



BIENNIAL REPORT TO THE GOVERNOR

FOR THE 2023-2024 BIENNIUM

January 31, 2025



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LETTER FROM THE SECRETARY

Innovation, efficiency and integrity; these have been the core principles of the Secretary of State's Office throughout the last biennium. The Nevada Secretary of State's office informs Nevadans, empowers businesses, and is the trusted source of information that the state runs on every single day. As Secretary of State, I'm dedicated to the people of Nevada, ensuring the integrity of the vote, safeguarding financial systems and bringing new business into the state.

Since I took office in January 2023, our office has invested significantly into modernization to meet the expectations of our growing state. We've made significant strides across the agency – including:

- Through Project Orion, the overhaul of Nevada's business portal, we fixed over 500 bugs and finally brought the Commercial Recordings system to a minimum viable product. These efforts helped decrease our commercial filings backlog by 50% in one year and decreased our customer service hold times from over an hour to less than ten minutes.
- The speedy implementation of the Voter Registration and Election Management System (VREMS) to enhance the security, transparency and safety of Nevada's elections. This implementation was vital to an efficient and secure 2024 Presidential General Election.
- The implementation of blockchain through our Domestic Partnerships programs. With the use of blockchain, we can provide enhanced security of certified documents for Nevadans. It also improves processing time for staff and customers.



Above and beyond these achievements, the Secretary of State's Office staff has been hard at work across all divisions; from our efforts to protect investors in the Securities division to the support and oversight of public notaries and document preparers. The Office also has responsibility for a number of task forces and committees with appointed members of the public to help guide the office and give legislative suggestions to improve our government as a whole. These task forces include: the Advisory Committee for Participatory Democracy, the Youth Advisory Task Force, the Task Force for Safe Sidewalk Vending and the Keep Nevada Working Task Force.

None of this would be possible without the hardworking staff of the Secretary of State's Office, who serve for the good of the people of Nevada every day. The rest of this report outlines the work across each division, our outreach to the community, legislative changes impacting our office, and more.

I'm proud to be Nevada's Secretary of State, and I look forward to continue growing this agency and improving on these achievements in the next biennium.

Sincerely,



Francisco V. Aguilar, Secretary of State

DUTIES OF OFFICE

“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.”

Nevada State Constitution: Article 5, Section 20

The goals of the Office of Secretary of State:

- **INTEGRITY:** Ensure and advocate for the safety, security and accessibility of Nevadans’ fundamental right to vote and protect the electoral process through the effective administration of the state’s election laws;
- **EFFICIENCY:** Encourage the development and diversification of the state’s business community by providing innovative, expeditious and cost-effective services;
- **SECURITY:** Protecting consumers from fraud and abuse through cybersecurity readiness, effective regulation of securities, the regulation and oversight of document preparers and notaries public, the education of the public, and enforcing criminal law when necessary;
- **TRANSPARENCY:** Maintaining records and information filed with the office and to make that information easily accessible to the public;



- **COMMUNITY:** Promoting civic education through participation in state and local events and outreach to Nevada's educational community.

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. Current Secretary of State Francisco V. Aguilar is Nevada's 18th Secretary of State and first Latino elected as Nevada's Secretary of State.

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, Board of Economic Development and Chair of the State Records Committee. The Secretary of State's Office also oversees a number of committees within the office, including the Election Integrity Task Force (EITF), the Advisory Committee on Participatory Democracy (ACPD), the Youth Advisory Task Force, the Task Force on Safe Sidewalk Vending and the Keep Nevada Working Task Force.

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. The office is also the filing officer for statewide offices and all statewide initiative petitions and referendums.



The Secretary of State's Office is the first stop for business in Nevada; it receives business entity filings, issues State Business Licenses and generates significant revenue from the associated fees. The office maintains records for corporations, limited liability companies, limited partnerships, limited liability partnerships, limited liability limited partnerships, business trusts, professional corporations and associations and rights of publicity. The office also administers the Nevada Lockbox, a registry of advance directives and guardianship nominations; administers the registries of document preparation service providers, domestic partnerships and ministers; administers the Notary Public Act, 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.



1 Secretary of State Francisco Aguilar and Governor Joe Lombardo at bill signing for the Election Worker Protection Act, alongside County Clerks and Registrars and elections staff from across Nevada.

EXECUTIVE SUMMARY

Over the course of the 23-24 biennium, Secretary of State Francisco V. Aguilar has prioritized modernization and efficiency, and that began in the 2023 legislative session. The Secretary of State's Office helped pass several important pieces of legislation including the protection of election workers, the expansion of language access, and a significant investment in technology; and the successes of this strategy have been felt across the entire agency. These improvements would not have been possible without the support of the Governor and State Legislature, who granted the office significant funding for the creation of VREMS and Project Orion and supported the Secretary's vision.

The Elections Division remains committed to transparency, security and accuracy in all its practices. Through an unprecedented 2024 election cycle, featuring Nevada's first ever modern Presidential Preference Primary, the office continued to make every effort to ensure that all eligible Nevadans can register and exercise their right to vote while also drastically increasing voter education and outreach efforts.

The Secretary of State's website continues to be updated with valuable information about Nevada's election processes and our Election Night Reporting page provides election results and other valuable information related to turnout and ballots cast. The continuation of the Election Integrity Task Force allows the office to address potential issues and any matters that might occur leading up to or through Election Day.

The Office continues to work with all 17 county election officials, while increasing our interaction with and supporting the 18 city election officials, to ensure uniform and best practices throughout the election process. This has been complicated by the rapid and consistent turn-over of state, county, and city election officials throughout the biennium. Some counties experiencing one or more complete turnovers in their elections staff, highlighting the importance of standardizing training, processes, and procedures.



Additionally, the implementation of the new statewide Voter Registration and Elections Management Solution (VREMS) required by the passage of Assembly Bill 422 (AB422) of the 2021 legislative session has created an increased opportunity for transparency. The new system, starting with implementation in August 2024, will continue to be developed in the coming biennium and will benefit voters, advocates, and the press alike with greatly enhanced reporting and increased oversight for the Secretary of State.

The Commercial Recordings Division has undergone a rapid transformation of systems and processes, due in part to the implementation of Project Orion: a sustained effort to move the division into the 21st century and align with modern best practices. This transformation also included a reorganization of division staff and procedures, enabling a rapid reduction in the long-standing backlog of filings while also cutting customer hold times on agency phone lines. It also led to the collection of \$203,738,447 in revenue in FY 2023 and \$211,655,725 in FY 2024, an all-time high for the agency.

SilverFlume, Nevada's online business license portal, recorded more than 1.1 million transactions over the course of the biennium while contributing significantly to that record revenue. Hundreds of longstanding bugs in Commercial Recordings systems were resolved as part of Project Orion, leading to a dramatic decrease in errors and failed transactions while also increasing customer satisfaction.

The Securities Division continues to protect Nevadans by ensuring the integrity of the securities marketplace. These efforts consist of investigative actions, as well as the registration and oversight of securities brokers and dealers, investment advisors and their representatives. The criminal investigators of the Securities Division also provide important assistance to the Elections Division by investigating criminal violations of election law. Educating the public through community forums, presentations and the distribution of publications is also a significant component of the Division's responsibility.



The Notary Division was moved from Commercial Recordings to Special Programs to create efficiencies in compliance and oversight. The appointment, training and regulation of the over 36,000 notaries public in Nevada takes significant work and has been augmented with additional resources through Project Orion. Document Preparation Services, Nevada Lockbox and Domestic Partnership Program are also overseen by Special Programs, and all except Domestic Partnerships have seen record growth in use and registrations. This growth demonstrates a need to modernize these programs as well, and the agency has already begun aligning IT resources to do so.

The Operations Division of the Office of Secretary of State continued to manage the important internal functions including Accounting, Human Resources (HR), Information Technology (IT), and administrative support to the Executive Team. Accounting effectively managed the office's \$20 million annual budget and more than \$200 million in annual revenues, while also supporting the rapid growth in contractors due to Project Orion and VREMS. The HR division supported the recruitment, hiring, and support for all 154 approved positions to ensure compliance with NAC 284 and a safe and effective workplace. As the technology backbone of the office, IT oversaw the development and maintenance of seventy custom software products including the statewide voter database, the agency's website and the support of over 250 servers. Additionally, the IT team provided robust cybersecurity services, protecting the office's systems from malicious actors and cyber threats through the intensity of the 2024 Presidential General Election.

LEGISLATIVE UPDATES

During the 82nd Legislative Session (2023), the Secretary of State's Office championed a number of bills to create additional protections surrounding elections, improve services for the business community and make business easier in Nevada and increase our funding to increase our staffing levels and retain employees.



2 Secretary of State Francisco Aguilar speaks during press conference outside the Nevada State Capitol outlining legislative priorities for the 82nd Legislative Session.

SENATE BILL 406 – THE ELECTION WORKER PROTECTION ACT

- The Election Worker Protection Act makes it a felony to threaten, intimidate and harass election workers with the intent of interfering in an election.



- After 2020, election workers across the country faced a significant increase in threats and harassment for doing their jobs to protect our democracy and citizens' fundamental right to vote. In Nevada, elections offices, including the Secretary of State's Office, dealt with significant turnover due to increased pressure and harassment. Senate Bill 406 passed unanimously across the state senate and assembly, and was signed by Governor Joseph Lombardo in a public ceremony with Secretary Aguilar and elections Clerks and Registrars from Nevada's 17 counties.

SENATE BILL 54 – THE CREATION OF THE ELECTION PROCEDURE MANUAL AND REQUIRED TRAINING

- This bill requires the Secretary of State's Office to create an election procedure manual and requires county clerks and registrars to go through annual training.
- Both requirements help our state protect institutional knowledge and educate election workers on federal and state laws that are constantly being updated.

SENATE BILL 349 – DOCUMENT PREPARATION

This bill streamlines compliance for document preparers and allows the Secretary of State's Office to assess fines for violations in a speedy manner.

ASSEMBLY BILL 67 – NEVADA INVESTOR EXEMPTION

- Revised portions of NRS 90 by adding an exempt transaction for those issuers who have securities that qualify for the federal intrastate exemption and sell those securities only to Nevadans who earn at least the median income for Nevada. Assembly Bill 67 was passed and codified into law, becoming effective on July 1, 2023.



BILLS EXPANDING NATIVE BALLOT ACCESS

- SB216 requires County and City Clerks to schedule a meeting with each Indian tribe that is in their jurisdiction. This bill allows the use of EASE for members of an Indian tribe that resides on an Indian Reservation or Indian colony.
- SB327 clarifies that an Indian tribe may elect to not have a polling place; ballot drop box within the boundaries of an Indian Reservation or Indian Colony and sets forth the dates when they need to submit this by if they do not want a polling place or ballot drop box. Previously they had to submit a request in writing to have one, however, now they submit a notice if they decline.



ELECTIONS

The Elections Division is responsible for the execution and enforcement of federal election and state election and campaign finance laws included in Title 24 and across other chapters of the Nevada Revised Statutes relating to the election and terms of public officers; administering the requirements of the applicable provisions of the Civil Rights Act of 1964, Voting Rights Act of 1965, Uniformed and Overseas Citizen Absentee Voting Act of 1986, National Voter Registration Act of 1993, Military and Overseas Voter Empowerment Act of 2009, Help America Vote Act (HAVA) of 2002, and other federal election mandates; serving as the filing office for statewide and multi-county elective positions, initiative petitions and referendums; maintaining the statewide voter registration database; managing the statewide mail ballot contract and other statewide elections-related contracts; and conducting voter outreach and education programs.



*1 Secretary of State Francisco Aguilar visits Clark
County Election Department Poll Workers on Election
Day of the 2024 Presidential Preference Primary*

The Elections Division also administers the Advisory Committee on Participatory Democracy (ACPD), which is comprised of ten members selected by the Secretary of State's Office. The ACPD was created to assist the Secretary of State in identifying and proposing programs that promote citizen participation in governance, establish and administer the Jean Ford Democracy Award, and to work with partner organizations at the local, state, and national level to increase voter participation in Nevada.



Election Regulations

Starting in January 2023, the Elections Division continued its biennial task of conducting a regulatory review of the regulations across all chapters of the Nevada Administrative Code (NAC) associated with Title 24 of NRS. This review was split into two sections; first focusing on those regulations required for the conduct of the Presidential Preference Primary which had a deadline of the last business day of September 2023 and then a second review focusing on the remainder of the regulations prior to the deadline of last business day of February 2024.

The first review concluded on September 28, 2023 with approval by the Legislative Commission and ultimately resulted in 119 pages of new, modified, and repealed regulations. The second review concluded on February 26, 2024 and included 34 pages of new, modified, and repealed regulations. The changes in regulation were focused on increasing transparency and security while making conforming changes to better align the regulations with statutes implemented by the 2023 Legislative Session.

Election Summaries

2023 SPECIAL ELECTIONS

During 2023, two Special Elections were held in the City of Henderson and in Nye County.

The City of Henderson Special election for City Council Ward 1, was held on April 3, 2023. For this Special Election, there were 3 days of Early Voting, from Tuesday, March 28th through Thursday, March 30th, and all active registered voters eligible to vote in this election were mailed a ballot, and in-person Election Day voting was held on April 3, 2023. There were 53,640 active registered voters within the district and of those, 7,467 cast their ballot in this election. Of those, 5,702 were cast by mail ballot, 781 voted during the Early Voting Period, and 984 voted on Election Day.



In Nye County, the Beatty Water and Sanitation District held a Special Election on May 23, 2023, to fill two vacant seats; on four-year term and one two-year term. For this Special Election, there were 14 days of Early Voting offered, from Saturday, May 6th through Friday, May 19th, and all active registered voters eligible to vote in this election were mailed a ballot, and in-person Election Day voting was held on May 23, 2023. 97 voters cast their ballot in this special election.

2024 SPECIAL ELECTIONS

During 2024, two Special Elections were held in Lyon and Washoe counties.

Lyon County held a Special Election that encompassed two districts; City of Fernley, Ward 5, and the Stagecoach General Improvement District, to fill 3 vacant seats. This combined Special Election was held on July 23, 2024. For this election there were 2 days of Early Voting, on July 20th and July 22nd, 2024, and all active registered voters eligible to vote in this election were mailed a ballot. In-person Election Day voting was held on July 23, 2024. Of the 543 eligible voters for the Stagecoach General Improvement District, 116 cast their ballot, and 309 eligible voters in Ward 5 in the City of Fernley, cast their ballots.

In Washoe County, the Palomino Valley General Improvement district conducted a recall election that was held on May 4, 2024. For this recall election, there was 1 day of Early Voting offered on May 2nd and all active registered voters eligible to vote in this election were mailed a ballot. In-person Election Day voting was provided on May 4, 2024 and of the 1,288 voters who were eligible to cast a ballot in this recall election, 323 ballots were cast.



