Michigan Department of State

Bureau of Elections

Annual Review

2024

Message from leadership

The year 2024 brought unprecedented new challenges to the Bureau of Elections (BOE), which was tasked with implanting a number of large-scale initiatives while ensuring smooth and secure elections throughout the year. In recognition of this unique year and the dedicated work of BOE staff, we are sharing the progress, achievements, and challenges that have shaped it in this Annual Review. In this inaugural report, we are for the first time able to provide the public with metrics providing insight into the significant milestones BOE staff met over those 12 months, a period that demonstrated continued resilience and a shared commitment to our mission and values.

We would also like to extend our appreciation to all the hardworking election administrators across the state, and everyone else who played a role in the success of running all six of our 2024 elections. Together, we navigated a dynamic landscape, embraced innovation, and strengthened the foundation for future growth. The information captured in this review highlights not only our organizational performance, but the incredible contributions of our people and partners.

Our team worked tirelessly to support election administrators and their staff in all 83 counties across the state, and in all 1,521 city and township clerk's offices, conducting hundreds of hours of training, updating over 150 documents and manuals, and helping bring educational materials to Michigan voters, increasing transparency in our election process.

BOE experienced significant growth last year, both in terms of staff and new projects and initiatives. We welcomed almost 20 new members to our team and created two new divisions (Operations and Regulatory). These additional resources and work areas will increase our effectiveness in administering elections while continuing to support other key initiatives and increased workloads across sections.

We continue to explore ways to streamline processes, improve our communication efforts, and build on all the great progress we've made so far. Looking into next year, we expect our collaborative efforts with election administrators to increase through initiatives such as our BOE clerk conference, offering more online training sessions, and we are excited to work with all our new staff to provide the valuable resources needed to conduct successful elections in Michigan.

Notable accomplishments

After another year of significant progress toward our goals of improving efficiency within BOE's processes, improving accessibilty during elections, and bringing the most up-to-date information and training to our election administrators, we want to highlight a few of the initiatives that had a widespread impact for all stakeholders.

BOE Call Center Consolidation (InContact Implementation)

During the summer of 2024, we consolidated seven different phone lines into a single application which allows our administrative team a more manageable system, and those contacting BOE, a faster response during periods of high call volumes. The new system allows for better call tracking and routing, as well as critical support to election administrators on election days when phone systems are typically challenged by higher demand. **From implementation in June through the end of the year, our new system handled over 26,000 phone calls!**

Proposal 2022-2 - Early Voting

2024 saw the implementation of at least nine days of early voting for statewide and federal elections. BOE helped establish and supply the procedures, training, and technology required to conduct early voting in Michigan. This was a major collaborative effort between BOE and over 1,600 local election officials to successfully carry out. It was encouraging to witness the positive impact and increased voter turnout that early voting brought Michigan voters, and we expect it to continue drawing more eligible voters to the polls in future elections.

Jurisdictions also have the option to provide early voting during non-statewide elections, and with the increase in BOE staff and our improved systems, we can offer more support during these additional voting periods.

Notable accomplishments continued

Updated Election Administration Training + Manuals

Last year, BOE invested significant resources into training and development, which included a major overhaul to our manuals and documents. All clerk accreditation and training manuals were updated to accommodate the many legislative changes impacting elections for our clerks. Our training team traveled over 6,000 combined miles around the state in 2024 to bring training to all 83 counties, and increased virtual training sessions for those who couldn't attend an in-person session.

Many of the updates included information on early voting, signature cure, and signature upload, as well as an overhaul to the Qualified Voter File (QVF) manual, a critical component to our election administrator training.

Secure Election Experience

With an increased focus on election security and transparency over the past year as part of a broader initiative to educate the public about the process, members of BOE collaborated with LKF Marketing, a full-service advertising, marketing, PR, and design company to create the *Secure Election Experience*. This initiative focused on taking the intricate details of election administration, from a ballot being processed, to the equipment used, and all of the individuals involved along the way, and breaking it down into easy-to-understand steps.

The end result was a suite of materials available digitally and in print form that clerks across the state could order, display, and distribute to voters, creating a visual representation of the election process from start to finish. The following are examples of some of the posters, brochures, and flyers that were part of the project.

Secure Election Experience

These mockups were created in collaboration with LKF Marketing and are a small piece of the larger project deliverables that clerks received in 2024 ahead of the November Presidential Election. Posters included a 10-step process depicting the "Journey of a Vote."

1,700 sets of posters ordered.

50,000 pocket guides shared.

$150,000 in Election Security Funds utilized.

Michigan Freedom of Information Act (FOIA) Portal

With increased scrutiny surrounding election administration, voting equipment, and voter data, the Bureau's FOIA requests have been on a steady rise in recent years. Beginning with a then-high of 500 in 2022, the Bureau processed 1,441 requests in 2024 and is on track for another record in an off-election-year in 2025, with 365 as of June 2, 2025. In addition to processing its own FOIA requests, the Bureau provides support to Michigan's 1,604 county, city, and township clerks—many of whom work in a part-time capacity and benefit from the Bureau FOIA coordinator's explanation of how she would handle similar requests and when they should consult with their own legal counsel.

