

Waiting, Waiting, Waiting at SOS to Pay More

06-04-2017

On Saturday, 6/3/2017, there was an informational picket held at the Livonia Secretary of State Office (SOS), located at 17176 Farmington Road. The picket was led by Ed Mitchell, President of UAW Local 6000, Sandy Parker, UAW International Representative and former President of Local 6000, R. Scott Brown, Vice President of Human Services at Local 6000, Charlene Yarbrough, Local 6000 Recording Secretary, Miya Williamson, Local 6000 Financial Secretary/Treasurer, Anthony McNeil, Local 6000 Benefits Representative, Local 6000 representatives Rick Micheal, Jim Walkowicz, Kim Williams, Celia Ontiveros, and Ray Holman, SOS Labor/Management team members, Executive Board members Wanda Keith, Norman Abbott, & Veronica Bonner, Stewards at Large Darren Ford, Abbie Maddox, Jeff Cathcart, Mike Sullivan, JEECC members Eric Sales and Jackie Muzal, along with stewards/members from Department of Health and Human Services, and family members.

When UAW members began to arrive around 8 am there were already customers in line. The office was not scheduled to open until 9 am. By the time the office opened there were about 250 people standing in line not including children. Just a thought, at least it wasn't raining, temps in the 90's with high humidity, freezing rain, or below zero temperatures (I'm sorry for those who have experienced one or more of these conditions)! Only a limited amount of people were allowed to enter the building at one time so the rest had to remain outside, waiting; waiting to get into the office, so that customers could wait some more in the lobby area. The office closed at 12 noon with paying customers

standing in line outside of the building (all customers who were in line at closing were waited on).

Management was informed about the informational picket prior to it taking place. 23 clerks were scheduled to work today along with two extra managers to answer clerk questions and sign documents. Usually there is only 1 frontline supervisor working on a Saturday. In addition, upper management came in today including Bill Strong, SOS Bureau Director, Amy Winn, Metro Division Director, and Lakeesha Perryman, an SOS analyst. Even with extra personnel, as I peered through the SOS window at 12:50 pm there still appeared to be several customers in the building.

Unfortunately customers experience similar lines, where it is necessary to wait outside of the building, in Clinton Township and Flint during Saturday office hours. SOS is one of the departments that provide revenue for the State; Revenue that includes an increase in fees for some services this year.

Here is some information to consider as you remanence about your last visit to the SOS branch, or are planning a future trip, on a Saturday:

*Everyone in Michigan is paying more \$ for less service. License and Registration fees at Secretary of State have gone up, but the long lines continue.

*There is not enough help. There is 25% less staff than there was a few years ago, even while fees have gone up.

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