2024 PRESIDENTIAL PREFERENCE PRIMARY ELECTION

The State of Nevada has had a long history of switching between the Caucus system and Presidential Preference Primaries, going back to 1864, to elect Presidential candidates. Most recently, AB126 was passed in the 2021 Legislative Session, which resulted in the creation of the Presidential Preference Primary (PPP) option once again for Nevada voters, where the first PPP since 1996 was held on Tuesday, February 6, 2024. However, while the major political parties were still able to conduct their own Caucus, the State did hold the PPP for candidates who did file to run in the State of Nevada as a candidate for the office of the United States President.

Early voting for the PPP ran from Saturday, January 27th through Friday, February 3rd and all active registered voters who were registered with either of the two major political parties (Democratic or Republican parties) were eligible to vote in the PPP. Of the 1,157,258 voters who were eligible to vote in the PPP, 168,849 (78.26%) voted by mail, 23,802 (11.03%) voted during the period of early voting, and 23,091 (10.7%) vote in-person on election day. Total turnout for the PPP was 215,742 (18.67%)

2024 PRIMARY ELECTION

Primary elections in the State continue to be a “closed primary,” where only voters who are registered with one of the major political parties (Democratic and Republican parties) are able to vote on the candidates for partisan offices that will be nominated in that election to move forward as the candidate for that party in the November General Election. Independent and Minor party candidates do not participate in Primary Elections but rather move on to and appear on the General Election ballot along with the candidates from the major political parties that are nominated at the Primary Election. Candidates for nonpartisan office will appear on both partisan and nonpartisan ballots and are voted on by all voters who are eligible to vote for those offices on their ballot.



The 2024 Primary Election was held on Tuesday, June 11, 2024. Early Voting began on Saturday, May 25th and ran through Friday, June 7, 2024, and all active registered voters were sent a mail ballot. Of the 1,997,488 active registered voters that were eligible to vote in the Primary election, 193,399 (59.7%) voted by mail, 65,518 (20.22%) voted during the period for Early Voting, and 65,031 (20.07%) voted in-person on Election Day. Total turnout for the 2024 Primary Election was 323,948 (16.22%). Mail ballot voting was dominant as the preferred method of voting in this election.

2024 GENERAL ELECTION

During the months between the Primary and General Elections in 2024, the 16 counties in the State transition to the new Statewide Voter Registration Solution, known as VREMS. This project is a multi-year project, with the first phase of implementation occurring with the go-live of the new system in August of 2024, and was in place to be used to administer the 2024 Presidential General Election.



2 Secretary of State Francisco Aguilar visits the Clark County Elections Department on Election Day, November 5, 2024, for a press conference after the close of polls across Nevada.

The new system was successfully used in this election for voter registration and election management including ballot setup, issuance and receiving of mail ballots, syncing with the new E-Pollbooks to process in-person early voting and election day voters and processing same-day registrants, and posting of vote history to all voters who participated in the 2024 General Election.



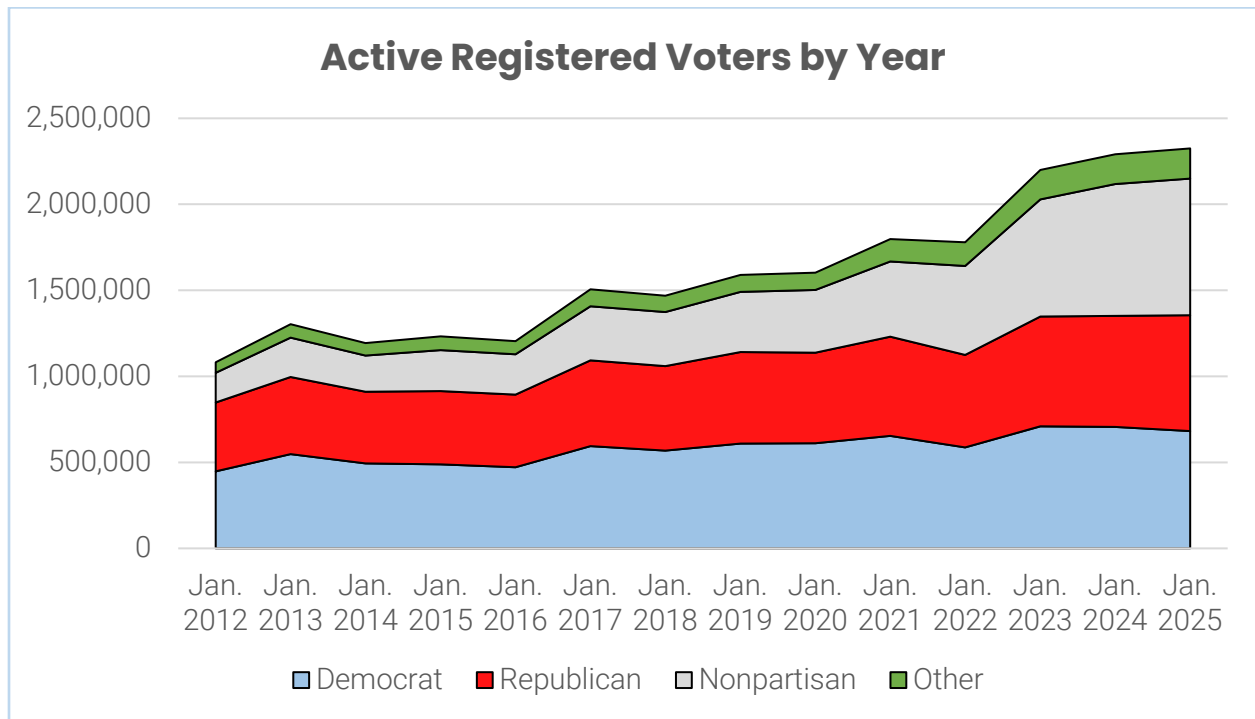
The 2024 General Election was held on Tuesday, November 5, 2024. Early Voting began on Saturday, October 19 and ran through Friday, November 1, 2024, and mail ballots were sent to all active registered voters in the state. Of the 2,042,607 active registered voters that were eligible to vote in the Primary election, 669,334 (44.99%) voted by mail, 553,719 (37.22%) voted during the period for Early Voting, and 264,834 (17.08%) voted in-person on Election Day. Total turnout for the 2024 Primary Election was 1,487,887 (72.84%). Mail ballot voting was again the most preferred method of voting again in this election.



ACTIVE REGISTERED VOTERS IN NEVADA BY PARTY

Date	Active Registered Voters	Democrat	Republican	Nonpartisan	Other
Jan. 2012	1,082,705	447,881	400,310	172,463	62,051
Jan. 2013	1,302,562	548,069	447,500	228,713	78,280
Jan. 2014	1,193,194	493,929	416,015	210,242	73,008
Jan. 2015	1,231,658	488,705	424,791	238,812	79,350
Jan. 2016	1,203,905	471,342	423,308	234,229	75,026
Jan. 2017	1,505,075	595,329	498,013	314,450	97,283
Jan. 2018	1,468,671	567,767	492,190	313,421	95,293
Jan. 2019	1,590,047	609,841	530,972	349,701	99,533
Jan. 2020	1,601,889	610,911	527,641	362,855	100,482
Jan. 2021	1,797,384	654,749	576,126	436,093	130,416
Jan. 2022	1,779,484	586,475	538,077	517,160	137,772
Jan. 2023	2,199,666	708,909	638,376	681,607	170,774
Jan. 2024	2,290,361	705,189	645,837	767,545	171,790
Jan. 2025	2,325,062	682,660	673,176	794,099	175,127





Elections Compliance

Since the 2020 Election, the Secretary of State has received an increase in the number of election complaints received from the public. Because of this, the Elections Division Compliance Team was created to investigate these complaints. Both Compliance positions were approved during the 2023 Legislative Session and created in the State HR system in October 2023. The hiring process began that month and concluded with the onboarding of two new employees in early 2024.

The Secretary of State takes every complaint received from the public seriously and investigates each complaint to the full extent of the law. From July 2023 to the present, the Elections Division's Compliance Team has investigated the following cases.



Year	Reports Received	Open Cases	No Violation	Civil Finding (letter or fine)	Civil /Criminal Referral
2023*	23	0	21	1	1
2024**	1,097	198	810	7	82

**The 23 cases that were open and closed for the 2023 calendar year were all received after July 1, 2023.*

***For the 2024 Calendar year: Of the 1,097 election complaints received, 307 were sent via an automated portal, 480 were Election Integrity Violation Reports (EIVRs), 228 were Voter History Discrepancy (VHD) cases, 81 were from the County and one (1) was other (In-Code complaint).*

EIVRs are complaints the Secretary of State's Election Division receives from the public alleging a violation of Title 24 of the NRS. A determination is made based upon evidence and/or witness information that show whether there is a violation or no violation for Title 24 of the NRS.

Hundreds of complaints were received via an automated online portal that allows users to send complaints based on a template with only a few clicks. Regardless, each complaint is reviewed individually and treated as a separate case. As of January 2025, none of these automated complaints contained any evidence of violations of Title 24 of the Nevada Revised Statutes (NRS).



Additional Bills from the 2023 Legislature

A number of bills related to elections were approved during the 2023 Legislative Session and subsequently signed into law by the Governor. The following is a brief summary of bills not previously referenced:

SB54 – Requires the Secretary of State to create and maintain an elections procedures manual at least once every two years. The Secretary of State shall develop and provide a training course to each county clerk and city clerk as it relates to elections. This will help to ensure uniformity and efficiencies when administering an election.

SB317- Allows individuals that are experiencing homelessness to use homeless services as a temporary mailing address. The Division of Welfare and Supportive Services of DHHS will publish a list of such providers.

SB418 – Candidates for judicial office and they are not the incumbent must complete with the filing officer a questionnaire that has been prescribed by the Nevada Supreme Court. Incumbents filing for judicial office may complete the questionnaire. All questionnaires must be posted to the relevant county or clerks' website.

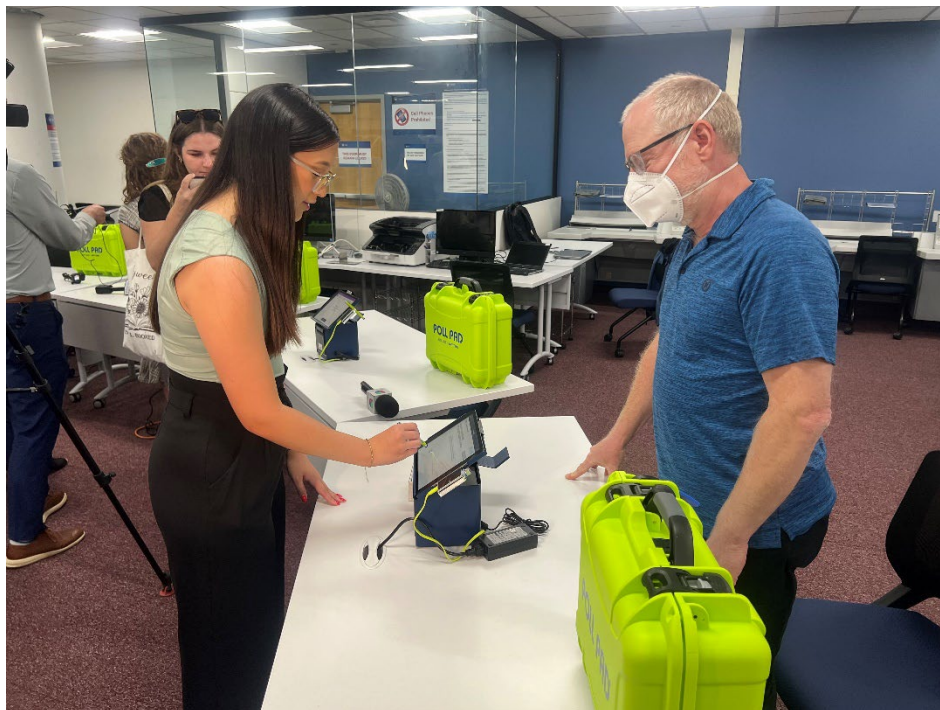
SB484 – Appropriated funds for the implementation and support of risk-limiting audits, for the costs of materials for voter education and outreach, for a contract for signature verification services, for the cost of tracking and notification system for mail ballots, and for the cost of a statewide top-down voter registration database and election management system.

AB192 – Allows the Secretary of State to contract with a vendor for mail ballots, recount of office of president, design of all envelopes for mail ballots, update to electioneering signage to be at least 17 inches by 11 inches in size, placed on a window or door of the polling place or freestanding sign and is visible to a person approaching the area where electioneering is prohibited. Definition of uniformed-service voter includes Space Force.



AB225 – Establishes that those individuals that are not covered by NRS 247.540 may petition the court to be keep their data confidential. This court order expires after five years.

AB286 – County or city jails shall establish a policy, so individuals detained in jail, and are a qualified elector, the ability to register to vote and cast a ballot. This is done in coordination with county and city clerks. Not later than 30 days after each election the person who administers a county jail or city jail shall submit in a report to the Secretary of State an explanation of the process and a summary of each complaint received



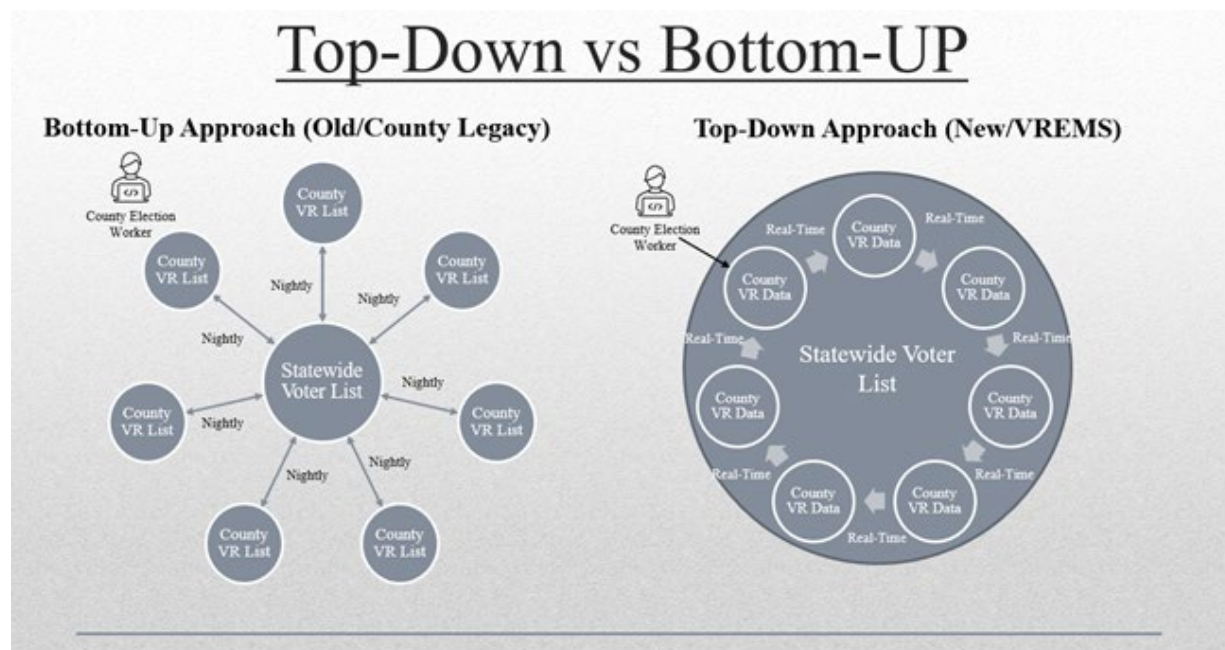
3 A reporter with local media gets hands-on demonstration of the new Poll Pad from the Voter Registration Election Management System (VREMS) before it goes live for the 2024 General Election.

