

Biennial Report July 1, 2008 - June 30, 2010

# From the Office of Secretary of State Ross Miller



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### Territorial Seal of Nevada

Orion Clemens, President Lincoln's appointee as Secretary of Nevada Territory and brother of Samuel Clemens (later known as Mark Twain), presented a design for a territorial seal to the first Legislature in Carson City on October 7, 1861. The seal depicts a miner standing on a claim, leaning on a pick and holding the American flag. *In the background, smoke* trails to the right from the chimney of a five-stamp quartz mill.

It's believed the territorial seal was patterned after the Iowa state seal. Former state archivist Guy Rocha discovered that Orion Clemens lived and worked in Muscatine, Iowa, before moving to Nevada. Rocha believes the similarity of the two seals suggests that Clemens drew on the Iowa state seal as a model for Nevada's territorial seal.

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Ross Miller was elected to the Office of Secretary of State in 2006.

He is the youngest person ever elected to the office, and currently, the youngest Secretary of State in the country.

#### **Dear Fellow Nevadans:**

I am pleased to bring you this report on the accomplishments of the Office of Secretary of State in Fiscal Years 2009 and 2010.

In 2008/2009 biennial report, I last reported on the progress my staff and I had made in my first year and a half in office. We improved business services, established new programs like the successful Living Will Lockbox, streamlined our internal operations, and accomplished many other goals.

I also discussed some of the plans we had at the time to continue to use technology to become more efficient, make it easier for eligible Nevadans to register and vote, increase the number of businesses incorporating here, and to ensure a strong participation rate in the 2010 Census.

As Chief Elections Officer, my office oversaw an historical 2008 election season that ended with record voter registration and voter turnout in Nevada. We were able to maintain the integrity of the electoral process and aggressively enforce laws against voter registration fraud as well . The Elections Division also oversaw the first June primary election in the state's recent history. I'm pleased to report that voter turnout in the June 2010 primary equaled the turnout in the September 2006 primary and there were no reports of voters being disenfranchised.

The Securities Division continued to pursue and help prosecute individuals who would steal from our citizens by luring them into fraudulent investment schemes. We assumed a major new program responsibility to issue the state business license and processed nearly 185,000 business licenses from Oct. 1, 2009 to June 30, 2010. And I am particularly pleased that we made great progress toward our goal of establishing the one-of-a-kind Nevada Business Portal, an online, one-stop center where businesses can conduct more of their government transactions.

We also began administering the state's new Domestic Partnership Registry and with no new staff resources, issued just over 2,000 new certificates of domestic partnership in just the first nine months of the program.

As Chair of the Statewide Complete Count Committee, I directed the effort to promote participation in the 2010 Census. In partnership with local committees, we reached our goal of matching the 2000 mail-in participation rate despite difficult circumstances brought on by the economic downturn.

The Office of the Secretary of State proudly serves the many constituents of Nevada who use the office to incorporate and/or maintain good corporate standing; to check their voter registration status and information regarding election procedures; to seek an appointment as a notary; to register a securities offering or to become a licensed investment professional; to file a complaint regarding a fraudulent financial scheme, or to meet any number of other needs.

Sincerely,

· Zu Me

Ross Miller Secretary of State

# Office of Secretary of State of Nevada



State Seal of Nevada

One of the general duties of the Secretary of State, according to state statute is to "attest all the official acts and proceedings of the Governor, and affix the seal of the State, with proper attestations, to all commissions, pardons and other public instruments to which the signature of the Governor is required. A copy of these instruments must be filed in the Office of the Secretary of State.

The Second Nevada
Legislature adopted
provisions for a new state seal
in 1866. The new design
omitted the figure of the man
with a flag, but retained
many of the features of the
1861 territorial seal.

All but four of the Secretaries of State elected since Nevada became a state in 1964 served multiple terms. The first Nevada Secretary of State, Chauncey Noteware, served two terms. The longest serving Secretary of State was John Koontz, who served from 1947 - 1973.

By a vote of the people, term limits were imposed on the six statewide constitutional offices in 1996. The mission of the Office of Secretary of State is to effectively and efficiently serve the public by performing its statutory duties to ensure the integrity of elections, facilitate business filings, protect consumers against securities fraud, preserve public records, and to promote public awareness and education in these and related areas.

### The goals of the Office of Secretary of State are to:

- •Ensure the integrity of elections and proper disclosure by candidates and elected officials through the effective administration of the state's election laws and to advocate for change where needed;
- •Encourage the development and diversification of the state's business community by providing innovative, expeditious and cost-effective services;
- •Protect consumers from investment fraud through effective regulation of the securities industry, enforcement of the securities laws, and education of the public;
- •Maintain records and information filed with the office and to make that information easily accessible at a reasonable cost; and

With the advent of statehood in 1864, the Nevada Office of the Secretary of State was established as part of the state's executive branch of government. The Secretary of State, Nevada's third highest-ranking constitutional officer, is elected to a four-year term. State constitutional officers are limited to two terms in office.

The Secretary of State is responsible for maintaining the official records of the acts of the Nevada Legislature and of the executive branches of state government, as prescribed by law. Along with duties established by Nevada Revised Statutes, the Secretary of State is a member of the State Board of Examiners, State Board of Prison Commissioners, Tahoe Regional Planning Agency, Executive Branch Audit Committee and Chairman of the State Records Committee.

### Office of the Secretary of State continued

In addition to Constitutional duties, the Secretary of State serves as Nevada's Chief Elections Officer. In this role, the Secretary of State is responsible for the execution, interpretation and enforcement of federal and state election laws, is the filing officer for statewide elective positions, and is the filing officer for all statewide initiative petitions and referendums.

The Secretary of State's office also processes business entity filings and maintains records for corporations, limited liability companies, limited partnerships, limited liability partnerships, limited liability limited partnerships, business trusts, professional corporations and associations, issues the annual State Business License; administers the Nevada Living Will Lockbox, a registry of advance directives, the Confidential Address Program (CAP), the registry of domestic partnerships and the statewide registry of ministers; appoints Notaries Public, administer the Trademark Act, and the Uniform Commercial Code; regulates the securities industry by registering securities, licensing persons who sell them, and enforcing the civil and criminal provisions of state and federal securities law; and licenses and regulates athletes agents.

### **Summary of Constitutional and Statutory Duties**

- Certifies all statewide candidates and ballot questions and reports and certifies primary and general election results.
- Supervises state and local elections, and enforces state and federal election laws
- Registers and files candidate contribution and expenditure reports.
- Registers corporations, limited partnerships, limited liability companies, limited liability partnerships, limited liability limited partnerships and business trusts.
- Registers trade names, trademarks, professional corporations and associations, and rights of publicity.
- ♦ Issues Video Service Provider Certificates of Authority.
- Records and Searches Uniform Commercial Code statements and documents.
- ♦ Issues digital certificates.
- ♦ Appoints, trains, and regulates Notaries Public.
- Administers the Confidential Address Program for victims of domestic violence.
- Regulates the state's securities industry and enforces securities law.
- Licenses and regulates athletes' agents.
- **♦** Administers the Living Will Lockbox, a registry of advance directives for healthcare.
- **♦** Administers the Domestic Partnership Registry.
- ♦ Administers the State Business License Program and collects the Business License fee.
- **♦** Developing and operating the Nevada Business Portal.
- Maintains a statewide Registry of Ministers.

### **Executive Summary**



### State Capitol of Nevada In 1875

The Secretary of State's main office is in the Capitol in Carson City.

The building was completed in 1871 and has undergone four major renovations.

The iron fence around the Capitol grounds was erected in 1875 to keep out the livestock in the area.

The State Legislature moved out of the Capitol to a new building in 1971, making Nevada one of only three states in which the legislature is separate from the Capitol.

Today, the Capitol houses the offices of the Governor, Lieutenant Governor, Secretary of State, Treasurer, and Controller.



State Capitol Today

The Office of Secretary of State is committed to accessibility and transparency in all areas of its jurisdiction. Nowhere in the office are accessibility and transparency more important than in the **Elections Division**. As the 2010 general election nears, the office is confident that every possible effort is being made to ensure the integrity of the elections, and to make voter registration accessible to all eligible Nevadans.

At the end of FY 2009, 77.6% of eligible Nevadans were registered to vote, exceeding the agency's goal of 75%. While voter registration has slowed since the historic 2008 election, the office continues to take innovative action to make registration as easy, convenient, and secure as possible, including the implementation of online voter registration. The office also oversaw a smooth transition from an August primary election to a June primary in June of 2010 with no disruptions in election integrity, candidate information, or voter education.



Secretary Miller shares his thoughts on the electoral process with students at Truckee Meadows Community College on Constitution Day, 2009.

Through the Secretary of State's website (www.nvsos.gov) and dedicated election night reporting sites,

(www.silverstate08.com and www.silverstate2010.com), the office provided unprecedented resources for the media and the public to obtain election night results. Also, the office again deployed a multi-jurisdictional Election Integrity Task Force, first used in anticipation of record turnout for the November 2008 election. The FBI has identified the Command Center/Task Force as a model for other jurisdictions, and the Department of Justice is teaching it as a "Best Practice" model at the National Advocacy Center at the University of South Carolina.

The Elections Division also implemented new state and federal laws that allow overseas voters greater access to the electoral process. The office worked in partnership with military officials to educate Nevadans in uniform about the new electronic ballot transmission options available to them if deployed overseas at election time. To help encourage the next generation of voters, the office secured a prestigious grant from the U.S. Elections Assistance Commission to partner with the Nevada Department of Education to engage thousands of high school students in a mock election this fall.

The **Securities** Division, in addition to continuing its aggressive approach to securities fraud and unlicensed securities activities, ramped up its administrative inspection and enforcement activities in connection with licensed securities industry firms and professionals. This

approach is in keeping with the old adage, "an ounce of prevention is worth a pound of cure," and aims to stop fraud before it grows too big and destroys investors' trust in the capital markets. The economic downturn made this effort a greater challenge as the Division's staff was reduced in 2008 from 26 to 18 full-time employees, including 7 criminal investigators and 3 compliance/audit investigators. On October 26, 2009, the Division was able to restore one compliance/audit investigator position to northern Nevada. Despite these devastating cuts, and the fact that the Division lost 1,792 work hours as the result of mandatory furloughs for employees, Division compliance/audit investigators performed 187 regulatory inspections of licensed securities professionals, and the Division opened 599 investigative files. Partnering with the North American Association of Securities



On March 23, 2009, Secretary of State Miller received recognition as a Patriotic Employer by the National Committee for Employer Support of the Guard and Reserve (ESGR). He was nominated by Dave Evans, a criminal investigator in the Securities Division. Dave is a Captain in the Nevada National Guard 72nd Military Police Company.

