

OFFICE OF THE SECRETARY OF STATE

As the second-largest constitutional office, the Office of the Secretary of State is visited by more Illinois residents than any other in state government. The office generates approximately \$2 billion in annual revenue with about \$1.2 billion a year designated for state highway construction funds.

The Secretary of State manages one of the largest computer databases in Illinois, keeping track of approximately 8.7 million drivers; 11 million registered vehicles; 466,000 corporations; 230,000 limited liability entities; 159,000 registered securities salespersons; and 16,000 investment advisor representatives. The office also is an important resource for educating citizens about issues that affect their everyday lives, including anti-drunk driving, traffic safety, school bus safety, securities fraud, literacy, and organ/tissue donation.

The office's functions are described in the Illinois Constitution, mainly addressing the Secretary of State's duty to maintain official state records and the state seal. However, law and tradition have assigned many additional responsibilities to the office, which has one of the largest and most diverse collections of responsibilities of any of its counterparts nationwide. These duties are divided among 20 departments employing approximately 4,000 people, whose responsibilities range from maintaining the 20 buildings in the Capitol Complex, to overseeing the state's network of libraries, to preserving some of the state's most precious historical documents.

Still, to many Illinois citizens, the Secretary of State's office is the place to go for a new driver's license or license plates. As such, Secretary White has worked diligently to enhance customer service, promote safety on Illinois roads, and strengthen the integrity of the office.

Secretary White has initiated tough laws targeting drunk drivers and habitual traffic offenders, implementing mandatory minimum penalties for high-BAC and repeat DUI



Secretary of State Jesse White fields questions about his duties as Secretary of State from a group of high school students in his State Capitol office. The Illinois Secretary of State's office is the largest of its kind in the nation and is visited by more Illinois residents than any other office in state government.



Secretary of State Jesse White announces the recommendations of his Teen Driver Safety Task Force during a press conference in January 2007. White's office drafted successful legislation based on the recommendations. The new provisions took effect Jan. 1, 2008.

offenders, as well as for persons who drive on suspended and revoked licenses. White also established a database to track court supervisions and initiated successful legislation that limits drivers to two court supervisions in a 12-month period.

As part of his continuing efforts to root out corruption and enhance the integrity of the Secretary of State's office, Secretary White successfully won passage of legislation in 2003 to make the position of Inspector General permanent and to broaden its powers. White's efforts to restore public trust in the office include establishing a code of conduct for employees, giving the Inspector General subpoena powers, increasing penalties for offering or accepting bribes, protecting whistleblowers from retribution, and establishing stricter requirements for conducting investigations.

The Secretary of State's office implemented the Social Security Online Verification System in 2004 in an effort to prevent identity theft of Illinois driver's license and state ID card holders. At the time of issuance or renewal, an applicant's identity is verified online through the Social Security Administration or the U.S. Citizenship and Immigration Service before a driver's license or ID card is issued. Temporary Visitor Driver's Licenses are issued to non-citizens who have been granted temporary, legal entry into this country and are temporarily residing in Illinois and ineligible for a Social Security number.

A new driver's license design for persons under age 21 was created by the office in 2004. The new vertical design makes the license easier to identify and helps prevent underage drinking and fraud.

Under Secretary White's jurisdiction, the Illinois Commercial Driver's License (CDL) program has been credited as one of the best in the nation by the U.S. Department of Transportation. White instituted numerous rule changes and reforms to strengthen testing for commercial drivers in Illinois, including requiring all commercial drivers to take their written exams on automated testing machines available at 19 regional CDL facilities throughout the state.

Secretary White also completed the state's largest replating project in 2005, ultimately issuing new-design license plates for more than 10 million registered vehicles. A new

Temporary Registration Permit (TRP) also was designed, making illegal duplications and alterations more difficult and providing law enforcement officials with immediate access to vehicle registration information.

Secretary White continues to be an outspoken advocate of drunk driving awareness, bicycle and pedestrian safety, and school bus safety. The Secretary of State's office produced four anti-drunk driving public service announcements, two bicycle safety videos and an anti-drunk driving video for teenagers called "The Faces of DUI." The video received a Telly Award for outstanding local, regional and cable program as well as an award from the American Association of Motor Vehicles Administrators (AAMVA). The office also received an AAMVA award for its nationally recognized Toby Tire School Bus Safety program.

Secretary White's efforts to reduce the misuse and abuse of disability license plates and parking placards has won praise from the disability community and law enforcement agencies across the state. Illinois is the first state to use hologram imaging to prevent the fraudulent duplication of parking placards. White also won passage of a law that increases fines and penalties for those who illegally park in spaces reserved for persons with disabilities.

The office's Organ/Tissue Donor program is cited as a model for other states. Secretary White won passage of the First-Person Consent law, effective Jan. 1, 2006, which created a new Organ/Tissue Donor Registry and makes a person's decision to be a donor legally binding.

In an effort to reduce traffic crashes and fatalities involving young drivers, Secretary White initiated legislation in 2007 to enhance Illinois' Graduated Driver Licensing (GDL) Program. The recommendations from his Teen Driver Safety Task Force made Illinois a national model regarding teen driver safety and have been lauded by the National Transportation Safety Board and the National Safety Council. The new GDL provisions include an extension of the instruction permit phase to nine months as well as stricter passenger and nighttime driving restrictions. Safe teen drivers will gradually see their driving restrictions ease accordingly as they move from one licensing phase to the next, while dangerous and reckless drivers will face the loss of driving privileges and other sanctions. Secretary White also initiated legislation to allow parents access to their teen's driving record for free online at www.cyberdriveillinois.com. This new law became effective Jan. 1, 2008.

