



Maricopa County Recorder's Office



2006-2007 Annual Report

M A R I C O P A C O U N T Y R E C O R D E R ' S O F F I C E



“Our mission is to maintain a perpetual, comprehensive set of public records consisting of all documents appropriately presented for recording; and make the public records easily accessible for viewing by any member of the public; delegate voter registration and election responsibility to the Elections Department, while maintaining strong leadership and administrative roles.”

Barbara Frerichs
Maricopa County Chief Deputy Recorder



From the Desk of the County Recorder



“Our vision is to be the most productive recording office with the best customer service and the best solutions for recording documents and accessing public records.”

We are pleased to offer since 1991, the latest in technology for your information and convenience. Our recording system makes available, either in our

office or on the internet, over 60,000,000 images dating back to September 1991. Since August of 1999, we have accepted documents electronically as we continue

to remain at the forefront of e-government.

We are proud of the many recognitions we have received and that we are considered by many to be the premier recording office in the country. Since 1988, we have continued to provide the citizens of Maricopa County the finest service possible. To ensure that we stay on the leading edge in our field we continually update our procedures and we encourage your participation. We welcome your suggestions and comments and look forward to hearing from you.

Helen Purcell

Maricopa County Recorder

M A R I C O P A C O U N T Y R E C O R D E R ' S O F F I C E

Digital Recording

As of August 6, 1999 the Maricopa County Recorder's Office is capable of receiving and recording documents in a digital format. According to ARS-11-461,C., the Recorder may accept a digi-



Digital Recording is easier and more efficient

tized image of a recordable instrument for recording if it is submitted by a Title Insurer or Title Insurance Agent as defined in Section 20-1562, by a State Chartered or Federally Chartered Bank insured by the Federal Deposit Insurance Corporation, by an active member of the State Bar of Arizona, by an Agency, Branch or Instrumentality of the Federal Government or by a governmental entity and the instrument from which the digitized image is taken conforms to all applicable laws relating to the recording of paper instruments.

What does this mean to our users? If you fall into any of the above described categories you, too, can record your documents electronically.