VOTER REGISTRATION & ELECTION MANAGEMENT SOLUTION (VREMS)

In 2021, the Nevada Legislature passed AB422 (2021) to move the State to a centralized Top-Down Voter Registration system by the 2024 General Election. This transformational system is called the Voter Registration & Election Management Solution (VREMS).

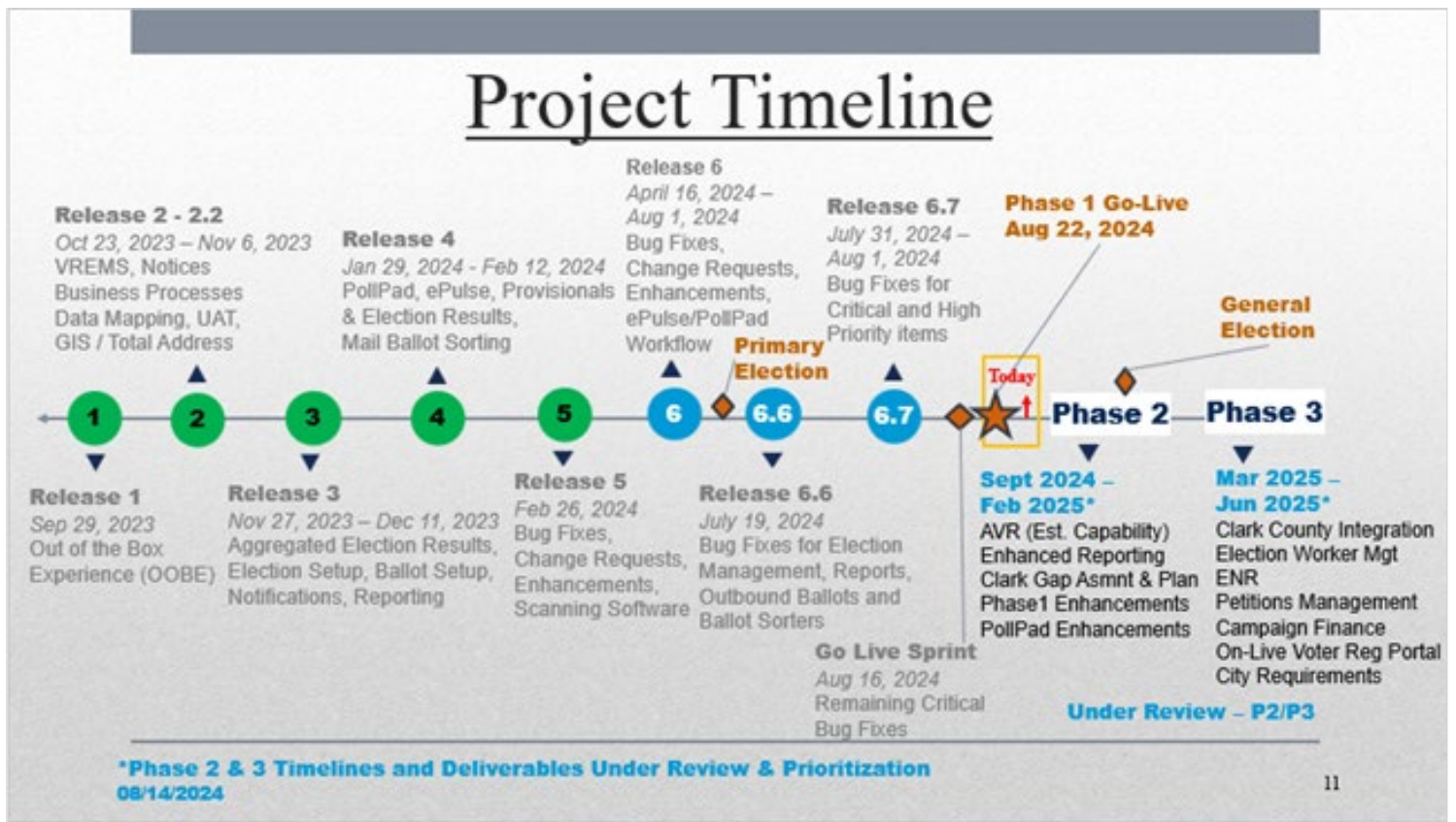
Prior to VREMS, each county had their own standalone voter registration database and different election management systems. This had a significant impact on county and state resources and was a barrier to timely and accurate reporting.

AB422 requires the Secretary of State to establish and maintain this new top-down database system that collects and stores information relating to voter preregistration and registration from all counties prior to the 2024 general election. The first phase of the VREMS project is focused on the implementation of three key components: Total Vote, Poll Pads, and ePulse.



VREMS Implementation

The implementation of VREMS is crucial to keeping Nevada's elections some of the most safe, secure and accessible in the country. VREMS officially entered the 'go-live' phase in August 2024 and was able to successfully implement phase 1 prior to the 2024 general election. This transition across Nevada modernized our elections & gave voters more transparency into the electoral process than ever before. Clark County, where Nevada's largest voter bloc resides, transitioned to the elections management system ahead of the 2024 election cycle, proving the system's efficiency & security. Clark County will merge with the state's system in 2025.



COMMERCIAL RECORDINGS

The Commercial Recordings Division is one of the largest General Fund revenue generators in the state and 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 non-profit 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; (2) Uniform Commercial Code financing statements, changes, lien searches, federal tax liens and utility filings; (3) video service provider certificates of authority; and (4) statements of partnership authority. The Division is also responsible for issuing the annual State Business License to all Title 7 entities as well as sole proprietors and partnerships. 96% of the department's workflow is managed online, directly by our constituents through the Business Licensing Portal (SilverFlume).

4 The Secretary of State's Commercial Recordings Division conducts outreach at the Reno-Sparks Chamber of Commerce Small Business Week Fair in May 2024.



Nearly 560,000 businesses in Nevada manage their state business licensing & renewals through the State's Business Licensing Management systems. Last year alone, our Business Licensing Management services generated approximately \$200 million for the State General Fund. This is a critical tool for Nevada's business community & vehicle for our economy. In FY'2024 we launched Project Orion to stabilize the systems these services run on & improve the user experience. The improvements will help the thousands of business owners and our internal teams that rely on our Business Licensing Management services & drive more business to the State of Nevada.

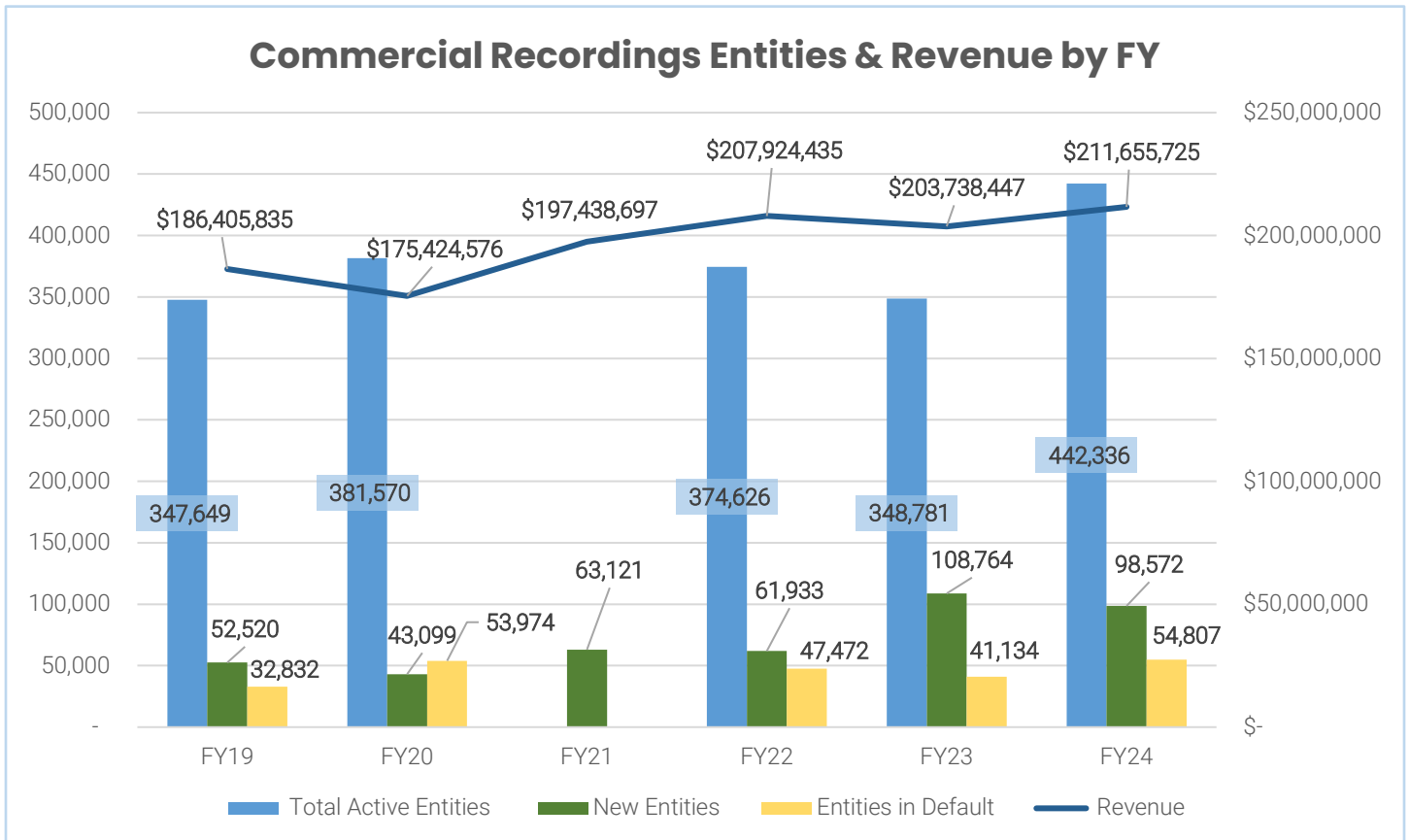
Progress

- Logical and Efficient Process Flows
 - Decreased our processing backlog- from several months to provide a complete turn-around processing time of 4-6 business days.
- Add Vendor Resources to fix the Backlog of bugs and stabilize our systems
 - We have resolved Just over 600 tickets, which have stabilized our systems.
 - As a result, we have reduced call demand into Customer Service and this has allowed time for our teams to provide a higher-level of customer service, when our business users need our support.
 - Added Automated Testing to 80 business critical Filing Flows, to ensure the escalated pace of delivery could be tested efficiently without impacting our internal business teams.
- Enhance Customer Service and Reduce Demand on State Employees
 - In-Product Self Help for 40-of our most frequently used Business Filings to increase Customer Confidence and Reduce Customer Service Call Volume
- Improvements to State and Customer Security



- Modernized Infrastructure to improve system security and processing efficiencies. One benefit of this improvement is we are now able to recover from a disaster in hours, and in some cases minutes vs several weeks.
- Implemented additional Proactive Fraud Prevention services
- Increase State Revenue
 - As of Nov 2025, Revenue has increased by 5.26%, year-over-year compared to FY'24 and 3.46% year-over-year compared to FY'23.

Entities and Revenue



Top Deployments:

- Process improvements – working filings end-to-end and reducing our backlog from months to less than 5-working days.
- Improved Disaster Recovery and fortified our Infrastructure Security Posture – moved from a 3-week disaster recovery timeline to the ability to fully recover in a matter of hours.
- Implemented Increased Proactive Fraud prevention – At the recent IACA conference, the State of NV was praised for its progressive security approach.

Next Steps and Growth

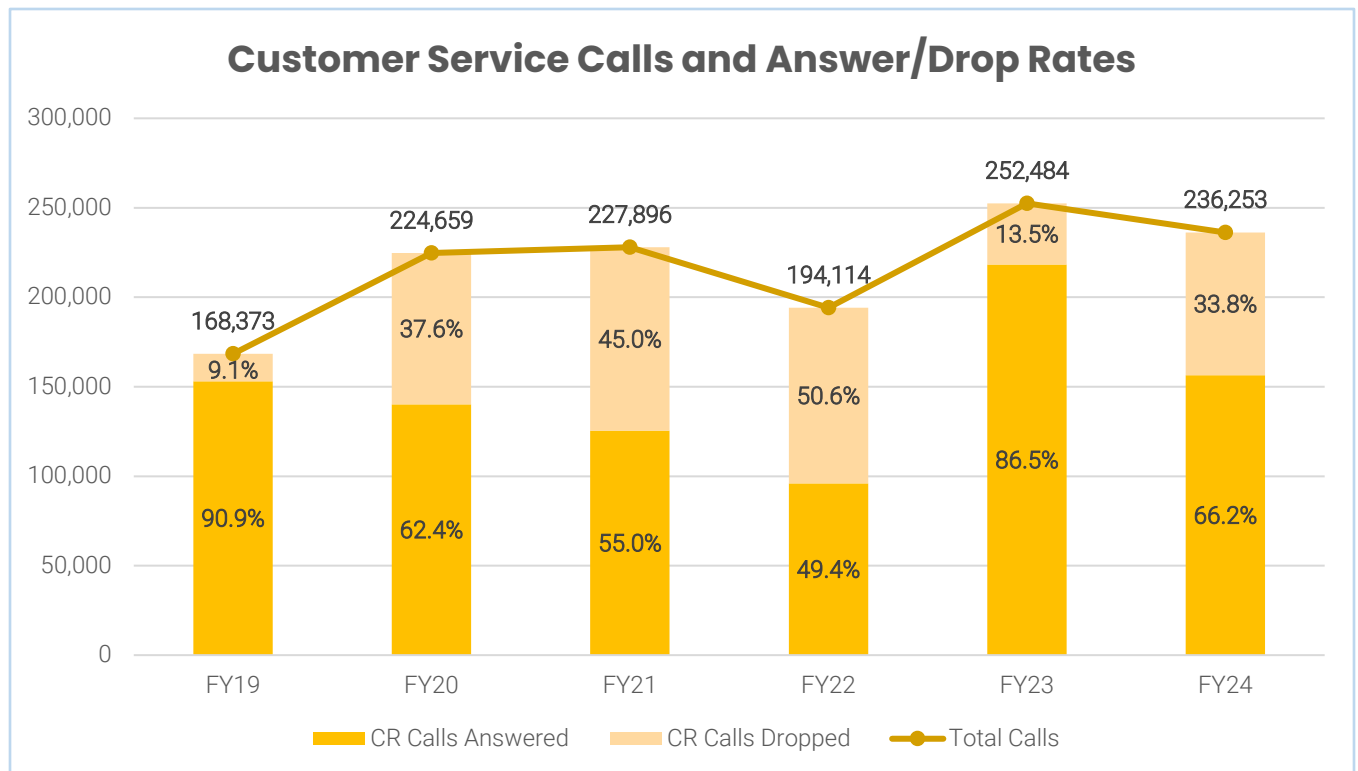
- Continue our Statewide Business Licensing Group Initiative – Current Member Jurisdictions include NV SOS, Carson City/Rural Jurisdictions in NV, Clark County, Henderson, Las Vegas, North Las Vegas, Reno, Washoe County.
- Continue to invest in our staff in training and growth opportunities within the SOS and State agencies, while modernizing the tools they use daily to better service our constituents of the State of Nevada.
- Roll out our branding developed in partnership with the Abbi Agency to our Speridian product and NVSOS site.
- Continue to Partner with our Commercial Registered Agents to update our Forms to ensure clarity and ease of use for our constituents.