Administrators, the Division collected \$5,137,888.63 in civil penalties from broker-dealer firms involved in the failure of the Auction Rate Securities market. Another \$289,344.00 was collected in civil penalties for other securities regulatory violations. \$800,241.08 of restitution was recovered for Nevada investors, and Consent Orders with ten national broker-dealers were issued, which will ultimately result in the buy-back from Nevada investors of over 1.7 billion in illiquid auction rate securities.

The Commercial Recordings Division saw major additions and advancements in its services to businesses during the biennium. The first phase of developing the online Nevada Business Portal was completed as the Division successfully took on the responsibility for issuing state business licenses, a job previously held by the Department of Taxation. The ability of the Division to absorb the new duties with no additional resources was tested, and after a challenging transitional period, staff is now able to deliver service to Nevada businesses that is quicker and more convenient than ever before. The second, more comprehensive, phase of the Business Portal development was launched with the signing of a contract with a specialized technology firm to develop the multi-faceted software platform for the new one-stop shop service.

In keeping with Secretary Miller's goal to streamline many business services provided by this office, the Division has been developing more online services including the issuance of the state business license and in the coming months, business customers will be able to file articles of incorporation online.

While the Division generated millions of dollars in general fund revenue in the form of business license fees, it experienced a decline in revenue from other corporate filings. Due to the economic recession in Nevada, new entity filings were down significantly in fiscal years 2009 and 2010.

With all the office's new services, especially the responsibility for issuing state business licenses, the **Customer Service** Division saw a tremendous increase in activity. More than a quarter million calls were placed to the Division in Fiscal Year 2010, an increase of 35% over the previous year. The mandatory staff furloughs and layoffs due to budget cuts took their toll on customers who found they were spending more time waiting for answers to their questions. The agency took extraordinary measures to get the word out about the new online options for filing documents, gave callers more options for reaching other divisions directly, and took other measures to provide as efficient service as possible. However, recognizing Nevada's corporate clients needed more reliability on processing times and shorter response times, Secretary Miller took his case to a Special Session of the Legislature and received the restoration of previously cut staff positions which has had a significant impact on the office's processing times and ability to respond to customers in a timely manner.

In the **Notary Division** the development of a new internal software application improved processing and increased the division's enforcement activity. The demand for apostilles was up, but the number of sworn notaries of the public is down from the previous biennium. The Division also now administers a statewide Ministers database as mandated by the 2009 Legislature.



As an active member of the National Association of Secretaries of State, Secretary Miller nominated Ruby Duncan of Las Vegas to receive the Association's prestigious Margaret Chase Smith Award. Previous recipients include Justice Sandra Day O'Connor, former President Jimmy Carter, former Senator Bob Dole and Rosa Parks. Secretary Miller nominated Ruby for dedicating her life to serve as an advocate for women, children and the poor. She was presented the award during the Association's February, 2009, winter meeting in Washington, D.C.

Secretary Miller has served as Co-Chair of NASS Committees on Securities, Business Services, and Voter Participation.

Much of the office's ability to increase and enhance services is due to the hard work of the Information Technology (IT) Department. Under the Secretary Miller's direction, the department has made online service and office automation a high priority. The IT team continued to improve and expand online services for businesses, voters, and other constituents. IT enabled the Elections Division to offer unprecedented information and resources including election night reporting and the services of My Voter File. With over 100,000 unique visitors every month, <a href="www.nvsos.gov">www.nvsos.gov</a> offers a variety of electronic services and public and business related information. Virtually every aspect of the office is enhanced through technology applications.





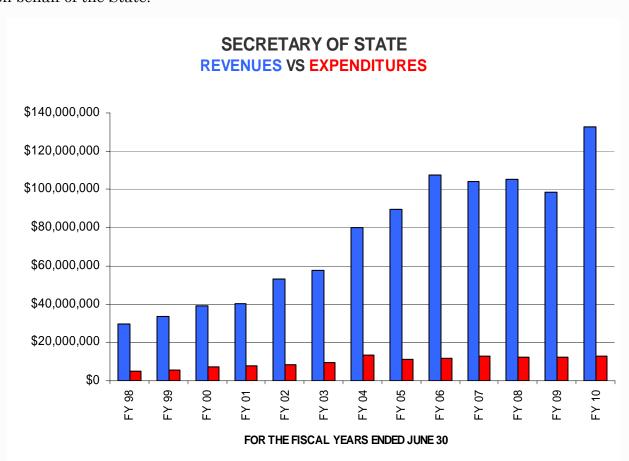
The Secretary of State's web site was redesigned in FY 2010. It has a new look and enhanced functions, including the ability for users to subscribe to notices and newsletters. The site is still easy to navigate and provides timely and important information for a variety of users.

One of the best examples of using technology to expand and enhance our services is the Nevada Living Will Lockbox. The Lockbox is a free online program that allows individuals to file certain advance life directives and provides registered family members and health care providers access to the information when necessary. By the end of FY 2010, more than 3,500 advanced directive documents had been filed with the Living Will Lockbox and 35 public and private health care providers are registered as Authorized Providers.

Another program added to the Secretary of State's list of responsibilities in the biennium is the domestic partnership registry. The 2009 Legislature approved the highly-publicized bill that created a new type of civil contract for domestic partnership. With just a few months to prepare before implementation, the office created a new database, adopted new policies and procedures, and trained customer service staff. Nearly 2,000 partnerships had registered with the Secretary of State's office by the close of FY 2010.

As is customary with Secretaries of State across the country, the office took a lead role in promoting the 2010 U.S. Census. The State demonstrated in 2000 that investing in an outreach program pays off in a more accurate population count and therefore more federal funding. Acting on a recommendation of the Governor's SAGE Commission, the 2009 Legislature authorized the Secretary of State to contract with a professional marketing and advertising firm to develop a Nevada-specific outreach effort to complement that of the federal government's. The program was highly successful and attained the stated goal of matching the 2000 mail-in response despite the challenges presented by the difficult economic times.

All of these accomplishments have come in the context of the economic recession in Nevada, declining revenues, increased operating costs, mandated budget cuts and staffing furloughs. During FY 2009, the Secretary of State's office experienced declining general fund revenues due primarily to decreases in corporate filings and license and fee revenue collected by the Securities Division. Overall, the office reduced staff by approximately 20% in the fall of 2008 as a result of declining state revenues. The agency generated new revenues beginning Oct. 1, 2010 when the Commercial Recordings Division began collecting business license fees on behalf of the State.



## **Commercial Recordings**



The online Business Center at www.nvsos.gov has been redesigned to make it easier to navigate for individuals starting a new business or trying to manage or expand an existing business.

### Businesses can file these documents online:

- ✓ New or renewed state business licenses
- ✓ Initial, amended, or annual lists of officers

And Coming Soon...
Online Articles of Incorporation

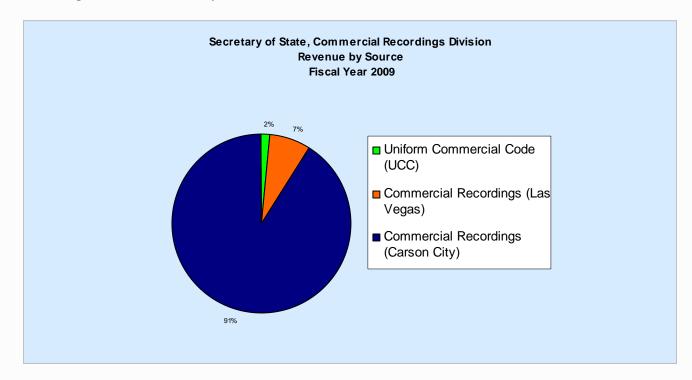
The Secretary of State's **Commercial Recordings Division** is responsible for processing and filing the organizational and amendatory documents of entities organized under the laws of the State of Nevada. These entities include for-profit and nonprofit corporations, limited liability companies, limited partnerships, limited liability partnerships, limited liability limited partnerships, business trusts, and professional corporations and associations. The division is also charged with reviewing, filing, and processing: (1) trademarks, trade names, service marks, and rights of publicity; and (2) Uniform Commercial Code financing statements, changes, and lien searches, as well as federal tax liens and utility filings. On October 1, 2009, the authority to issue the Nevada State Business License was transferred from the Department of Taxation to the Secretary of State and with this transfer, businesses are now able to file and receive a business license online..

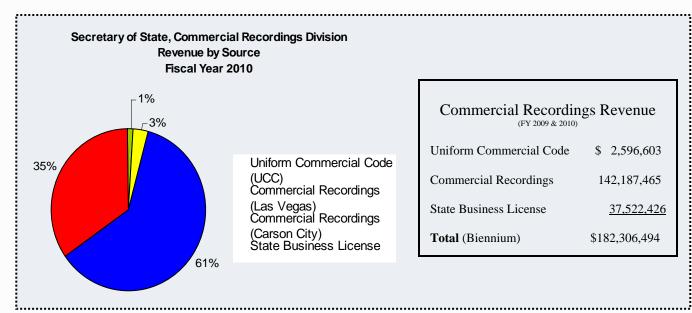
The Commercial Recordings Division operates offices in Carson City and Las Vegas. The Carson City office includes numerous Divisions: New Filings, Status, Amendments, Floater, Mailroom/Receipting, Uniform Commercial Code (UCC) and Copies. The Las Vegas office includes a Commercial Recordings Division and a Trademark section. The Trademark staff is responsible for the processing and filing of trademarks, trade names, service marks, and rights of publicity. All Commercial Recording filings submitted to the Las Vegas office are processed on an expedited basis only.

The Commercial Recordings Division and its various sections generated revenue of approximately \$82.8 million during fiscal year 2008, \$74.7 million in fiscal year 2009 and \$107.6 million in fiscal year 2010. FY 10 revenue included \$37.5 million in State Business license revenue for the 9 months ended June 30, 2010. Additionally, expedite fees for all offices totaled over \$6.5 million, compared to 6 million in 2009 and about \$8 million in 2008. UCC receipts totaled approximately \$1.3 million for both fiscal years 2010 and 2009, and over \$1.6 million during fiscal year 2008.