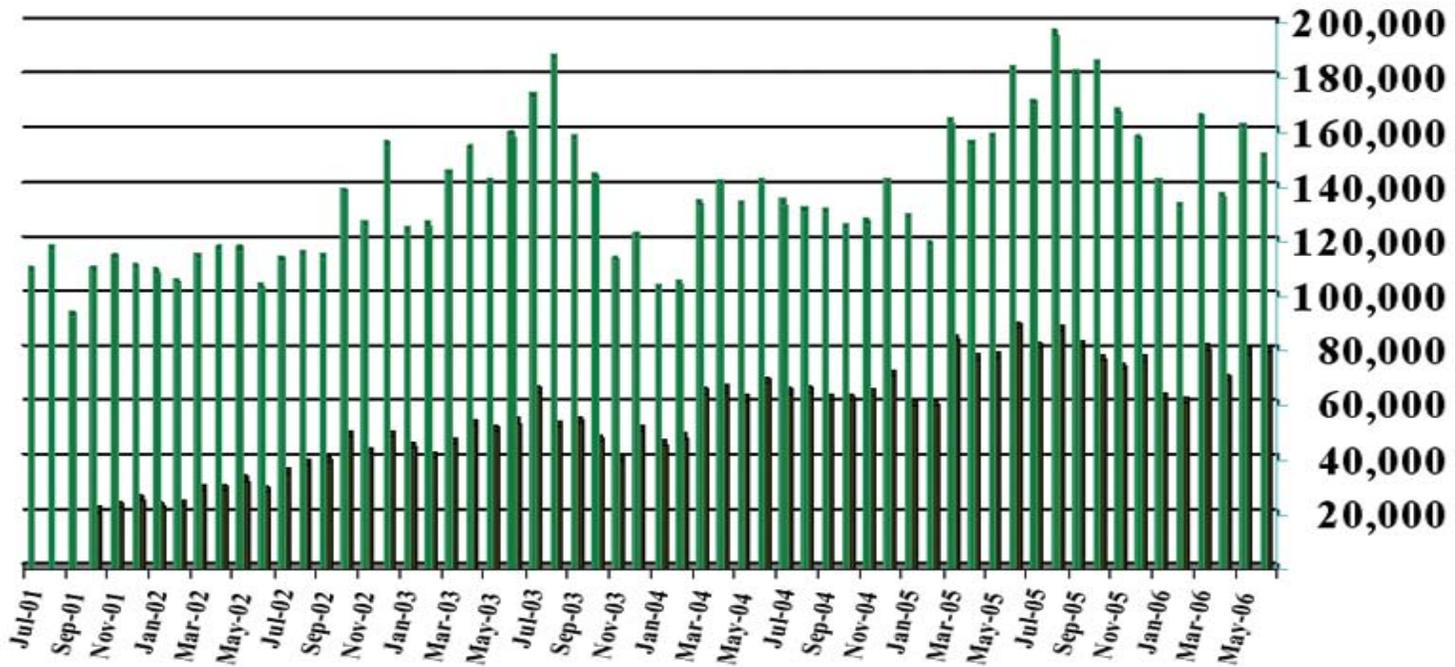
The Recorder's Office

offers high volume recording customers a VPN (Virtual Private Network) connection for security and for low volume recording customers, our own in-house program called Digital Recording Upload Program. All connections are password protected. All documents received in a digital format will be reviewed and if accepted, recorded within a few hours. In addition to this, we provide you a web page to verify your order status. This, too, is password protected.

These are just a few of the benefits that we provide to our digital customer. Please contact Cathy Lucero at 602-506-3538 to take advantage of this service.

"The Recorder's Office currently records fifty percent of their total recording utilizing digital recording."

**Documents Recorded Monthly
(Green- total monthly recording)
(Black- monthly electronic/digital recordings)**



M A R I C O P A C O U N T Y R E C O R D E R ' S O F F I C E

Internet Access

Access to images of documents recorded from September 3, 1991 to the present is available through the Internet. Access to plat maps from 1901 to the present are also available through the Internet.

In July, 1997, our office was the first Recorder's Office in the United States to place documents on the Internet. To date we have had over 30 million images retrieved via the Internet.

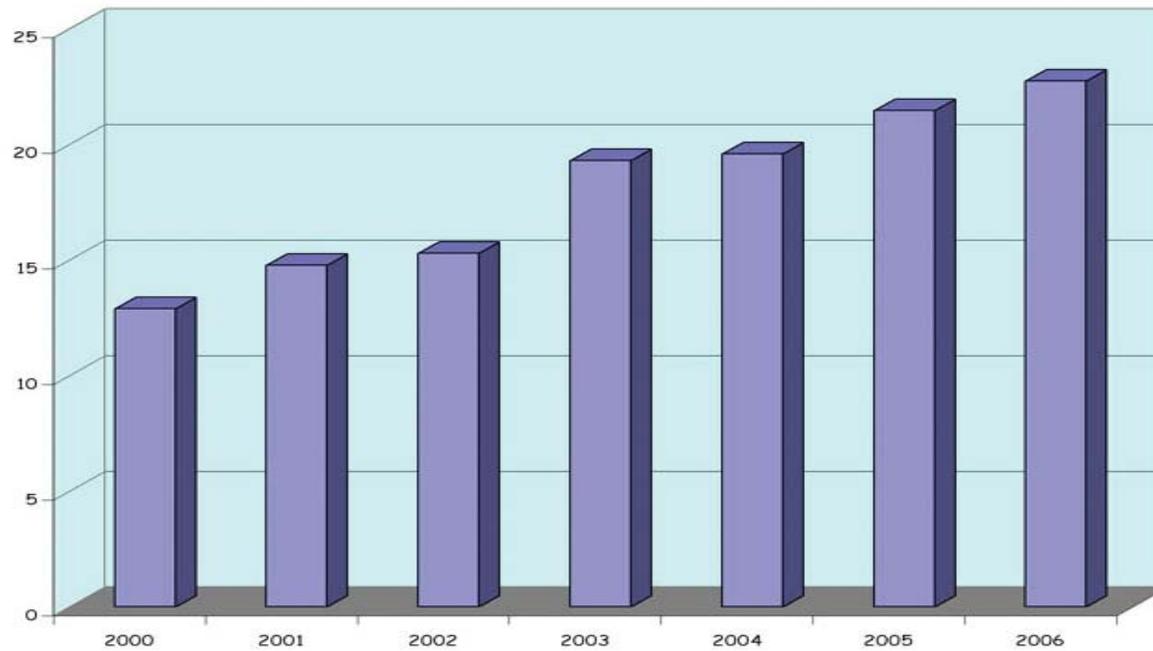
Purchasing copies of recorded documents via the Internet utilizing a credit card as the payment option was an added enhancement. This year alone we have handled over 38,000 copy requests resulting in over \$243,000 in credit card revenue.



