

I am writing in regards to the current procedures in place at the Michigan Secretary of State branch offices. I recently visited the Livonia branch to get my daughters level one learners permit. This is not something that can be done online and must be done in person. I absolutely dread having to do anything in person at the SOS branch offices. I have been a licensed driver in the state of Michigan for 26 years and I can honestly say that this most recent trip in February was the most efficient and pleasant experience I have ever had at the SOS. While it was daunting at first trying to schedule a next day appointment, I could not believe how well the experience was overall. We arrived 5 minutes prior to the appointment time. When we entered, the greeter had all the forms we needed to fill out on hand. As we proceeded in the line, I had just enough time (about 3 minutes) to fill out the forms before I was called to the desk because it was my turn. The employee that helped us was efficient and very professional. I could tell that she was comfortable working in the office environment and that she felt safe to do her job during the pandemic. We completed our task and were out the door less than 15 minutes after arriving. I was so impressed with the level of service and efficiency that I emailed the customer service at the SOS office to let them know how fantastic the experience was that day in February.

I have made appointments to take care of in person business at the SOS branch offices prior to COVID and those experiences were terrible. Even though I made an appointment, I had to wait over an hour for my turn after the scheduled appointment time. That is ridiculous. My time is valuable and the inefficiency of the in person procedures shows that the SOS does not value customer service. I made an appointment and still had to wait an exorbitant amount of time. I was so aggravated after that experience and it made me not want to ever have to go in again. When I have visited the office without an appointment, 2 hours or more waits are not uncommon. That is unacceptable after my wonderful experience this past February.

I would implore you to consider keeping all the appointment procedures in place for all in person business at the branch offices of the SOS. There would be happier employees and happier customers. I feel that MY TIME was valued by the SOS branch with these procedures in place. I felt safe and valued. Like many people, I had to take time off from my job to be able to come into the branch office. Being treated like a valued customer with speedy, efficient and professional service should be expected for tasks like this when I have to take time off work to complete these kinds of services. I must return to the SOS office in September or October with my daughter to get her license. I certainly hope the experience is the same. It would be so disappointing if things go back to the way they were - waiting ridiculous amounts of time with or without an appointment. My time, and every single other customer that must come in for in person service's time, is very important. It should be important to the SOS as well, as the operators of a business, since we are your customers. Every person who has a license or owns a vehicle in the state is a customer and should have access to the excellent service I received in February of 2021.

The following is the email I sent to the SOS after the fantastice service I received in February of 2021...

Message: Last Contact Reply

From: Sarah R Dawe

Date: Fri, Feb 05, 2021 at 10:51 PM

Wow! I made an appointment for today and it was the first time in 26 years that I have not waited a ridiculous amount of time to get my business taken care of. In past years, even making appointments it has taken an insane amount of time to get done. Not today though! This was a great experience and I was impressed. I hope the SOS keeps their new procedures in place when things get back to pre-Covid. So efficient. Today's visit was how things should always be. Nice work Livonia SOS office!

Again, I would ask that these excellent procedures be kept in place to ensure speedy, efficient, and professional service at the SOS branch offices.

Sincerely,

Sarah Dawe

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