

Topic: Staffing and Infrastructure

Question by: Ali Sarafzade

Jurisdiction: Vermont

Date: February 15, 2012

Jurisdiction	Question(s)		
	Number of total full time staff for the Corporations Division in your agency (including UCC, notary, trademarks).	A very general assessment of your “annual paid transaction volume (online and paper) in dollars” for the entire Division	Any other details you would be willing to provide such as staff breakdown per function, or any org charts would also be very welcomed
<b>Manitoba</b>			
<b>Corporations Canada</b>			
<b>Alabama</b>	20 – not all in same division	A little over 6 million dollars	
<b>Alaska</b>			
<b>Arizona</b>	My agency handles only corps and LLCs, with a staff of 61 FTEs and 2 temp part-time employees. In Arizona, the Sec. of State's office handles partnerships, UCC, trade names, etc.	Approximate revenue range is 15-17 million, but our operating budget is from a legislative appropriation, not from our revenue. Our revenue goes into the Public Access Fund established by the legislature, and that fund is subject to being swept.	
<b>Arkansas</b>			

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<b>California</b>	The Business Programs Division of the California Secretary of State includes the Business Entities Section - both filings and records; the Uniform Commercial Code/Statement of Information (annual filings) Section; the Notary Public and Special Filings Section – includes trademarks/service marks, bonds, and domestic partnerships; the Automation Development & Support Section; and the Legal Admin Unit. The Business Programs Division has 275.6 authorized positions.	In FY 2010/11, the Business Programs Division collected approximately \$41,968,000 in revenue (mostly filing fees) and \$24,191,000 in reimbursements (mostly counter and expedited fees).	

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<b>Colorado</b>	<p>Colorado has approximately 28 FTE assigned to processing all Business entity, trademark, UCC and notary documents. We have already reorganized so that our call center of 10 FTE plus their manager handle almost all calls coming in to our office (except Elections). We have 5 FTE that process all walk in customer requests which include some Election documents. The reorganization included grouping the document processing for all of these types into one work unit which consists of 3 FTE. They are helped by the walk in customer FTE. Our authentications unit consists of 2 FTE. There are 3 other managers to oversee these areas. Others with additional duties include 1 director, 1.5 notary subject matter experts, and 3 FTE in our Operational Support Team.</p>	<p>Our revenue for CY 2011 for these work units was approximately \$17,000,000.00.</p>	
<b>Connecticut</b>			
<b>Delaware</b>			
<b>District of Columbia</b>			

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<b>Florida</b>	Florida has 104 full time employees. This staff is responsible for filing all business entity filings (all Corporations, LLCs, LPs, General Partnerships and associated amendments), trademarks, judgment lien and tax lien filings, notaries, apostilles, service of process, fictitious name registrations, and also includes the mailroom, validators, and scan room staff. UCC is privatized in Florida and is not included in this number.	The revenue for fiscal year 2010-2011 was \$278,242,773., the majority of which went to the General Revenue fund.  I will send an org chart to you under separate cover.	
<b>Georgia</b>			
<b>Hawaii</b>			
<b>Idaho</b>	12 FTE's: Business Entities - 6 UCC - 2 Trademark/Notary - 1 Fiscal - 3  We also have IT support staff totaling 6 people who provide services to all office divisions.	Approximate revenue for FY 2011: \$2.25 million Approximate revenue for FY 2010: \$2.30 million	

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<b>Illinois</b>	<ol style="list-style-type: none"> <li>1) 104 – total number of employees for two statewide locations, Springfield &amp; Chicago</li> <li>2) 78 – Full Time Employees in Corporations</li> <li>3) 14 – Full Time Employees in LLC</li> <li>4) 10 – Full Time Employees in UCC and 1 Intermittent</li> <li>5) 1 – Full Time Employee in Trade Marks</li> <li>6) It is noteworthy to add that between the Springfield &amp; Chicago offices we handle in excess of 350, 000 phone calls annually.</li> </ol>	<ol style="list-style-type: none"> <li>1) \$ 210,833,178 – Corporations</li> <li>2) \$ 62,738,632 – LLC</li> <li>3) \$ 3, 148,307 – UCC</li> <li>4) \$ 1,583,027 – LP</li> <li>5) \$ 491, 495 – RLLP</li> <li>6) \$ 52, 243 – Federal Tax Liens</li> <li>7) \$ 23,730 – Trade Marks</li> </ol>	
<b>Indiana</b>	Corp filing staff 4 Corp / UCC desk staff 4 UCC staff 2 Trademarks, Notary 1 Phone information staff 3 Management 2	Corp / UCC filing revenue - \$11,000,000	
<b>Iowa</b>			