Maricopa County Recorder's Office public computer area

M A R I C O P A C O U N T Y R E C O R D E R ' S O F F I C E

Documents Recorded Per Hour Worked, Per Employee



M A R I C O P A C O U N T Y R E C O R D E R ' S O F F I C E

REDCAP

Since its inception in March 2005, REDCAP (Recorder's Elections Document Conversion Archival Project) has produced 26,210,788 Recorder's images collated into 13,313,352 multi-page tiff files. These files are digital copies of every recorded document in our office between 1871 and September 1991. Each of these files goes through a QA process after which it becomes immediately available for use by our Public Assistance Area. As of July 2006, the REDCAP QA team has processed about 6 million of these files. REDCAP began the indexing process that will make these files searchable by a record's interested party. The index is expected to be completed this year. After completion of both index and images all of these documents will be made available via the Internet.



Scanning old ledger books

REDCAP has also produced digital copies of 15,151,416 Elections Department records. After these are processed through QA and a user interface is created, these digital copies will facilitate the research and reporting of many historical Elections queries.



REDCAP Team operates at MCTEC

IDENTITY THEFT

The state of Arizona passed a new law regarding personal identifying information on documents that are presented for recordation that became effective on January 1, 2007. The Maricopa Recorder's Office was in support of this legislation.

A.R.S. § 44-1373, which provides for certain restrictions on the use of social security numbers, has been amended and states in pertinent part:

Except as otherwise provided by law, documents or records that are recorded and made available on the recording entity's public web site after the effective date of this amendment to this section shall not contain more than five numbers that are reasonably identifiable as being part of an individual's social security number and shall not contain an individual's:

1. Credit Card, Charge Card or Debit Card Numbers.
2. Retirement Account Numbers.
3. Savings, Checking or Securities Entitlement Account Numbers.

Only the Attorney General or a County Attorney, or both, may commence a legal action for a violation of this section. A person or entity is subject to a civil penalty of up to five hundred dollars for each act of recording that violates this statute. The civil penalty shall not apply to a person or entity that transmits the document for recording but has no authority for the creation of the document.

In addition to the new law, the Maricopa County Recorder's Office is currently working on a project that will allow for the redaction of social security numbers that are on previously recorded documents that are made available on the Internet. The Recorder's Office recognizes that while this project will be a major undertaking, and over 82 million images will need to be reviewed, it will go a long way to relieve the concerns of the constituents that have documents recorded in Maricopa County.

M A R I C O P A C O U N T Y R E C O R D E R ' S O F F I C E



Mailout Department

The Recorder's Office records between 8 and 12 thousand documents a day. Thanks to the growth of digital recording, less than 50% of these documents are in paper form.