In 2007, Secretary White unveiled newly-designed driver's licenses and ID cards with enhanced security features. The design incorporates multiple layers of security, as well as an inventory control mechanism that ensures Illinois driver's licenses and ID cards will remain among the most secure in the nation.

As State Librarian, White oversees the Illinois State Library, which serves as the primary information source for state government officials and employees. In addition to housing a collection of more than 5 million items, the State Library functions as a U.S. Patent & Trademark Depository Library and offers a free Talking Book & Braille Service for print-disabled citizens. As one of the nation's leaders in library development, the State Library annually administers \$55 million in grants to the state's 5,000 public, academic, school and special libraries for construction, technology, materials and programming improvements. Through the State Library's Literacy Office, Secretary White administers grants for literacy education services for adults, families, the workplace, and women and children at domestic violence shelters.

Accounting Revenue



Carl Forn
Director

The Accounting Revenue Department receives and deposits all revenue collected by the Office of the Secretary of State into funds designated by statute. In fiscal year 2007, the department collected more than \$2 billion — the third-largest source of income for the State of Illinois. The department also oversees all aspects of money management associated with revenue collections, including developing payment options and new technologies to make services more convenient and accessible to the public; providing auditing services for all Secretary of State departments; processing refunds; collecting on insufficient fund checks, and analyzing revenue and sales data for

comprehensive officewide program planning.

Accounting Revenue field staff conducts audits on Illinois-based interstate trucking companies registered under the International Registration Plan (IRP), more than 600 remitters who issue Temporary Registration Permits (TRPs), and nearly 1,700 banks and currency exchanges participating in the Secretary of State's Over-the-Counter Sticker Sales Program.

Under the IRP program, new registrants are contacted to ensure they have adopted mileage accounting practices. Audits are conducted on about 3,500 IRP registrants on a three-year cycle. Increased collection efforts have resulted in a reduction of outstanding audit fees due to the state and increased deposits into the state's road fund.

The Over-the-Counter Sticker Sales program allows federal- and state-chartered banks, savings and loans, credit unions, armored carriers and currency exchanges to act as agents of the Secretary of State in the distribution of license plate renewal stickers. A new process requires the agent to key certain data into a system to obtain confirmation before selling a sticker, allowing agents to operate during non-business hours.

The department's Returned Check Division continues to be a leader in the percentage of collections on bad checks. During fiscal year 2007, nearly 35,000 checks worth \$5 million were returned uncollected. The department collected more than 99% of these items. The department also converted to electronic check processing, which frees collectors to perform more audits of IRP transactions.

The department also monitors possible abuse and misuse of Temporary Registration Permits and has been involved in the implementation of online credit card and check processing.

Administrative Hearings



Allen Mitzenmacher
Director

The Administrative Hearings Department conducts hearings under the jurisdiction of the Secretary of State. The department also provides legal and technical assistance to the public in the interpretation of the Illinois Vehicle Code.

Most hearings are held for individuals seeking driving relief after a driver's license suspension or revocation. The bulk of the department's hearings relate to drivers whose licenses have been sanctioned for driving under the influence (DUI). During a hearing, a detailed inquiry is conducted to determine if a DUI offender is a low risk to repeat the offense if driving privileges are restored.

Formal hearings are held in Springfield, Chicago, Joliet and Mount Vernon and pri-

marily involve multiple DUI offenders seeking to regain driving privileges. Informal hearings are held in Secretary of State facilities around the state. Informal hearing officers mainly handle general driver's license matters other than multiple DUI offenses and legal challenges to revocations/suspensions. They also provide consultations for DUI offenders requiring a formal hearing. Safety Responsibility hearings are conducted to determine probable fault for motorists involved in crashes. Individuals found to be culpable and who were not insured face driver's license suspensions for up to two years.

Non-driver hearings involve the denial, cancellation, suspension or revocation of vehicle titles and registrations, automobile dealerships, remittance agents, commercial driving school licenses and IRP audits, as well as Motor Vehicle Review Board and Business Services Department cases.

Illinois State Archives



David Joens
Director

The State Archives maintains state records of permanent, legal, administrative or historical value dating back to 1734, with more than 76,000 cubic feet of records. Important documents that have deteriorated are restored and repaired in the restoration laboratory, which treats more than 60,000 documents annually.

Information available through the Archives includes materials relating to the Illinois Territory, public land sales, federal and state censuses, Civil War units, banking and state finance, internal improvement and public works projects, the Illinois and Michigan Canal, transportation, education, mental health and social service agencies, labor issues, law enforcement and corrections, and veterans and military affairs. Between its in-house staff and 50 online databases, the Archives handles more than 16.5 million reference requests annually, including more than 25,000 requests for information from other state agencies.

The Records Management Section acts as a service agency for state and local agencies. It offers advice and provides for the economical and efficient management of records, ensures maintenance and security of those documents to be preserved, and separates records of temporary value for disposal.

The Archives provides professional and clerical support to both the State and Local Records Commissions. The commissions meet regularly to act upon applications for Authority to Dispose of Records from state agencies and county or local governments, and to determine whether such records should be retained permanently or destroyed.

