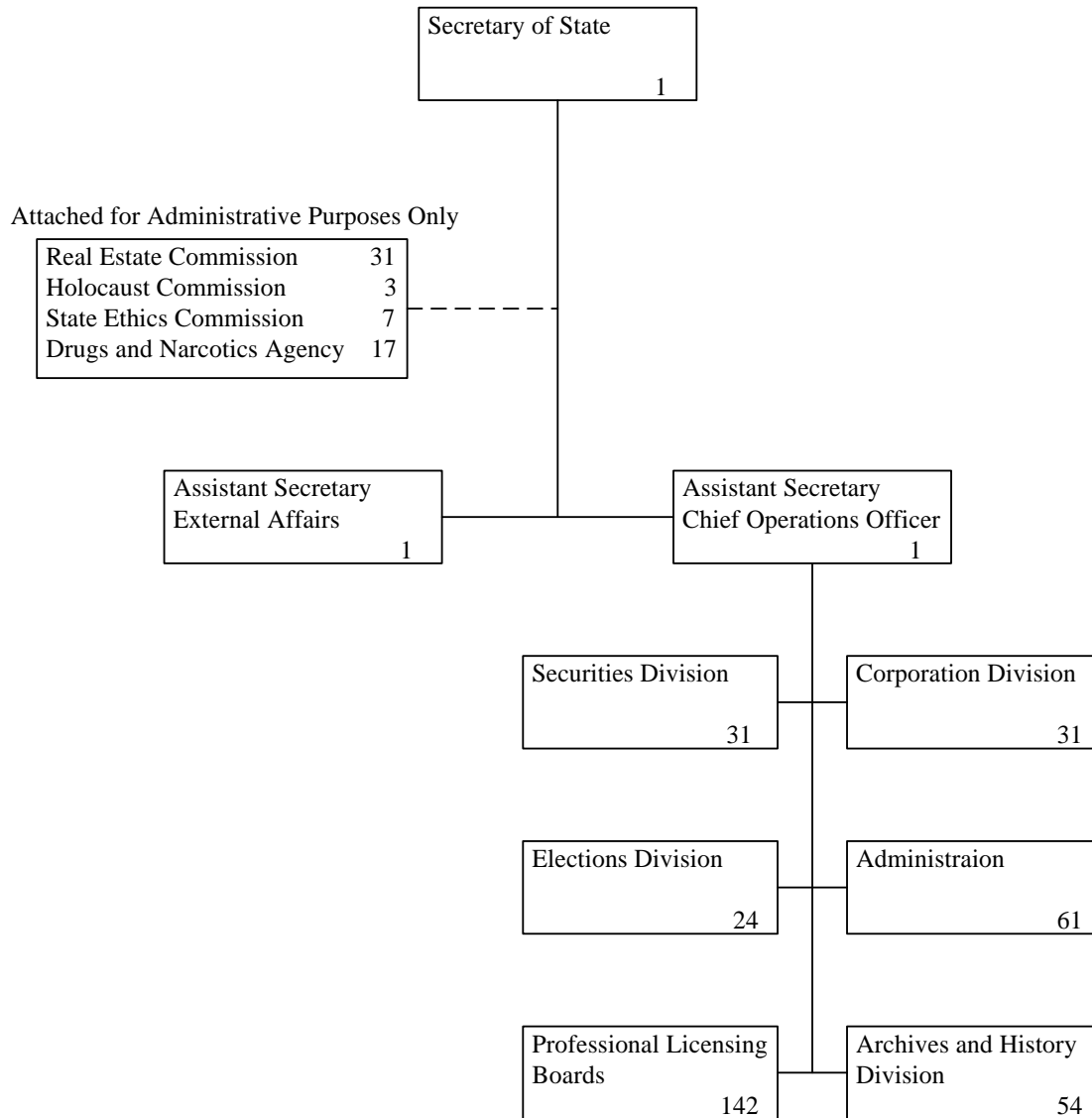


OFFICE OF SECRETARY OF STATE

Total Budgeted Positions -- 404



OFFICE OF SECRETARY OF STATE -- Financial Summary
Unit A - Office of Secretary of State