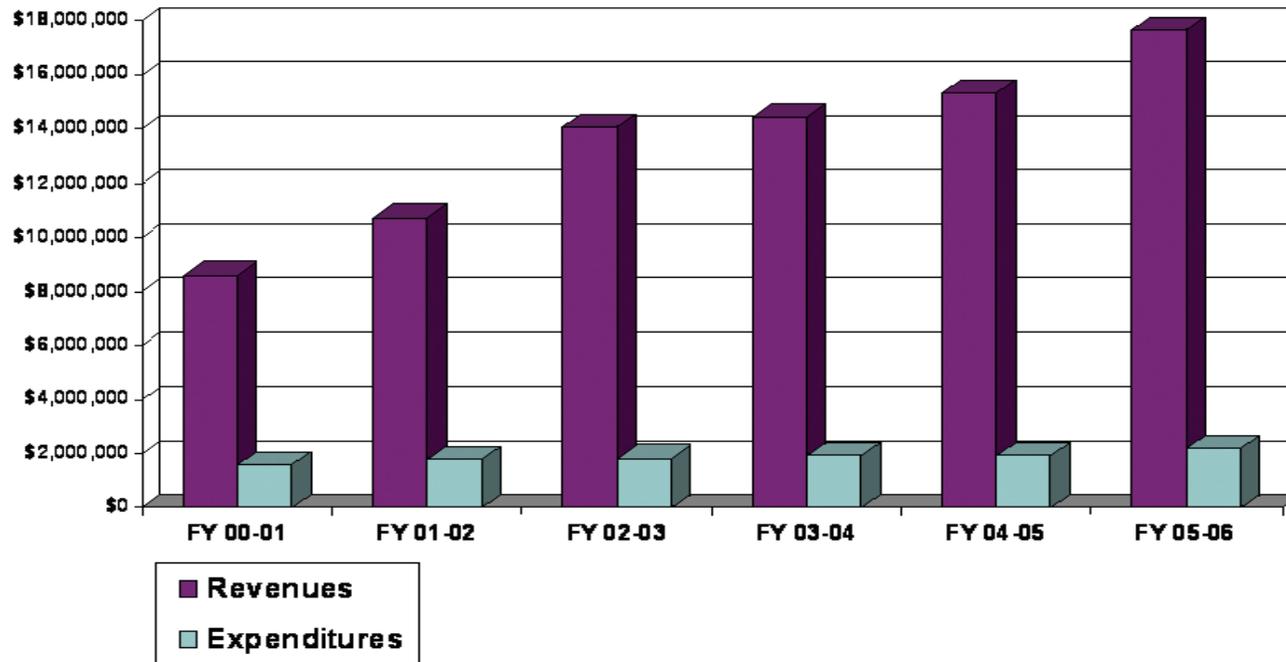
This saved the Recorder's Office over \$200,000 dollars in postage this year. It is the mail-out department's responsibility to mail these documents back to our customers in a timely manner.

Thousands of documents must be mailed out manually each day



M A R I C O P A C O U N T Y R E C O R D E R ' S O F F I C E

Comparison of Revenues and Expenditures



M A R I C O P A C O U N T Y R E C O R D E R ' S O F F I C E

Payment Processing

The Maricopa County Recorder's Office has created various ways for payment processing. Customers visiting our office can pay for their recordings or copies by cash, check or credit card. We also allow our customer to set up an account with us. The account gives our customers the ability to record their documents and purchase copies, certified copies and plat maps and have these charged against their account.

This speeds up the recording process, especially for our higher volume customers since there are no checks to process. Account customers have the ability to access a website that is maintained and updated every morning in order to check their account

balance, at their convenience 24 hours a day. By providing this information to the customer, they can determine when they need to replenish their account, which can be

“The Recorder’s Office currently accepts payment by cash, check or credit card, or by setting up an account.”

done by check, wire transfers and by credit card as well.

Another plus for having an account set-up, it eliminates the need to issue refund checks for overpayments since the actual charges of the recording will be the amount posted to the

account, and items will not be rejected due to insufficient funds.



