



Service-Driven Legislative Agenda

The following measures would support all Michigan residents by making their interactions with the Michigan Department of State less frequent, more convenient and more efficient.

- **Fund and enable creation of the “Branch Office of the Future.”**
 - Provide funds and authorizing legislation to create the branch of the future, including enabling “Pop-up” and small-footprint offices that go where customers already are – cafes, grocery stores, banks, workplaces, and events.
- **Enable virtual interactions with the department in place of “in person” visits.**
 - Provide legislation authorizing remote interactions with MDOS staff via virtual platforms that enable residents to complete more transactions from their homes or other locations.
- **Allow for public-private partnerships to diversify options for residents.**
 - Enable MDOS to partner with private entities (banks, insurance providers, auto dealers, etc.) with relevant customer bases to provide residents with Department services to maximize efficiencies. Legislation should include necessary protections for data security and privacy.
- **Invest in expansion of services, personnel and technology at MDOS call center.**
 - With less interaction with branch services, the MDOS call center needs resources to expand to enable more convenient options for residents, particularly those with internet limitations, to call for information and assistance. This enables MDOS to better serve customer inquiries by more quickly routing and answering them.

Service-Driven Legislative Agenda

- **Allow military CDL training to count for civilian CDL training.**
 - The current requirement that servicemembers retrain and test to attain their civilian commercial driver's license is redundant and does them a disservice.
- **Incentivize commercial customers to utilize online options.**
 - Use of the department's online programs for commercial customers (MiEFS and EFT) has increased dramatically in the past year, but additional firms could improve their own experience and free up Department staff in our offices to better serve Michigan residents.
- **Allow multi-year vehicle registrations.**
 - Enact HB 4117, which would enable vehicle owners to renew their registrations every two years instead of annually.
- **Allow driver's license testing to be done remotely.**
 - Enact HB 4451, which would enable those seeking driver's licenses to take their knowledge test directly with designated third parties (such as driver education programs) instead of at our offices, which would free up staff capacity to serve other residents.
- **Allow for customers to submit their own photo for some driver's licenses and IDs.**
 - While federal law requires in-person transactions and photos for enhanced driver's licenses and IDs, state law could be changed to allow standard driver license and ID photos to be submitted remotely, enabling customers to renew from their cell phones.