To address this growing need for information, the Bureau played a significant role in the Michigan Department of State's launch of a new online FOIA portal in December 2023. While requesters may still submit requests using the traditional method, use of the portal provides benefits such as:

- Automatically routing requests to the appropriate area
- Providing users the option to pay for requests online with a credit or debit card
- Streamlining the review and response process by automatically creating entries for each request and tracking applicable deadlines
- Allowing the FOIA coordinator to securely transmit records electronically through the portal

These benefits and others have contributed to improved response times, going from 3-4 days to 1-2 days. Rather than spending time on data entry, because the portal takes care of that, the FOIA coordinator can now focus on fulfilling the requests. Currently, almost 50% of requests for the Bureau come through the portal and we hope that number increases with time.

BOE recognition

Training Team Gets National Attention

While recognized and appreciated by clerks across the state for their hard work and dedication, two members of the BOE training team also picked up national attention following the submission of a paper titled *All in this Together: Training and Collaboration for Proposal 2*, a policy paper talking about the integration of Proposal 2022-2 into Michigan's election procedures.

The submission was part of the National Association of Election Officials' (also known as the Election Center) 2024 Professional Practice Papers submission. Following a voting period that ended in December 2024, BOE training team members Isaiah Hawkins and Kristi Dougan were announced the winners of a 2025 People's Choice Award later in February 2025.

Left to right: Lori B., Isaiah H. and Kristi D. of the Elections Administration Division

Completed projects in 2024

The following is a list of completed projects that BOE wrapped up in 2024 and some that will continue into the next year. Ongoing projects are shared in a monthly update with our election administrators across the state, and include specific details related to the status of each one. If you're interested in, or have questions about project details, you can contact BOEOperations@Michigan.gov.

- BOE Call Center Consolidation (InContact Implementation)
- BOE Petition Sampling Tool
- CENR/County Election Night Results
- CENR Historical Analysis
- Early Voting Postcard Mailing
- Election Day EPB - AV to EV
- Election Day Vote Centers
- Election Info Text Messages
- Electronic Return of Voted Ballots RFP
- Election IT Infrastructure Upgrades
- EMS Data Exchange
- ERIC Mailer Expansion
- HAVA Election Security Reimbursements
- Petition Processing - Raise the Wage
- Proposal 2022-1 - Personal Financial Disclosure Interim Solution
- Ballot Tracking Notifications
- Early Voting Implementation
- Redistricting - MICRC
- Reliavote Upgrade/Update
- Sampling & Signature Review
- See Something, Say Something/Poll Worker Texting
- Signature Cure Implementation
- Signature Upload
- Update Election Administration Training + Manuals
- Voter Participation Public Dashboard
- Early Voting Grant Applications
- Identify Business Critical Access DBs

BOE staff overview

Over the course of the year, BOE added almost 20 new full-time employees throughout multiple sections to help manage growing needs and increased workloads. We've also created two new divisions (Operations and Regulatory), added a deputy director and operations director, and added several other areas, including:

- BOE Support Desk
- Litigation & Enforcement Section
- Regulation & Public Information Section
- Personal Financial Discosure Section

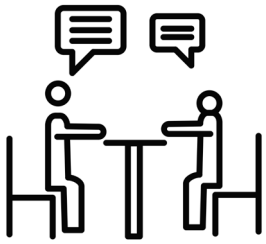
BOE continues to add new positions to help fill critical roles and currently has about a dozen additional positions in the process of being filled. Support areas that were added in 2024 to create dedicated resources include:

- Voting systems
- Emerging election issues
- Communications & elections information
- Additional training staff
- Reimbursement processing staff

BOE by the numbers

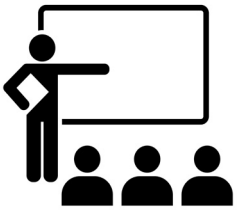
This section contains a snapshot of the work that took place across many sections of BOE in 2024 and includes some data in early (January) 2025. While not exhaustive, the data here highlights the scope and impact of our efforts over the past year across many areas, helping to provide a clear picture of how BOE supports our elections in Michigan.

Elections Training

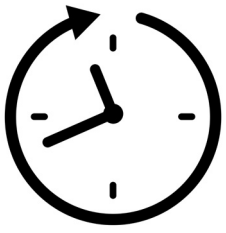


128 live training sessions

2,917 election officials who attended sessions



1,478 jurisdictions reached with live training



335 hours of training conducted

157 materials/ videos published or updated

6,180 miles driven for training

Freedom of Information Act

In May 2023, BOE added a dedicated FOIA coordinator position to help streamline requests. Prior the the position being created, the process was time-consuming and less efficient, needing multiple staff to help manage. FOIA requests have been on the rise annually since 2020, and our current system allows for improved response time as the volume of requests contiues to grow.

1,441

FOIA requests for 2024. (102% increase over previous year)

109

Most requests in a week

27

Average requests per week

195

Requests for nominating petitions

Data presented is representative of calendar year 2024.