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<b>Kansas</b>			
<b>Kentucky</b>			
<b>Louisiana</b>	UCC – 2 Corporations (includes LLC’s, corporations and trade marks) - 49	UCC – fiscal Year 2011 - \$1,520,094 Corporations – Fiscal year 2011 - \$14,200,763	
<b>Maine</b>			
<b>Maryland</b>			
<b>Massachusetts</b>	62 FTEs	\$1.4M in UCC and \$3.2M in Corporations.	See below
<b>Michigan</b>	The State Of Michigan, Corporation Division staffing includes the following: Administration – 5 full-time positions; Mark & Annual Filing Unit – 8 full-time positions; Business Services Unit – 11 full-time positions and 3 student positions; and Document Review Unit – 12 full-time positions and 2 student positions.	An estimated total of all of the documents filed with the Corporation Division in 2010 is \$2,285,932.50 for both online and paper documents.	For UCC results see below

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<b>Minnesota</b>	<p>Number of total full time staff for the Corporations Division in your agency (including UCC, notary, trademarks).</p> <p>27 full time Employees consisting of:</p> <p><u>Business Functions including Authentications</u></p> <p>1 Manager</p> <p>1 Business Analysis</p> <p>1 Supervisor</p> <p>19 Processing Staff</p> <p><u>UCC, CNS, Tax Liens and Notary Functions</u></p> <p>1 Supervisor</p> <p>4 Processing Staff</p>	<p>A very general assessment of your “annual paid transaction volume (online and paper) in dollars” for the entire Division.</p> <p>Revenue for FY2011 = \$13,000,000</p>	
<b>Mississippi</b>			
<b>Missouri</b>	44	Collect approximately \$10 million in fees dispersed to the General Revenue the Technology Trust funds.	

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<b>Montana</b>	<p>In the Montana Corporations Division we have 14 employees including the Supervisors, &amp; Division Deputy this includes the Business Services (which includes trademarks), Annual Reports &amp; UCC units.</p> <p>In Montana notaries are not included in the Corporations Division. Montana currently has 2 in the notary unit and they are under the supervision of the Deputy for the Administrative Rules Division.</p>		
<b>Nebraska</b>			
<b>Nevada</b>	50 processing staff, including new filings, annual reports, copies and certificate services, UCC and trademarks. We have 13 Customer Service staff answering phones and handling walk up services. Notaries – 3 staff	Commercial Recordings and UCC - \$130,000,000 Notaries – \$825,000	
<b>New Hampshire</b>	25 FTE	\$13,000,000.00	
<b>New Jersey</b>			
<b>New Mexico</b>			

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<b>New York</b>	We have a total of 105 staff in Corporations, State Records and Uniform Commercial Code (licensing of notaries is done with our Licensing Division). There are 64 staff members in Corporations, 17 in UCC and 8 in State Records. The rest are assigned to administrative functions such as our revenue, mail unit, and secretarial unit.	We do not have all of our revenue figures for 2011 yet. In 2010 the Division generated approximately \$ 54 million.	
<b>North Carolina</b>			
<b>North Dakota</b>			

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<b>Ohio</b>	<p>Our staffing is as follows(note: all of our employees are full time):</p> <p>Total Number of Employees: 55</p> <p>Management – 5</p> <p>UCC - 4</p> <p>Notary – 2</p> <p>Corporations(which includes Trademarks) Filers –18</p> <p>Operations - batch control, reconciliation, scanning, etc. - 9</p> <p>Customer Service – (Phones) - 9</p> <p>Client Service Center – handles customer service over the counter, processing business filings, apostilles, minister licenses, etc. - 8</p>	<p><b><u>REVENUE</u></b></p> <p>\$12,815,900.00 – Corporation Filings</p> <p><u>\$ 1,418,100.00</u> – UCC Filings</p> <p>\$14,234,000.00 – Total</p> <hr/> <p><b><u># TRANSACTIONS</u></b></p> <p>149,030 – Corporation Filings</p> <p><u>141,060</u> – UCC Filings</p> <p>290,090 – Total</p>	
<b>Oklahoma</b>			
<b>Oregon</b>	5 managers, 25 staff for all programs of work (business registry, notary, uc, copies/certificates, and web services) + 5 call center employees.	We take in roughly \$25 million, but about 80% of that goes to the General Fund and not our budget allocation	
<b>Pennsylvania</b>			