Expenditures, Current Budget and Agency Requests

Budget Classes/Fund Sources	FY 1999 Expenditures	FY 2000 Expenditures	FY 2001 Current Budget	FY 2002 Agency Requests		
				Adjusted Base	Enhancements	Totals
Personal Services	19,229,099	17,801,680	18,898,149	19,010,163	1,021,583	20,031,746
Regular Operating Expenses	3,586,528	3,252,139	3,053,486	2,972,857	207,678	3,180,535
Travel	245,749	260,395	234,150	236,150	6,845	242,995
Motor Vehicle Purchases	198,881	139,582	191,357	254,000	20,000	274,000
Equipment	272,238	24,081	73,491	81,107	18,000	99,107
Real Estate Rentals	2,613,317	2,898,597	3,020,829	3,108,597	154,755	3,263,352
Per Diem, Fees & Contracts	2,165,981	1,730,410	1,792,766	1,744,311	125,080	1,869,391
Computer Charges	3,694,588	3,590,988	2,915,446	3,823,654	104,692	3,928,346
Telecommunications	1,084,459	1,060,368	857,385	867,120	70,400	937,520
Capital Outlay			990,000			
Elections Expense	553,987	730,504	640,900	640,900	50,000	690,900
Year 2000 Project	174,331					
Total Funds	\$33,819,158	\$31,488,744	\$32,667,959	\$32,738,859	\$1,779,033	\$34,517,892
Less Federal & Other Funds:						
Federal Funds	120,126	71,793				
Other Funds	2,632,338	2,283,014	1,045,000	1,045,000		1,045,000
Governor's Emergency Funds	2,769					
Total Federal & Other Funds	\$2,755,233	\$2,354,807	\$1,045,000	\$1,045,000		\$1,045,000
TOTAL STATE FUNDS	\$31,063,925	\$29,133,937	\$31,622,959	\$31,693,859	\$1,779,033	\$33,472,892
Positions	421	368	373	377	18	395
Motor Vehicles	102	85	85	87		87

OFFICE OF SECRETARY OF STATE -- Financial Summary
Unit A - Office of Secretary of State

Current Budget and Governor's Recommendations

Budget Classes/Fund Sources	FY 2001 Current Budget	FY 2002 Governor's Recommendations				
		Annualizers and Adjustments	Workload	Adjusted Base	Enhancements	Totals
Personal Services	18,898,149	(262,667)	43,763	18,679,245	250,000	18,929,245
Regular Operating Expenses	3,053,486	(97,325)		2,956,161	7,225	2,963,386
Travel	234,150			234,150		234,150
Motor Vehicle Purchases	191,357	(41,627)		149,730		149,730
Equipment	73,491	(3,184)		70,307		70,307
Real Estate Rentals	3,020,829	694,820		3,715,649		3,715,649
Per Diem, Fees & Contracts	1,792,766	(48,455)		1,744,311		1,744,311
Computer Charges	2,915,446	(21,711)	200,000	3,093,735		3,093,735
Telecommunications	857,385	8,235		865,620		865,620
Capital Outlay	990,000	(990,000)				
Elections Expense	640,900			640,900		640,900
Year 2000 Project						
Total Funds	\$32,667,959	(\$761,914)	\$243,763	\$32,149,808	\$257,225	\$32,407,033
Less Federal & Other Funds:						
Federal Funds						
Other Funds	1,045,000			1,045,000		1,045,000
Governor's Emergency Funds						
Total Federal & Other Funds	\$1,045,000			\$1,045,000		\$1,045,000
TOTAL STATE FUNDS	\$31,622,959	(\$761,914)	\$243,763	\$31,104,808	\$257,225	\$31,362,033
Positions	373	3	1	377	5	382
Motor Vehicles	85	2		87		87

