



Customer Service Agenda: Finding More Ways to Serve You Better

A 14-Point Plan to Further Improve Customer Service in Michigan

- 1. Bringing services closer to the customer:** More PLUS offices and SUPER!Centers across Michigan.
- 2. Self-Service Stations – more options & locations:** Expand to government and business centers; add new services.
- 3. Convenient payment:** Eliminate paper for consumers wishing to pay bills online with automatic payment service for tab renewals.
- 4. One customer, one record:** Create a single record account for each customer. This will let customers do all their business at once and avoid unnecessary trips back to a branch.
- 5. At your fingertips:** Expand the handy online Branch Office Locator to include other services such as driver education schools and third-party testers by city, county and ZIP code.
- 6. Easy to buy:** Create an online program that allows motorists to purchase a copy of their personal driving record.
- 7. Automated testing:** Boost speed and security by administering Commercial Driver License tests via computer terminals. Scramble test questions to reduce the chances of cheating.
- 8. Connecting business & government:** Give businesses and regulated communities more options to conduct transactions with the department electronically.
- 9. Scheduling tool:** Increase convenience and efficiency by letting motorists who need to appear before the department schedule appointments online.
- 10. Keeping parents involved:** Protect young drivers by giving parents the ability to track their teens' driving records.
- 11. Consumer protection:** Create an online “consumers guide” by posting serious regulatory or licensing violations by repair shops as well as driver-training instructors and schools.
- 12. Motorcycle safety:** Improve safety by expanding training facilities and requiring a motorcycle endorsement on your driver's license before being allowed to register a motorcycle.
- 13. Supporting seniors:** Help seniors by creating an online “physicians toolbox” that will let doctors submit medical information directly to the department in a secure and timely manner.
- 14. Homeland & family security:** Heighten border security by pursuing a dual-purpose driver's license that serves as a passport when Michigan residents travel to Canada or Mexico.