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<b>Rhode Island</b>			
<b>South Carolina</b>			
<b>South Dakota</b>			
<b>Tennessee</b>			
<b>Texas</b>	Corporations and Trademarks – 56FTE's UCC – 13 FTE's Notary – 6 FTE's	Right around \$50 million for filings	See below
<b>Utah</b>	34 total employees: 4 administrative, 9 customer service, 17 business entity processing, 2 image processing, 2 UCC processing	revenue for FY 2011 - \$7,867,822.64	
<b>Vermont</b>			
<b>Virginia</b>			
<b>Washington</b>			
<b>West Virginia</b>			
<b>Wisconsin</b>			
<b>Wyoming</b>			

**Additional comments:**

Ali,

Congratulations and welcome to the IACA list serves. In addition to individual responses, you may find the information useful at this link:

<http://www.iaca.org/node/80>

You will find current and historical data in the Annual Jurisdictional Reports. They are broken down into BOS and STS sections in order to provide greater detail.

Good luck!

Mike Smith

Director of Communications

Georgia Superior Court Clerks' Cooperative Authority

1875 Century Blvd, Ste 100

Atlanta GA 30345

(404) 327-9753

(800) 304-5175

(404) 327-7877 Fax

[www.gsccca.org](http://www.gsccca.org)

### **MASSACHUSETTS:**

Ali,

Please find Massachusetts' answers below.

Also, the IACA annual reports reflect the information provided by a jurisdictional member for each calendar year. After a quick glance, it looks like only about 30 percent have provided the 2010 BOS annual report information. Although it is be a good resource to check the IACA annual reports but, I would encourage everyone to provide Ali with their answers via email as well.

Kelly

**TEXAS:**

Here is a general breakdown of the Corporations and Trademark FTE's

Executive/Attorney – 6 FTE's

Revenue Team – team that does initial batching of all incoming documents – 6 FTE's

Citations Team – 5 FTE's

New Filings Team – Processes new filings - 11 FTE's

Change Filings Team – Processes change filings – 6 FTE's

Public Information & Response Team – 10 FTE's

Special Assignments – 1 FTE

SOS Direct – Process all online filings – 4 FTE's

Data Management Team – 7 FTE's

UCC Breakdown

Director/Office Administration – handles all walk-in customers – online assistance - financial processing etc. - 4 FTE's

Processing – Does everything from opening mail to complete entry of filing. Process all orders etc. 9 FTE's

**MICHIGAN UCC RESULTS:**

Welcome Ali:

Congratulations on your new job!

In Michigan, the Corporations Division and Uniform Commercial Code office are in different state departments. The following responses are only for the Michigan UCC office:

a. 7

b. \$3,585,750.00

***Sherri***

***Sherri L. De Marco***

IACA STS 2011-12 Chair

UCC & IRP Analyst

517-322-5264

[demarcos@michigan.gov](mailto:demarcos@michigan.gov)

**Full text of email:**

Hello from Vermont,

I am the new Director of the Corporations Division for the Vermont Secretary of State. We are doing a study of the general infrastructure and staffing levels of counterparts in other States as we engage in our own Division reorganization. In particular, would you be kind enough to provide an approximate:

a) Number of total full time staff for the Corporations Division in your agency (including UCC, notary, trademarks).

b) A very general assessment of your “annual paid transaction volume (online and paper) in dollars” for the entire Division.

Any other details you would be willing to provide such as staff breakdown per function, or any org charts would also be very welcomed. If you wish you can send your reply directly to [ali.sarafzade@sec.state.vt.us](mailto:ali.sarafzade@sec.state.vt.us) as well.

Thank you for your time.

**Ali Sarafzade**

Director, Corporations Division

Vermont Secretary of State

128 State St, Montpelier, VT 05633-1104

[ali.sarafzade@sec.state.vt.us](mailto:ali.sarafzade@sec.state.vt.us)

(802) 828-2371