

Quarterly Business Report

Volume VII, Issue II
Second Quarter 2014

Dear Business Leader:

During the second quarter of 2014 my office continued to develop the operability and efficiency of SilverFlume, integrating services with local jurisdictions and engaging the expertise of Nevada's technology leaders. I am committed to keeping Nevada as a one of the top states to do business in the country.

The SilverFlume team continues to incorporate agencies into our website so companies can complete their filings in a one-stop shopping environment. The Township of Tonopah is the latest to join our ranks, enabling existing businesses to renew their licenses at www.nvsilverflume.gov.

Our partnership with Churchill County has been so successful that the agency documented the experience and the benefits it's seen. I'm sharing Churchill County's experience with you in this newsletter.

I've also gathered some of the state's top tech experts and created an advisory committee for SilverFlume. They will provide invaluable insight and recommendations for keeping SilverFlume and the digital operating agreement at the forefront of digital governance.

I'm continuing my promise to uphold the integrity and security of Nevada elections by cracking down on those who commit elections-related fraud. My investigators apprehended and charged two individuals with voting irregularities during the last quarter.

Thank you for sharing in our news. As always, I look forward to continuing to serve you.

Respectfully,



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Nevada Secretary of State Ross Miller, second from left, joined colleagues from South Dakota, Oregon and Colorado at the National Association of Secretaries of State summer meeting in Baltimore, Md.

Nevada Tech Industry Provides Guidance on SilverFlume Development

To continually improve our service to customers who conduct business in Nevada, Secretary of State Ross Miller invited representatives from Nevada's technology sector to provide regular feedback about the operation of the state's business portal. The group of eight hails from the private sector, and they each represent a tech-related company and have specific fields of expertise including cloud technology, programming, business analysis, and security.

Participants include:

- Tim Averill, Averill Consulting Group
- Debbie Banko, Link Technologies
- Estella Hunt, Pivot Partners
- Chad Jenkins, Intuit
- Suzanne March, QuantumMark
- Kristi Overgaard, Switch Communications
- Antonio Rucci, Root Technology
- Abbi Whitaker, The Abbi Agency

"My agency's partnership with private-sector companies draws on the expertise of individuals who have devoted their careers to advancing technology within Nevada," said Secretary of State Ross Miller. "They bring a wealth of knowledge and ideas to the table that we will consider and possibly implement into SilverFlume in the coming months."

Through consultation with industry leaders, and through the network of businesses that provided guidance on the creation and operation of the SilverFlume platform, the Secretary of State's office is able to tap into the best available private sector expertise to ensure that SilverFlume is operating efficiently and meeting the needs of the business community.

The group met in July, and participants provided a wealth of feedback and suggestions to improve SilverFlume's platform and process. The Secretary of State's office is taking all recommendations under consideration with the hope of enhancing the user experience for all SilverFlume customers.

Tonopah Customers Can Now Renew Business Licenses on SilverFlume

Companies conducting business in Tonopah can now renew their business licenses on SilverFlume, Nevada's Business Portal, around the clock at www.nvsilverflume.gov. This partnership marks the first Nevada township to offer these online services to their customers on SilverFlume.

To date, SilverFlume has processed more than \$146 million in cross-agency revenue and more than 697,000 business transactions.

Find us at these upcoming business expos!

September 19, 2014:

[Governor's Small Business Conference](#)

Rio All-Suite Hotel & Casino Convention Center (Las Vegas)

September 25, 2014:

[Committed To Our Community 2014](#)

Las Vegas Convention and Visitors Authority

September 26, 2014:

[NCET Entrepreneur Expo](#)

Atlantis Casino Resort (Reno)

The screenshot displays the SilverFlume Nevada's Business Portal interface. At the top, it identifies the user as Ross Miller, Secretary of State, and includes a search bar. The main content area is titled "Tonopah Business Licensing" and shows a progress bar with four steps: Step 1: Review Common Business Registration, Step 2: Tonopah Business License Renewal (currently active), Step 3: Declaration, and Step 4: Review. Below the progress bar, a message states: "To simplify your licensing process, Town of Tonopah has partnered with SilverFlume to streamline your licensing steps. Please review below the previously entered information for accuracy before proceeding." A note mentions a convenience fee. The "Owners:" section shows "Owner Name: K Michael". The "Locations:" section contains a table with the following information:

Field	Value
Physical Address:	1002 BROUGHIER AVE, TONOPAH, NV 89049
Mailing Address:	1002 BROUGHIER AVE, TONOPAH, NV 89049
Number of Employees:	3
DBA (Doing Business As):	
Industry:	111110 - Soybean Farming
Date Opened:	03/05/2009

At the bottom, there are "Previous" and "Next" buttons, and a "Cancel" button. A footer note states: "Tonopah Business Licensing is provided to you by the Town of Tonopah, NV, in partnership with SilverFlume Nevada's Business Portal. If you have questions about Tonopah's business license, please call the Town of Tonopah at 775.482.6336. For questions about Tonopah's Licensing Ordinance, click here."

The Benefits of Partnering with SilverFlume

Churchill County documents its experience working with SilverFlume and the Secretary of State's office

Submitted By Diane Moyle, Churchill County Planning Department business license administrator

Churchill County started working with Nevada Secretary of State in July 2013 by signing an Interlocal Agreement to use the information available through SilverFlume for business licensing and assessment purposes. We are able to view information provided on the Common Business Registration (CBR) that a person completes on SilverFlume and use this registration form in the place of our business license application. Reports may also be run in order to find businesses that meet certain criteria.