Customer accounts continue to be very popular with our reoccurring customers and have streamlined their processes with our office

Partnerships: Public/Private

The Maricopa County Recorder's Office is currently sharing information with a private company in Phoenix. Through this partnership, valuable data is shared and assists the Recorder in keeping current with daily recording volumes.

The Recorder's Office will continue to look for ways to partner with private and public companies for a better and more cost efficient way to conduct business.



Electronic Recording

We are currently working on a new project to allow customers to submit a total electronic document including signature and notary.

We will be hosting our own web page and using industry standard protocols for the data and signatures. Stay tuned for further updates on our website.

“With our current rate of growth in Maricopa County, the only way for us to maintain our high level of customer service is through automation. The addition of electronic recording to our office is a natural outgrowth of our ongoing efforts to remain a national leader in recording efficiency.”

M A R I C O P A C O U N T Y R E C O R D E R ' S O F F I C E



Born in Topeka, Kansas, she's been a Phoenix resident since 1964. Mrs. Purcell began her business career with T. J. Bettis Mortgage Company in Texas, subsequently becoming a real estate trust officer with Stewart Title & Trust of Phoenix.

"Helen Purcell (Republican), elected to the office of Maricopa County Recorder in November 1988, is now serving her 5th term and is the second woman to hold this position since 1871."

In June, 2004 Helen was appointed by the Chairman of the US Election Assistance Commission (EAC) to the newly formed 15 member Technical Guidelines Development Committee - its purpose: to draft standards for all voting systems in the U.S. She was re-appointed June, 2006. She was appointed at NACo's 2005 Annual Conference as Vice Chair of NACo's Member Programs and Services Committee and Chair of the Technology Subcommittee of the Telecommunications & Technology Steering Committee. She has two grown sons, Mark and Todd, and four grandsons.

Mrs. Purcell and her department encourage voters of America's 4th largest county to request mail-in ballots by phone, mail, internet, or walk-in, increasing overall voter participation as mail-in ballots grow to account for over 50% of the total ballots cast. The office has received many achievement awards for Digital Recording, use of the internet in the redistricting process and a special achievement GIS Award from Environmental Systems Research Institute.

Her office has processed over one-million documents each year since 1999, reaching 1,974,576 in 2006

She is a member of the Board of Directors of the National Association of Counties (NACo) serving since December 1997, advisory member of the Board of Directors of the Property Records Industry Association (PRIA) member of the Board of Directors of the Kids Voting-Arizona, member of the National Association of County Recorders and Clerks (NACRC), and the International Association of Clerks, Recorders, Elections Officials and Treasurers. In May 1998, Purcell received the National Kids Voting Excellence Award. In 2003 she was appointed by the President of NACo to the U.S. Election Assistance Commission Board of Advisors.

Mrs. Purcell's statutory duties and responsibilities include recording and maintaining, for permanent public record, 8,000 to 12,000 documents per day (digital recording is about 45% of the daily recording) and maintaining voter registration rolls for over 1,600,000 registered voters. She is responsible for administering the Elections Department which conducts all national, state and county wide elections, and provides support for cities, towns, schools, and other jurisdictions. On April 3, 2000, the Maricopa County Elections Department's Vote-By-Mail technology became part of the Collection at the Smithsonian's National Museum of American History in Washington, D. C. Nominated by Michael Dell, Chairman and Chief Executive Officer of Dell Computer Corporation.



Helen Purcell Addressing the Media

MARICOPA COUNTY RECORDER'S OFFICE

Recorder Staff

Administrative Staff



Document Operations Assistance Staff



Front Counter Copy Desk Assistance



Front Counter Assistance



SouthEast Facility

The Southeast office of the Maricopa County Recorder's Office offers a complete range of services to public and professional customers, including recording documents and maps, research in the public assistance area and assistance with the overflow of work from the administrative office.

The Mesa facility has also been an excellent source of training for staff members as they can experience all five of the main departments in one location.

The Southeast Office of the Maricopa County Elections Department offers the public all of the election services.

They include voter registration, receipt of campaign finance and candidate petition signatures, and early voting.