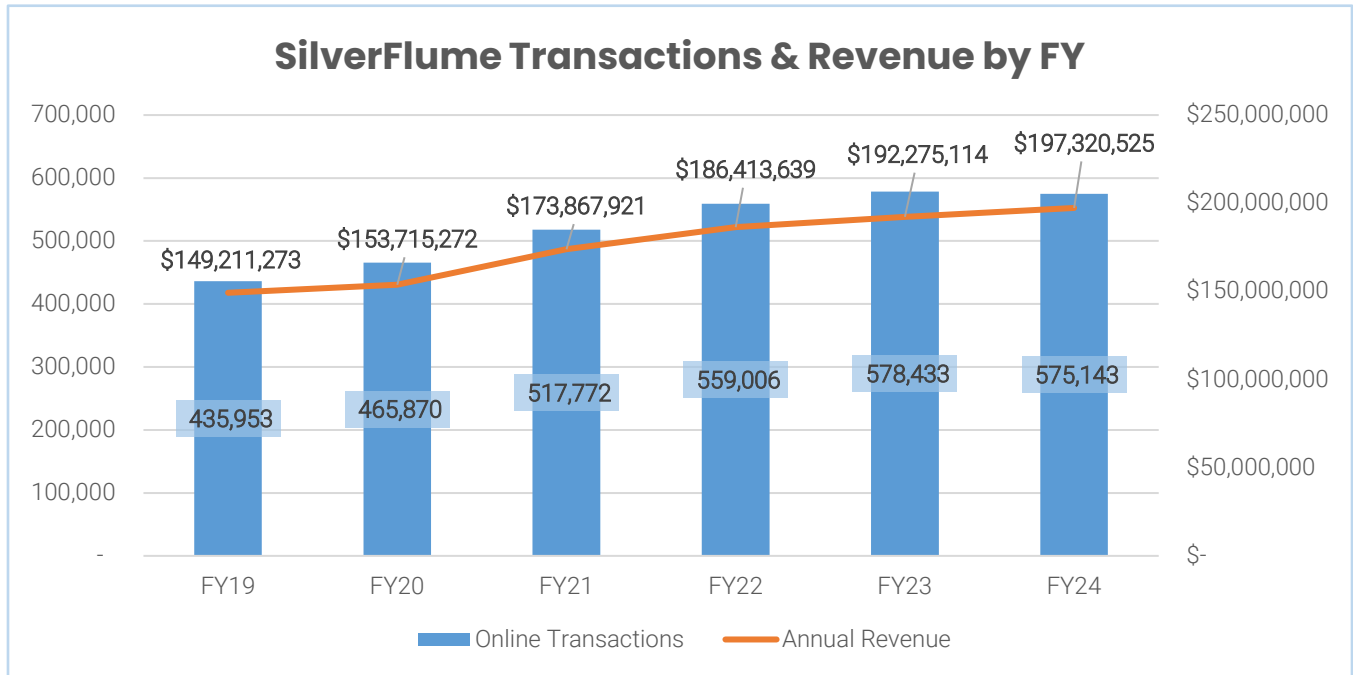
Entities Formed and Current Status – FY23/FY24

Fiscal Year	Total Created or Formed	Active	Defaulted or Expired	Revoked	Dissolved or Cancelled	Other Misc Statuses
FY'23	102,494	40,277	42,303	10,385	8,268	1,836
FY'24	92,527	64,214	23,579	5	4,293	435

Customer Service Call Handling Metrics



SilverFlume Statistics



Statewide Business Licensing Working Group

We have initiated discussions with State, County, and City agencies to establish a One-stop shop solution for businesses seeking multi-jurisdictional licensing and operational efficiencies within Nevada. Our Statewide Business Licensing Workgroup was formed and is a collaborative effort and aims to streamline processes, reduce overhead, and simplify the business setup experience in the state. By aligning our fee structure with competitive advantages, we can attract foreign corporations seeking favorable pricing and legal protection. The group will dismantle existing agency silos and collectively manage the One-stop shop. Working groups are in place, and meeting schedules are being established to ensure successful collaboration.

This group is aimed at supporting the decision-making process and ensure the vision of the One-stop shop is designed to incorporate and support cross-collaboration in an effective manner and facilitate the mission of making Business Easy in Nevada.



PROJECT ORION

Through Project Orion, we have enhanced Customer Service processes, stabilized the Business Licensing system, and recognized the need for system modernization. To support our updated business services and customer engagement model, we've formed a strong project team with effective governance and collaboration from key State employees. External partnerships ensure our solutions meet expectations and align with our mission of Making Business Easy in Nevada.

FULLY STAFFED ORION PROJECT TEAM

Partnered with key-internal experts to keep the project moving forward while our operations team stays laser-focused on keeping our operation focused on serving our constituents. Also shared recently at IACA – NV is years ahead in their modernization effort by using the project team approach. States attempting to modernize with their current staff and workloads tend to see a 4-year timeline, at best.



5 Secretary of State Francisco Aguilar launches Project Orion, an overhaul of Nevada's business licensing portal at local vintage shoe store "AyeOne Exotics" in Reno, NV.



TECHNICAL IMPROVEMENTS

- Automated Testing on our most frequently used Business License filing flows to ensure software releases do not negatively impact our business by introducing bugs or other unforeseen issues into our production environment.
- Stabilized the current business licensing platform by addressing over 600-bugs and enhancements.
- Implemented Self-Help within the current Business Licensing platform to provide end-user assistance in-product and reduce call volume to our Customer Service teams
- Gartner Assessment of current tools/vendors determined that a procurement of modern solutions is required to provide the level of service and modern security/infrastructure the Secretary of State's office is looking to achieve for the constituents of Nevada and our internal teams



5 Secretary of State Francisco Aguilar and staff pose for picture in the Secretary's Office at the Nevada State Capitol.





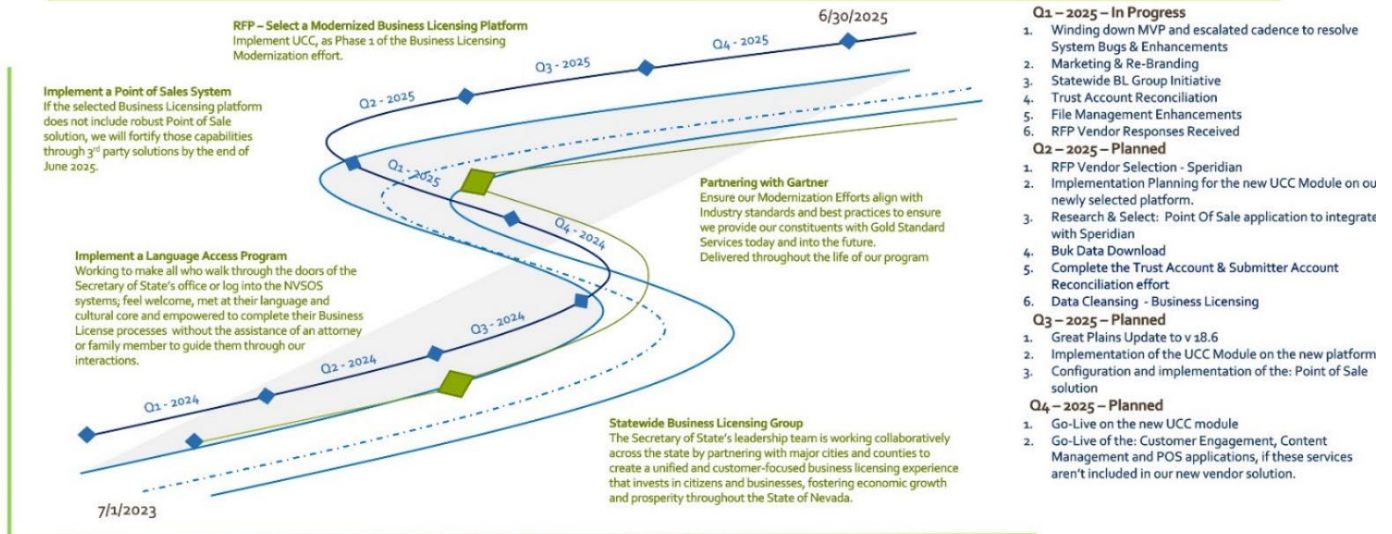
PROJECT ORION

Making Business Easier in Nevada.
Nevada Secretary of State

FY' 2025

Key:

- ◆ Business Licensing Services
- ◆ Gartner – Large Internal Deliverables



Note: Dates listed above are forecast to the best of our knowledge, at the time this slide was created. Items are subject to change as our portfolio matures. This slide will be updated quarterly.

Next Steps and Roadmap

- Implementation of the Speridian Application for UCC and Compliance – Jun 2025, Business Licensing and Notary – Feb 2026
- This implementation will include the integration of Generative AI with OCR (Optical Character Recognition scanning) to achieve Intelligent forms ingestion, which will increase filing processing efficiencies for our teams and reduce errors impacting our constituents.
- Implementation of a Point-of-Sale solution that will be used for Commercial Recordings and other SOS divisions to improve our payment processing capabilities across our teams.
- Data Cleansing in preparation for our implementation to the Speridian platform. UCC is complete, Business Licensing data cleanup is scheduled for completion in June 2025.

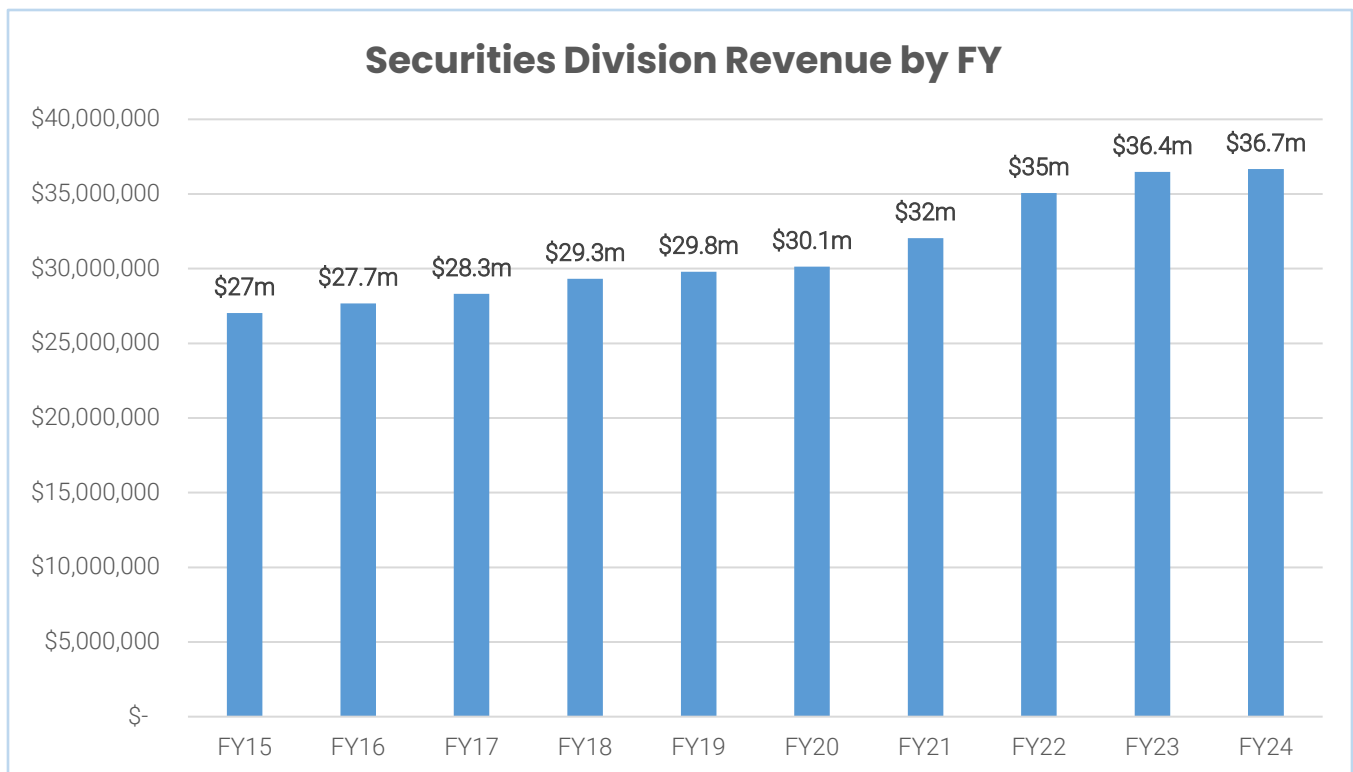


SECURITIES

The Securities Division’s mission is to protect Nevada investors from securities fraud by licensing investment professionals, registering securities offerings, enforcing the State’s securities law, and educating the public through community forums, presentations and the distribution of publications.

In addition to performing securities investigations, the Division’s criminal investigators conduct corporate filing and election fraud related investigations in their capacity as sworn peace officers. Election fraud investigations have continued to increase since the previous Biennial Report.

The Division recorded annual General Fund revenue of \$36,480,374 in Fiscal Year 2023 and \$36,668,572 in Fiscal Year 2024. These revenues resulted from licensing, registration, inspection and miscellaneous fees, but do not include monies paid as civil fines.



Licensing and Regulation

Nevada law generally requires that athletes' agents, transfer agents and any person engaging in the offer or sale of securities, or who provides investment advice for compensation, be licensed with the Nevada Securities Division. Generally, firms conducting business as an investment adviser with more than \$100 million in assets under management register with the Securities and Exchange Commission (SEC) as a Federal Covered Adviser. Firms conducting business in the State of Nevada with less than \$100 million in assets under management must register with the Secretary of State's Securities Division, or be exempt from that registration. A representative of a Federal Covered Adviser with a place of business in Nevada must be licensed by the Division or exempt from licensing.

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 requirements for conducting a securities business in the State of Nevada. Division investigators also review the securities firms' procedures for compliance with SEC rules and the FINRA conduct rules.

In order to ensure the Division employees are prepared in the performance of their duties, investigators and other staff members participated in various training programs offered by the National Criminal Information Center (NCIC), the North American Securities Administrators Association (NASAA), and other law enforcement agencies.



