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Office of the Auditor General

Report Summary

Performance Audit

Bureau of Branch Office Services

Department of State

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The Department's mission is to deliver modern, efficient, cost-effective, and convenient services to the citizens of Michigan. The Bureau operates 131 branch offices, 1 mobile office, and a Special Services Branch. The Bureau processes transactions related to vehicle, snowmobile, and watercraft registrations; vehicle related permits; driver's licenses; State identification cards; motor vehicle and watercraft titles; and voter registrations. It also administers tests for various licenses and certifications. The Bureau processed 13.5 million and 14.0 million transactions during fiscal years 2015 and 2016, respectively.

Audit Objective			Conclusion
Objective #1: To assess the effectiveness of the Bureau's efforts to provide efficient and convenient customer service at its branch offices.			Effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
The Bureau needs to improve its documentation and monitoring of new employee training to ensure that the employees possess the knowledge and skills necessary to adequately perform their job duties. Documentation indicated that 78% of new employees had not completed all new employee training modules (<u>Finding #1</u>).		X	Agrees

Audit Objective			Conclusion
Objective #2: To assess the effectiveness of the Bureau's efforts to provide employee and customer safety.			Moderately effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
The Bureau could improve its documentation of surveillance equipment maintenance efforts to help ensure that equipment issues are resolved in a timely manner and to limit surveillance interruptions. Documentation indicated that 59% of branch office surveillance systems had 163 outstanding maintenance issues (<u>Finding #2</u>).		X	Agrees

Audit Objective		Conclusion	
Objective #3: To assess the effectiveness of the Bureau's establishment of controls to properly safeguard assets.		Effective	
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
None reported.		Not applicable.	

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