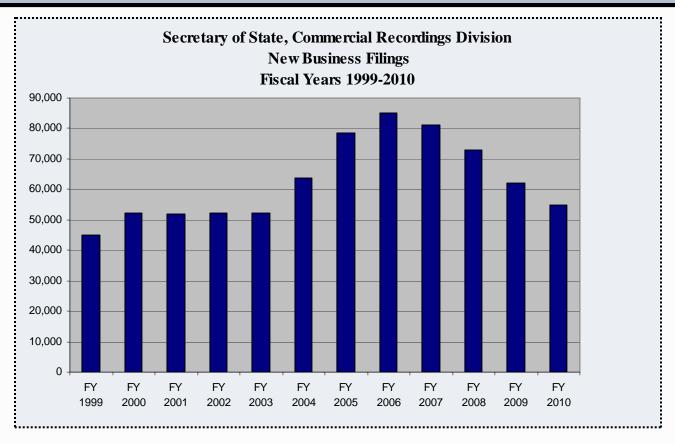
### Commercial Recordings continued

Fiscal year 2009 and 2010 filing statistics reflect the effects of the current economic crisis. New entity filings decreased by more than 14% during fiscal year 2009, with 62,907 new entity filings processed versus 72,893 during fiscal year 2008. In 2010, new entity filings decreased by nearly 12% with 54,932 processed. In fiscal year 2010, 284,284 initial, amended and annual lists were filed as compared to 310,016 in fiscal year 2009 and 328,826 in fiscal year 2008. As of June 30, 2010, Nearly 279,000 entities were on file and in current standing with the Secretary of State's office.





### Commercial Recordings continued



Nevada is one of the top 10 filing states and number two per-capita in the United States. As such, the Nevada Secretary of State's office is viewed as a leader in business filings. Nevada has had a presence on the governing board of the International Association of Commercial Administrators (IACA) for the past 11 years, with Deputy Secretary of State Scott Anderson serving as a board member and as a past Association President for 2005-2006.

#### **NEW SERVICES**

In June 2009, Assembly Bill 146 was passed (now codified in statute in NRS Chapter 76,) transferring the administration of the Nevada State Business License from the Department of Taxation to the Secretary of State. The office immediately began the process of transitioning the administration of the State Business License from the Department of Taxation, with an October 1, 2009 effective date. Existing internal and online systems were substantially modified to accept the new business license applications. New systems were developed for in-house and online processing for sole proprietors, partnerships and others previously not required to file with the Secretary of State. The volume of business license applications received, coupled with fewer staff due to layoffs and furloughs, had an immediate, negative effect on the turnaround times for receipting, annual lists and business licenses. During the 2010 Special Legislative Session, the office received additional resources that have allowed the office to regain and to maintain normal turnaround times. Business License Revenue for the 9 months ending June 30, 2010 exceeded \$37.5 million.

### Commercial Recordings continued

During FY 2009, the Secretary of State implemented several other new services. The implementation of an e-notification system allows Commercial Registered agents and opt-in customers to receive monthly notices electronically versus paper notifications. Additionally, Customers may receive copies of their filed documents electronically upon completion of processing. The Division adopted regulations relating to the fraudulent filing of documents with the office. Citizens who have been wrongly named in filings or whose entities have had forged or fraudulent documents filed on their entities may seek assistance from the Secretary of State to investigate the fraud and correct the record.

There were several new requirements of the 2009 Nevada Legislature that will affect the Commercial Recordings Division. These changes include a limitation on the creation of corporations sole in Nevada, changes to domestication, charging order, registered agent resignation, and filing cancellation provisions.

Senate Bill 350 gave the Secretary of State the authority to investigate and penalize foreign and domestic business entities and those businesses purporting to do business in the state without filing organizational documents with the Secretary of State. These businesses could be subject to a fine of from \$1,000 - \$10,000. The Secretary of State is currently developing the process by which these noncompliant entities will be identified, investigated and fined.

### Nevada Business Portal

The new Nevada Business Portal is one of the first projects initiated by Secretary Miller when he took office in January 2007. The Portal concept was developed as an alternative to the time-consuming and costly paper-based process that Nevada businesses face in order to become properly licensed and registered with a variety of state and local agencies.

When fully implemented, the Portal will be a one-stop shop where businesses can complete and pay for a number of government transactions in one convenient online visit. The Portal project, unique in Nevada and among all states, was proposed by Secretary Miller and in concert with Assembly Bill 146sponsor, Assembly Majority Leader John Oceguera, approved and funded by the 2009 Legislature.

The Secretary of State's office signed a contract with Cappenini Government Solutions, LLC, to develop the custom technology for the project. Cappenini is one of the world's largest information technology consultancy services. The company has a successful track record in working with other state agencies and demonstrated a clear understanding and shared vision of the Portal during the vendor selection process. The \$4,499,985 contract provides for the hardware infrastructure and the development of the technology, including service oriented architecture, portal, business intelligence, content management, and identity and access management,.

This phase of the project will develop a wizard functionality to integrate the business services of the Secretary of State's office and the Department of Taxation. Through the Portal, businesses will be able to apply for and receive their Sales and Use Tax permits, receive and renew their annual state business licenses, file articles of incorporation, file annual lists of officers, and conduct other important business all in one online visit and with one online payment. In subsequent phases, the Portal will enable businesses to conduct transactions with other state, county, and city agencies.

The Portal will deliver far better service to Nevada business customers and will greatly improve government efficiency by eliminating paper-based processes that lead to errors and delays in service, streamlining data storage and retrieval, improving security, and reducing administrative costs.

### **Elections**

1,077,370

Number of Active Registered Voters in Nevada as of June 30, 2010 42%

**Democrats** 

**37**%

Republicans

15%

Non-Partisan

80.27%

Voter turnout in 2008 General Election

#### Nevada Caucuses

Nevada has used the caucus process to choose Presidential candidates for nearly 60 years, but also experimented with "Presidential Preference Primary" elections in 1976 and 1980. In 1996, the two major parties were given the option of selecting their Presidential nominee by a primary vote at the state's expense; the state GOP chose that option.

The experiment failed to produce the increased voter interest that had been hoped for, so legislators let the option die.

The Nevada caucuses drew far more attention than usual in 2008 because they were moved to an earlier date on the election calendar and so were considered much more important in generating momentum for the leading candidates.

Nevada remains one of just 13 states that choose their presidential candidates by the caucus process rather than a primary election. The Secretary of State is the Chief Elections Officer for the State of Nevada. Through the Elections Division, the Secretary of State is responsible for the execution and enforcement of state and federal laws relating to elections in Nevada.

The responsibilities of the Election Division also include administering statewide candidate filings, preparing forms and documents, recommending legislation and regulations relevant to the electoral process, responding to election-related complaints, coordinating election logistics with local election officials, and providing information to the public regarding candidates and elections. The Elections Division also publishes informational election materials that are available to the public at no charge. These publications include: *Election Information Guide*, *Initiative and Referendum Guide*, *Minor Party Qualification Guide*, *Recall Information Guide*, *Independent Candidate Guide*, *Registration Toolkit for Businesses*, *Title 24 Election Laws* and *Election Regulations*. Additionally, the Elections Division publishes monthly voter registration statistics that are available on the office's website <a href="https://www.nvsos.gov">www.nvsos.gov</a>.

#### 2008 ELECTIONS

The 2008 Election was historic in its significance to the State. As an early caucus state, Nevada played a central role in the nomination of presidential candidates. Throughout 2008, Nevadans registered to vote



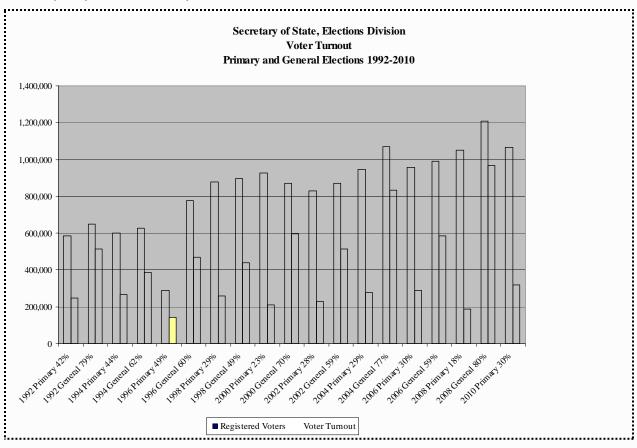
Secretary Miller conducts the 2008 Canvass of Votes with Nevada State Supreme Court Justices.

### Elections continued

in record numbers. Voter turnout approached record levels, and Nevada's early voting process attracted national attention as a model for other states to follow. Working with county clerks and voter registrars throughout the state, the Secretary of State's office provided more access to polling places than ever before. Hours and locations for voting were expanded, as were the number of voting machines available. As a result, the needs of a record number of voters were met; and 970,019 voters cast ballots in the General Election. The office also worked to ensure that Nevadans not only had an opportunity to vote, but also an opportunity to do so in an informed manner. The Secretary of State's election website was one of the most visited state websites during the elections run-up, and was acknowledged by the Pew Foundation for both content and ease of navigation.

#### 2010 ELECTIONS

For there first time since 1954, Nevada had a primary on the first Tuesday after the first Monday in June. This change in the primary date was a result of SB 162, legislation passed in the 2009 Legislative session. With a 30% turnout of active voters, thirteen percent higher than in the 2008 Primary, the new date has proven to be an early success. From an administrative standpoint, the earlier Primary date has allowed more time for both the Secretary of State's office and county clerks/registrars to prepare for the General Election. The 2010 General Election, featuring Nevada's six constitutional office races, as well as U.S. Senate Majority Leader Harry Reid's seat, will be held on November 2.



#### THE ELECTION INTEGRITY TASK FORCE

Established for the 2008 election season, the Election Integrity
Task Force is a multi-jurisdictional task force comprised of the
Secretary of State's Office, the Nevada Attorney General's Office,
Federal Bureau of Investigation, and the United States'
Attorney's Office. This Task Force investigates complaints
regarding questionable voter registration practices, potential
voter fraud, polling location violations, and the enforcement of



laws regarding voter intimidation. The Task Force is part of the overall Command Center, a communication network used during elections to provide the Secretary of State's Office the most immediate and accurate information. The FBI has identified the Command Center/Task Force as a model to be followed in other jurisdictions, and the Department of Justice is teaching it as a "Best Practice" model at the National Advocacy Center at the University of South Carolina. In addition to conducting their own investigations, the Task Force follows up on complaints submitted by the electorate to the Elections Department. The Task Force is being used again for the 2010 election season.