OFFICE OF SECRETARY OF STATE - UNIT A
FY 2002 Budget Summary

Governor's
Recommendations

ADJUSTMENTS TO CURRENT BUDGET

FY 2001 STATE APPROPRIATIONS	31,622,959
Annualizers:	
1. Annualize the cost of the FY 2001 salary adjustment.	161,790
2. Provide for adjustments to personal services.	(317,262)
Other Adjustments:	
3. Establish the Capitol Education Center as a new functional budget with the transfer of \$324,474 and 5 positions from Internal Administration.	Yes
4. Fund the storage of Capitol Museum Artifacts during renovation work at the State Capitol (\$9,253) and reduce the cost for 1 motor vehicle (\$20,627) in Internal Administration.	(11,374)
5. Reduce contract funds in Archives and Records for a Grant to the Georgia Historical Society.	(12,500)
6. Replace 1 vehicle (\$18,000), increase real estate rental (\$1,050) and telecommunications (\$13,700) for the Drugs and Narcotics Agency.	32,750
7. Delete operating funds for Licensing of Mental Health Therapists due to non-passage of HB 600 (\$248,000) and one-time capital outlay costs for pre-design of the annex building for the Licensing Testing Center in Macon (\$990,000).	(1,238,000)
8. Delete funds for the purchase of 3 vehicles in the Securities Division.	(39,000)
9. Reduce computer charges for one-time computer purchases in the State Ethics Commission.	(38,135)
10. Adjust GBA rental rates to a standard of \$8.75 per rentable square footage.	699,817
Workload:	
11. Add 1 accountant position to assist with increased workload as a result of the new accounting systems.	43,763
12. Increase computer charges in the Elections Division for increased workload requirements, planning system modifications and reprogramming necessary to support the National Voter Registration Act system.	200,000
ADJUSTED BASE	\$31,104,808

ENHANCEMENT FUNDS

ENHANCEMENTS	
1. Fund 1 legal assistant position and operating expenses for a State Office of Citizenship Assistance to aide immigrants in obtaining United States citizenship.	100,000
2. Add 2 telephone representative and 2 clerk positions for the Customer Service Center at the Professional Licensing Boards office in Macon.	150,000
3. Increase funds for the Holocaust Commission to assist with final provisions for the Official State of Georgia Observance of Days of Remembrance.	7,225
TOTAL ENHANCEMENT FUNDS	\$257,225
TOTAL STATE FUNDS	\$31,362,033

OFFICE OF SECRETARY OF STATE - UNIT A
Functional Budget Summary

	FY 2001 Appropriations		FY 2002 Recommendations	
	Total	State	Total	State
1. Internal Administration	4,835,489	4,805,489	5,363,630	5,333,630
2. Capitol Education Center			324,474	324,474
3. Archives and Records	5,109,479	5,034,479	5,039,970	4,964,970
4. Corporations	2,532,021	1,812,021	2,456,381	1,736,381
5. Securities	2,312,818	2,262,818	2,264,990	2,214,990
6. Elections and Campaign Disclosure	4,596,638	4,576,638	4,806,612	4,786,612
7. Drugs and Narcotics	1,353,596	1,353,596	1,385,313	1,385,313
8. State Ethics Commission	588,821	588,821	552,995	552,995
9. State Examining Boards	11,098,202	10,948,202	9,963,230	9,813,230
10. Georgia Commission on the Holocaust	240,895	240,895	249,438	249,438
Total - Unit A	\$32,667,959	\$31,622,959	\$32,407,033	\$31,362,033
TOTAL APPROPRIATIONS	\$32,667,959	\$31,622,959	\$32,407,033	\$31,362,033

RECOMMENDED APPROPRIATION: The Office of Secretary of State is the budget unit for which the following State Fund Appropriation is recommended for FY 2002: \$31,362,033.