SouthEast Facility Staff



MARICOPA COUNTY RECORDER'S AND ELECTIONS DEPARTMENTS

Recorder Information Systems Center



Terry Thompson, IT Director, (center) and the Computer Department Staff

The Recorder's Information Systems Department develops and maintains computer systems for recordation, voter registration, and Internet/Intranet access. Many services are available on the Recorder's web site. Over 77,000,000-recorded images may be accessed from the Recorder's page and official copies may be purchased for documents recorded from September 1991 to the present. Early voting ballot requests, voter registration requirements, polling place lookup, and campaign finance filings are some of the services provided on the election web page.

Over 65,000 documents are viewed on our web site daily and we average over 1,000,000 page hits per day. Please visit our web site at www.recorder.maricopa.gov to find out about these and other services.

Several projects are currently under development. Removal of Social security numbers from documents available on the Internet will help combat identity theft. Digital versions of Recordings from 1871 to September 1991 will soon be available on the site. To comply with the Help America Vote Act (HAVA), the voter registration system is undergoing enhancements. Implementation of these and many other projects will be on going in the near term.

The computer operations center provides technical support for employees and customers. Report generation and distribution, tape controls, and system backups are just some of the many services they provide.

Do you have questions or suggestions? Just log into our web site at www.recorder.maricopa.gov and click on the *Contact Web Master* link at the bottom of the page to send us an email.



Computer Operations Staff



M A R I C O P A C O U N T Y E L E C T I O N S D E P A R T M E N T



The mission of the Maricopa County Elections Department is to provide access to the electoral process for citizens, jurisdictions, candidates, the legislature, and special interest groups so that they have equal accessibility and may readily participate in elections.



Linda Weedon
Deputy Elections Director



Karen Osborne
Director of Elections,
Maricopa County

“Elections are the equalizer between the people and the government.”

Considered one of the most knowledgeable and respected election officials in the United States, Karen Osborne has been the Director of Elections for Maricopa County since 1995. She came to the department in 1991 as the Deputy Director of Elections, following her tenure as Assistant Secretary of State for Arizona from 1978-1991. She served as Acting Secretary of State in 1988 and has worked in various administrative capacities for the state of Arizona since 1969.

Her expertise has been called upon to assist in several foreign elections - either as an observer or as an advisor. Her travels have taken her to China, Japan, and the former USSR. Not only does Karen handle the tremendous responsibilities as election director of the 4th largest county in the United States, but she finds time for other areas of involvement and volunteer work.

Since 2000, she has been serving on the Maricopa County Facilities Review Committee (a clearinghouse for approval of buildings exceeding \$100,000), the Maricopa County Superior Court Space Planning Committee, and the Commission on Lawyer Discipline of the Supreme Court of Arizona. She has been a member of the Valley of the Sun Kiwanis and was Community Services Chair in 1992. From 1990-1994 she was a public non-lawyer member of the Arizona State Bar Board of Governors, and chaired the Task Force on Unauthorized Practice of Law. From 1995-2004 she was a non-lawyer member of the Judicial Performance Review Committee. She was asked to chair the 2005 Maricopa County Combined Charitable Campaign and her efforts produced a sizeable increase in pledges and contributions for that year.

Karen has a permanent staff of 57, however during an elections cycle, she oversees more than 7,700 personnel.

Innovative Voter Assistance

On June 8, 2006 Maricopa County Recorder Helen Purcell revealed a first in the nation - Deaf Link, a tool which is being used to assist the Deaf and Hard of Hearing voters. A demonstration of the Deaf Link took place on Tuesday, June 13, 2006 at 9:30am at the Elections Operations Center (MCTEC), 510 South Third Avenue, Phoenix.

Deaf Link provides those who use American Sign Language as their language of choice an easier access to public information and assistance. Galludet University periodically conducts studies of standardized testing (such as the Stanford Achievement Test) with students who are deaf or hard of hearing.

