



Reinventing Performance in Michigan



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Licenses Issued 37% Faster; Better Quality Customer Service for Design, Appraisal and Construction Professionals

To provide greater assistance to design, appraisal and construction professionals, LARA's Corporations, Securities & Commercial Licensing Bureau (CSCL) established a call center to guide licensees through the licensing process and assist them with inquiries.

Faster Response: Design, appraisal, and construction professional licenses issued on average, 37% faster.

Customers Impacted: 92,437 design, appraisal, and construction professionals.

In the past, analysts processing license applications were routinely pulled away by customer calls, slowing the process. With the new call center, however, analysts now spend less time taking calls and more time processing applications, allowing for the faster issuance of licenses.

On average, there is now a 37% decrease in the time it takes to process license applications for the following professions: architect, professional engineer, limited real estate appraiser, state-licensed real estate appraiser, and company and individual builders.

The breakdown of the number of days saved, percentage decrease in processing time, and the number impacted in each profession is shown below:

Professional License	Days Saved	% Time Decrease	Number Impacted
Architect	16	26%	5,750
Professional Engineer	45	44%	21,684
Limited Real Estate Appraiser	22	56%	359
State Licensed Real Estate Appraiser	104	39%	706
Builder – Company	15	32%	12,927
Builder – Individual	47	27%	51,011

As the economy picks up and the number of homes sold continues to grow in Michigan, new construction is also on the rise.

So, what do these changes mean for licensees? For Al Moyle, a professional engineer, renewing his license just became easier.

"I encountered fantastic experience renewing my PE license," said Moyle. "The renewal process was outstanding. I was pleasantly surprised when my renewed license was processed and returned within a few days. Keep up the great performance! The entire process for renewal was handled in a most professional, simplified and timely manner."