Athletes' Agents

The Nevada State Legislature adopted the Revised Uniform Athlete Agents Act during the 2017 Legislative Session. Among other things, the revised Act broadened the definition of an athlete's agent. That definition now includes not only anyone who directly or indirectly recruits or solicits a student athlete to enter into a contract of agency but also includes those who for compensation advise an athlete related to their finances, business pursuits, business affairs or career management. At the close of Fiscal Year 2023, 7 agents were registered or renewed their license. At the close of Fiscal Year 2024, 13 agents were registered or renewed their license.

Progress

INVESTOR EDUCATION AND PUBLIC OUTREACH

The Secretary of State's Securities Division staff makes several community presentations concerning the detection and avoidance of fraudulent investment schemes. Additionally, the Division publishes informative materials that are made available to the public on the Secretary of State's website, or by request. The Securities Division applied for and received a grant totaling nearly \$100,000.00 to be used to develop and implement a more fulsome investor education outreach program, to include urban, rural, and traditionally underserved populations. Since January 1, 2024, the Division has participated in 23 outreach events teaching Nevadans about financial fraud landscape and giving practical tips for avoiding fraud.





6 The Secretary of State's Securities Division conducts outreach at Sun City in Summerlin to share educational resources for security investments and fraud prevention in May 2024.

Also, working with resources provided by the Investor Protection Trust (IPT), the Secretary of State distributes a series of booklets covering various aspects of investor education. Specifically, the Nevada Securities Division published the Nevada Investor Guide and made the same [available for viewing on the NVSOS.gov website](https://www.nvsos.gov).

REGULATION UPDATES

The Securities Division promulgated a comprehensive update to Nevada Administrative Code (NAC) Chapter 90 in July 2021. The update both modernizes the existing provisions of NAC 90 and incorporates new exemptions by way of various adopted North American Securities Administrator Association (NASAA) Model Rules. The Revised Administrative Rules were adopted in June 2023. Since that time, two additional administrative rules have been introduced. One is intended to provide clarification on the new Nevada Certified Investor exemption, and the other provides the amount of a filing fee for Regulation A, Tier 2 notice filings as required by NAC 90.



Statistics

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

	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Broker-Dealers	1,592	1,557	1,560	1,589	1,618	1,589
Total Investment Advisers	1,642	1,695	1,815	1,955	2,022	2,085
Sales Representatives	154,601	159,618	167,129	179,568	191,083	196,742
Investment Adviser Reps	4,701	4,862	5,013	5,186	5,355	5,538
Athletes' Agents	16	7	14	23	7	13



	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Agents of Issuer	93	110	14	19	19	20
Branch Offices	1,288	1,261	1,250	1,283	1,343	1,324
Registrations	46	39	46	56	40	98
Exemption Filings	11,254	10,356	11,336	13,438	12,079	10,715

Enforcement Statistics

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Active cases at the start of FY	372	248	165	125	135	196
Cases opened	180 (9 elec)	155 (26 elec)	232 (98 elec)	190 (20 elec)	233 (110 elec)	313 (129 elec)
Cases pending at the end of FY	248	165	125	133	194	167



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Cases referred and accepted for criminal prosecution	1	0	7	11	4	8
Criminal convictions	2	0	3	1	2	0
Criminal charges	7	2	5	1	4	3
Losses claimed in criminal cases	N/A	N/A	N/A	N/A	\$16,976,515	\$9,937,519
Restitution/Disgorgement ordered to be paid to victims in criminal cases	\$900,200	-	-	\$60,000	\$205,000	\$1,098,378
Restitution collected in criminal cases	\$1,865	\$600	-	-	\$205,000	\$0



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
License revocations / Orders denying licensing / Suspension of licensing	3	3	1	4	0	3
Administrative Orders	12	8	10	10	1	12
Civil penalties	\$542,245	\$90,928	\$104,730	\$215,000	\$2,500	\$737,778
Ordered restitution or rescission offers accepted or other remediation to investors	\$499,000	\$1,000	\$5,114	-	-	-
Number of inspections	75	49	46	103	53	101
Inspection fees collected and regulatory investigation costs recovered	\$77,396	\$63,288	\$49,596	\$40,064	\$39,779	\$49,017



SPECIAL PROGRAMS

The Special Programs Division is overseen by the Deputy Secretary of State for Southern Nevada and oversees a variety of smaller, more nimble programs.

Notary Division

The Notary Division operates under the authority of Nevada Revised Statutes (NRS) Chapter 240, which outlines the responsibilities and regulations for notarial acts within the state. The division's mandate includes commissioning notaries, overseeing their



7 Courtesy of the Secretary of State, the Notary Public Handbook offers awareness to the responsibilities of a Notary Public.

compliance with state laws, and providing training and resources to ensure the integrity of notarial acts. Recent updates to NRS 240 include provisions to strengthen compliance requirements and expand the use of electronic notarizations (eNotaries), reflecting Nevada's commitment to modernizing notarial services.

The 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 are issued in accordance with the Hague Convention and can only be issued by the Secretary of State's office, and the Division issued over 25,000 Apostilles and Certifications.



These updates underscore the importance of the division's role in facilitating secure and reliable notarizations for public and private transactions. Since its separation from Commercial Recordings, the division has focused on expanding its resources and staff to meet the increasing needs of the public. This report highlights key developments, challenges, and strategic priorities over the past two fiscal years.

Staffing Needs

Despite the growing revenue, the current staffing levels are insufficient to handle the increased workload effectively. The surge in applications, renewals, and compliance tasks requires:

- Additional personnel to process applications, manage expedite requests, and ensure timely customer service.
- Enhanced training resources to meet the growing demand for notary training.
- Dedicated compliance staff to address the complexities of regulatory oversight and enforcement.

Progress

EXPANSION OF RESOURCES

The division is committed to investing in additional staff and technology to support the increased workload. By prioritizing these investments, the division aims to maintain service quality and reduce turnaround times.

TRAINING PROGRAMS

The division plans to enhance its training programs to accommodate the rising number of new notaries and support ongoing education for renewals.



REVENUE OPTIMIZATION

While expedite fees and training programs contribute significantly to revenue, further exploration of new revenue streams, such as penalty fines for non-compliance and additional premium services, is underway.

The exponential growth in demand underscores the importance of scaling the division's capabilities. Addressing staffing shortages, upgrading technological infrastructure, and maintaining compliance standards are critical to sustaining the division's progress.

CUSTOMER SUPPORT PHONE LINE IMPROVEMENTS

The number of calls reaching customer support has generally decreased over time, reflecting the effectiveness of automation in addressing common customer inquiries proactively. There has also been a noticeable decline in abandoned calls, especially in 2024, showcases improved response systems and reduced frustration for customers.

The average answer speed has drastically improved from long wait times in 2022 (up to 29 minutes in some months) to a few minutes or even seconds in 2024. This improvement ensures better customer satisfaction and quicker resolutions. The introduction of automated call systems for proactive Q&A has played a pivotal role in reducing the need for human intervention. This not only reduces wait times but also ensures that agents can focus on complex customer issues.

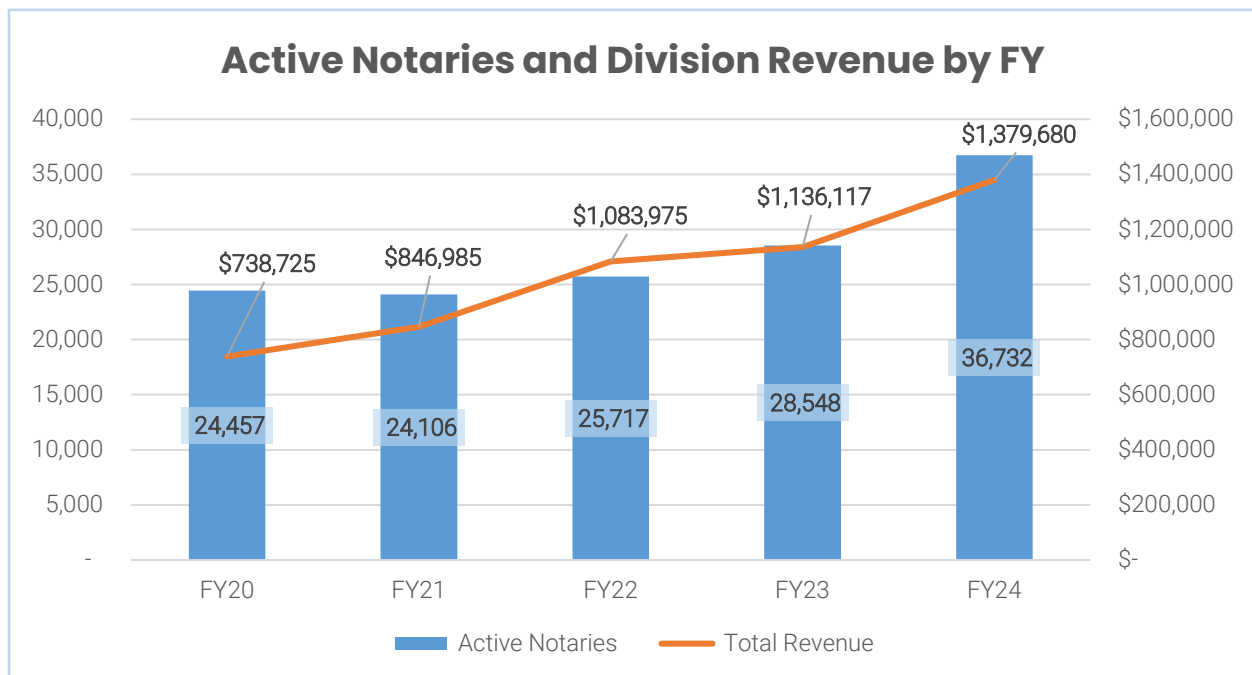
The deployment of an automated call system has clearly improved efficiency by reducing abandoned calls and average answer speed while allowing agents to prioritize actual customer concerns. This strategic enhancement not only alleviates the operational burden on support teams but also elevates the overall customer experience. The Notary Division has demonstrated remarkable growth in both revenue and service demand. By strategically investing in staff and resources, the division will be well-positioned to meet future challenges and continue serving the public effectively.



Notary Enforcement & Fines

As part of its separation from Commercial Recordings, the division's compliance responsibilities have grown. Ensuring adherence to notarial laws and regulations remains a top priority, necessitating more resources and specialized training.

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 public 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 Fiscal Years 2021 and 2022 totaled \$9,900 and \$500, respectively.



Demand for Notary Services

The number of active notaries has grown significantly in recent years, leading to an 86.77% increase in revenue and a 111.35% increase in expedite demand, from just over 5,000 expedites in FY20 to over 10,700 in FY24. These figures illustrate not only the growth in demand for expedites but also the steady rise in revenue over the past fiscal years. Expedites alone have become a notable revenue stream, but their high volume necessitates additional staffing to maintain service quality. Renewals and initial applications demand more robust processing systems and staff to prevent backlogs and delays.

Nevada (Living Will) Lockbox

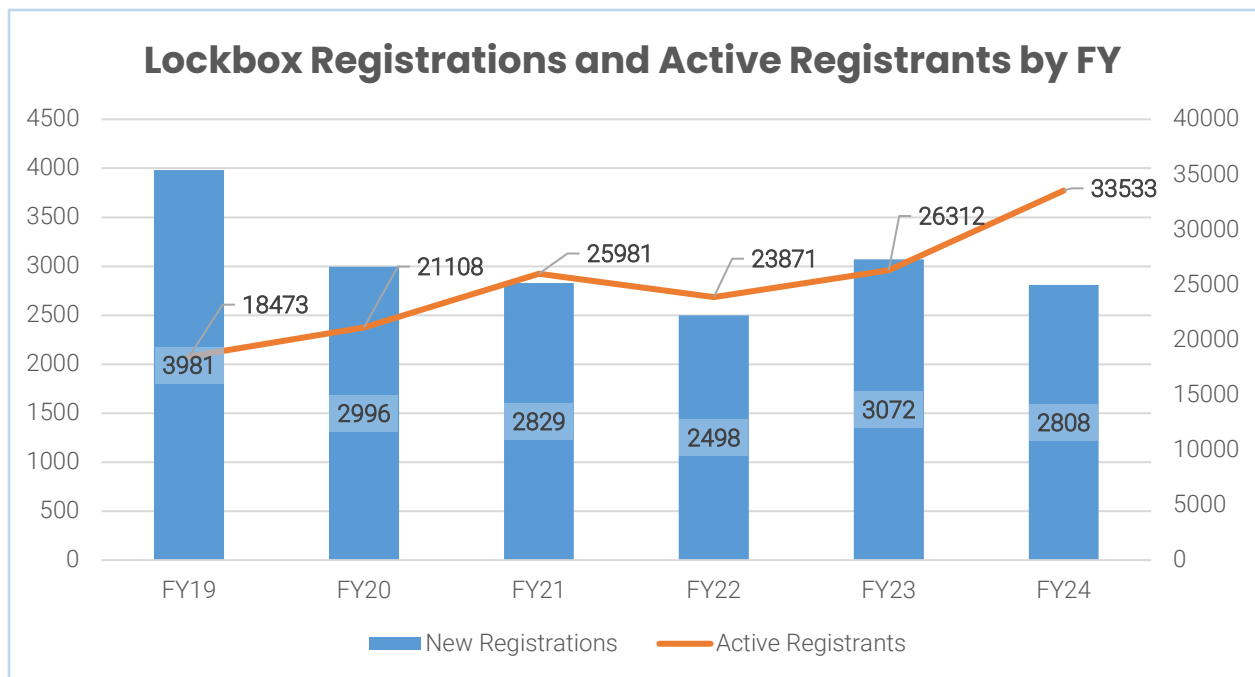
The Nevada Lockbox Program has demonstrated significant progress in providing secure storage and easy access to important personal documents for residents. Established under NRS 225.360, the program was created to offer Nevadans a virtual, free service for safely storing critical documents such as advance directives, wills, and guardianship paperwork. Over the past two years, the program's growth and advancements underscore its importance as a cornerstone of the Secretary of State's commitment to safeguarding Nevadans' essential records.

As the program enters the next phase, priorities include further streamlining the user experience and increasing engagement through targeted outreach campaigns. By enhancing security measures and simplifying processes, the Nevada Lockbox Program aims to sustain its growth trajectory and solidify its role as a vital public service for Nevada residents.



Progress

STEADY GROWTH IN REGISTRANTS: The program’s total active registrants expanded from 27,675 in FY 22 to 33,533 in FY 24, representing a 21.17% growth over two fiscal years. This substantial increase highlights the program’s growing recognition and reliability among Nevada residents.



EFFICIENT DOCUMENT MANAGEMENT: Over the two-year period, the program has consistently maintained timely access to records, with streamlined processes reducing backlogs and ensuring high service quality.

TWO-YEAR PLATFORM IMPROVEMENTS: Updates made since 2022 have transformed the user interface, making it easier for registrants to upload and retrieve documents, fostering higher user satisfaction.



PUBLIC AWARENESS CAMPAIGNS: Targeted efforts to educate the public about the Lockbox Program have driven consistent growth in registrations, reinforcing its value as a secure, dependable service.

EXPANDING REACH: The 21.17% increase in registrants reflects the program's success in reaching more Nevadans and solidifying its reputation as a vital resource for safeguarding critical documents.