OFFICE OF SECRETARY OF STATE -- Financial Summary
Unit B - Real Estate Commission

Expenditures, Current Budget and Agency Requests

Budget Classes/Fund Sources	FY 1999 Expenditures	FY 2000 Expenditures	FY 2001 Current Budget	FY 2002 Agency Requests		
				Adjusted Base	Enhancements	Totals
Personal Services	1,354,401	1,359,576	1,431,003	10,335		1,441,338
Regular Operating Expenses	138,475	182,069	175,000			175,000
Travel	13,231	16,481	18,000			18,000
Motor Vehicle Purchases	27,391	32,690			34,000	34,000
Equipment	2,717	3,249	10,000			10,000
Real Estate Rentals	170,085	170,472	170,085	915		171,000
Per Diem, Fees & Contracts	124,966	165,619	144,000		6,000	150,000
Computer Charges	269,537	224,244	318,945		(56,600)	262,345
Telecommunications	153,452	77,277	69,400		16,600	86,000
Total Funds	\$2,254,255	\$2,231,677	\$2,336,433	\$11,250		\$2,347,683
Less Federal & Other Funds:						
Other Funds	29,839	17,004				
Total Federal & Other Funds	\$29,839	\$17,004				
TOTAL STATE FUNDS	\$2,224,416	\$2,214,673	\$2,336,433	\$11,250		\$2,347,683
Positions	31	31	31			31
Motor Vehicles	13	13	13			13

OFFICE OF SECRETARY OF STATE -- Financial Summary
Unit B - Real Estate Commission

Current Budget and Governor's Recommendations

Budget Classes/Fund Sources	FY 2001 Current Budget	FY 2002 Governor's Recommendations				Totals
		Annualizers and Adjustments	Workload	Adjusted Base	Enhancements	
Personal Services	1,431,003	10,335		1,441,338		1,441,338
Regular Operating Expenses	175,000			175,000		175,000
Travel	18,000			18,000		18,000
Motor Vehicle Purchases					34,000	34,000
Equipment	10,000			10,000		10,000
Real Estate Rentals	170,085	915		171,000		171,000
Per Diem, Fees & Contracts	144,000			144,000	6,000	150,000
Computer Charges	318,945			318,945	(56,600)	262,345
Telecommunications	69,400			69,400	16,600	86,000
Total Funds	\$2,336,433	\$11,250		\$2,347,683		\$2,347,683
Less Federal & Other Funds:						
Other Funds						
Total Federal & Other Funds						
TOTAL STATE FUNDS	\$2,336,433	\$11,250		\$2,347,683		\$2,347,683
Positions	31			31		31
Motor Vehicles	13			13		13

OFFICE OF SECRETARY OF STATE - UNIT B
FY 2002 Budget Summary

	<u>Governor's Recommendations</u>
ADJUSTMENTS TO CURRENT BUDGET	
FY 2001 STATE APPROPRIATIONS	2,336,433
Annualizers:	
1. Annualize the cost of the FY 2001 salary adjustment.	10,335
2. Provide for adjustments to personal services.	915
	2,347,683
ADJUSTED BASE	\$2,347,683
ENHANCEMENT FUNDS	
ENHANCEMENTS REDIRECTS	
1. Fund 2 alternative fuel vehicles (\$34,000), telecommunications (\$16,600), and per diem, fees and contracts (\$6,000) to meet expenses.	(56,600)
2. Redirect funds from computer charges to fund expenses in motor vehicle purchases, telecommunications and per diem, fees and contracts.	56,600
	0
TOTAL ENHANCEMENT FUNDS	0
TOTAL STATE FUNDS	\$2,347,683

RECOMMENDED APPROPRIATION: The Real Estate Commission is the budget units for which the following State Fund Appropriation is recommended for FY 2002: \$2,347,683.

OFFICE OF SECRETARY OF STATE

Roles and Responsibilities

The Office of the Secretary of State (SOS) provides many services for the public, businesses, state agencies, and city and county governments. These services include:

- Licensing the practice of over 65 professions and registration of other activities;
- Election and voter registration, campaign finance disclosure;
- Business activity monitoring and enforcement of many financial regulations;
- Management and preservation of public records; and
- Educational programs on the Capitol.

The Secretary of State, an elected official, is responsible for delivery of the above services, as well as the keeper of the Great Seal of Georgia and the custodian of the State flag. Through its website, newsletters, pamphlets, and rules and regulations the office is the main source of information on Georgia history, law, government, officials, elections, and other subjects.