#### HELPAMERICA VOTE ACT

In a response to the irregularities in voting systems and processes unveiled during the 2000 Presidential Election, the Help America Vote Act of 2002 (HAVA) was enacted by Congress and signed into law by President Bush on October 29, 2002. To address these irregularities,



HAVA provided federal funding to the states to implement a statewide voter registration system, improve voting systems, replace punch-card voting machines, improve voter education and poll worker training, require provisional ballots, and require at least one voting machine per polling place be available to voters with disabilities. To be eligible to

receive HAVA funding, each state is required to submit a State Plan to the U.S. Elections Assistance Commission ("EAC") that serves as a blueprint for how HAVA funds will be spent. As required by the Act, Secretary of State Miller, as Chairman of Nevada's HAVA Advisory Committee, and the members thereof, have annually updated and submitted Nevada's State Plan to the EAC. The most recent HAVA State Plan was updated in January of 2010.

### Elections continued

By the end of fiscal year 2010, Nevada has received approximately \$23 million in federal funds under HAVA, including recent payments of \$798,107 in FY 2009, and \$694,006 in FY 2010. A portion of these funds were used to update and enhance the statewide voter registration system, purchase new voting hardware and software, and make various improvements to the administration of elections for the 2008 and 2010 election seasons. In addition, HAVA funds were again used to provide grants to non-profit organizations to increase voter education and outreach efforts. For more information on HAVA and the Nevada State Plan, please go to the Election Center of the Secretary of State's website: <a href="https://www.nvsos.gov">www.nvsos.gov</a>.

#### STATEWIDE VOTER REGISTRATION SYSTEM

HAVA mandates all states to have a single, uniform, official, centralized, interactive computerized statewide voter registration list to serve as the single system for storing and managing the official list of registered voters throughout the state. Nevada's statewide voter registration system (NevVoter) is maintained by the Secretary of State's office, and has been keeping this list since the spring of 2006. This bottom-up system requires eligible citizens to register to vote with their County Clerk/Registrar of Voters, and the County Clerks/Registrars of Voters upload their voter registration files to the system nightly. The NevVoter system



electronically sends the voter registration records for verification against the Department of Motor Vehicles or Social Security Administration, and cross references it with the Department of Vital Statistics' database. These database comparisons both verify identify of those registering, as well as flag those persons who may potentially be ineligible to vote according to federal and state law. Upon successful verification of the voter, the person is then added to the registered voter list in the NevVoter system.

This statewide eligible voter registration list is available for the public free of charge on the Secretary of State's website: <a href="www.nvsos.gov">www.nvsos.gov</a>. A major project to modernize the voter registration process began in FY 2010 and has centered on the automation of voter registrations through NOVA, the Nevada Online Voter Application. Planned for limited deployment in the fall of 2010, first time registrants with a Nevada driver's license or identification card in Clark County will be able to register to vote online. After all applicable information is provided, an electronic signature for that registrant will be captured from the DMV, and the entire file will be delivered electronically to Clark County to be included in their local election management system, as well as their nightly file transfer. This program will move Nevada into a paperless voter registration environment.

#### EDUCATION AND PUBLIC OUTREACH

To target college-age voters, the Elections Division works in partnership with the universities and colleges in the Nevada System of Higher Education to coordinate outreach efforts intended to increase college voter participation in the electoral process. The Secretary of State's office created the College Voter page, which is dedicated to answering questions of college students on how to register to vote and request an absent ballot.

A new tool for the 2008 election cycle was the Business Voter Registration Tool Kit, which was produced in conjunction with the Advisory Committee for Participatory Democracy (ACPD). The Tool Kit provides Nevada businesses with essential resources to facilitate the communication of the company with employees about the importance of registering to vote and voting. The Kit included article templates for company newsletters; flyers on voter eligibility requirements; how-to guides on conducting a company voter registration drive; and poll-worker information.

#### MILITARY AND OVERSEAS VOTERS

The Secretary of State helped usher state legislation that will ensure that military and overseas voters can cast timely ballots and receive election materials immediately upon request. Assembly Bill 41 made changes concerning voter registration and voting procedures for members of the military, their families, and other overseas voters. The new law allows overseas service members and their families to register to vote via email, and to receive and return their absentee ballot by email. This law also expands the use of the special absent



ballot, which is a second chance write-in ballot for absentee military and overseas voters. The special absent ballot has been expanded to be used for any state or local offices and ballot questions for which the military or overseas voter is entitled to cast his ballot.

In 2010, Congress enacted the MOVE Act to empower military and overseas voting; the terms of which are similar to the provisions of AB 41. Beyond Nevada state law, the MOVE Act requires a free access system to display whether or not an absent ballot has been received, and the transmission of overseas ballots at least 45-days before an election. The Secretary of State's office anticipates no problems with meeting this deadline. For more information on the new law, visit <a href="https://www.nvsos.gov">www.nvsos.gov</a>.

Secretary Miller distributed several hundred of these brochures, along with convenient wallet cards, to members of the Nevada National Guard who were scheduled to be serving overseas at the time of the election.

### Elections continued

#### WEBSITES

While providing the same categories of content as in FY 2008, such as current and previous election results; county and statewide voter registration figures; election results; all filed Candidate Contribution and Expenditures Reports; a list of candidates filed with the Secretary of State's office and a list of candidates filed in each county; an election calendar; ballot initiative information; HAVA; overseas voters; and a Frequently Asked Questions section, the Secretary of State's website, <a href="https://www.nvsos.gov">www.nvsos.gov</a>, received a new, updated look in FY 2009. This newly designed site also provides users information on the Election Integrity Task Force, the Business Voter Registration Tool Kit; the College Voters page, and details on how to participate in Nevada's student mock elections. Moreover, the website is home to My Voter File, a tool for individual voters to verify their registration and polling locations, seeing voter history, and instructions for placing a voter on the "Please Don't Call" List.



Nevada registered voters can access a wealth of information on the Secretary of State's website, including their voter registration status, voting history, their exact polling location, and the elected officials in their districts.

The Secretary of State's web family expanded in the last biennium. Starting with the 2008 election cycle, the Elections Division and the SoS Information Technology Division implemented a new election night reporting website, <a href="www.silverstate08.com">www.silverstate08.com</a>. Used again for the 2010 election, and renamed <a href="www.silvestate2010.com">www.silvestate2010.com</a>, this site reports real-time updated statewide, federal, State Senate, Assembly, and County race and ballot questions results throughout the Primary and General Election nights. Also included in the election night website are percentage of precincts reporting, maps showing results by counties, and graphics showing changes to the composition of seats in Nevada's legislature.

### ADVISORY COMMITTEE ON PARTICIPATORY DEMOCRACY (ACPD)

The Advisory Committee on Participatory Democracy (ACPD) was established in 1997 by the Legislature under the office of the Department of Cultural Affairs. The Committee was given the task of creating a repository of information and reporting back to the Legislature about recommendations on "programs, activities and events related to the participation of citizens in the development of public policy and the improvement of the operation of government."

During the 2003 Legislative Session, the ACPD was placed under the auspices of the Secretary of State's office (now codified in NRS 225.240, et. seq.). The law established specific goals for the Committee to reach by the 2008 General Election, including: attaining 75% voter registration rates, and achieving a voter turnout rate of at least 70% of those registered voters for the 2010 General Election. As mentioned in the Executive Summary, our office exceeded its goal by the end of FY 2009 when 77.6% of eligible Nevadans were registered to vote.

The ACPD is comprised of ten members selected by the Secretary of State. The purpose of the ACPD is to assist the Secretary of State in: identifying and proposing programs that promote citizen participation in governance; bestowing the Jean Ford Democracy Award; and working with partner organizations at the local, state, and national level to increase voter participation.

Additionally, the ACPD developed several initiatives to augment the efforts of the Elections Division in increasing voter participation throughout the state. The committee has created working liaison groups to focus on various duties of the committee. The ACPD groups are: the Business Liaison Group; the Youth Liaison Group; HAVA Grant Group; and the Jean Ford Democracy Group.

The **Youth Working Liaison Group** works on fostering relationships with the educational sector of the state, as well as youth leadership organizations to encourage younger people to become actively involved in the electoral process. For example, group members worked with the Clark County School District and the Clark County Elections Division to get over 200 students to apply and become qualified to work as poll workers in the Primary Election. The group continues to work closely with student service organizations such as Key Club and ROTC, to assist students in receiving community service hours for time spent as a poll worker. Students also earn stipends through the school district, as a donation toward the student organizations. Additionally, the group was involved with Nevada State Senator Valerie Wiener's statewide Youth Legislative Issues Forum held on July 31-August 2, 2008 in Carson City.

### Elections continued

The HAVA Grants Working Group solicits grant applications from non-profit, non-partisan organizations to assist the Elections Division in conducting voter education and outreach efforts to the citizens of Nevada. For the 2008 elections, the group reviewed and made recommendations on grant applications, and provided information to the Secretary of State for final approval. Over \$100,000 in grant funds were made available from the Secretary of State's Office through Section 101 of HAVA. For 2008, the applicants selected to receive grant funding were the College of Southern Nevada Foundation; Nevada Disability Advocacy and Law Center; Newspapers in Education of the Las Vegas Review-Journal; and Nevada Public Radio.

Likewise, the **Jean Ford Award/Democracy Day Working Group** is responsible for coordinating the review and selection process for recipients of the award and organizing the Democracy Day ceremonies. Any resident of Nevada is eligible for nomination. The ACPD selects all award recipients based on achievement, innovation and sustainable influence on voter participation in Nevada. Award recipients are selected in each of the following categories: elected official, educator, community, and new for 2008, public sector employee. The awards were presented by Secretary Miller to the recipients on April 23, 2009 and they were also honored on Democracy Day at the Nevada Legislature.

