

HOUSE RESOLUTION NO.115

Reps. Carra, Beeler, Wozniak, Bezotte, Outman, Marino and Green offered the following resolution:

1 A resolution to urge the Secretary of State to guarantee at
2 least one available appointment within two business days and three
3 available appointments within 10 business days if the Department
4 moves to an appointment-only structure.

5 Whereas, Government shutdowns have upended nearly every aspect
6 of services provided by Michigan government. The disruption of the
7 shut downs and the closing of Secretary of State branch offices for
8 extended periods of time in 2020 created a backlog of customers in
9 need of licensing and registration services that cannot be met
10 through the online portal; and

11 Whereas, When the Secretary of State branch offices reopened
12 to the public, an appointment-only system was put in place. Many

1 customers struggle to get timely appointments, finding that the
2 only availability is weeks or months away. Customers needing branch
3 services more quickly continue to drive long distances to locations
4 with open appointments; and

5 Whereas, The Secretary of State announced that its branch
6 offices will not return to the walk-in system where customers take
7 a number and wait. Normal operations going forward will be the
8 appointment-only system; and

9 Whereas, Life happens quickly, and individuals may need
10 services provided by the Secretary of State more quickly than the
11 appointment-only system is providing, the services offered by the
12 Secretary of State are essential to everyday life and Michiganders
13 should be able to receive services and resolve issues at their
14 local branch office in a timely manner, regardless of the
15 appointment-only structure; therefore, be it

16 Resolved by the House of Representatives, That we urge the
17 Secretary of State to guarantee at least one available appointment
18 within two business days and three available appointments within 10
19 business days if the Department moves to an appointment-only
20 structure; and be it further

21 Resolved, That copies of this resolution be transmitted to the
22 Governor and the Secretary of State.