Domestic Partnerships

The Nevada Domestic Partnership Program has experienced remarkable growth and innovation over the past two years, reflecting the Secretary of State's commitment to leveraging modern tools to enhance security, streamline processes, and better serve Nevadans.

Looking ahead, the Domestic Partnership Program aims to expand outreach initiatives to further educate the public about the benefits of blockchain-certified documentation. By fostering awareness and adoption, the program continues to set the standard for innovative public services in Nevada.

Progress

BLOCKCHAIN INTEGRATION FOR DIGITAL CERTIFICATES

The introduction of blockchain technology in 2023 marked a pivotal milestone, enabling the issuance of digitally certified documents. Starting with 208 digital certificates issued in 2023, the program has seen a dramatic rise to 732 issued in 2024, culminating in a total of 940 certificates over two years. These certificates provide a higher level of security and transparency, instilling confidence in constituents who rely on these records for legal and personal purposes.



REVENUE GROWTH

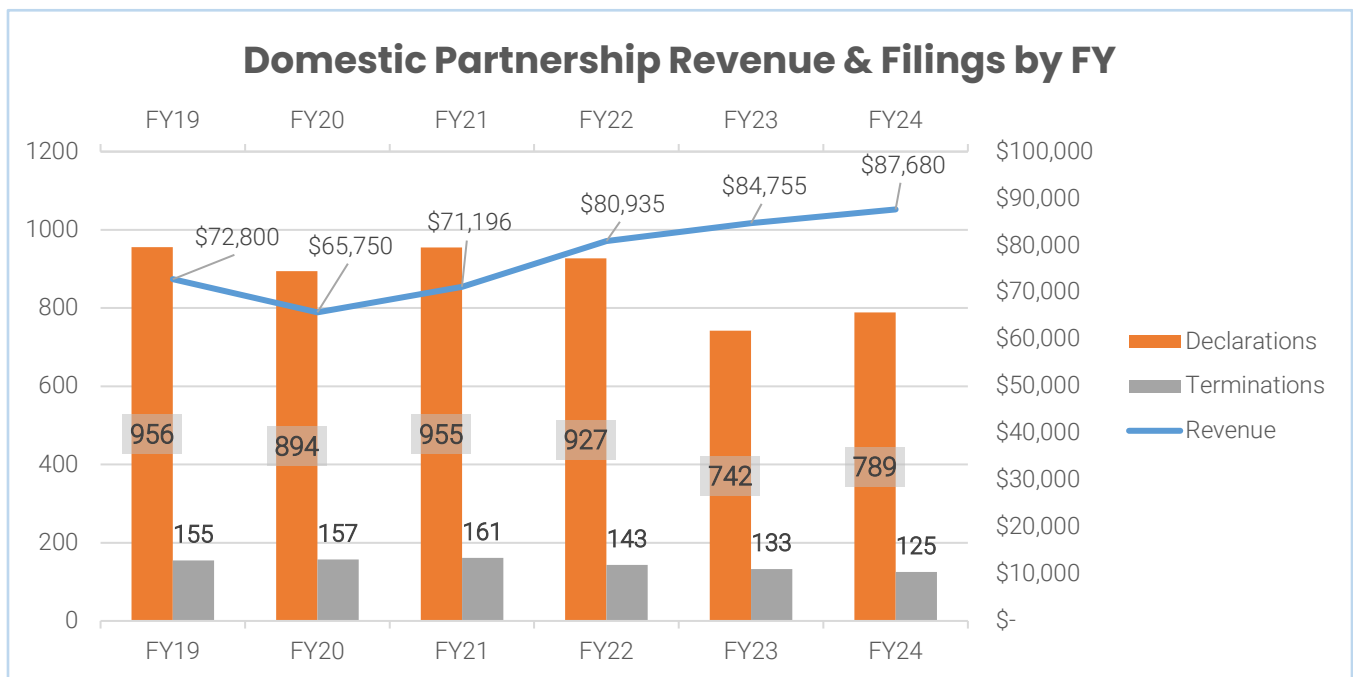
The program has demonstrated steady financial growth over the past three fiscal years, with revenue increasing from \$80,935 in FY 22 to \$84,765 in FY 23, and reaching \$87,680 in FY 24. This represents a **4.73% increase** from FY 22 to FY 23, a **3.44% increase** from FY 23 to FY 24, and an **overall growth of 8.33%** from FY 22 to FY 24. Such consistent growth underscores the program’s expanding reach and value.

STRATEGIC PARTNERSHIPS WITH COUNTIES

Collaboration with Clark County and Washoe County has ensured seamless adoption of Titan Seal’s technology, delivering certified documents with enhanced efficiency and accuracy.

TWO-YEAR VOLUME GROWTH

The program has seen an impressive increase of over 250% in digital certificate issuance from its inception in 2023 through 2024, demonstrating strong public trust in the program’s modernization efforts.



ENHANCED ACCESSIBILITY

Nevadans can now access certified documents faster and with greater assurance of authenticity, reducing administrative delays and errors.

Document Preparation Services

The Document Preparation Services division continues to experience steady growth and deliver robust support for registrants across Nevada. Established under **NRS 240A**, the program was created to regulate document preparation services and protect consumers from fraudulent or unethical practices. It ensures that individuals and businesses providing these services meet state standards and operate with transparency and accountability.

The division supports Nevadans by enabling qualified registrants to assist customers with preparing legal documents such as contracts, wills, and other forms without offering legal advice. This service is critical for residents who need accessible and affordable assistance with essential documentation.

The requirement for registration to perform document preparation services took effect on March 1, 2014. Since its inception, the program has undergone significant improvements and statutory changes. The 2019 legislative session adjusted the bonding requirements, reducing the bond for a single person from \$50,000 to \$25,000 and establishing tiers for business entities based on the number of employees covered by the bond. Enrolled Agents were exempted from registration requirements, and the obligation for Annual Filing Season Record of Completion holders was clarified in law. Seasonal peaks of active registrants occur during tax preparation season (January through May).



The division has seen a notable rise in active registrants, closing FY 2024 with 2,084 total active registrations compared to 1,865 in FY 2023. Over 80% of registrants are consistently renewing annually, reflecting strong program retention and trust among users.



8 The Secretary of State's Document Preparation program conducts outreach at the East Las Vegas Community Center to share educational resources for document preparers in October 2023.

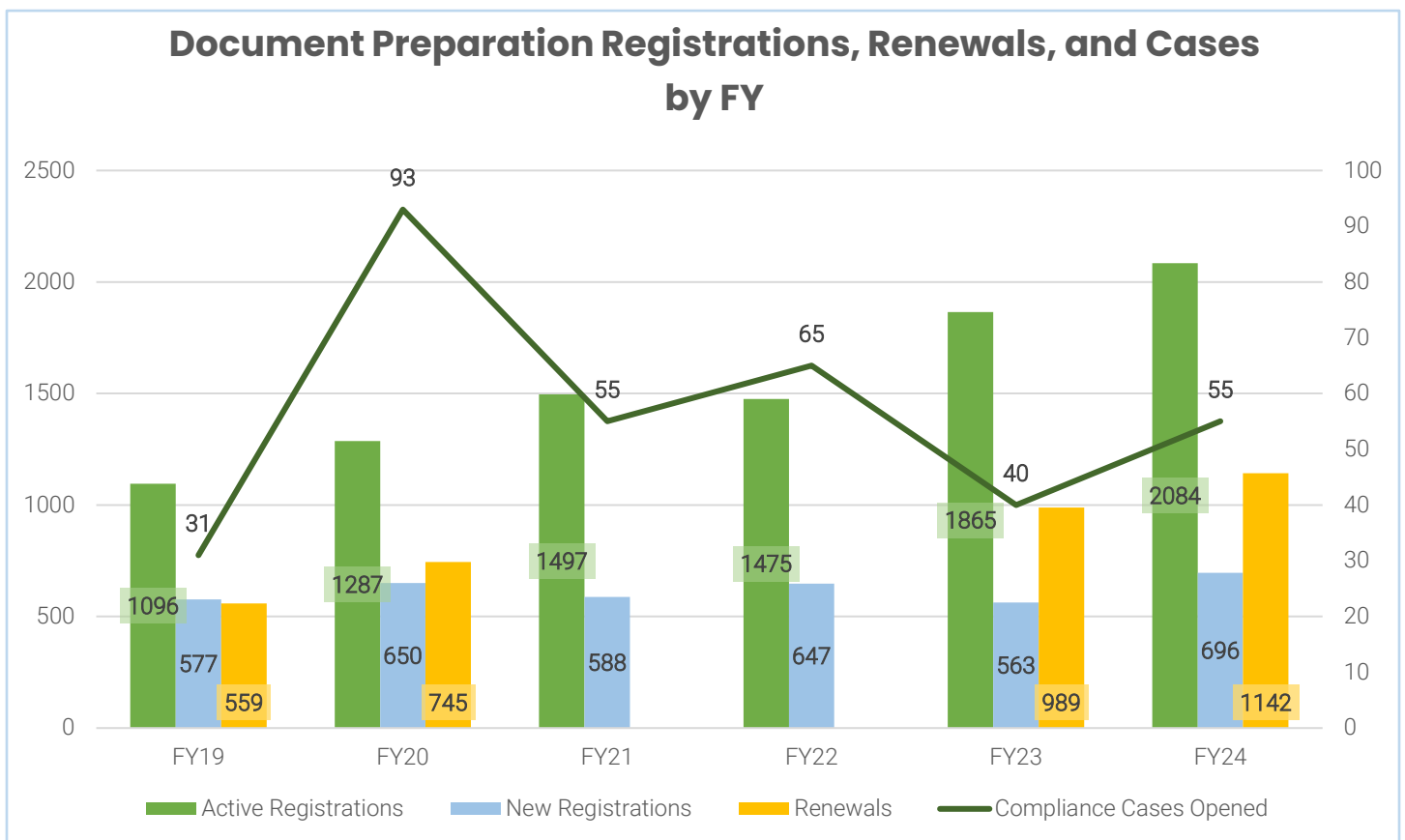
From FY 2021 to FY 2024, active registrants grew by 39%, and certificates of renewal issued more than doubled, reflecting strong program expansion and participant satisfaction. Approximately 68% of registrants due for renewal each fiscal year complete the renewal process, while 32% do not renew. Growth in Registrations for FY 2024 saw the issuance of 2,084 certificates of registration, up from 1,865 certificates in FY 2023, an indicator of the program's sustained relevance and accessibility.

The division's ability to process increased volumes of new and renewed applications demonstrate operational efficiency and adaptability to growing demand.



Collaboration with NVDPS for background checks and ensuring compliance through Surety bonds remains pivotal in maintaining the integrity and reliability of the registration process.

The Document Preparation Services division remains committed to fostering growth, improving processes, and delivering exceptional service to Nevadans. These efforts will continue to support the integrity and accessibility of document preparation services statewide.



Progress

FOCUS ON COMPLIANCE AND ENFORCEMENT: Initially, the program prioritized compliance with registration and bonding requirements. As the program matured, enforcement for non-compliance became a primary focus. In January 2022, a Compliance Investigator was added to the program staff, supported by a registration fee increase enacted in 2019. This addition has significantly reduced the backlogs of older cases and improved the timely handling of complaints.

INVESTIGATIVE EFFORTS: Office examinations are conducted in both southern and northern Nevada. Recurring topics of investigations include unregistered activity, failure to perform services, unlicensed practice of law, immigration fraud, and improper disclosures and advertising to consumers. In FY 2021 and FY 2022, 65 new cases were opened annually, primarily stemming from office examinations and diligent efforts to identify unregistered activities.



OPERATIONS

The Operations Division of the Office of Secretary of State manages the important internal functions including accounting, Human Resources (HR), Information Technology (IT), and administrative support to the Executive Team. The Deputy Secretary of State for Operations oversees all areas of the Operations Division.

Information Technology

The Secretary of State's Information Technology team is comprised of 29 full-time professionals who support application development, network systems, databases, internet services and general internal technology needs. SOS IT serves as the technology backbone of the office, developing innovative solutions that serve both internal and external customers, offering online services, paperless solutions and streamlining of workflows, and ensure security of the office's systems. The Project Management Office (PMO) of SOS IT employs industry standard methodologies and at any given time, the PMO team manages between 4 and 10 IT-related projects for the agency.

SOS IT supports 65 software programs, and 34 Web services and manages over 500 development, test, User Acceptance Testing (UAT), and production databases. The applications, services, and databases are all part of the SOS IT infrastructure with over 250 servers, and more than 500 terabytes of storage capacity. All applications, databases, and Web services are maintained in strict adherence with the State's security policies, with even more stringent security measures implemented where necessary. SOS IT leverages the State's multi-tiered security architecture to control access to servers and systems and combines those protections with a multi-tiered application development strategy that further isolates critical data and business logic from exposure.



SOS IT also provides general office technical support and training to our employees and is responsible for drafting and maintaining approximately 260 internal and external paper and electronic forms used by the office to service our customers and constituents.

With nearly 180,000 unique visitors every month, www.nvsos.gov 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.

Progress

- Over 9 million unique requests successfully delivered to the SilverStateElection website during the election on November 5th, 2024, while maintaining 100% website availability. At the peak, we were handling over 2000 unique requests a second of individuals looking to our website for election results
- Greatly increased our security and disaster recovery posture by implementing an immutable, offsite, and offline backup solution for our critical production data and services.
- Successfully replaced aging server hardware with optimized storage, speed, and monitoring capabilities allowing us to maintain 99.95% availability for all public facing websites for 2024.



Accounting

Accounting is responsible for managing the office's annual budget expenditures and revenue. Accounting staff process daily bank deposits; reconcile accounts; oversee more than 580 customer trust accounts; process accounts payable and receivable; manage more than 28 vendor contracts and 16 interlocal contracts; develop the office's biennial budget request; prepare monthly and annual revenue analysis and reports; maintain and manage grant funds and reporting; establish and monitor the Secretary of State's internal controls; and prepare fiscal impact analysis for programs and proposed legislation. The Division works with the Legislative Counsel Bureau and the Governor's Finance Office to project and monitor General Fund revenues and satisfy various fiscal and revenue reporting requests.

Progress

- Migrated purchasing into Nevada EPro and trained SOS staff on how to enter purchase requests to improve requisition timelines, and updated Internal Controls to reflect current processes.
- Streamlined accounting forms within the agency for purchases, refund requests, and travel saving time for both accounting and other agency staff.
- Conducted an accurate inventory for the agency, the first conducted in many years.
- Assisted the Commercial Recordings and Project Orion teams with important accounting-related development, including reconciling Trust Accounts and bug research and testing for the legacy system.



Human Resources

The Human Resources Department recruits, develops, and retains a high performing and diverse workforce for a healthy, safe, and productive work environment for our employees at the Office of the Secretary of State. Currently the agency has 14 active employees and 154 full-time equivalent positions. This 9.2% vacancy rate represents a dramatic improvement over the 22.3% vacancy rate of the previous biennium.