### 2009 Jean Ford Democracy Award Recipients



Also pictured are ACDP members:
Back row, left to right
David Fraser, NV League of Cities
Secretary Miller
David Wong (see caption below)
Judith Simpson,
Center for Civic Education
Chuck Alvey, EDAWN
Front row, far right
Julianna Ormsby, NTLA

Front row, left to right:

Kenya Pierce, college professor and community organizer, recipient in the "community" category. Senator Valerie Wiener, recipient in the "elected official" category.

Stephanie Hartman, social studies consultant with the Dept. of Education, recipient in the "educator" category.

Back row, center:

Daniel Wong, Chief Deputy Attorney General, DOT recipient in the "public sector" category.

#### **MOCK ELECTIONS**

In 2008, Secretary Miller served as the State Coordinator for the National Student/Parent Mock Election (NSPME). NSPME is the nation's oldest, largest, and most successful voter education project designed to facilitate interest in voting to children and parents throughout the country. The Elections Division worked in conjunction with the Nevada Department of



Education and the League of Women Voters of Northern Nevada to encourage schools throughout the state to enroll and participate in the Nevada Student/Parent Mock Election. The 2008 Mock Election was held on October 30, 2008. Over 23,800 students from 111 schools across Nevada cast their vote in the national program in which students nationwide voted for president, members of congress, governors (in applicable states) and select national issues.

In May 2009, the Nevada Secretary of State's office, in partnership with the Nevada Department of Education, was awarded a \$45,000 grant from the U.S. Elections Assistance Commission to aid in the implementation of a

statewide Mock Election for high school students. Grant funds were used to create the Your Vote, Your Responsibility (YVYR) Project, and to develop program and curriculum materials and professional development training to assist teachers in implementing the YVYR Project in schools throughout the state. The YVYR Project is a comprehensive, interactive, cross-curricular program designed to educate Nevada high school students about the electoral process in the State of Nevada. The project is designed to instill in high school students an interest in the electoral process by allowing them to participate in a simulated election with voting equipment, ballots and poll workers. The project consists of two main activities: 1) the Civic Awareness Expo, and 2) the Nevada Student Mock Election.

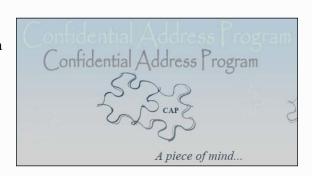
For 2010, the Nevada Student Mock Election will be held on Tuesday, October 26th, and participating high schools will cast ballots in federal and statewide races on the Mock Election website provided through the Youth Leadership Initiative (YLI). Elementary and middle school students will also be encouraged to participate in the Mock Election as well. Information on the program can be found on the Secretary of State's website:

http://www.nvsos.gov/index.aspx?page=497.

### Elections continued

### CONFIDENTIAL ADDRESS PROGRAM (CAP)

The Secretary of State's Elections Division also administers the State's Confidential Address Program (CAP). When established in 1997, Nevada became the second state in the nation to adopt such a program. CAP provides assistance to victims fleeing abusive situations and attempting to make a fresh start for themselves and their children. Two services are



provided to participants: use of a CAP fictitious mailing address and a confidential voter registration. When both services are applied, participants greatly reduce the risk of being located through public records.

During fiscal year 2009, 144 new participants enrolled in CAP. CAP ended fiscal year 2010 with 513 participants including 191 new enrollees. Since its inception, 1,003 people have participated in CAP.

Additionally, the number of certified agents in CAP has held steady at just over 30, including two private domestic violence shelters, several law enforcement agencies, Washoe Legal Services, and two state agencies (Welfare and Department of Corrections). To be deemed as "certified," an agency must employ at least one certified domestic violence counselor. The Secretary of State's office provides on-line training to domestic violence advocacy groups and shelters on how to screen and process individuals who may benefit from participation in the program. A new CAP Training Manual is now available to all certified agencies and those agencies interested in becoming certified in CAP procedures.

### **Securities**

Top Ten Investor Traps

**Products** 

Exchange-Traded Funds

Foreign Exchange Trading Schemes

Gold & Precious Metals

"Green" Schemes

Life Settlement Investments

Oil & Gas Schemes

**Practices** 

Affinity Fraud

Undisclosed
Conflicts of Interest

"Private" or "Special"

Deals

"Off the books" deals

The Secretary of State, **Securities Division**, is responsible for administering the state's securities law. The Division's mission is to protect Nevada investors from securities fraud, license and regulate investment professionals, register securities offerings, enforce the state's securities law, and educate the public by multiple means, including community forums, media, written materials, and the internet.

The main office of the Division is located in the Grant Sawyer State Office Building in Las Vegas. The Division also maintains an office in

Reno. As of the close of fiscal year 2010, the Division was budgeted for 18 full-time positions, including 7 criminal investigators and 4 compliance/audit investigators. This

"Always, ALWAYS, check before you invest."

--Secretary of State Ross Miller

staffing level represents a 50% cut in the number of full-time positions which compared to the close of fiscal year 2008 as reported in the last biennial report. In addition to performing securities fraud investigations, the Division's criminal investigators, as sworn peace officers, also conduct investigations involving false or fraudulent corporate filings, criminal notary violations and election law crimes.

The Division recorded annual revenue, payable to the General Fund, of \$20,375,327 in fiscal year 2009 and \$20,349,693 in fiscal year 2010. 2009 revenue was down 3.76 % from 2008 and 2010 revenue was down .13% from 2009. Additional revenue collected and credited to the Secretary of State's Operating General Fund Budget Account for use as provided in NRS 90.851, was \$1,800,882 in fiscal year 2009 and \$3,802,646 in fiscal year 2010. \$5,137,889 of those funds were attributable to collection of civil penalties assessed in connection with national securities violation investigations and settlements involving auction rate securities.

#### **LICENSING**

Nevada requires that most securities industry professionals, including broker-dealers, investment advisers, and their representatives, be licensed with the Nevada Securities Division. In addition, agents of issuers of securities, athlete's agents and transfer agents are also licensed through the Division.

#### REGISTRATION

Companies seeking to offer securities for sale in the State of Nevada must either register their offerings with the Division, or qualify for an exemption from registration.

### Secretary of State, Securities Division Licensing and Registration Statistics Fiscal Years 2007-2010

FISCAL YEAR END	2007	2008	2009	2010
Broker-Dealers	2,083	2,124	1,922	1,903
Total Investment Advisers	1,228	1,375	1,244	1,274
Sales Representatives	100,919	104,643	108,828	110,195
Investment Adviser Reps	2,790	2,942	3,141	3,128
Athletes' Agents	15	13	7	10
Agents of Issuer	111	99	82	67
Branch Offices	1,575	1,670	1370	1,344
Registrations *	5,029	5,161	99	87
Exemption Filings*	4,274	4,544	9,035	8,782

<sup>\*</sup> Note: FY 2007 and 2008 reported Notice Filings combined with Registrations. Since Notice filings are actually exemptions which should be in the Exemption Filings category, commencing in FY 2009 Notice Filings are categorized as Exemption filings.

#### **ENFORCEMENT**

The Division began fiscal year 2009 with 146 active cases open, and an additional 361 files were opened during the course of the year. 162 active cases were pending at the conclusion of fiscal year 2009. Based upon Division investigations, new criminal charges were filed by the state Attorney General against 20 individuals.

FY 2010 opened with 162 active cases and saw an additional 424 files opened during the year. At the close of fiscal year 2010, the Division had 240 active case files. Felony charges were filed against 13 individuals.

Civil enforcement actions brought by the Division for the '09-'10 biennium included 10 license revocations, 1 order denying licensing, five orders suspending licenses, 56 administrative consent orders, and 9 cease and desist orders. The Division collected \$5,603,528.00 in civil penalties and reimbursements for costs of investigation. \$800,241.00 was collected in restitution and paid to victims of securities law violations, and consent orders were inked which provided for additional restitution payments of over \$1.7 billion which will be paid directly to Nevada investors in the form of buy backs of their illiquid auction rate securities.

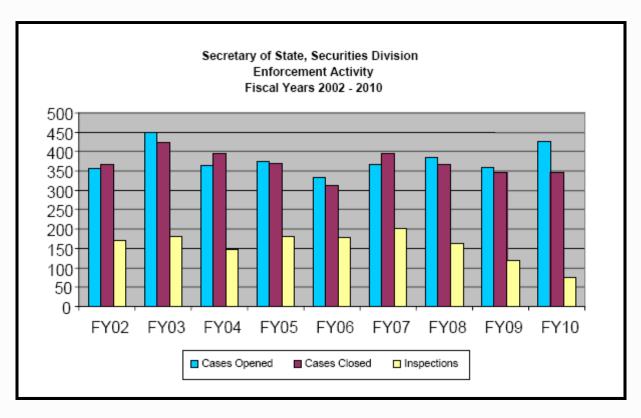
The Securities Division conducts routine and for-cause periodic inspections of Nevada's broker-dealers and investment advisers in order to ensure compliance with the statutory and

regulatory requirements for conducting a securities business in the state of Nevada. During fiscal year 2009, Division compliance/ audit investigators conducted 119 routine inspections and collected \$37,480.00 in fees for those inspections. In fiscal year 2010, the

Consumers can check the status of brokerdealers and investment advisers who offer a variety of securities as investment opportunities. Potential investors should visit www.nvsos.gov and click on the "IAPD" and "FINRA" buttons under the Securities Center.

Division conducted 75 routine inspections and collected \$49,930 in fees for those inspections. Inspection fees are billed, as required by statute, at the actual cost of the inspection, with a cap for in-state inspections of \$1,000. No out of state inspections were conducted during the biennium. While the Division's stretched resources and reduced staff accounts in part for the declining number of routine inspections, it is not the whole story. A more comprehensive approach to periodic inspections, and a focus on complaint driven inspections, as well as an aggressive civil enforcement investigation program, has resulted in less quantity, but it is believed, a better quality inspection program. When economic changes allow for increased resources, inspection numbers will rise.

In order to ensure that Division employees are prepared for performance of their duties, training is an essential element in the ongoing operations of the Division. In the past two fiscal years, the Division has utilized the State's membership in the North American Securities Administrators Association (NASAA), to obtain much of its training as well as stay abreast of trends in the industry. Employees receiving this training then return to Nevada and present seminars to their co-workers, thereby passing on new information acquired at the NASAA training sessions. Criminal investigators also participated in training sessions hosted by other law enforcement agency sponsored classes and seminars within the Las Vegas and Reno metropolitan areas.