The Archives also works to preserve historical local government records through the Illinois Regional Archives Depository System (IRAD). Working with the Local Records Commission and local officials, the State Archives transfers valuable records to seven state universities designated as official regional depositories.

Budget & Fiscal Management



Carol Lampard
Director

The Budget & Fiscal Management Department prepares the Secretary of State's budget for presentation to the General Assembly and provides for continuing fiscal responsibility in its execution, including processing payments made by the office.

The department also prepares the office payroll and all agency financial statements, and is responsible for the procurement of all goods and services through its Purchasing Division. It also serves as a fiscal research and reference center for the Office of the Secretary of State.

Business Services



Raymond S. Cachares
Acting Director

The Department of Business Services is the official administrative agency and document repository for all business entities formed or registered at the state level, including business and not-for-profit corporations, limited liability companies (LLC), limited partnerships (LP) and limited liability partnerships (LLP), as well as all filings processed under Revised Article 9 of the Uniform Commercial Code (UCC). The department maintains electronic records of all corporations registered with the Secretary of State since 1998, as well as all records of LLCs, LPs and LLPs. While most document processing is done in the Springfield office, the department's Chicago office processes many corporate and LLC submissions as well as LP filings on an expedited basis.

The Corporations Division maintains records of corporations dating back to the mid-1800s. More than 382,413 active business corporations and 83,275 active not-for-profit corporations are currently registered to transact business in Illinois. In 2007, the division incorporated 41,045 new business corporations and 6,949 not-for-profit corporations, collecting more than \$229 million in revenue.

The Liability Limitation Division administers statutes pertaining to LLCs, LPs and LLPs. Since the enactment of the Limited Liability Company Act in 1994, the division has formed or registered more than 193,000 LLCs, of which more than 132,000 were active at the end of 2007. In addition, the division also has formed or registered more than 35,500 LPs and more than 1,600 LLPs. In 2007, the division collected more than \$52.9 million in revenue.

The UCC Division administers the provisions of Revised Article 9 of the UCC. It also processes filings made under the Federal Tax Lien Act. With more than 900,000 secured interest filings on record, the division collected more than \$3.2 million in revenue during 2007.

The department now offers many online services for businesses in Illinois. New businesses wishing to incorporate or form an LLC may now file articles of incorporation or articles of organization online. Both business corporations and LLCs may file annual reports online as well as purchase certificates of good standing. Information on a corporation, LLC, LP or LLP as well as department forms also are available at the Secretary of State's Web site. In addition, UCC financial statements may be filed and both debtor name searches under the UCC and taxpayer lien searches under the Federal Tax Lien Act may be completed. For more information or to access these services, please visit www.cyberdriveillinois.com.

Communications



Bob Yadgir
Director

The Communications Department coordinates the writing, design and production of all printed, audiovisual and online materials distributed by the Secretary of State's office.

Major publications include the biennial *Illinois Blue Book* and *Handbook of Illinois Government*, Illinois highway maps, and *Rules of the Road* booklets for automobiles, large trucks, bicycles and motorcycles. The department creates and coordinates various materials about the office's myriad programs, including brochures, booklets, fact sheets, posters and videos. The department also produces numerous Secretary of State departmental newsletters for various constituencies, including the library community, literacy advocates, the business and securities communities, organ/tissue donor advocates, and archivists and historians. The department's Traffic Safety Video Library loans educational videos to schools and civic organizations.

By statute, the department is required to print the weekly *Illinois Register*, which contains proposed and adopted rules of administrative procedures for Illinois Government. Through the Secretary of State's press office, the Communications Department disseminates information on office programs, policies and procedures to the news media, including about 750 newspapers and radio and television stations statewide.

The Communications Department oversees the ongoing development and maintenance of the Secretary of State's Web site at www.cyberdriveillinois.com and handles all e-mail correspondence received through the site. The department also provides photographic services to the Secretary of State's office and prepares displays for the Illinois State Fair, the DuQuoin State Fair, county fairs, the Chicago Auto Show and other special events throughout the state.

Court of Claims



Delores J. Martin
Director

The Court of Claims was established as a forum of specific jurisdiction to render decisions on monetary claims and lawsuits against the state, with the exceptions of worker's compensation claims and federal claims. Judges are appointed by the Governor and confirmed by the Senate. Their orders serve as recommendations to the General Assembly to appropriate the payment of claims. The Attorney General represents the State of Illinois on all matters.

The Secretary of State serves as the Ex-Officio Clerk of the Court of Claims. The department fulfills that statutory duty by maintaining case files and official records of the court, providing support services to the judges, commissioners and claimants, and disbursing awards. The court awards compensation to victims of violent crimes under the Crime Victims Compensation Act, as well as to dependents of police officers, firefighters and National Guard members killed in the line of duty.

The department maintains and ensures the integrity of all case files before the court. Currently, there are more than 7,000 open claims of all types. The department tracks cases and provides periodic reports to state agencies, claimants and crime victims showing the status of open cases.

In fiscal year 2007, the Court of Claims awarded more than \$24 million to crime victims and more than \$25 million in other cases for a total of \$49 million.

