

House Oversight Committee

Taylor Thrush, Clerk

House of Representatives

PO Box 30014

Lansing, MI 48909-7514

Dear Ms. Thrush,

My name is Michele Edds and I recently used the new appointment system at the Secretary of State office in Allegan, MI to transfer a title for a vehicle. I was pleased with the service and would like to see it offered on a permanent basis even after Covid restrictions are lifted. I have spent MANY hours in the past sitting in the waiting area of a SOS office to be helped with my transactions. I do not care to return to such a system. My time is important.

I understand some people experience frustration with a lack of timely appointments, but when I couldn't find one at my local branch office, I just widened my search area until I found an office with an available appointment the next day. I had to drive 30 minutes to reach the office, but upon my arrival, I waited outside no more than 5 minutes and was one of only two customers in the building when I entered. It was a refreshing experience and even with the extra drive time, it still took fewer minutes than a "normal" visit pre Covid would have taken.

I urge you and the Oversight Committee to consider continuing to offer an appointment system like the one used currently.

Thank you,

Michele Edds

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