

Quarterly Business Report

Volume 1, Issue 9
Second Quarter 2010

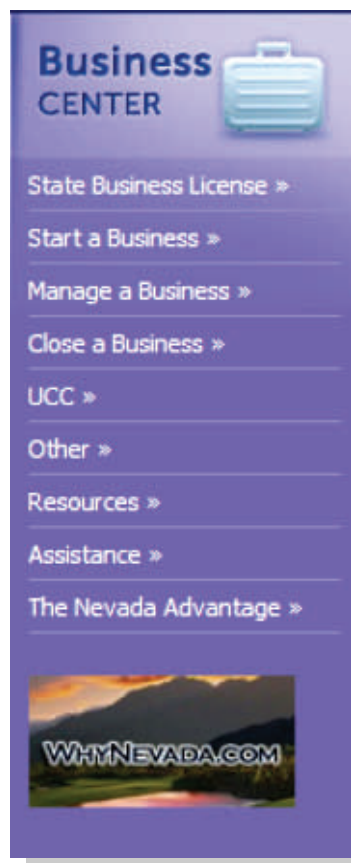
Dear Business Leader:

I'm very pleased to report to you the progress we've made in expanding and improving our Customer Service. You'll recall that in the first quarter of 2010, we reinstated several Customer Service staff to meet the heavy demand from you, our business clients. As a result, we're now providing better, more expedient customer service. And we're one giant step closer to bringing you the exciting new Nevada Business Portal. We have signed a contract with the vendor who will develop the platform to bring you this ground-breaking new service. Please read more inside.

Also in the second quarter, we redesigned our online [Business Center](#) to make it easier for you to conduct much of your business with us online. It's quicker and there are no additional fees to go to the [Business Center](#) to apply for or renew your business license or file your initial, amended, or annual list of officers. (See below.)

To top off a very busy second quarter, my office oversaw the first June primary election held in the state and we wrapped up a highly successful effort to get a complete count in the 2010 Census. You'll find more information inside this newsletter.

As always, it's a pleasure serving you and looking for new ways to serve you even better. Thanks for taking a few minutes to catch up on the latest business news from your Secretary of State's office.



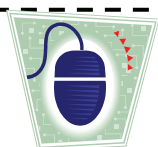
The online Business Center at www.nvsos.gov

has been redesigned to make it easier to navigate, whether you're starting a new business or trying to manage or expand your existing business.

You can file these documents online:

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

As always, customer service representatives are standing by to take your calls at 775-684-5708.



2010 Census: A Success!



Despite several factors working against us, we achieved our 2010 goal of matching the mail-in response rate of 10 years ago. Current economic conditions, particularly high unemployment and home foreclosure rates, meant that a disproportionate number of census questionnaires mailed out in Nevada went to vacant houses. We expected that the people who had once lived in those homes would be difficult to find and count, but Nevadans came through for their communities and their state.

They got the message about how important it was for them to be counted. It means we'll get more of the federal support our population warrants and additional representation in the U.S. Congress.

The 2010 Census outreach effort was supported by business organizations throughout the state. I'd like to thank all business leaders who made the extra effort to encourage their employees and customers to stand up and be counted.

View Past Editions: www.nvsos.gov

Secretary Miller Approves \$4.5 million Contract to Develop Portal Technology

The Interim Finance Committee has approved Secretary of State Ross Miller's funding request for a \$4.5 million contract to develop the new Nevada Business Portal, the first of its kind in the country. The contract to develop the technology for the online one-stop-shop for businesses has been awarded to Capgemini Government Solutions, LLC. The contract will be presented to the Board of Examiners for approval on July 13 and contract work will begin shortly thereafter. Karen Michaels of Carson City has been named the Portal Project Manager within the Secretary of State's office.

Assembly Majority Leader John Ocegüera, who was the lead sponsor of the Nevada Business Portal bill (AB 146) in the 2009 Legislature, said working on the bill was one of the positive highlights of the session for him because it allows the state to accomplish a lot of great things, despite current budget challenges. It will allow the state to greatly improve service to Nevada businesses, realize unprecedented efficiencies in state government, and capture millions of dollars in revenue that have typically been lost to the state.

Secretary Miller said the ground-breaking new service will also get the attention of business executives across the country who are looking to expand or relocate to a more business-friendly environment. He said the Business Portal will streamline how companies do business with state agencies to the extent that it will make Nevada decidedly more competitive than it already is in attracting new business.

Capgemini Government Solutions, LLC, is one of the world's largest information technology consultancy services. The \$4,499,985 contract to develop the technology, including service oriented architecture, portal, business intelligence, content management, and identity and access management, runs through February 1, 2011.

Currently, millions of dollars in revenue are lost because state agencies are not able to cross check data to make sure all entities conducting business in the state are properly licensed, registered, and permitted. The Portal will correct that inefficiency.

Capgemini 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 business all in one online visit and one online payment.

A comprehensive service, the Portal will also provide a clear pathway for businesses to follow to conduct transactions with other state, county, and city agencies, services that will be accessible through the Portal in subsequent phases of the project.

The Portal will also 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.

More information about the Business Portal and online services currently available can be found at the Business Center at www.nvsos.gov.



Secretary of State Miller will coordinate with state agency heads and elected officials, including Controller Kim Wallin (left), to develop the Business Portal. Portal Project Manager Karen Michaels is also pictured.