Driver Services



Michael J. Mayer
Downstate Director

The Driver Services Department issues driver's licenses and state ID cards at 136 Driver Services facilities statewide. Facilities also offer driving record abstracts, vehicle sticker sales, motor voter applications and organ/tissue donor registration. Nineteen of the facilities also serve as regional sites for full-service commercial driver's license (CDL) exams. Five mobile units provide driver services at 17 part-time locations and special events throughout the state. Currently, there are about 8.7 million licensed drivers and 3.3 million state ID card holders in Illinois.

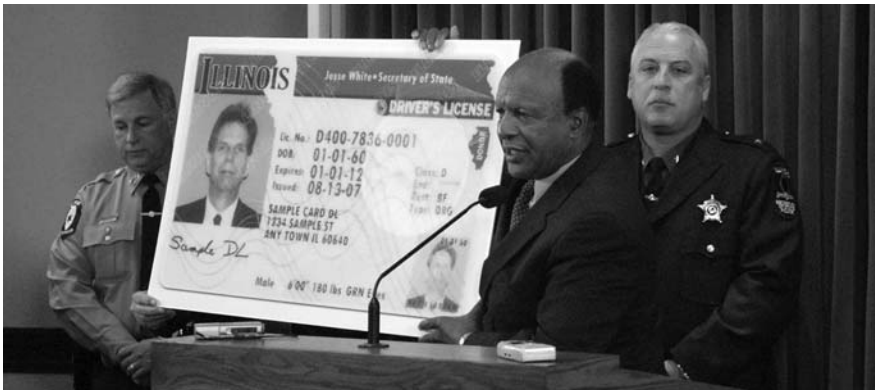
The office's Safe Driver Renewal program allows qualified drivers to renew their licenses online, by phone or by mail. Participants receive a renewal sticker for their driver's licenses, extending the expiration date by four years. More than 3.4 million drivers have taken advantage of the program since its inception.

Secretary White's successful legislative efforts have strengthened the Commercial Driver's Licensing (CDL) Program in Illinois, ensuring the quality and integrity of commercial driver training and protecting applicants should a driver training school go out of business. A fingerprint background check for drivers and instructors at commercial driver training schools prevents convicted felons from being associated with the schools. Background checks for drivers who haul hazardous materials help ensure that those drivers are not national security risks. The department provides on-site testing at CDL schools and community colleges with truck driver training programs. Automated testing machines have been installed at several facilities to help reduce the risk of compromising CDL exams.

Driver Services oversees one of the office's largest highway safety initiatives — a statewide database of court supervisions. This information, which yields a more complete history of a person's driving record, is made available only to courts and law enforcement authorities in order to identify habitual traffic offenders. In efforts to guard against identity



Gary Lazzzerini
Metro Director



Secretary of State Jesse White unveils newly-designed driver's licenses and ID cards during a press conference in October 2007. The enhanced security features will ensure that Illinois driver's licenses and ID cards will remain among the most secure in the nation.

theft and fraud, the office's new Social Security online verification program helps ensure the identity of Illinois driver's license and ID card applicants.

Secretary White's office oversees the state's Graduated Driver Licensing (GDL) Program. In 2007, Secretary White initiated successful legislation to improve teen driving laws with the aim of reducing traffic crashes and fatalities involving young drivers. On Jan. 1, 2008, several new provisions became effective, including an extended permit phase, increased nighttime driving restrictions, and stricter passenger limitations for new drivers.

The Secretary of State's office also conducts programs that protect Illinois' youngest passengers. The Safe Ride Program mandates fingerprinting of all new school bus driver applicants and allows the Illinois State Police and the FBI to conduct criminal background investigations. Kids in Safe Seats has led to the establishment of five child safety-seat fitting stations at Secretary of State facilities across Illinois.

The office's Organ/Tissue Donor Program provides funding to educate the public about the critical need for organs and tissues. Driver Services facilities are an important link to registering potential donors. In January 2006, the new First-Person Consent Law went into effect, creating a new registry and making a person's decision to be a donor legally binding.

Driver Services manages more than \$680,500 in federal highway safety grant funds for educational programs and other projects to improve traffic safety in Illinois. The department conducts public education presentations on pedestrian, bicycle and school bus safety, anti-drunk driving and DUI victim testimonials.

The department's Seniors Division administers the Super Seniors program, which combines Rules of the Road instruction, a vision screening and a driver safety component. The Rules of the Road Review Course, which includes a practice written exam, provides drivers the knowledge and confidence needed to obtain or renew a driver's license.

Index



Jacqueline Price
Director

The Index Department derives its duties directly from the Illinois State Constitution, which states: "The Secretary of State shall maintain the official records of the acts of the General Assembly and such records of the Executive Branch as provided by law."

Since Illinois became a state in 1818, the Index Department's duties — besides being the keeper of the Great Seal of Illinois — have been expanded by the General Assembly to include more than 300 additional responsibilities. These duties vary greatly, from serving as the official depository for numerous state documents, to appointing notaries public, and to filing census information on a biennial basis. Following each U.S. Census, the department assists in conducting a lottery to determine the length of terms of General Assembly members. The department also is responsible for convening the Illinois Electoral College following presidential elections.

The Index Department has four divisions. The Administrative Code Division maintains official copies of all administrative rules of every state agency, as required by the Illinois Administrative Procedure Act. The division is responsible for publication of the weekly *Illinois Register*, containing all proposed and adopted rules of state government.