The office is comprised of the Internal Administration, Archives and History, Elections and Campaign Disclosure, Corporations, Securities, State Professional Licensing Boards, and Capitol Education Center. The attached agencies are the Georgia Commission on the Holocaust, Georgia Drugs and Narcotics Agency, State Ethics Commission, and the Georgia Real Estate Commission and Appraisers Board.

REGULATORY RESPONSIBILITIES

As a regulatory agency, the office offers education and examinations, issues licenses, collects fees for licenses, investigates complaints or violations of the law and orders reprimands.

The Securities Division is responsible for regulating securities, and has the authority, to adopt necessary rules to monitor the securities industry, including registration of brokers and securities. The division registers cemeteries and audits perpetual care trusts and regulate perpetual care cemeteries, charitable organizations and paid solicitors.

The Corporation Division regulates foreign and domestic charters, nonprofit organizations and other types of corporate entity activities. In addition, the division registers and renews trademarks and servicemarks.

The Professional Licensing Boards Division manages 35 occupational and professional regulatory boards. The duties include reviewing and approving applications to practice, scheduling examinations, issuing licenses, maintaining records, investigating violations and resolution of complaints.

The Georgia Drugs and Narcotics Agency supports the Georgia Board of Pharmacy enforces State laws governing controlled substances, poisons, and the sale and distribution of these drugs by licensed registrants. The agency performs inspections and investigations of pharmacies. The agency is also responsible for the destruction of expired and outdated controlled substances

The Real Estate Commission regulates real estate brokers and salespersons and provides administrative support for a board, which administers the Real Estate Appraiser Licensing and Certification Act.

STATE ELECTIONS ACTIVITY

The Office of the Secretary of State monitors all activity related to officials and elections, including registration and investigation.

The Elections Division's primary function is to perform all activities related to federal, state, county and municipal elections and campaign and financial disclosure, including authorization of election results.

The State Ethics Commission is granted the authority to administer the Ethics in Government Act to ensure integrity of the democratic process. As part of the requirements, lobbyists and officials are mandated to submit financial and expenditure disclosure statements.

MANAGEMENT OF PUBLIC RECORDS

Under the law, the Secretary of State is responsible for the management of public records.

The Division of Archives and History collects, manages, and preserves official records of Georgia from 1732 to the present. The Division administers the state records management program under the direction of the State Records Committee, Chaired by the Secretary of State and a record center for the storage and maintenance of non-permanent records of state agencies. The Division coordinates the work of the Georgia Historical Records Advisory Board (GHRAB), the official advisory body for historical records planning in Georgia. The Georgia Historical Society administers the operations of Division's branch depository in Savannah.

EDUCATIONAL PROGRAMS

The Capitol Education Center provides tours of the Capitol and serves as an education center for visitors. The center holds public events throughout the year and is a focal point for informing citizens about the legislative process during the annual sessions of the General Assembly.

Within the Internal Administration Division, are the general administrative support functions of accounting, purchasing, budgeting, human resources and information technology, as well as two non-internally focused activities: The Administrative Procedures Section is responsible for administrating the rules promulgation process pursuant to the Administrative Procedures Act for the State; and The Georgia Capitol Museum.

AUTHORITY

Titles 10, 14, 21, 28, 43, 44, 45 of the Official Code of Georgia; Public Law 93-443, 1993; Resolution Act 11, Georgia Laws 1993.

OFFICE OF SECRETARY OF STATE

Strategies and Services

NEW STATE OFFICE OF CITIZENSHIP ASSISTANCE

Governor Barnes has included \$100,000 in the FY 2002 Budget in initial funding for the Office of Citizenship. This office will assist persons who are not citizens of this country in obtaining their American citizenship.

The staff will be trained in immigration and citizenship matters. Through this center, Georgia's expanding immigrant population will get assistance to attain the citizenship status required to participate fully in Georgia's future.