#### ATHLETE'S AGENTS

Nevada's adoption of the Uniform Athlete's Agent Act which regulates individuals acting as agents for student athletes or seeking to act as agents for student athletes, has now been in effect for nearly 9 years. Licensed Athletes Agents are required to renew their licenses every two years.

#### INVESTOR EDUCATION AND PUBLIC OUTREACH

The Secretary of State's Securities Division funds investor education programs and materials through fines and civil penalties collected from individuals and firms who have violated securities laws or regulations. Division staff made some community presentations concerning the detection and avoidance of fraudulent investment schemes. However, with reduced resources and staff, an emphasis was placed on driving citizens to the Secretary of State's internet website and its many on-line investor education resources and links. Radio spot broadcasts sought to bring this valuable resource to the ever growing numbers of Main Street investors with access to and familiarity with electronic research via the internet. The Division also publishes informative brochures and other educational materials which are available on-line or in hardcopy.

Partnering with the Investors Protection Trust ("IPT"), the Secretary of State's Office underwrote a series of spots that ran for several weeks on Nevada's public radio stations, directing potential investors to the online investor education page. The office reached out to the state's 17 public school superintendents and distributed copies of the interactive Financial Soccer game, created by Visa with the Federation Internationale de Football Association ("FIFA") to help high school student learn financial concepts and money management skills, to each school district.



Secretary of State Miller has fun playing Financial Soccer with students at Jerome Mack Middle School in Clark County.

Recognizing that a new state law placed additional requirements on all school districts to teach financial literacy, the office also provided each superintendent with a copy of IPT's "The Basics of Saving and Investing" a comprehensive curriculum guide for teachers. Fourteen of the districts requested additional copies of the guide to distribute to every financial literacy classroom in their high schools.

# Notary

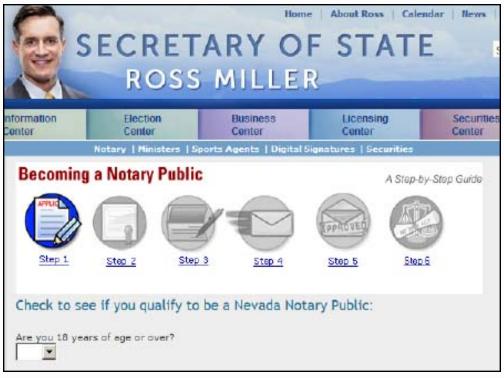
### Did You Know...?

The State of Nevada sets the fees notaries can charge their clients for services. Notaries who charge fees must inform clients of the cost of the service, which is \$2.50 or \$5.00 depending on the type of document.

The Secretary of State, **Notary Division**, is responsible for appointing, training and regulating Notaries Public in Nevada. There are just over 30,000 Notaries Public who serve the Nevadans by providing such services as taking acknowledgements, executing jurats, administering oaths, and certifying copies. Notaries Public serve in law firms, title companies, banks, government offices, and other private businesses.

### **Notary Training**

The number of individuals who completed the training and became sworn notaries was down compared to previous years, perhaps because of the economic downturn. Division staff travels regularly to Reno, Las Vegas, and Elko to conduct training classes. The classes are also offered to any business with 50 or more Notaries Public on staff that wishes to arrange an at their place of business. In FY 2009, 4,692 individuals attended a class. That number was down in FY 2010 to 3,652. A total of 7,361 notaries were appointed in FY '09 and another 6,868 in FY '10. The Notary Division posts forms and information on its section of the Secretary of State's website. The Notary Division section of the website now includes a notary training class schedule, all notary forms and applications, information on how to become a Notary Public, and an explanation of notary duties.



Information on how to become a notary of the public is available under the Licensing Center at www.nvsos.gov.

### Notary continued

### **Apostilles**

The Notary Division is also responsible for providing authentication of notary signatures, known as apostilles or certifications, which are typically used to authenticate documents to be presented in foreign countries. Apostilles and certifications can only be issued by the Secretary of State's office. The number of apostilles issued annually by the Notary Division continues to increase; 15,081 were processed in FY 2009 and 15,533 in FY 2010.

### **Notary Enforcement and Fines**

By law, the Secretary of State's office is charged with imposing fines for violations of NRS Chapter 240. The average fine for a notary who does not follow correct statutory procedures is \$200. Infractions such as failure to maintain a notary journal, a legal requirement since 1864, or notarizing the signature of a document signer who does not appear in-person are both subject to maximum fines of \$2,000. Fines collected by the Notary Division during FY's 2009 and 2010 totaled \$107,209 and \$59,625 respectively.

### **Ministers Database**

Legislation adopted in 2009 requires the Secretary of State's office to maintain a statewide database of Ministers appointed by county clerks. The centralized system allows county clerks to track each minister licensed in their county, as well as view ministers licensed in other counties. The database also provides a public search function so that citizens can locate a licensed minister or verify that a person is a licensed minister.

### **Customer Service**

The **Customer Service Division** of the Secretary of State's Office provides assistance to the general public, businesses and other government agencies in a variety of forms, including greeting customers in person at the Carson City and Las Vegas offices, telephone inquiries, email and written requests.

The Division's representatives are trained to assist customers with accurate information on the wide variety of services which the office administers. From helping customers navigate the office's websites, assisting with the procedures for filing formation documents and associated filings, providing information on fees and obtaining forms, answering questions with general information and responding to complex inquiries and concerns, the Division staff is the front line. In many instances, Customer Service staff put a customer in direct contact with a staff member in a specific Division to ensure the customers questions or issues are addressed. Although Customer Service representatives are prohibited by law to give legal advice, staff is trained to direct customers to specific Nevada Revised Statutes that may address their issues.

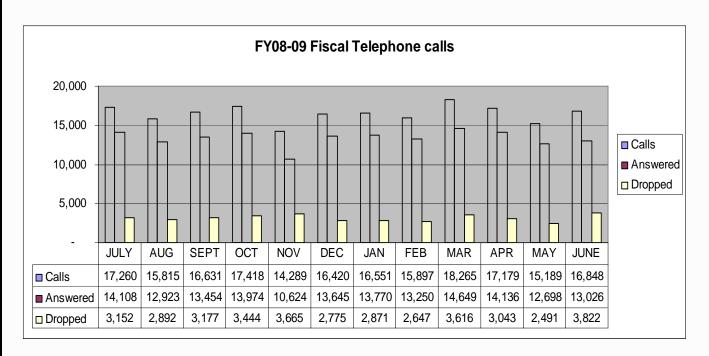
The Division is comprised of thirteen customer service representatives in the Carson City office, with two additional representatives in the Las Vegas office. With the public's increasing use of email as a method of communicating their inquiries, staff continues to answer approximately 900 calls, along with assisting an average of 150 walk-in customers on a daily basis and over 100 emails daily.

The additional duties of the office over the biennium has increased the daily volume of calls and customer contacts. Since October 1, 2009, the number of calls received by the Division increased to an average of 1,300 calls a day. With the addition of extra staff members, the call volume is still high but has dropped to an average of 900-1100 calls a day.

Customer Service staff assist in processing Business License filings for walk-in customers.

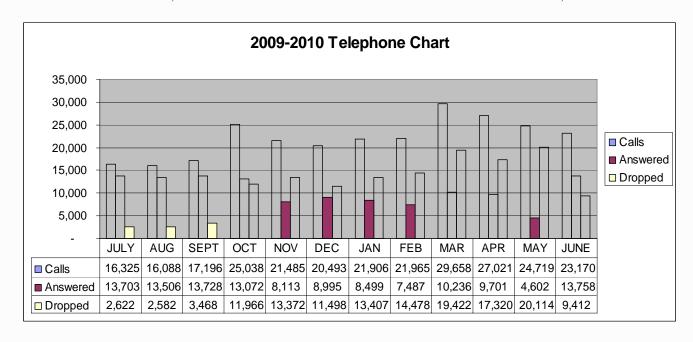
The Customer Service Division strives to give the best possible service to our customers in a professional, courteous and knowledgeable manner.

### Customer Service continued



Total calls - 197,762

Total calls answered - 160,257



Total calls - 265,064

Total calls answered - 125,400

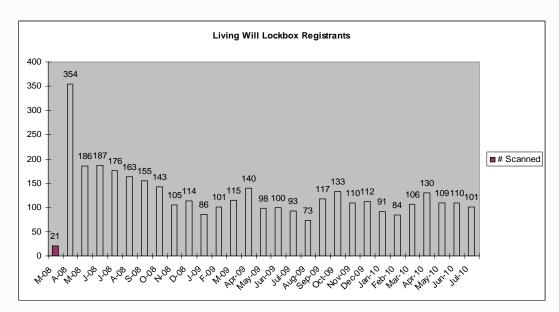
<sup>\*</sup> Dropped calls are terminated by the caller

# Living Will Lockbox



The Living Will Lockbox is a Registry of Advance Directives for Healthcare established as a free service to all Nevadans by the 2007 Legislature. Using the program, individuals can file certain directives including living wills, powers of attorney, and "do not resuscitate" (DNR) orders in a secure, online virtual lock box. Designated health care professionals and family members can access the Lockbox when medical care decisions must be made.

The program began March 25, 2008, and as of June 30, 2010, the Living Will Lockbox had grown to include 3,512 registrants and 41 healthcare providers. The registered authorized healthcare providers using the registry include hospitals, hospices, and physicians throughout Nevada. Initial funding for the program was allocated by the legislature, but that allocation was restricted to fiscal years 2008 and 2009. From fiscal year 2010 onward, the Living Will Lockbox Program Officer will seek to acquire the authorized \$25,000 per fiscal year from grant funding and private donations.



The Secretary of State addressed a variety of groups during the biennium to encourage participation in the program. Audiences included medical and support staff at Reno's Renown Hospital, the participants in the Retired Senior Volunteer Program, and members of the Alliance for Retired Americans.

Further information and forms for this program can be found at <a href="https://www.LivingWillLockbox.com">www.LivingWillLockbox.com</a>.