The Public Records Division files Statements of Economic Interests as required by the Illinois Governmental Ethics Act. In 2007, the department notified more than 21,434 elected and appointed officials and public employees of the need to file Statements of

Economic Interests. The division also assigns Public Act numbers to legislation.

In 2007, the Notary Public Division reported more than 198,722 Illinois notaries public held commissions. In accordance with provisions of the Hague Convention, the division issued 77,242 apostilles, 16,747 certificates of authority for notaries, and 4,832 certificates of incumbency for county and circuit clerks.

The Lobbyist Division registers lobbyists and maintains their biannual expenditure disclosure reports. As of December 2007, there were 1,726 registered entities and 2,204 registered lobbyists in Illinois.

The department maintains the official records of various activities vital to the operation of the state, including appointments to oversight boards and commissions; bonds of elected state officers and appointed state officials; leases entered into by all state agencies; and deeds for state-owned property.

Department publications include: *Origin and Evolution of Illinois Counties*; *Illinois Counties and Incorporated Municipalities*; *Illinois Governmental Ethics Act*; *Lobbyist Registration Act*; *Illinois Notary Public Handbook*; and the *Administrative Code Style Manual*. The department also produces brochures on proposed amendments to the Illinois Constitution, published in both English and Spanish and mailed to all state residents.

Information Technology



Jagadeesh Unmikrishnan
Acting Director

The Department of Information Technology provides technology services within the office and approves requests for office data. The department is responsible for maintaining the technology and communications infrastructure for all Secretary of State departments and facilities, consolidating and streamlining redundant processes and developing better ways of serving the public through technology.

The department is involved in all technology initiatives within the office, from the telephone system to the Secretary of State's Web site at www.cyberdriveillinois.com to the maintenance of computers and wireless devices. It also handles development and maintenance for all computer-based systems, including computer-generated reports and computer-based entry screens.

The Secretary of State's computer network includes more than 3,300 users in 24 office buildings and 136 Driver Services facilities. The network centers on an Enterprise Server and utilizes 234 servers for the distribution of computer applications. Another 1,600 people from other agencies have access to Secretary of State databases. Officers nationwide can access the database for Illinois driver's license and vehicle information through the law enforcement LEADS system, with more than 276,000 inquiries received daily.

Primarily a service department for the Secretary of State, Information Technology's public face is the e-commerce application that allows the public to access Secretary of State services from the comfort of home. With the office's state-of-the-art technology, vehicle registration renewals, Safe Driver license renewals, and annual filings for corporations are now available online.

Inspector General



James B. Burns
Director

The Office of the Inspector General investigates allegations of wrongdoing involving Secretary of State personnel to enforce the high ethical performance standards imposed by Secretary White. Employee misconduct is brought to the attention of management for consideration of disciplinary action. When criminal conduct is involved, the Inspector General makes a referral to and works with the appropriate prosecutor's office.

The office also conducts regular program audits and special reports of Secretary of State operations, designed to identify and eliminate waste, fraud and abuse, as well as identify vulnerabilities in the system and suggest remedial action. Through the efforts of the Secretary of State Audit Review Committee and the cooperation of department managers, action is taken to resolve any identified audit and special report findings, thereby improving the efficiency and effectiveness of the entire Secretary of State's office and its service to the public.

The Office of the Inspector General is headquartered in Willowbrook, with offices in Springfield, Mt. Vernon and Chicago.

Intergovernmental Affairs



Jill Zwick
Director

Intergovernmental Affairs provides information and services of the Secretary of State's office to elected and appointed federal, state and local officials and statewide associations. The department serves as an information resource, responds to inquiries from other government entities, and builds a working relationship and network with those entities. It also serves as an information clearinghouse for local and statewide issues involving the Secretary of State and provides a central, reliable source for serving the needs of other elected officials, their staffs and associations.

Internal Audit

The Office of Internal Audit is responsible for reviewing and testing accounting and financial activities to provide a continuing appraisal of the adequacy and effectiveness of management controls. Secretary White has charged the office with providing informed and constructive analysis and evaluation of existing and proposed procedural, operational and other non-accounting functions and duties within the scope of internal auditing.

Legislative Affairs



Dale Swinford
Director

The Legislative Affairs Department develops, coordinates and directs the Secretary of State's legislative agenda and serves as Secretary White's official liaison to the General Assembly. The department analyzes legislation affecting the office, represents Secretary White before Illinois House and Senate committees and provides an array of constituent services for legislators.

Operational & Technological Security



Michael Grim
Director

The Division of Operational & Technological Security develops and maintains major-disaster contingency planning within the Secretary of State's office to ensure that critical public service and governmental operations tasks remain functional and viable in the event of any natural disaster, human-induced emergency, or terrorist incident. The division also ensures that the Secretary of State's office is in compliance with all Department of Homeland Security, Federal Emergency Management Agency, and Illinois Emergency Management Agency initiatives.

Personnel



Steve Roth
Director

The Personnel Department administers personnel services as established by the Secretary of State's Merit Employment Code, and the rules of the Department of Personnel. The department is responsible for establishing positions, testing, hiring and disciplining approximately 4,000 employees, including 200 seasonal and intermittent workers.

Programs administered by the department include health, dental and life insurance, worker's compensation, deferred compensation, unemployment compensation, affirmative action, equal employment opportunity, the employee assistance program and labor contract negotiations.