PROFESSIONAL LICENSING BOARDS

The State Professional Licensing Boards Division provides administrative and investigative support to 35 licensing boards through a centralized location and staff. The boards regulate more than 700,000 licensees throughout the state. They play an integral role in consumer protection by regulating professionals and investigating violations of state law.

In FY 2000, the Professional Licensing Boards Division relocated to a facility in Macon. Within the next year, the Boards anticipate a move to being fully integrated into web and electronic commerce activities. These new capabilities are expected to demonstrate again the abilities of technology and management to improve efficiency and customer services.

Governor Barnes funded \$2 million in the Amended FY 2001 Budget to complete design and to fully rehabilitate an existing building at the Macon facility to serve as a testing center. The FY 2002 budget includes \$150,000 for 4 positions to receive applications for licensees and requests from citizens for services from the boards. This service is expected to expand and improve customer service through a central intake center.

REAL ESTATE COMMISSION

The Georgia Real Estate Commission is the primary agency for licensing and regulating the real estate brokerage profession and administering support for the Georgia Real Estate Appraisers Board.

In order to serve its licensees more efficiently, regulated entities can renew licenses over the Internet. Programs are in development that will allow licensees to process other applications via the Internet. In addition, the commission has a web site with available newsletters, applications and status information. A visitor to the site is able to print applications and licensing requirements.

To assure cost-efficient administration, high quality, and fairness in all qualifying examinations, the commission contracts for the development and administration of examinations for all real estate licensee and appraiser applicants. Another service is instant grading of qualifying examinations. Tests are given via

computer, and the licensee receives the results on the day of the examination. The commission offers applicants the option of receiving their licenses at the test centers the same day they successfully complete the licensing examination.

STATE ETHICS COMMISSION

In furtherance of the state's responsibility to protect the integrity of the Democratic process and to ensure fair elections, the Commission oversees Campaign Finance Disclosure and Personal Financial Disclosure for an estimated 6,000 public offices of the state, county and municipal governments in Georgia. The commission is charged with registration of lobbyists at both state and local levels of government, and the commission receives and maintains lobbyist disclosure reports filed by all registered lobbyists. The commission is also charged with vendor disclosure for the State of Georgia for those vendors who meet the requirements for filing. Vendor reports are received and maintained and penalties for late filing are collected.

INFORMATION TECHNOLOGY

The information technology plan addresses the need for substantial upgrades of systems to meet the needs of customers. Existing systems and business procedures throughout the office are being enhanced to improve their function and being changed to lower costs and improve performance in delivering information to the taxpayer.

Through the improvements being made in systems, the office will be able to:

- Provide prompt service;
- Transmit an accurate response to external users such as governmental agencies and members of the public;
- Allow electronic access and filings to the systems by the public;
- Accept electronic payments for fees and fines; and
- Post-public information.

Objectives for FY 2002 are to enable customers of the agency to conduct business and use information by improving both traditional and electronic means of access. Efforts aim toward coordinated internal processes, maximize use of technology and continue to evaluate physical relocation of operations.

Initiatives will focus on finding ways to move services closer to the taxpayer at less cost, increase opportunities for the agency to utilize e-commerce in transactions between citizens over the Internet, and expand use of digital imaging and electronic communication for the transfer of information among agencies and to the public.

OFFICE OF SECRETARY OF STATE - UNIT A

Results-Based Budgeting

VOTER REGISTRATION AND ELECTIONS

Purpose: To assure fair and honest elections throughout the state and to provide for every eligible person to register to vote.

Goal 1: The election process in Georgia will be fair and equitable. - Ensure the 100% of all reported irregularities in elections and voter registration are investigated. (Activity measure). - Increase the number of qualified persons on the voter list.	FY 2000 Desired	FY 2000 Actual	FY 2001 Desired	FY 2002 Desired
	N/A [1]	100%	N/A	100%
	4,623,803	4,474,686	4,854,993	4,698,420
Program Fund Allocation -- Total Funds		\$4,598,822	\$4,596,638	\$4,806,612
State Funds		\$4,480,268	\$4,576,638	\$4,786,612
Notes				
1 - Data was not collected for this measure in previous years.				