Our partnership started on a small scale where we could run a report in order to see who had signed up on SilverFlume and had a location within our county/city or who had selected our county as a non-brick & mortar sales and service location. We were able to determine from this list those businesses that have already complied with our county regulations for business licensing, those whom needed to be contacted for licensing, and those that really didn't meet the criteria for requiring a

business license. We have been able to educate business owners who had not completed the county business license process through letters, phone calls, and emails how to gain compliance for business activities conducted in our jurisdiction.

The development team at Nevada Secretary of State have worked with us in order to fix areas of confusion and concern and changed some processes in order to include information that we need in order to complete the business license process. We are able to print the CBR from SilverFlume for a business that completed the form online and use it in the place of our application in order to create less paperwork required for a business owner. As more state agencies and local jurisdictions partner with SilverFlume more information will be available to determine eligibility for licensing at the local level. The Secretary of State's office is working diligently to include all state required information to be gathered through SilverFlume, and they are adding items to collect information for other state agencies and local jurisdictions as well.

We are currently working on ways to become more interactive through the state website with regard to our GIS data for Assessor's Parcel Numbers and Jurisdiction information to make it easier to direct the business owner to the correct jurisdiction for local regulations. SilverFlume developers are also developing some workflow screens where businesses may be able to renew their Churchill County business licenses online. This workflow allows us the ability to approve or deny a renewal before any money has been accepted. We maintain authority in our jurisdiction for permitting and approving any business before they can proceed. The money that will be paid through the website will be paid directly to our Churchill County account.

Churchill County recommends that other state agencies and local jurisdictions partner with SilverFlume. Start on a small scale to learn some of the benefits as we have, and then build the partnership from there. It streamlines the processes for businesses and allows all of us to share information and see areas of deficiencies in the business community. There are also benefits for Assessor and Clerk regarding the assessing and collecting of taxes and contacts for required filings for certificates of fictitious name from business owners who are conducting business in their jurisdiction.

As we all work together we can build a stronger business community and provide better services to business owners. We will truly create a place where people may go to start their business off right.



GOVERNOR'S CONFERENCE ON SMALL BUSINESS 2014

The 3rd Annual Governor's Conference on Small Business is coming to Las Vegas on September 19, 2014 at the Rio All-Suite Hotel and Casino Convention Center. This premier small business conference, hosted by the Nevada Department of Business and Industry in conjunction with local chambers of commerce and community sponsors, is designed for those seeking to start a small business or grow an existing business. Conference participants will have the opportunity to attend six concurrent informative and interactive panel discussions. The Business Resource Expo featuring 100+ exhibitors will provide attendees with an opportunity to interact directly with service providers, licensing departments, development authorities, top government officials and business development organizations that can help you get going and start growing! The conference will conclude with a plated luncheon featuring special guest speakers and a keynote address by Governor Brian Sandoval.

Exhibitor opportunities for B2B and nonprofit organizations are also available. To learn more about the conference or register as an exhibitor or attendee, visit www.lvchamber.com/gov-conference.

SOS Investigators Catch Elections-Related Fraud; General Election Is Quickly Approaching With Upcoming Key Deadlines

We are the midst of election season, with the primary just behind us and the general election only a few months away. Maintaining secure elections remains one of the highest priorities of this office. In recent months, Secretary of State investigators apprehended two individuals who allegedly committed voter registration fraud and voter fraud.

Ortencia Segura Segura is an undocumented immigrant who registered to vote under a false name and cast ballots in the 2008 and 2010 Nevada elections. She is in custody in California and faces extradition to Nevada for two Category "E" felony charges.

Biqui Diana Parra Rodriguez allegedly obtained personal identifying information of another person, Mary Lou Aguirre, and unlawfully and fraudulently registered to vote twice under a false name.

"The lesson here is that if you commit election-related fraud, my office will catch you and prosecute you for your crimes," said Secretary of State Ross Miller.

A few upcoming key 2014 election deadlines to keep in mind as we approach November:

October 4: Last day for military and overseas citizens to register to vote via the Federal Post Card Application (FPCA). Military and overseas citizens are encouraged to fill out the Federal Post Card Application (FPCA) to register and request an absent ballot at the same time. The FPCA can be accessed [here](#) and at www.fvap.gov.

October 5: Last day to register to vote by mail

October 14: Last day to register to vote electronically at www.registertovotenv.gov or in person. Applications for registration must be submitted in person by the end of the business day at all county clerk and voter registrars' offices throughout the state. A complete list of county clerks and voter registrars can be found [here](#).

October 18 to 31: Early voting

October 28: Last day for registered voters to request an absentee ballot. The Absent Ballot Request Form can be found [here](#).

November 4: General Election Day

Information about registered voter status and polling location is easily accessible through My Voter File at nvsos.gov/votersearch. Registered voters with Department of Motor Vehicle-issued identification can update their address or change their party affiliation online at www.registertovotenv.gov.

Commercial Recordings Revenue Q2 '13 vs. Q2 '14



New and renewing business licenses decreased slightly during the second quarter of 2014, with revenue also decreasing compared to the second quarter of 2013. Overall, FY 2014 generated \$1 million more in revenue compared to FY 2013 during the same time period.

Upcoming Notary Training Classes

Elko
High Desert Inn
3015 E. Idaho Street
September 4, 2014
5 to 9 p.m.

Las Vegas
Gold Coast Casino,
California Ballroom K
4000 W. Flamingo Road
September 17, 2014
1 to 5 p.m.

Carson City
Carson City Nugget
507 N. Carson Street
October 9, 2014
8 a.m. to 12 p.m.

Pre-registration required at
www.nvsos.gov