Physical Services



Donna Fitts
Director

The Physical Services Department is responsible for property management of the 20 buildings that comprise the Capitol Complex and surrounding area in Springfield and four buildings in Chicago. General maintenance and rehabilitation is provided for more than 3 million square feet of office space, 27 surface parking lots with more than 3,600 individual parking spaces, and 750,000 square feet of grounds.

Recently completed projects include the installation and upgrade of the ADA access ramp on the Michael J. Howlett building, the installation of a new water feed to the Illinois State Power

Plant, and the installation of new energy efficient roofs on the East wing of the Howlett Building and on three of the Chicago area Driver Services facilities. Another major project underway is the upgrade of the High Voltage Monitoring system on the State Capitol Complex, and the installation of new electrical services to each of the Chicago Driver Services Facilities. The department has established an energy conservation program targeting fuel, heating, cooling, electrical usage, and lighting.

As custodians of the Capitol Complex and Secretary of State offices in Chicago, Physical Services employees clean the offices of 50 departments and 10 boards and commissions, and maintain more than 100 miles of sidewalks and parking lots. The department also provides warehousing for office supplies, custodian and trades materials, and processes more than 8 million pieces of mail annually.

Physical Services supports many special events and civic activities, including the Illinois State Fair, the Sangamon County Fair, the Secretary of State's July 4th celebration on the State Capitol lawn, the DuQuoin State Fair, the Chicago Auto Show, and the annual Secretary of State Antique Vehicle Show.

Tours of the State Capitol are given daily from 8 a.m. to 4 p.m., except on major holidays. The Visitor's Center across from the Capitol provides parking for automobiles and buses, as well as tourist information and a video presentation. More than 200,000 people visit the Illinois State Capitol annually.

Police



Brad Demuzio
Director

The Secretary of State Department of Police is a statewide law enforcement agency. Founded in 1913 as an investigative unit in the Vehicle Services Department, it is one of the oldest law enforcement agencies in Illinois. The department employs 100 sworn investigators, 60 uniformed Capitol Police officers, 72 uniformed security guards and 50 civilian support personnel.

The department's primary responsibility is to regulate the automotive industry and its major components, and to enforce all laws and administrative regulations pertaining to the Secretary of State's office. Investigators are trained in all aspects of law enforcement and have expertise in auto theft investigations, vehicle-related consumer fraud, fraudulent identification, explosives recognition and disposal, and traffic regulation enforcement. The department also provides training to other law enforcement and government agencies on provisions of the Illinois Vehicle Code and other police-related subjects.

An equally important task is providing security for the Capitol Complex. In January 2005, the General Assembly passed a supplemental appropriation for nearly \$4.9 million to establish a Capitol Police Unit within the Secretary of State. This police force is assigned to the nine buildings comprising the Capitol Complex. Its primary function is to ensure public safety, identify and mitigate threats, detect criminal activity and prevent loss of property within the Capitol Complex. The Capitol Police handle high-risk situations that require training in crowd control, hostage-barricaded subjects, demonstrations and dignitary protection. The Hazardous Device Unit, staffed by highly trained bomb technicians, provides logistical support to these special units and renders statewide service to federal, state and local agencies.

The Operations Division, the department's primary uniform division, deploys staff through district offices in Belleville, Mt. Vernon, Rockford, Springfield and Villa Park. The

department's investigators combat fraudulent driver's license and ID card rings, as well as inspect automobile and automotive parts dealers, handle consumer complaints and conduct anti-drunk driving patrols and other traffic enforcement programs.

The Secretary of State Department of Police continues its aggressive anti-auto theft campaign through grant programs initiated by the Motor Vehicle Theft Council. Special audit teams conduct in-depth audits of licensed automotive rebuilders, repairers, scrap processors and salvage yards. The department's Beat Auto Theft program allows Illinois motorists to voluntarily display a window decal to alert police officers that the vehicle owner has consented to have the vehicle stopped between 1 and 5 a.m.

Federal and state grants are used to operate the Anti-Drunk Driving Enforcement Program, which conducts patrols throughout the state, and the Speeding and Traffic Accident Reduction Program, which reduces accidents by citing speeding motorists. The Illinois Department of Transportation funds the Operation Straight ID program, which educates business owners, their employees and law enforcement personnel on how to identify fraudulent driver's licenses and ID cards.

Programs & Policies



Terri Coombes
Director

Programs & Policies staff researches and develops initiatives to fulfill the long-range objectives and goals set forth by Secretary White. The staff works closely with other Secretary of State departments in developing innovative programs targeted toward improving overall service to the public. It also works to ensure the timely implementation of new initiatives required by the General Assembly.

Programs & Policies staff tracks and researches initiatives in other states relevant to the operations of the Illinois Secretary of State then works to implement new programs. The department also coordinates meetings with public and private organizations to develop and maintain partnerships toward improving services to the public and reducing costs to taxpayers.

Securities



Tanya Solov
Director

The Securities Department regulates the offer and sale of securities pursuant to the Illinois Securities Law of 1953. The department registers securities offerings, broker-dealers, investment advisers and their salespersons and representatives, loan brokers, business brokers and those who offer and sell business opportunities.

All securities offered or sold in Illinois must be registered with the Securities Department, unless exempt by law. One of the registration options offered to entrepreneurs is the Small Company Offering Registration process. This program assists small businesses in raising capital in the equity markets, while minimizing the registration process and simultaneously providing full disclosure of risks to potential investors.