Customer Service – My commitment to you

We made great progress in the last quarter toward our goal of providing you the best possible customer service. You may recall that in testimony to a legislative committee earlier this year, I said that reductions in staff due to layoffs and mandatory furlough days had caused our customer service to drop to unacceptable levels, particularly in the area of our newest function to issue state business licenses. I told legislators what I told many of you; that my plan was to fight to not just restore previous levels of service, but to continuously improve it.

The legislature responded and since we refilled several vacant staff positions a couple of months ago, we have reduced processing times for issuing non-title 7 business licenses by 42%, and we make more progress every day. In addition, we've reduced processing times in our New Filings Division by 55%, in our Status Division by 68%, and in our Mailroom by 87%.

To help achieve our overall goals, we also recently reorganized our website using feedback we received from you, our business customers.

You'll now find the Business Center easier to navigate when you apply for or renew your state business license and file your new, amended, or annual list of officers. Conducting business with my office online is faster and easier and costs no more than doing it in person or by mail. Forms and other information you need for transactions that can not yet be conducted online are now also easier to find and understand.

Greater use of my Online Services Center means the customers who do still have to call my office will also be better served. We continue to find new ways to manage the thousands of calls we receive every week. Customers will find a new menu of options when they call that will better direct them to a service representative and reduce the amount of time they spend on the phone.

As always, we appreciate your patience as we take on new roles and responsibilities and welcome your feedback on how we're doing. My commitment to deliver the best possible service to you, our business customers, remains steady and strong.

News from the Securities Division

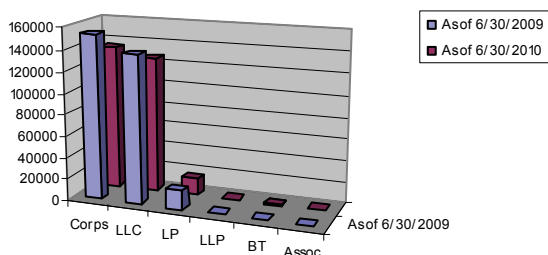


The North American Securities Administration (NASAA), of which Secretary of State Ross Miller's office is a member, has launched a new online service that allows investors to get information about investment adviser representatives. These individuals work for money management, financial planning, and other financial firms.

The website is linked to www.nvsos.gov, and contains information about Nevada's more than 3,000 investment adviser reps, including any customer complaints filed, disclosure of illegal activity, professional qualifications and employment history.

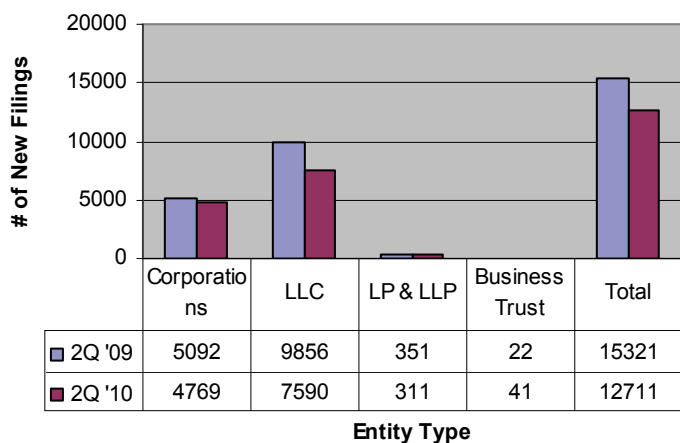
Latest Numbers from Commercial Recordings

Entities in Good Standing 2Q'09 vs 2Q '10



	Corps	LLC	LP	LLP	BT	Assoc
As of 6/30/2009	153510	137940	17399	529	288	110
As of 6/30/2010	134316	126705	16125	500	266	104

New Filings: 2Q '09 vs 2Q '10



News from the Elections Division



2010 Primary Election – Efficient & Fair

Voting isn't just a fall pastime anymore. For the first time in our state's recent history, Nevadans went to the polls in the spring of 2010 to vote in the primary election. The Legislature moved the primary election up in the year to give my office, local elections officials, and the courts more time between the primary and general elections to work out the various challenges that arise and often cause troublesome delays in printing and distributing ballots.

We worked very hard to make sure voters weren't caught off guard by the springtime election and I'm satisfied that the primary election turnout this June equaled the turnout in September of 2006.

The smooth transition to springtime voting reflected the nature of the 2010 primary election as a whole. Local election officials were well-prepared, my Election Integrity Task Force was trained and in place, and our Command Center for election night reporting functioned without a hitch. Our election night reporting site, www.silverstate2010.com, got excellent reviews from the public and the media for its up-to-the-minute comprehensive results and ease of use. Most importantly, there were no incidents of disenfranchised voters or other significant problems at polling places.

Statewide elections are team efforts and I'm pleased to report that the team came through for the candidates, the voters, and the integrity of the election process.

News from the Notary Department

Training Classes Scheduled



Reno

Thurs., Aug. 5, 8 AM
Atlantis Casino Resort

Las Vegas

(at Gold Coast Casino)

Elko

Thurs., Oct. 7, 5 PM
Red Lion Inn & Casino

Wed., July 7, 1 PM

Thurs., July 8, 8 AM

Wed., Aug. 11, 1 PM

Register for notary classes online at www.nvsos.gov.

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 costs.

The fee for taking an acknowledgement, first signatures, or signature on an affidavit is \$5.00. The fee for additional signatures of signers, administering an oath of affirmation without a signature, or a certified copy is \$2.50. More information about charging and posting fees can be found in [NRS 240.100 & 110](#).