between state legislature and the agency. The Office of Hearings and Administrative Oversight employs

hearing officers who hold hearings on driver's license appeals as well as administrative hearings for business licenses and certifications. It also administers the Breath Alcohol Ignition Interlock Device Program as well as liaises between the State Court system and the Department. The Office of Investigative Services is made up of the Business Compliance and Regulation Division which covers automotive business licensing and compliance, including drivers education; the Regulatory Monitoring Division, which investigates licensed and registered automotive-related businesses and other vehicle-related regulatory issues; and the Enforcement Division, which contains the Fraud Investigation Section, Investigative Analytics Section and Branch Review, and Special Programs Section.

Chief of Staff-administered offices include the Bureau of Programs, Integration and Delivery; Office of Human Resources; Office of Communications; the Legislative Liaison; and Office of Public Engagement. The Bureau of Programs, Integration and Delivery includes the Office of Program Support, Information Security and Control Division, Technology and Project Services Division, and Financial Services Division.