INFORMATION SERVICES - ARCHIVES

Purpose: To identify and ensure the survival and accessibility of government and other information Protect the public by

Goal 1: Citizens and government will have timely access to essential information. - The percentage of written inquiries for information answered with in ten working days will remain at 100%. [1] - The percentage of on-site researchers who will get immediate reference assistance will remain at 100%. [1]	FY 2000 Desired	FY 2000 Actual	FY 2001 Desired	FY 2002 Desired
	100% (5,000)	100% (4,807)	100% (5,000)	100% (5,500)
	100% (14,000)	100% (13,046)	100% (14,000)	100% (14,000)
Goal 2: State agency records will be stored and available at the State Records Center. - The percentage of requests for records storage satisfied at the State Records Center will remain at 100%.	100% (145,000)	100% (151,322)	100% (150,000)	100% (155,000)
Program Fund Allocation -- Total Funds		\$5,137,270	\$5,109,479	\$5,039,970
State Funds		\$4,907,807	\$5,034,479	\$4,964,970
Note: 1. Activity measure.				

CORPORATIONS

Purpose: Facilitate commerce by reviewing, filing and maintaining documents regarding corporations, limited partnerships, limited liability companies, trademarks and service of process.

Goal 1: All filings by will be reviewed and comply with GA law. - The number of filings that will be certified within 2 business days in FY 2002.(Activity measure)	FY 2000 Desired	FY 2000 Actual	FY 2001 Desired	FY 2002 Desired
	44	75	50	N/A
Program Fund Allocation -- Total Funds		\$2,272,762	\$2,532,021	\$2,456,381
State Funds		\$1,552,762	\$1,812,021	\$1,736,381

OFFICE OF SECRETARY OF STATE - UNIT A -- Results-Based Budgeting

SECURITIES - REGISTRATION AND REGULATION [1]

Purpose: To protect the citizens of Georgia from fraud and economic loss resulting from violations in the areas of perpetual care cemeteries, charitable solicitations and securities investments.

Goal 1: Ensure that all regulated organizations follow Georgia law and no citizens are victims of fraud. - Conduct routine inspections of registered perpetual care cemeteries (Activity measure). - Increase the number of program inspection of charitable organizations. (Activity measure). - Increase the number of annual inspections of in-state investment advisor firms and instate broker dealer firms. - Review and initiate appropriate action on 82% of citizen complaints of violations of securities law within 15 days of the receipt of a complaint. (Activity measure.)	FY 2000	FY 2000	FY 2001	FY 2002
	Desired	Actual	Desired	Desired
	110	112	110	112
	110	111	115	117
	110	112	115	117
	82% (508)	84% (508)	82% (508)	510
Program Fund Allocation -- Total Funds		\$2,056,833	\$2,312,818	\$2,264,990
State Funds		\$2,006,833	\$2,262,818	\$2,214,990
Notes				
1 - All of the measures used by the Securities Division are activity measures, they are not outcome-based results.				

ATTACHED AGENCIES

GEORGIA DRUGS AND NARCOTICS AGENCY

REGULATION OF DRUGS AND NARCOTICS

Purpose: To protect the health , safety and welfare of the general public by providing an enforcement presence to oversee all laws and regulations pertaining to dangerous drugs and controlled substances.

Goal 1: Law enforcement agencies, health care professionals, and the public will have access to technical expertise relating to dangerous drugs and controlled substances. - 90% of law enforcement agencies that use the Drug and Narcotic Agencies' services will rate their service as satisfactory in FY 2002. [1]	FY 2000	FY 2000	FY 2001	FY 2002
	Desired	Actual	Desired	Desired
	90%	90%	90%	95%
Program Fund Allocation -- Total Funds		\$1,376,632	\$1,353,596	\$1,385,313
State Funds		\$1,376,632	\$1,353,596	\$1,385,313
Notes				
1. Data collected via a survey.				