The department's Central Registration Depository and Investment Adviser Registration Depository allow electronic filings by broker-dealers and investment advisers. Both depositories provide for more efficient registration and enhanced investor protection by allowing regulators to view the disciplinary history of registrants.

The Securities Department is an administrative agency designated as a criminal justice agency for informational purposes. Enforcement investigators and attorneys investigate complaints from investors and issue subpoenas and administrative orders in cases where the law is violated. Enforcement staff also refers cases to criminal authorities and assists in the investigation and prosecution of investment fraud. The department has special agents with police powers and the authority to seek seizure and forfeiture of assets through the Attorney General's office. Where assets are forfeited, civil actions are filed to return funds to defrauded investors. The department has participated in the prosecution of several criminal cases that have resulted in significant jail terms for the perpetrators. In addition, the department has assisted many investors by pursuing registered brokers who engaged in violations such as misrepresentations and the sale of unsuitable products.

The department's audit staff conducts both routine and unannounced audits of broker-dealers and investment advisers having less than \$25 million of assets under management. Audits that uncover fraud are referred to the enforcement staff, and deficiencies requiring corrective actions are noted in letters to the audited entities.

The Securities Department is active in investor education and financial literacy programs, conducting seminars for investors and providing financial literacy teaching guides to Illinois schools. On the Securities Department's page of the Secretary of State's Web site, an interactive game called Credit\$afe teaches young people about the competent and appropriate use of credit cards. The game is free to the public and teachers may use it in classrooms and computer labs.

Illinois State Library



Anne Craig
Director

The Illinois State Library serves as the principal information resource for state government, with Secretary of State Jesse White serving as State Librarian. In June 2003, the State Library was renamed the Gwendolyn Brooks Building in honor of the late Illinois poet laureate.

The State Library has amassed a collection of more than 5 million items, with particular strengths in government, public policy, political science, education and selected fields of history. The library subscribes to an array of journals to provide the most current information on a wide range of subjects. It also provides free wireless

Internet access and subscribes to numerous electronic databases and services that allow patrons access to thousands of resources.

The State Library serves as Illinois' regional federal documents depository. As such, it receives 100 percent of the material distributed by the library programs service of the U.S. Government Printing Office, maintains an authoritative collection of historic and contemporary Illinois state documents, and houses more than 185,000 maps. The library is one of only two federal patent and trademark depository libraries in the state.

The State Library serves Illinois citizens through the Illinois Library and Information Network (ILLINET), consisting of more than 5,000 public, academic, school and special libraries statewide. The State Library supports ILLINET by providing advice on services to the aged, disabled and youth, collection management, automation and library administration.

The State Library funds a network of 10 regional library systems that work with member libraries at the grassroots level. It also coordinates a network of federal and state document depositories to ensure government information is available to Illinois citizens. In addition, the

library supports a statewide delivery service for books and other materials and partially funds a statewide online catalog.

“Find-It! Illinois,” the State Library’s statewide digital library, is a one-stop resource for government and library information. The site at finditillinois.org includes the Illinois Government Information search engine, The Ask?Away virtual reference program, FirstSearch database, Every Library in ILLINET index, Illinois Digital Archives, Digital Illinois, Statewide Illinois Library Catalog and links to Continuous Learning Opportunities (CLeO) and LibraryU, a free online classroom for librarians and patrons.

The State Library administers grants to support and expand library services to citizens, enhance technology to libraries and literacy programs, and to build and renovate libraries. It also provides continuing education opportunities for librarians, library staff and trustees. Training grants are awarded annually to Illinois students studying library and information science.

Since May 2000, Secretary White’s office has operated an innovative mentoring program administered through public libraries. The first program of its kind, Project Next Generation provides state-of-the-art technology experiences and life skills training for junior high students. The program now operates at 25 sites across Illinois.

The State Library is collecting and digitizing oral and written histories of Illinois Veterans as part of Secretary of State Jesse White’s Illinois Veterans History Project. The State Library collaborates with the Illinois Center for the Book on activities to promote Illinois authors and reading. On the third Thursday of each November, Secretary White hosts Family Reading Night, a statewide celebration aimed at encouraging parents and children to read together. The State Library also administers the Read for a Lifetime Program for high school students. Since its inception, more than 11,000 students have participated in the reading program. The Talking Book & Braille Service provides more than 26,000 print-disabled Illinoisans with books on cassette, descriptive videos, magazines, Braille books and other services.

The Secretary of State Literacy Office provides financial assistance and support services to Illinois agencies that offer educational services to adults and their families. According to the Illinois Adult Literacy Survey, about 4 million Illinois adults lack the basic reading, math, writing or language skills to function effectively at home, at work and in the community. Since 1986, thousands of adults have improved these basic skills due to projects funded through the Secretary of State Literacy Program.