2024 Elections Turnout

The following data represents total ballots cast for each of the six elections held in 2024. This information can also be found on the Bureau of Elections website, along with additional tools to organize and sort the data down to a county or precinct-level view.

5,706,503

November 5, 2024

2,021,691

August 6, 2024

1,459,118

May 7, 2024

19,522

April 16, 2024

1,919,002

February 27, 2024

15,480

January 30, 2024

Regulatory activity

The following section contains various activity tracked by our Regulatory Division within the Bureau.

50 BOE-related bills considered

Eight BOE-related bills passed by both chambers of Legislature and signed by the governor

- 603
- 604
- 4127
- 4128
- 5574
- 5551
- 6052
- 6053

Six requests for rulemaking submitted

- Recounts (3/25/24)
- Electronic voting systems (3/2/24)
- Board of State Canvassers procedures (7/19/24)
- Lobby gifts (9/23/24)
- Lobby registration (9/23/24)
- AOI challenges (11/25/24)

Three rulemaking public hearings held

- Recounts
- Electronic voting systems
- Board of State Canvassers procedures

Regulatory activity

24 notary complaints filed

331 MCFA complaints filed filed

270 MCFA complaints closed

33 staff reports produced (30 candidates and 3 omnibuses)

7 declaratory rulings/Interpretive statements issued (5 MCFA and 2 Lobby Registration Acts)

37 challenges to nominating petitions or affidavits of identity processed

Office of the Great Seal

The Office of the Great Seal is part of the Filing, Disclosure & Compliance Division in the Bureau of Elections. The following represents information collected on various tasks carried out throughout 2024.

- Total online notary applications – 13,308
- Total mail-in notary applications – 27,344
- Authentications processed – 7,461
- Vital records requests processed for DHHS – 8,056
- Documents processed for Office of the Governor - 408
- Number of oaths - 721
- Number of warrants - 149
- Administrative rules - 37
- Number of bonds - 630
- Number of municipal filings - 143
- Number of public acts - 175
- Notary application requests processed for Department of Corrections - 64
- Emails responded to – 4,164
- Phone calls received- 2,507

Filing, Disclosure and Compliance

Our Filing, Disclosure and Compliance Section includes information across areas such as campaign finance, Office of the Great Seal, Personal Financial Disclosure, and Filing and Canvassing.

- Lobby reports filed: **5,730**
- Lobbyists and lobbyist agents registered in new system: **3,383** (Dec. - Jan.)
- Personal financial disclosure reports filed: **416** (150 public officers and 266 candidates for office)
- Campaign finance reports reviewed, received, and sent notice: **11,585**
- New/updated documents: **95**
- Nominating petitions filed/reviewed: **120**
- Petition signatures reviewed: **413,000+**

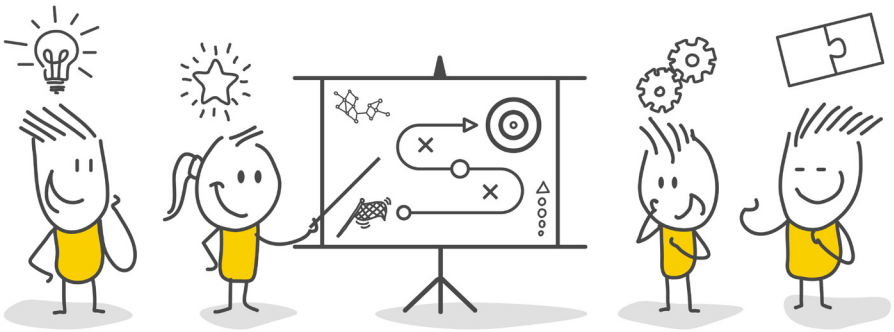
Looking ahead: 2025 and forward

BOE has laid out a handful of strategic goals for 2025-2026 that include focusing on areas we believe will benefit all stakeholders, including internal BOE staff, the greater MDOS community, our election administrators, and members of the public across the state of Michigan. After several planning sessions and discussions that included members from all sections throughout the Bureau, the following key areas have been identified as goals for this next year:

Prioritizing staff development - BOE plans to prioritize staff development, engagement, and support mental health, ensuring that our workplace is the best place to work in state government.

Providing consistent organizational structure to improve operational effectiveness - This involves clear communication standards across the Bureau and continuing to improve standards when reviewing work for effectiveness.

Defining external communication standards for clear and concise messaging - We plan to provide educational opportunities for external stakeholders, work on defining clear standards for timelines related to future external projects, and continue building our internal communication network related to external projects.



Improving external relationships and increasing public confidence in elections - The state of Michigan is a “top 5” state when it comes to implementing new technology supporting public processes. BOE plans to bring more opportunities for public education and resources on elections websites, continue improving our response time to external stakeholders, and build on the high-quality level of service we provide the state.

Facilitating more cross-team collaboration - Working across teams is essential when it comes to achieving shared goals and fostering an innovative workplace. Providing opportunities for this type of collaborative environment will be a key priority to ensure our current work is done efficiently and future projects involve diverse perspectives across the Bureau.

Thank you for reading our 2024 annual review. If you have any questions, please contact us.

Thank you,

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