## Domestic Partnership

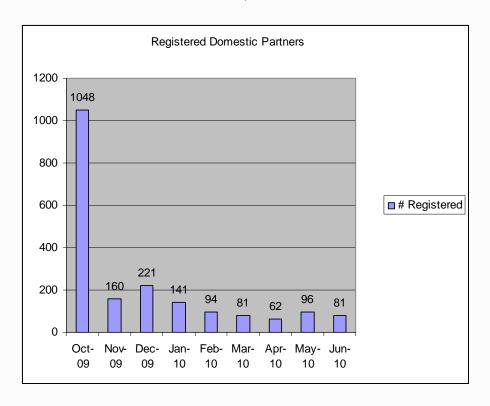


Domestic Partnerships, established by Senate Bill 283 during the 2009 Legislature, are civil contracts which grant the same rights, protections, benefits, responsibilities, obligations and duties as any other civil contract. As of October 1, 2009, any persons wishing to enter into a domestic partnership under the laws of this state, must file a registration with the Secretary of State. The Secretary of State then issues a Certificate of Registration and maintains the statewide Domestic Partnership registry.



Through June 30, 2010, the Domestic Partnership program has registered 1,984 partnerships and has generated \$115,685.00 in revenue. More information on this program can be found at www.nvsos.gov.

Individuals wishing to enter into a domestic partnership in Nevada must fill out a one-page form, have their signatures notarized, and submit it with a \$50 registration fee. A ceremonial certificate is available for an additional fee.



# **Operations**

The Operations Division is responsible for accounting, budgeting, agency personnel functions, information technology (IT), purchasing, agency contracts and various special projects.

#### **ACCOUNTING**

Key functions of the Accounting office include management of the office's nearly \$24 million biannual budget, nearly \$150 million annual revenue generation and monthly revenue analysis and forecasting. Additionally, accounting staff process daily bank deposits, manage the Secretary of State's internal controls and oversee the nearly 450 trust accounts as well as working closely with the State Budget office and Legislative Counsel Bureau to project and monitor general fund revenues and satisfy various fiscal and revenue requests. While economic conditions continued to decline during this reporting cycle, the office's revenue projections were within 5-7% accurate. Overall, a 6% decrease in revenues was realized in FY 2009 over FY 2008.

#### **INFORMATION TECHNOLOGY (IT)**

The Secretary of State's Information Technology (IT) team is comprised of 16 full-time professionals including the only Master IT Professional developer in the State system. By developing tools that facilitate business internally and for customers, SOS IT is a critical backbone to the office which is moving more to offering online services, internal efficiencies, paperless solutions and streamlining of workflow.

Under Secretary Miller's direction, the office has made service and office automation a priority. Since taking office in January 2007, improvements include modifications to the Secretary of State website design and functionality. Business entities may be searched from the home page and users see current announcements and public notices as well as other useful and legislatively-directed enhancements and features.

With over 100,000 unique visitors every month, <a href="www.nvsos.gov">www.nvsos.gov</a> offers a variety of electronic services and public and business related information. This key tool has allowed Nevada business owners and their representatives, international customers, political candidates and observers, and the general public to access, at any time, information and business functions provided by the Secretary of State's office.

### **Operations** continued

The electronic Secretary of State (e-SOS) application continues to play a critical role in Commercial Recordings filing services and is responsible for processing revenue in the amount of \$70 million during FY 2009. FY 10 Management and IT staff continue to work with the e-SOS system vendor to implement enhancements and perform necessary maintenance to insure that both our desktop and online processing systems are trouble-free..



The IT Team oversaw the design of a new site which launched in December 2009. The site has a fresh new look and enhanced functions, including the ability for users to subscribe to notices, newsletters, and press releases. The new content management system will allow staff to post information in a more efficient and timely way.

NevVoter/Statewide Voter Registration System (SVRS) - Developed as an interim solution for the 2006 primary and general elections to comply with the requirements of the Help America Vote Act (HAVA), the NevVoter system continues to serve as the production Statewide Voter Registration System (SVRS). Citizens complete a voter registration application with Nevada's 17 County Clerks/ Registrars of Voters. The information is then transmitted to the centralized database maintained by the Secretary of State's office. The SVRS is used to validate and verify the eligibility status of all Nevada voters, in part by matching records from the Department of Motor Vehicles and the Department of Vital Statistics according to federal laws and regulations.

Election Night Reporting (ENR) and election enhancements – Election night reporting was expanded in this for the 2008 election to include the new website <a href="www.silverstate08.com">www.silverstate08.com</a>. The reporting site was designed to provide a more graphical and comprehensive overview of the results as they are being reported on election night. The <a href="www.silverstate08.com">www.silverstate08.com</a> site allowed the public to get statewide up-to-the-minute results as they were being received from the County Clerks/ Registrars of Voters offices. The site also provided other resources, including links back to the official Secretary of State's website to provide any historical information that may be needed.

The Notary Division underwent a Business Process Review (BPR) with the Secretary of State's IT team this year that indicated several areas for improvement. The BPR specifically identified three separate projects to help improve efficiencies in the Division. The first project, an on-line application to register for training classes, is currently under development. The development for the Notary application is being conducted in a staged approach, which will allow for quicker turn around times and closer interaction with the user group. The second and third projects are targeted at the processes for applying to become a Notary and tracking applicants and appointments.

### 2010 Census

Counties with mail-in response rates higher than the statewide rate of 69% \*

Storey 84%

Carson City 79%

Churchill 79%

Lyon 79%

Washoe 74%

The Office of the Secretary of State led Nevada's 2010 U.S. Census outreach efforts, with Secretary Miller taking the role of spokesperson for the outreach campaign. The results of the 2010 Census will be an important part of federal funding formulas for the next decade as well as for reapportionment and redistricting. Recognizing the importance of the 2010 Census, this office took an aggressive approach in reminding Nevadans of their legal duty to respond to the Census as well as the potential future benefits to themselves and their fellow Nevadans.

Much of the campaign's emphasis was to remind Nevadans that every person counted in the Silver State would result in more than \$9,000 in

federal funding over 10 years for infrastructure, education, health care and other essential quality of life services. From the outset, there was a general consensus among stakeholders that the challenges to a robust census response would be Nevada's



traditional transient population, compounded by displacements due to home mortgage foreclosures, and a general distrust of government among certain segments of the population. In spite of those challenges, and due in part to the State's campaign, Nevada at the time of this writing had equaled its 2000 Census participation rate of 69%. Final Census results will be presented on December 31, 2010.

With a SAGE Commission recommendation, support from state Census officials, Secretary Miller sought funding from the Legislature in the amount of \$961,055 to fund a Census outreach campaign. Through a comprehensive Request for Proposal process, a contract was awarded to; Weber Shandwick, a public relations firm with national census outreach experience, and The Ferraro Group, a Nevada public affairs firm. Those two partners, working under the direction of the Secretary of State's office, and in conjunction with state and local Complete Count Committees and other stakeholders, conducted a statewide multi-media awareness campaign. The campaign's message was designed to create awareness of the importance of the census results to all Nevadans, and targeted the full range of demographics and ethnicities as well as hard to count populations including homeless and families that are transient due to home mortgage foreclosure.

<sup>\*</sup> Source: U.S. Census Bureau

### Census 2010 continued

Themes for various components of the campaign included the overarching tagline, "We All Count" and "For All the Marbles", both of which were chosen for their inclusive connotation. Besides relying on broad themes, the Secretary of State's office and our vendors took a proactive approach to disseminating messages of particular interest to various community segments, and responded quickly to new questions and issues as they arose. The development of messages and responses for the statewide campaign, and the strategy for dissemination, were conducted in consultation with representatives of the complete count committees, stakeholders, the State Demographer, and representatives of the U.S. Census Bureau in Nevada.

Paid media advertising for the campaign focused heavily on television and radio and was

supplemented by transit, outdoor, and print advertising targeted primarily to specific demographics. The paid media buys were used to leverage additional "earned media" (free), and aggressive pitching of Census-related story ideas and issues created numerous other earned media opportunities. A public-private partnership with the Ultimate Fighting Championship (UFC) resulted in additional earned media opportunities through the viral broadcast of public service announcements using UFC celebrities to promote Census participation. All the television, radio, and printed material were disseminated not only in their respective traditional medium, but also virally on the internet, through online social media, and on State of Nevada websites including those of the Office of the Governor, the State Demographer, and the Secretary of State.



At the Doolittle Senior Citizen Center in Las Vegas, Secretary Miller spreads the word about the importance of being counted in the 2010 Census.

Of the \$961,055 allocated by the State Legislature for the campaign, a total of \$945,396.47 was spent, leaving a balance \$15,658.53. A final report from the campaign's outside vendors indicates that through the paid media program alone, the state's census message achieved a 99% reach of all adults 18+ with an average frequency of 18 times. According to the U.S. Census Bureau, Nevada was one of just eleven states that matched the 2000 Census mail-in response rate, and that achievement combined with the overall participation rate success indicates that the State's investment in the campaign will result in long-term returns through federal funding.

### Biography of Secretary of State Ross Miller

**Ross Miller** was sworn into office on January 1st 2007. He is the youngest Secretary of State in Nevada history and the youngest Secretary of State in the country.

Ross Miller is a third-generation Nevadan who previously served as a Deputy District Attorney in Clark County, Nevada. As a prosecutor, he tried and convicted criminals for offenses including murder, sexual assault, armed robbery, drug trafficking, kidnapping, and child molestation.

In addition to his full time public service as Secretary of State, Ross is a board member of HELP of Southern Nevada; past president of Citizen Alert, fighting nuclear waste from coming to Nevada; and, a former board member of the Boys and Girls Clubs.

Ross holds a dual degree, in law (J.D.) and a Masters in Business Administration (M.B.A.), from Loyola Marymount University, in Los Angeles. He completed his undergraduate studies at Stanford University in California, earning a Bachelor of Arts major in English, with minors in Psychology and Political Science. While at Stanford, Ross served as a White House Intern, where he worked under then-Cabinet Liaison Thurgood Marshall, Jr. Ross also attended the Monterrey Technological Institute in Monterrey, Mexico, where he played on the Mexican Collegiate National Basketball Team.

Ross Miller is a Nevada native, who was born in Las Vegas and grew up in Carson City. He is the son of two second-generation Nevadans, Governor Bob Miller and Sandy Miller. While in Carson City, Ross attended Carson High School and moved to Las Vegas to attend Bishop Gorman High School, where he was a McDonald's High School All-American Nominee in basketball.

Ross met his wife, Lesley, when both were law students at Loyola Law School. Lesley is an attorney with Mainor Eglet, Cottle, a Nevada law firm. The Millers have two daughters, Cameron Elise and Geneva Layne.