The Office of the Secretary of State has several offices in Nevada, including in the historic state capitol, the Laxalt Building, and in the new 1 State of Nevada Way building. The Secretary of State's office is continually trying to improve individual and organizational effectiveness within the agency and meet the ever-changing needs of the workforce.

Progress

The SOS HR team has focused on building quality relationships with staff by providing excellent customer service and support. Their proactive approach in managing issues at the lowest possible level (e.g., grievance resolution) has led to important workplace improvements.

- Book Club - Launched a pilot program in Commercial Recordings to create engagement, skills building and teamwork among mid-level supervisors
- Conversion to digital records processing and storage has saved time and made it easier to support employees with documentation
- Standardizing the recruitment process and providing coaching to hiring managers
- Employee records audit processed to ensure that employees needing status changes received them
- Creation of tracking process and maintenance for employee status changes in the future





3 Secretary of State Elections Division pose for picture on the steps of the Nevada State Capitol.



TASK FORCES AND COMMITTEES

Advisory Committee on Participatory Democracy

The Advisory Committee on Participatory Democracy (ACPD) was first established in 1997 by the Legislature under the Office of the Department of Cultural Affairs but was transferred to the Secretary of State's office in 2003. The ACPD consists of not more than 10 members, including the Secretary of State or his or her designee and not more than nine other members appointed by the Secretary of State. The committee's purpose is to assist the Secretary of State in identifying and proposing programs that promote citizen participation in governance, select recipients of the "Jean Ford Democracy Award" to honor citizens who promote participatory democracy in Nevada, and work with partner organizations at the local, state, and national level to increase voter participation. The statute regarding the ACPD is codified in NRS 225.200 through NRS 225.270, inclusive.



9Members of the Youth Advisory Task Force pose for a picture with Secretary of State Francisco Aguilar.



The ACPD was expanded upon by Secretary Aguilar and now includes a subcommittee, the Youth Advisory Task Force. This task force focuses on voter education and outreach for younger and future voters.

Task Force on Safe Sidewalk Vending

The Task Force on Safe Sidewalk Vending has made significant strides in fostering collaboration between community stakeholders, small business owners, and Nevada's health districts. This progress highlights the pivotal role played by the Secretary of State's Office in building bridges and creating actionable solutions to support the implementation of Senate Bill 92 (SB 92), which addresses health and safety regulations for street food vendors.

FACILITATING COMMUNITY ENGAGEMENT

The Secretary of State's Office coordinated multiple meetings with Task Force members, community stakeholders, including small business owners, representatives from Southern and Northern Nevada health districts, and advocacy groups. These sessions provided a platform for open dialogue, ensuring all voices were heard in shaping the implementation of SB 92.

STRENGTHENING COLLABORATION

By bringing together Nevada's health districts and street food vendors, the task force fostered mutual understanding of regulatory requirements and the challenges faced by small businesses. This collaboration has resulted in practical solutions to streamline compliance while promoting public health and safety.

DELIVERING COMPREHENSIVE REPORTS



In compliance with legislative requirements, the task force prepared and submitted a detailed report to the Legislative Committee. This report highlighted:

- Proposed solutions to address barriers to compliance for street food vendors.
- Recommendations for state-funded commissary programs to alleviate financial burdens on small business owners while ensuring health standards are met.
- The unanimous vote by the task force in favor of legislative measures to create a state-funded commissary.

Keep Nevada Working Task Force

Assembly Bill 376, passed in 2021 during the 81st Legislative Session, created the Keep Nevada Working Task Force within the Office of the Lieutenant Governor. Assembly Bill 366 of the 2023 Legislative Session moved the Task Force to the Office of Secretary of State. The Keep Nevada Working Task Force may develop strategies with private sector businesses, labor organizations and immigrant advocacy groups to support current and future industries across this State; conduct research on methods to strengthen career pathways for immigrants and create enhanced partnerships with projected growth industries; conduct research on methods to strengthen career pathways for immigrants and create enhanced partnerships with projected growth industries; and recommend approaches to improve the ability of this State to attract and retain immigrant business owners that provide new business and trade opportunities.

The Task Force is required to submit a written report to the Director of the Legislative Council Bureau on or before July 1, 2024, of each even-numbered year. The report must include, without limitation, a summary of the work of the Task Force and any recommendations for legislation and regulations.

Some additional of the objectives of the Task Force are:



- Increase awareness for immigrants, especially high school students, on the availability of union apprenticeship programs.
- Advocate for an increase in resources made available in languages other than English and Spanish.
- Work with the Governor's Office of Economic Development to identify long-term employment trends.
- Study workforce development best practices across the nation, including but not limited to working with an organization like the National Skills Coalition or similar group, as well as Nevada unions.
- Coordinate further with the Office for New Americans on opportunities to add capacity to each other's work.
- Support immigrant small business owners in partnership with the Office of Small Business Advocacy and other state agencies.



COMMUNITY OUTREACH & EDUCATION

The Secretary of State's Office is dedicated to consistent community outreach and education to ensure Nevadans are aware of resources available from the office, and to hear feedback from the community members on how the office can better serve the needs of the public.



10 Secretary of State Francisco Aguilar awards Equipo Academy in Las Vegas with the Helen J. Stewart Award in 2023 for registering 80%+ of senior students to vote or pre-register to vote.

Staff members across each division participate in a number of outreach events throughout the year. Our Commercial Recordings, Securities and Document Preparation programs have traveled across the state, from Las Vegas and Reno to Fallon and Mesquite to make more Nevadans aware of how they can register their business license with the state, avoid scams when they are looking to make an investment and how they can enhance their training as a registered document preparer. Some of these events included:

- Annual participation in National Small Business Week events across the state



- Giving education presentations on how to avoid and report securities fraud at community centers that serve populations more vulnerable to scams
- Providing training opportunities to document preparers and update them on new legislation impacting their jobs

Leading up to the 2024 presidential election cycle, the Secretary of State's Office took on a number of initiatives to boost voter participation and civics education in the state. Some of these initiatives included:

- Visits to every county elections official across Nevada to meet the community and hear about the needs of the election workers and constituents
- The creation of the Youth Advisory Task Force in the Secretary of State's Office to advise the office on efforts to engage more young Nevadans in the electoral process
- Poll worker recruitment with high schools across the state, as well as partnering with the organization "Vet the Vote" to encourage veterans and military families to sign up to be poll workers



II The Secretary of State's Securities Division participates in the Sun City Night Out at Sun City Summerlin as part of National Preparedness Month.



The team established a physical presence at several community events, affording group presentations and one-to-one inquiry with constituents, availing query on participation, literature availability, educational needs, and promotion ideas. Staff attempted to incorporate inquiry on primary vs general participation and knowledge sources for both candidates and ballot issues. Information presented on tables may be generic to Elections, or specific to the intended special populations. Use of displays with QR codes for appointment setting (other divisions), Voter Registration, Ballot Trax or Language Access pages is prominently displayed, encouraging the availability of multi-lingual in person and telephonic services.



12A partnership between the Nevada Secretary of State and Vegas PBS, 'Hey Nevada!' helps Nevadans navigate the voting process and develop a plan to vote. Photo by Vegas PBS.

In partnership with Vegas PBS, the SoS office established a series of 17 informational videos granting constituents the fundamentals of access and participation, topics spanning the use of the EASE platform, understanding candidate offices, and making a plan encouraged active and teetering voters with a set of stepping stones to make proactive choices and participate at the polls.



Moving forward into future cycles, the team anticipates robustly incorporating the use of social media to convey pertinent information, while also developing a language specific digital magazine style publication, that renders consistent election participation information in a manner that is easily accessible to the public. Further an expansion of education via targeted outreach to ensure that constituents are able to follow selected candidates through post-election activities and comprehend the importance of voting at local, state and federal level.



LANGUAGE ACCESS

As part of Secretary Aguilar's focus on accessibility and meeting customer needs, the Secretary of State's Office began taking on language access initiatives, with community outreach and feedback, to better service the people of Nevada and provide resources in languages more Nevadans are comfortable with.

Elections

The 2024 Election Cycle was well supported by an allocation of funding for voter education through SB484 (82nd Session). This availed the implementation of Elections focused resources with intent to remove barriers to participation and increase election literacy amongst populations with traditionally intermittent inclusion.

The [Language Access](#) page on the NVSOS.gov website housed a variety of detailed information on voter participation and insights to help constituents understand the electoral landscape. Additionally, we provide access to interpretation services, guidance on voting procedures, and support for overcoming barriers to voting.

SELF-DIRECTED INTERPRETER SERVICES. The service availed constituents of the ability to communicate with Nevada Elections Subject Matter Experts via telephonic interpreter in over 200 languages. The service, available Monday – Friday from 8:00am to 5:00pm, is an opportunity to get specific questions answered in the languages that best serve the individual PRIOR to the actual election day activities from the comfort of their own home and own telephonic device. This service is free to constituents as they dial a local phone number to connect to the interpreter bank.



(Extended hours were available during Early Voting and on Election Day). For those needing interpretation services at the polling locations, they were able to download “I Speak” print and cut card, and present to their polling official to access the same or similar services provided at the county level. For those requiring interpretive assistance via American Sign Language, video interpretation services were also made available and could be accessed via the Language Line mechanisms.

Commercial Recordings



13 The Secretary of State's Commercial Recordings Division attends Small Business Week Fair in Las Vegas in May 2024.

The Commercial Recordings division is currently building a Language Access Plan which will be delivered in March 2025. Part of that effort included an internal and external Language Access survey along with research and discussions with Language Access Coordinators across the country – Nevada has proven to be a proactive leader in this space. Our office is seeking a change in the NRS that would allow us to accept Commercial Recordings filings in Spanish, without the customer having to file an official translation.

Additionally, customer-facing teams (in-person and on the phones) are now empowered to assist our constituents in 84+ languages using the PockeTalk translation device to ensure smooth communications in our constituents' native spoken language. The implementation of the Speridian will be the first system NV SOS will implement that has been designed with Language Access, as a requirement.



TRIBAL OUTREACH

Over the course of the 23-24 biennium the Secretary of State's office has made strides in improving outreach to Native Nevadans, prioritizing the expansion of election accessibility and increasing voter engagement. Additionally, the Secretary of State's office has prioritized its commitment to building relationships with Nevada's 28 tribal communities and larger urban native population. During the 2023 Legislative Session there was a multitude of tribal legislation across all areas of interest, however two senate bills adjusted elections-framework for Nevada's tribes. Senate Bill 216 mandated the way in which communication should be conducted with tribes and it expanded the Effective Absentee System for Elections (EASE), the online system of voting for tribal citizens that reside on a reservation or colony. Senate Bill 327 further provided guidance on automatic reservation based polling locations, altering previous statute that facilitated an opt-in process for requesting a tribal polling location or drop box.



14 Nevada Secretary of State, Francisco Aguilar, announces the statewide kickoff of the Effective Absentee System for Elections (EASE) at the Walker River Paiute Tribe's 93rd Annual Pinenut Festival Powwow on September 21, 2024.



Recognizing the importance of outreach and relationships with tribal governments, the Secretary of State's office hired a full-time Tribal Outreach Coordinator to facilitate communication, help navigate voter education in tribal/rural communities and regularly meet with tribal councils to understand concerns and needs. As a result of the office's intentional outreach efforts, we saw approximately 1,000 views of our Geographic Information System (GIS) tribal voting online map throughout the 2024 General Election period. In addition, 3 new tribal polling locations were established and compared to the 2022 General Election, there was a 36% increase in voting in tribal precincts alone.

TURNOUT # FOR ALL TRIBAL POLLING LOCATIONS: 6,173

TURNOUT # FOR THE 3 NEW* TRIBAL POLLING LOCATIONS: 491

**Battle Mountain Band Council, Lovelock Paiute Tribe, Stewart Community Council*

TRIBAL POLLING LOCATIONS EARLY VOTE TOTAL: 2,142

TRIBAL POLLING LOCATIONS ELECTION DAY TOTAL: 3,758

TRIBAL POLLING LOCATIONS DROPBOX TOTAL: 212

EASE TRIBAL TURNOUT TOTAL: 61

These efforts reflect a strong commitment to ensuring Native American communities in Nevada are actively a part of state processes. By continuing to foster strong relationships and collaboration, the state is a nationwide leader in addressing historical barriers for Native communities. As the office moves forward, this outreach will continue to evolve and ensure a collective voice and engagement from across Nevada.





Nevada Secretary of State

2024 General Election • Tribal Polling Locations Map



Election Day



Early Voting/Ballot Drop-Off

For a more complete listing with polling location details, check out our interactive Web Map or visit our Tribal Voters webpage on nvsos.gov!

Be sure to check out your County's website for additional polling locations nearby!



Tribal Polling Locations Interactive Map



NVSOS Tribal Voters Website

- 1 Duck Valley Shoshone-Paiute Tribe
- 2 Duckwater Shoshone Tribe
- 3 Ely Shoshone Tribe
- 4 Fallon Paiute-Shoshone Tribe
- 5 Fort McDermitt Paiute-Shoshone Tribe
- 6 Fort Mojave Indian Tribe
- 7 Confederated Tribes of Goshute
- 8 Las Vegas Paiute Tribe
- 9 Lovelock Paiute Tribe

- 10 Moapa Band of Paiutes
- 11 Pyramid Lake Paiute Tribe
- 12 Reno-Sparks Indian Colony
- 13 Summit Lake Paiute Tribe
- 14 Timbisha Shoshone Tribe
- 15 Walker River Paiute Tribe
- 16 Winnemucca Colony Council
- 17 Yerington Paiute Tribe
- 18 Yomba Shoshone Tribe

- 19 Te-Moak Shoshone Tribe
- 20 Battle Mountain Band Council
- 21 Elko Band Council
- 22 South Fork Band Council
- 23 Wells Band Council
- 24 Washoe Tribe of Nevada & California
- 25 Carson Colony Community Council
- 26 Dresslerville Community Council
- 27 Stewart Community Council
- 28 Woodfords Community Council



BIOGRAPHY OF FRANCISCO V. AGUILAR



Francisco “Cisco” Aguilar was elected as **Nevada Secretary of State** in 2022 and assumed office on January 2, 2023. Secretary Aguilar graduated from the University of Arizona with a Bachelor of Science degree in finance and accounting, an MBA and Juris Doctor. At the University of Arizona, he was also elected to represent the more than 35,000 students as Student Body President. Secretary Aguilar is a member of the Nevada, California, and Arizona Bars.

Prior to being elected, Secretary Aguilar served twelve years as General Counsel for Agassi Graf, the management company for Andre Agassi and Stefanie Graf, and the Andre Agassi Foundation for Education. In this role, he was responsible for communications and media, marketing and brand management, strategic partnerships, legal and government affairs. The Secretary also served as Special Counsel to the Chancellor of the Nevada System of Higher Education, Jim Rogers, and as a lawyer for the parent company of the Las Vegas and Reno NBC affiliates.

Secretary Aguilar is the Founding Chairman of Cristo Rey St. Viator College Preparatory High School. Cristo Rey serves students in one of Las Vegas’ most vulnerable neighborhoods and provides an innovative work-study program designed to prepare them for future careers.