OFFICE OF SECRETARY OF STATE - UNIT A -- Results-Based Budgeting

STATE ETHICS COMMISSION

DISCLOSURE LAW ENFORCEMENT

Purpose: Ensure compliance by candidates, public officials, lobbyists and vendors with Georgia's campaign and financial disclosure requirements, public official conduct requirements and lobbyist disclosure requirements.

Goal 1: Ensure compliance with laws regulating lobbyists and vendors. - 100% of all lobbyist disclosure reports will be available for public review within 4 days of receipt in FY 2002. (Activity measure.) - Ensure prompt action will be taken on alleged violations. (Activity measure)	FY 2000 Desired	FY 2000 Actual	FY 2001 Desired	FY 2002 Desired
	100%	100%	100%	100%
	N/A [1]	N/A	N/A	N/A
Program Fund Allocation -- Total Funds		\$358,998	\$588,821	\$552,995
State Funds		\$358,531	\$588,821	\$552,995
Notes 1 - This measure will be reworked for the FY 2003 Budget Report.				

EXAMINING BOARDS

OCCUPATIONAL REGULATION

Purpose: To enhance the health, safety and welfare of the public through professional occupational regulation.

Goal 1: Individuals who practice in regulated professions will comply with standards. - Decrease the number of previously sanctioned licensees who are sanctioned for additional violations by a regulatory board.	FY 2000 Desired	FY 2000 Actual	FY 2001 Desired	FY 2002 Desired
	N/A [1]	N/A	N/A	N/A
Program Fund Allocation -- Total Funds		\$9,611,762	\$11,098,202	\$9,963,230
State Funds		\$8,887,816	\$10,948,202	\$9,813,230
Notes 1 - Data is not available for this measure.				

Other Activities	Total Funds		\$6,075,665	\$5,076,384	\$5,937,542
	State Funds		\$5,563,288	\$5,046,384	\$5,907,542

TOTAL - All Programs	Total Funds		\$31,488,744	\$32,667,959	\$32,407,033
	State Funds		\$29,133,937	\$31,622,959	\$31,362,033

OFFICE OF SECRETARY OF STATE - UNIT B -- Results-Based Budgeting

REAL ESTATE APPRAISERS BOARD

REGULATION OF BROKERS AND APPRAISERS

Purpose: To protect individuals involved in real estate transactions by regulating real estate brokers and real estate appraisers.

	FY 2000 Desired	FY 2000 Actual	FY 2001 Desired	FY 2002 Desired
Goal 1: Real estate brokers and appraisers will be qualified and provide competent service. - Findings of negligence (does not include findings of dishonesty) will occur in no more than 33% of all completed investigations. - Georgia's passing rates on the qualifying examinations will be within 5 points of the average passing rates of other states giving the same examinations; thereby ensuring the persons passing them meet the standards set by law.	25% (400)	29.3% (380)	25% (400)	25% (400)
	Within 5 points	8.8% Above	Within 5 points	Within 5 points
Goal 2: Respond promptly to requests from applicants, licensees and the public for information and materials. - 90% of applicants, licensees and the public requesting information or materials during FY 2002 will report the staff provided useful and complete information. - Staff will respond to all applicants, licensees and the public's 2002 requests for additional information within guidelines as follows: -- Telephone customers who reach a staff member directly -- Telephone customers who leave a voice mail and are responded to within two hours. -- Requests for applications that are filled within one business day. -- Requests for written responses responded to within two business days -- Completed applications will be completed within 5 business days	90%	N/A [1]	90%	90%
	80%	82.7%	80%	80%
	20%	17.3%	20%	20%
	95%	99.0%	95%	95%
	95%	99.0%	95%	95%
	95%	94.3%	95%	95%
Program Fund Allocation -- Total Funds		\$2,231,678	\$2,336,433	\$2,347,683
State Funds		\$2,214,674	\$2,336,433	\$2,347,683
Notes				
1 - Data not available until 2001.				

TOTAL - All Programs	Total Funds		\$2,231,678	\$2,336,433	\$2,347,683
	State Funds		\$2,214,674	\$2,336,433	\$2,347,683