# Biennial Budget: July 1, 2008 - June 30, 2010

BUDGET ACCOUN	1T ·	1050										
			F	Y 2009			FY 2010					
	<u>A</u>	ppropriation	<u>E</u> 2	YTD xpenditures	-	Amount Reverted	<u>A</u>	ppropriation	<u>E</u>	YTD xpenditures	_	Amount Reverted
CAT 01												
Personnel CAT 02	\$	7,215,910	\$	6,495,907	\$	720,003	\$	8,368,838	\$	8,082,338	\$	286,500
Out of State Travel	\$	19,051	\$	4,949	\$	14,102	\$	16,352	\$	11,254	\$	5,098
CAT 03												
In State Travel CAT 04	\$	53,501	\$	22,370	\$	31,131	\$	28,156	\$	27,068	\$	1,088
Operating	\$	1,726,758	\$	1,703,837	\$	22,921	\$	1,777,876	\$	1,758,483	\$	19,393
CAT 05												
Equipment CAT 11							\$	3,174	\$	3,174	\$	-
Election Expenses	\$	402,093	\$	388,723	\$	13,370	\$	94,856	\$	77,613	\$	17,243
CAT 12		·					Ť	- ,		,		, -
Notary Training	\$	62,903	\$	-	\$	62,903						
CAT 17 ACPD	\$	17,500	\$	810	\$	16,690	\$	_	\$	_	\$	_
CAT 18	Ψ	17,000	Ψ	010	Ψ	10,000	╽		Ψ		Ψ	
Living Will Lockbox	\$	89,426	\$	55,575	\$	33,851	<u> </u>					
CAT 19 LWL - Fees							\$	25,000	\$		\$	25,000
CAT 20							Ψ	25,000	φ	-	Ψ	25,000
Microfilm Project	\$	39,453	\$	38,838	\$	615	\$	51,673	\$	51,339	\$	334
CAT 23 State Business Portal CAT 25							\$	1,762,847	\$	967,181	\$	795,666
Census							\$	961,055	\$	945,062	\$	15,993
CAT 26							Ť	33.,333	Ψ_	0.0,002	<u> </u>	. 0,000
Information Services	\$	353,388	\$	321,867	\$	31,521	\$	378,546	\$	354,808	\$	23,738
CAT 30 Training	\$	20,639	\$	5,552	\$	15,087	\$	35	\$	_	\$	35
CAT 31	Ť			0,002	Ψ_	. 0,00.	Ť		Ψ		<u> </u>	
ESOS Re-Write							\$	471,630	\$	-	\$	471,630
CAT 33 ESOS Reporting System	\$	816,720	\$	671 212	\$	145,508	æ	498,244	\$	461,548	2	36,696
CAT 35	Ψ	010,720	Ψ	071,212	Ψ	140,000	Ψ	+30,2++	Ψ	401,040	Ψ	30,030
Victim Assistance	\$	13,385	\$	11,935	\$	1,450	\$	12,399	\$	12,399	\$	-
CAT 40 Inv & Enf O/S Travel							\$	8,751	\$	5,699	\$	3,052
CAT 41 Inv & Enf I/S Travel							\$	36,341	\$	25,470	\$	10,871
CAT 42 Inv & Enf Operating							\$	330,198	\$	161,971	\$	168,227
CAT 43 Inv & Enf Equipment							\$	8,248	\$	8,121	\$	127
CAT 44												
Inv & Enf Info Services							\$	17,400	\$	16,974	\$	426
CAT 86 Reserve							\$	1,260,475	\$	_	\$1	,260,475
CAT 87												,,
Purchasing Assessment	\$	6,474	\$	6,474	\$	-	\$	4,183	\$	4,183	\$	-
CAT 89 AG Cost Allocation	\$	104,834	\$	104,834	\$	_						
CAT 93				·								
Reserve for Reversion	\$	94,059	\$	94,059	\$	-	\$	977,877	\$	975,000	\$	2,877
Totals	\$	11,036,094	\$	9,926,942	\$1	,109,152	\$	17,094,154	\$	13,949,686	\$3	3,144,468

# SECRETARY OF STATE - REVENUE BY SUB SOURCE Fiscal Year 2009 and 2010

Rev Source	Sub	FY	FY
		2009	2010
GENERAL FUND SOURCES:			
3105 - UCC	8A-Financing Stmt	\$509,254	\$481,810
	8B-Change	\$356,580	\$419,300
	8D-Fed Tax Liens	\$39,540	\$62,580
	8E-Certifications	\$3,700	\$3,360
	8F-Form Sales	\$176,924	\$169,015
	8G-Correction Stmt	\$160	\$360
	8H-Info Request	\$184,340	\$189,680
TOTAL-UCC		\$1,270,498	\$1,326,105
3129 - NOTARY	AP-Apostille	\$278,646	\$275,532
	FT-Notary Fines	\$107,208	\$59,625
	NY-Notary	\$289,086	\$238,085
TOTAL-NOTARY		\$674,940	\$573,242
3106 - LV	AM-Amendments	\$571,492	\$260,525
	CC-Copies	\$225,574	\$122,169
	MS-Misc	\$0	\$25
	NF-New Filings	\$1,116,975	\$876,075
	NR-Name Reservation	\$21,175	\$11,800
	ST-Status	\$3,875,431	\$2,106,997
	TM-Trademark	\$135,930	\$109,640
TOTAL-LV		\$5,946,577	\$3,487,231
3130 - CC	AM-Amendments	\$2,777,435	\$3,094,515
	CC-Copies	\$2,500,506	\$2,186,615
	CH-Charters	\$26,150	\$25,500
	DS-Data Download	\$55,766	\$56,214
	MS-Miscellaneous (1)	\$52,956	\$70,414
	NF-New Filings	\$4,134,365	\$4,163,500
	NR-Name Reservation	\$99,150	\$92,200
	RA-Comm'l RA Listing	\$225,895	\$93,822
	ST-Status	\$51,167,503	\$48,060,033
	SU-Summons	\$0	\$5,764
	UR-Unrefundable	\$958,074	\$830,924
	XX - GF Expedite - CC	\$5,973,003	\$6,517,853
TOTAL-CC		\$67,970,803	\$65,197,354
3131 - VIDEO SERVICE	AM-Amendments	\$1,000	\$27,500
PROVIDER FILINGS	AP-Applications	\$750	\$1,000
	CT-Certificates	\$5,250	\$0
TOTAL-VIDEO SERVICE		\$7,000	\$28,500
3113-BUS LICENSE	BL-Bus License	\$0	\$35,933,026
	PE-Late Fees	\$0	\$1,589,400
TOTAL BUSINESS LICENSE		\$0	\$37,522,426

# Revenue: July 1, 2008 - June 30, 2010 continued

TOTAL NON-GENERAL FUND SOURCES		\$2,127,571	\$4,159,51°
1050/ 3722	Securities-Misc Fees	1,800,882	\$3,802,640
1051 / 4326	HAVA Interest Earned	\$119,674	\$53,31
1057 / 3895 1057 / 4326	Notary Training Chg  Notary Training Interest	\$204,754 \$2,261	\$185,24 \$2,22
	Notes T. C. C.	·	,
TOTAL-DOM PARTNERSHIP	Interest Earned	\$0	\$116,07
1050/4326	Interest Earned	\$0	Ψ \$39
	XX-Expedite Fees	\$0	φ2,92
	BW-Black and White Cert	\$0	\$2,92
1030/3001 DF	CM-Ceremonial Cert	\$0	\$96,58 \$16,18
NON-GENERAL FUND SOURCES: 1050/3601 DP	DP-Dom Partnership	\$0	\$96,58
TOTAL GENERAL FUND SOURCES		\$96,277.417	\$128,548,31
TOTAL CENERAL FUND SOURCES		\$32,272	\$63,76
TOTAL ELECTIONS	SU-Summons	\$22,869	\$17,96
	PE-Penalties	\$7,788	\$18,62
	EM-Elections Misc	\$0	\$40.00
	CS-Copies	\$1,365	\$28
3168 - ELECT	CF-Candidate Filing	\$250	\$26,90
TOTAL-SEC		\$20,375,327	\$20,349,69
	SL-Sales Rep	\$14,344,670	\$14,322,37
	SA-Sports Agents	\$2,000	\$3,00
	RE-Registration	\$284,970	\$295,17
	NA-No Action Letter	\$35,199	\$16,40
	MS-Miscellaneous	\$2,268	\$9
	IV-Invest Advisor	\$401,100	\$406,20
	IR-Invest Advisor Rep	\$398,640	\$423,17
	IF-Inspection Fees	\$37,280	\$49,93
	EP-Exemptions	\$4,070,250	\$4,067,45
	BR-Branch	\$204,050	\$175,20
3152 – SEC	BD-Broker/Dealer	\$594,900	\$590,70
TOTAL-ALL COMMERICAL RECORDINGS		\$73,924,380	\$106,235,50
3113	Business License	\$0	\$37,522,42
SUBTOTAL-Commercial Recordings 3131	Video Service	<b>\$73,917,380</b> \$7,000	<b>\$68,684,58</b> \$28,50
01177771	XX - GF Expedite Fees	\$5,973,003	\$6,517,85
	UR-Unrefundable	\$958,073	\$830,92
	TM-Trademark	\$135,930	\$109,64
	SU-Summons	\$0	\$5,76
	ST-Status	\$55,042,934	\$50,167,03
	RS-Research	\$225,895	\$93,82
	NR-Name Reservation	\$120,325	\$104,00
	NF-New Filings	\$5,251,340	\$5,039,57
	MS-Miscellaneous	\$52,956	\$70,43
	DS-Data Download	\$55,767	\$56,21
	CH-Charters	\$26,150	\$25,50
	CC-Copies	\$2,726,080	\$2,308,78

Secretary of State Nevada State Capitol Building 101 North Carson Street, Suite 3 Carson City, NV 89701 Phone: 775-684-5708

FAX: 775-684-5725\* Email: sosmail@sos.nv.gov

\*Fax not to be used for commercial recording/election report filings

Specific fax numbers may be found under Commercial Recordings/Elections or other appropriate category

#### COMMERCIAL RECORDINGS DIVISION

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202 North Carson Street Carson City, NV 89701 Phone: 775-684-5708 Fax: 775-684-5725

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#### Las Vegas (accepts expedite requests only & State

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