The office’s Adult Literacy Grant Program encompasses three project areas. The Adult Volunteer Literacy Tutoring Project provides training for volunteer tutors through partnerships among educational agencies and libraries, community organizations, community colleges, school districts, domestic violence shelters and correctional facilities. The Illinois Adult Learning Hotline at 1-800-321-9511 links prospective students and volunteer tutors to local adult education programs. In fiscal year 2007, 86 programs served 23,569 learners with 8,640 volunteer tutors. The Family Literacy Project provides literacy services to parents and children through partnerships among adult literacy provider agencies, child-at-risk agencies and libraries. In fiscal year 2007, 45 projects served 1,331 adults and 1,977 children. The Workplace Skills Enhancement Project provides on-site instructional services to employees of participating Illinois businesses. In fiscal year 2007, 1,731 employees received services through 40 grants awarded to Illinois businesses.

The Penny Severns Summer Family Literacy Grant Program provides literacy services for parents and children during the summer months. Grants are awarded to libraries, community colleges, community organizations, school districts and volunteer organizations. In summer 2007, 53 projects were funded and served 4,827 parents and children.

Vehicle Services



Ernie Dannenberger
Director

The Vehicle Services Department processes vehicle titles and registrations, issues license plates and renewal stickers, licenses vehicle dealers and maintains vehicle records. The Secretary of State's office provides Illinois vehicle owners with the most secure title document in the nation, greatly enhancing protection from theft or fraud. The department issues nearly 3.5 million title documents and registers 11 million vehicles annually, generating about \$1.2 billion in revenue for the state.

Secretary White has consistently implemented state-of-the-art technology in the office, resulting in more efficient and effective use of manpower and better service to the people of Illinois. New technology has enabled the department to offer vehicle owners online license plate renewal through the Secretary of State Web site at www.cyberdriveillinois.com.

Secretary White's massive replating project began in 2001. During its first year, about 6.5 million passenger vehicles were replated with new-design Illinois license plates. Replating was completed in 2005, with a total of more than 10 million vehicles being replated.

In 2004, the department initiated an Electronic Registration and Title (ERT) pilot program. Today, more than 650 dealerships across the state are participating in the program, resulting in faster processing of title documents and immediate receipt of permanent license plates and registration credentials for customers. The ERT program also includes more than 200 financial institutions and will soon include retail outlets, providing motorists with additional on-the-spot license plates renewal options.

Since 1983, Illinois license plates have been manufactured by Macon Resources, Inc., in Decatur, a rehabilitation training facility for people with disabilities. Bringing plate production back to Illinois has resulted in a savings of millions of dollars and encouraged skills development of persons with disabilities.

To assist fixed-income senior citizens and persons with disabilities in meeting the rising costs of maintaining a vehicle, the office provides reduced-fee license plates for various plate categories, including passenger vehicle, B-truck, disability, RV and all military and veteran plates.

The Vanity and Personalized License Plates Program has issued more than 4.2 million sets of plates in an array of plate categories since its inception in 1979, generating more than \$43 million for the Illinois Road Fund. Vanity and personalized plates are available for passenger vehicles, B-trucks, vans, motorcycles, recreational vehicles and trailers, antique vehicles and plates for persons with disabilities, as well as for a variety of specialty plates.

Licensing vehicle dealers to protect buyers from illicit or temporary operators is an important function of the department. Dealer licensing also regulates dealerships to prevent the sale of stolen vehicles and parts.

The department maintains records of all vehicles registered and titled in Illinois, distributing information to law enforcement agencies, the courts and the public. To monitor compliance with the state's mandatory insurance law, the department administers the Mandatory Auto Insurance program. Random questionnaires are mailed to vehicle owners to verify coverage with insurance companies. The department suspends the registrations of uninsured motorists and processes registration reinstatements.

Vehicle Services provides information on the laws, policies and procedures relating to the titling and registration of vehicles through its toll-free information line at 1-800-252-8980 or Chicago Information Line at 312-793-1010.

Merit Commission

The Secretary of State’s Merit Commission approves rules and actions of the Department of Personnel under the Merit Employment Code. The commission also conducts hearings on the appeals of employees regarding their position classifications and on certain disciplinary actions taken against employees. The commission then enforces compliance with its decisions. No more than three of the five commission members may be affiliated with the same political party.

Members of the Merit Commission are: Ferdinand Serpe, *chair*, Michael Masterson, Judy Meyers, Duane Noland and James Taylor.

Secretary of State’s Staff Members



Thomas Ned Benigno
*Deputy Secretary of State
and Chief of Staff*



Terri Coombes
Deputy Chief of Staff



James B. Burns
Inspector General



Irene Lyons
General Counsel

Administrative Personnel

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|---------------------------|--|
| Linda Piccioli | <i>Executive Assistant to the Secretary</i> |
| Lillian Jenkins | <i>Executive Assistant to the Secretary</i> |
| Leo Louchios | <i>Senior Policy Advisor</i> |
| Bob Yadgir | <i>Senior Policy Advisor/ Director, Communications</i> |
| Anthony Burnett | <i>Executive Staff</i> |
| Annette Czarowski | <i>Executive Staff</i> |
| Chester C. Czesak | <i>Executive Staff</i> |
| Jacqueline Dicianni | <i>Executive Staff</i> |
| Glenna Jones | <i>Executive Staff</i> |
| Dave Druker | <i>Press Secretary</i> |
| Henry Haupt | <i>Deputy Press Secretary</i> |
| Elizabeth Kaufman | <i>Deputy Press Secretary</i> |
| Penelope Campbell | <i>Assistant Press Secretary</i> |
| Vivian Fountales | <i>Director, Scheduling</i> |
| Joyce Smith | <i>Director of Advance, Downstate</i> |