Governors Jim Gibbons and Brian Sandoval appointed Secretary Aguilar to the Nevada Athletic Commission, which regulates boxing and mixed martial arts. He served on the Commission for eight years, two of which he served as Chairman.

EXECUTIVE TEAM BIOGRAPHIES

The Secretary of State's executive staff is comprised of Secretary of State Francisco V. Aguilar; Chief Deputy Gabriel Di Chiara; Deputy for Southern Nevada Ruben Rodriguez; Deputy for Securities Erin Houston; Deputy for Operations Debbie Bowman; Deputy for Elections Mark Wlaschin; Deputy for Commercial Recordings Deanna Reynolds; Nevada Business Portal Administrator Paul Diflo; Public Information Officer Cecilia Heston.

Each of the deputies is a sworn officer and is responsible for overseeing all functions of the Constitutional office as well as managing their respective divisions and to carry out the duties of the Secretary of State as prescribed by law and the State Constitution.



Gabriel Di Chiara was named **Chief Deputy Secretary of State** in January 2023. He is responsible for implementing agency policies, carrying out Secretary Aguilar's agenda, administering the agency's budget, supervising all agency personnel, and acting on behalf of the Secretary of State when necessary.

A Nevadan since he was young, Gabriel Di Chiara graduated from the Las Vegas Academy of Performing Arts, before attending Independence Community College in Independence, Kansas and receiving his Bachelor of Fine Arts degree from Stephens College in Columbia, Missouri. He brings a variety of private sector experience to the role, and has also served in a number of policy and communications roles, including on behalf of disability rights and environmental organizations.





Ruben Rodriguez was appointed **Deputy Secretary for Southern Nevada** in June 2024. As Deputy for Southern Nevada, he oversees the daily operation of the Las Vegas office, special programs, and is the Secretary of State's liaison to the Southern Nevada community.

Ruben is a seasoned professional with extensive experience in federal government operations and political campaigns. He possesses a robust background in congressional processes, community engagement, and strategic communications. Ruben has effectively collaborated with elected officials, community organizations, and leaders to achieve significant legislative and community-focused objectives. He holds a Bachelor of Arts in Political Science with an emphasis in American Politics and Government from the University of California, San Diego.

Ruben has held several key positions, including Deputy District Director and Communications Manager for Congressman Steven Horsford, Chairman of the Congressional Black Caucus. In these roles, he represented the Congressman in Nevada's 4th congressional district, provided strategic communication support, and constituent outreach. Previously, Ruben served as the Director of Immigration, where he led the Immigration case work team, and as Deputy Campaign Manager for Steven Horsford's campaign, assisting in strategic planning and Latino outreach.



Erin M. Houston, Esq. was appointed **Securities Administrator and Deputy Secretary of State** in January 2019. She oversees the Securities Division of the Secretary of State's office and is the chief regulator of the securities industry in Nevada. The Securities Division pursues both criminal and civil penalties for violation of Nevada's securities law, and licenses firms and individuals engaged in the sale of securities, including those who provide investment advice for compensation.



Erin Houston was promoted to her current position after serving as the Chief of Enforcement for the Securities Division. She began her legal career working as a staff attorney for a state-wide legal services organization where she represented indigent Nevadans in a variety of administrative and court proceedings. Most recently, she worked for a boutique law firm focusing on bankruptcy—representing both debtors and creditors—and also handled a variety of civil proceedings, with a wide range of experience in the practice areas of domestic relations, guardianship, estate planning, probate, and new entity formation.

She received her Juris Doctorate from the University of Oregon School of Law in 2008 and her undergraduate degree from University of California, Los Angeles in 2000. She's an active member of the State Bar of Nevada. Erin Houston was born and raised in Southern California.



Mark Wlaschin was appointed **Deputy Secretary of State for Elections** in October 2020. In this capacity he is responsible for overseeing the Secretary of State's Elections Division and administering the state's election processes, including enforcing state and federal election laws and procedures. Mark Wlaschin previously served as the Deputy Secretary of State for Operations.

Mr. Wlaschin served 20 years in the United States Marine Corps. He holds a BA in History from the University of South Carolina, an MBA in Strategic Leadership from New England College, and is certified as a Project Management Professional (PMP).





Debbie Bowman was appointed **Deputy Secretary of State for Operations** in February of 2021. She is responsible for overseeing the Division's Fiscal Services, Information Technology Services, and Personnel and Human Resources Management.

Deputy Bowman has worked for the State of Nevada for over 26 years. After beginning her career with the Department of Motor Vehicles and Public Safety, Debbie Bowman worked for the Department of Employment, Training and Rehabilitation and the Aging and Disability Services Division where she held various financial and management analyst positions. Debbie Bowman holds an Associate Degree and is a graduate of the Nevada Certified Public Managers Program.



Deanna Reynolds was appointed **Deputy Secretary for Commercial Recordings** in November 2024. She leads the Commercial Recording teams of Business Service professionals who support the public with business licensing and trademarks. This division ensures compliance with Title 7 of the Nevada Revised Statutes across multiple areas: including business formations, corporate governance and public records.



Deanna began her tenure with the Secretary of State's office as a contractor leading "Project Orion," the overhaul of Nevada's business licensing platform, SilverFlume. Deanna has spent over 20 years in project management, leading customer success/service organizations, IT staffing leadership and business development in the private sector. Her career included stints at startups like Pie Insurance and larger organizations like EMPLOYERS and Intuit. Deanna also volunteers as a mentor to students and emerging leaders in the community through Northern Nevada Women in Technology - where she has been an inaugural member of the Steering Committee, which was organized in 2012. Additionally, she served as Vice President of Member Services for the Northern Nevada Project Management Institute (PMI-NNV) for 4 years. She began her tenure in this role once the PMI organization launched the PMI chapter for Northern Nevada in 2009.



Paul Diflo was appointed **Business Portal Administrator** in April 2019. He is responsible for leading the Nevada Business Portal division's multi-year product roadmap in alignment with the Secretary's vision and the State Plan for Economic Development. Ensuring the integration of State, regulatory, and local government business services into the State Portal.

While this is Paul Diflo's first role with the State, he brings with him 35 years of IT and Leadership experience in the private sector. He has held various leadership positions with a large National retail brand, a Nevada based Insurance company, and was the CIO for a \$2.5 billion International gaming company. Paul Diflo is a past Chairman of the Board of Northern Nevada Big Brothers Big Sisters organization, and is the current Chair of the UNR IT Advisory Board.





Cecilia Heston serves as **Public Information Officer** for the Secretary of State and is responsible for handling media inquiries, public records requests, press releases and social media for the agency.

Cecilia Heston previously served in the communications department in the Office of Governor Steve Sisolak. She graduated from the University of Nevada, Las Vegas with a Bachelor's Degree in Broadcast Journalism and Media Studies and worked as a Senior News Producer at a local news station in Las Vegas. Cecilia Heston also briefly served at the National Endowment for the Arts in Washington, D.C. as a congressional outreach and researching intern.



APPENDIX: BUDGET & REVENUE



FISCAL YEAR 2023	Appropriation / Work Program	General Fund Expenditures	Non-General Fund Expenditures	Total Expenditures	Reverted / Balanced Forward
PERSONNEL SERVICES	\$11,399,123	\$9,479,732	\$867,234	\$10,346,966	\$1,052,157
OUT OF STATE TRAVEL	\$16,982	\$14,279	\$0	\$14,279	\$2,703
IN STATE TRAVEL	\$53,001	\$49,881	\$0	\$49,881	\$3,120
OPERATING	\$1,414,211	\$1,107,391	\$3,488	\$1,110,879	\$303,332
ELECTION EXPENSES	\$1,715,103	\$514,495	\$0	\$514,495	\$1,200,608
CREDIT CARD DISCOUNT FEES	\$4,405,787	\$4,186,057	\$0	\$4,186,057	\$219,730
ONE SHOT EQUIPMENT REPLACEMENT	\$67,397	\$67,397	\$0	\$67,397	\$0
AUTOMATIC VOTER REGISTRATION	\$202,697	\$202,697	\$0	\$202,697	\$0
DOCPREP	\$22,139	\$0	\$17,351	\$17,351	\$4,788
STATE BUSINESS PORTAL	\$150,659	\$134,691	\$0	\$134,691	\$15,968
MAIL IN BALLOT ELECTION	\$5,998,138	\$2,666,479	\$0	\$2,666,479	\$3,331,659
INFORMATION SERVICES	\$2,150,945	\$2,114,982	\$5,180	\$2,120,161	\$30,784
UNIFORM ALLOWANCE	\$5,114	\$5,075	\$0	\$5,075	\$39
TRAINING	\$42,779	\$21,272	\$0	\$21,272	\$21,507
ELECTION RECOUNT	\$178,505	\$0	\$178,504	\$178,504	\$1
EQUIPMENT SB483	\$309,675	\$0	\$0	\$0	\$309,675
REPLACEMENT EQUIP IT SB483	\$55,977	\$0	\$0	\$0	\$55,977
INV & ENF I/S TRAVEL	\$1,235,414	\$0	\$0	\$0	\$1,235,414
INV & ENF OPERATING	\$15,000,000	\$0	\$0	\$0	\$15,000,000



FISCAL YEAR 2023	Appropriation / Work Program	General Fund Expenditures	Non-General Fund Expenditures	Total Expenditures	Reverted / Balanced Forward
INV & ENF EQUIPMENT	\$1,524,652	\$0	\$0	\$0	\$1,524,652
NDOT 800 MHZ RADIOS COST ALLOC	\$6,150	\$6,150	\$0	\$6,150	\$0
RESERVE	\$130,418	\$0	\$0	\$0	\$130,418
PURCHASING ASSESSMENT	\$9,187	\$9,187	\$0	\$9,187	\$0
STATE COST ALLOCATION	\$2,502	\$0	\$2,502	\$2,502	\$0
AG COST ALLOCATION	\$339,802	\$339,802	\$0	\$339,802	\$0
VOTING MACHINE REPLACEMENT	\$805,543	\$778,993	\$0	\$778,993	\$26,550
HOMELAND SECURITY GRANT	\$128,160	\$0	\$128,160	\$128,160	\$0
STATEWIDE VOTER REGISTRATION-2	\$214,375	\$0	\$0	\$0	\$214,375
ADMINISTRATION OF ELECTIONS	\$2,781,063	\$0	\$367,299	\$367,299	\$2,413,764
INFORMATION SERVICES	\$1,635	\$0	\$1,635	\$1,635	\$0
VREMS PROJECT SB484	\$25,000,000	\$0	\$0	\$0	\$25,000,000
RESERVE-TITLE I HAVA	\$4,456,376	\$0	\$0	\$0	\$4,456,376
PURCHASING ASSESSMENT	\$295	\$0	\$295	\$295	\$0
NOTARY TRAINING	\$455,702	\$0	\$86,207	\$86,207	\$369,495
FORFEITURES	\$101,598	\$0	\$100,294	\$100,294	\$1,304
Totals	\$80,381,104	\$21,698,559	\$1,758,148	\$23,456,707	\$56,924,397



FISCAL YEAR 2024	Appropriation / Work Program	General Fund Expenditures	Non-General Fund Expenditures	Total Expenditures	Reverted / Balanced Forward
PERSONNEL SERVICES	\$12,691,531	\$12,148,689	\$205,057	\$12,353,747	\$337,784
OUT OF STATE TRAVEL	\$11,031	\$6,281	\$0	\$6,281	\$4,750
IN STATE TRAVEL	\$54,702	\$54,223	\$0	\$54,223	\$479
OPERATING	\$1,182,374	\$1,157,655	\$14,443	\$1,172,097	\$10,277
EQUIPMENT	\$17,178	\$0	\$0	\$0	\$17,178
ELECTION EXPENSES	\$1,292,428	\$1,262,222	\$30,206	\$1,292,428	\$0
CREDIT CARD DISCOUNT FEES	\$3,076,964	\$204,743	\$0	\$204,743	\$2,872,221
DOCPREP	\$23,390	\$0	\$21,831	\$21,831	\$1,559
STATE BUSINESS PORTAL	\$164,994	\$142,400	\$0	\$142,400	\$22,594
MAIL IN BALLOT ELECTION	\$12,106,990	\$1,689,051	\$1,323,032	\$3,012,083	\$9,094,907
INFORMATION SERVICES	\$1,307,185	\$1,258,684	\$756	\$1,259,440	\$47,745
INVESTOR PROTECTION TRUST	\$75,086	\$0	\$553	\$553	\$74,533
UNIFORM ALLOWANCE	\$3,319	\$1,369	\$0	\$1,369	\$1,950
TRAINING	\$15,581	\$15,526	\$0	\$15,526	\$55
EQUIPMENT SB483	\$309,675	\$14,179	\$0	\$14,179	\$295,496
REPLACEMENT EQUIP IT SB483	\$55,977	\$17,353	\$0	\$17,353	\$38,624
ELECTIONS SB484	\$1,235,414	\$186,791	\$0	\$186,791	\$1,048,623
PROJECT ORION SB485	\$15,000,000	\$4,004,197	\$0	\$4,004,197	\$10,995,803
TECHNOLOGY ENHANCEMENTS SB485	\$1,524,652	\$788,461	\$0	\$788,461	\$736,191
NDOT 800 MHZ RADIOS COST ALLOC	\$4,800	\$4,800	\$0	\$4,800	\$0



FISCAL YEAR 2024	Appropriation / Work Program	General Fund Expenditures	Non-General Fund Expenditures	Total Expenditures	Reverted / Balanced Forward
RESERVE	\$156,694	\$0	\$0	\$0	\$156,694
PURCHASING ASSESSMENT	\$1,663	\$1,663	\$0	\$1,663	\$0
STATE COST ALLOCATION	\$1,401	\$1,401	\$0	\$1,401	\$0
AG COST ALLOCATION	\$415,277	\$413,616	\$1,661	\$415,277	\$0
RESERVE FOR REVERSION	\$12,473	\$0	\$12,472	\$12,472	\$1
VOTING MACHINE REPLACEMENT	\$828,554	\$825,052	\$0	\$825,052	\$3,502
HOMELAND SECURITY GRANT	\$134,400	\$0	\$134,400	\$134,400	\$0
HSGP ELECTION OFFICE SECURITY	\$214,375	\$0	\$214,375	\$214,375	\$0
ADMINISTRATION OF ELECTIONS	\$5,554,209	\$0	\$5,218,833	\$5,218,833	\$335,376
INFORMATION SERVICES	\$3,753	\$2,919	\$0	\$2,919	\$834
VREMS PROJECT SB484	\$25,000,000	\$3,855,995	\$0	\$3,855,995	\$21,144,005
RESERVE-TITLE I HAVA	\$2,550,098	\$0	\$0	\$0	\$2,550,098
PURCHASING ASSESSMENT	\$606	\$606	\$0	\$606	\$0
NOTARY TRAINING	\$330,091	\$0	\$97,850	\$97,850	\$232,241
FORFEITURES	\$1,359	\$0	\$0	\$0	\$1,359
	\$85,358,224	\$28,057,877	\$7,275,469	\$35,333,346	\$50,024,878