For 17 and 18-year-olds in the deaf and hard of hearing student sample, the median Reading Comprehension subtest score corresponds to about a 4.0 grade level for hearing students. That means half of the Deaf and Hard of Hearing students at that age scored above the typical hearing student at the beginning of fourth grade, and half scored below. In 2000 there were 233,499 Hard of Hearing or Deaf (an 18% increase from 1996) and it is expected in 2010 there will be 289,190 Deaf or Hard of Hearing (an increase of 46% from 1996).

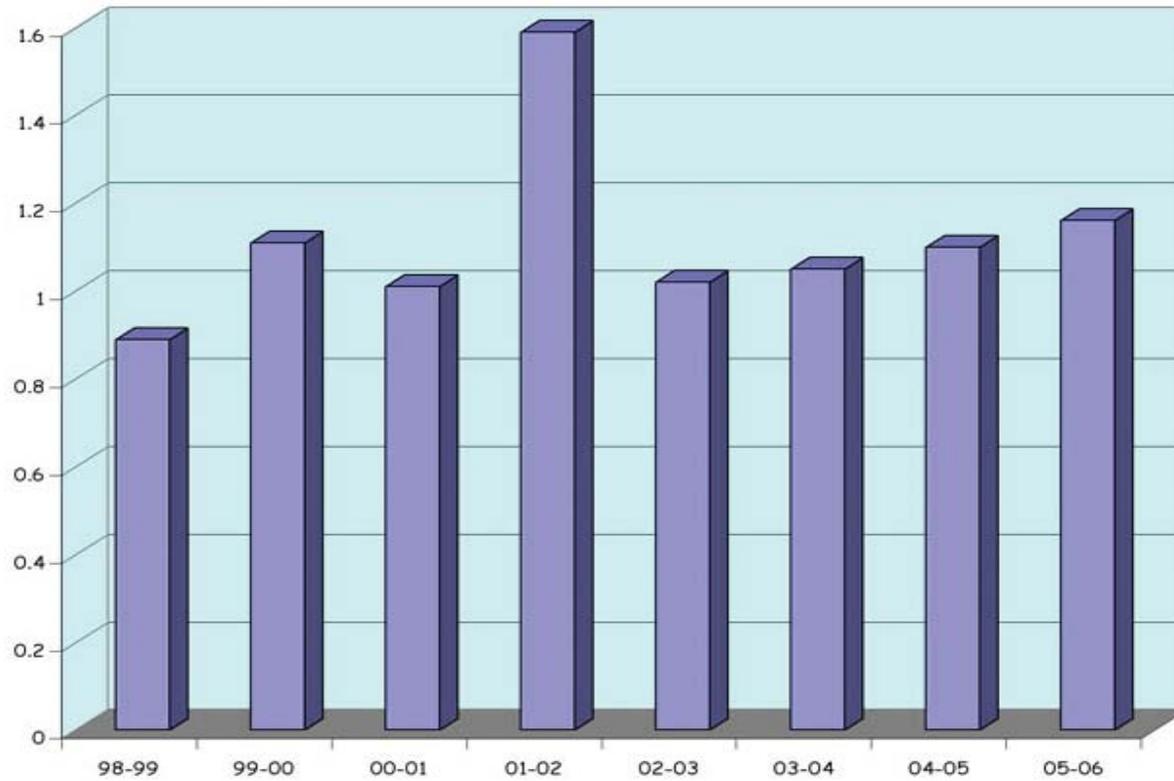
Deaf Link, Inc is a San Antonio based company providing ASL (American Sign Language) translation services via video conferencing. The deaf or hard of hearing do not have to wait for translation services - a simple click on the Deaf Link icon connects the service, and a translator appears on the screen to instantly provide interpretation.



Maricopa County Recorder Helen Purcell is seen here with the Deaf Link sign translator at the press conference launching the service

M A R I C O P A C O U N T Y E L E C T I O N S D E P A R T M E N T

Annual Cost per Eligible Voter



Early Balloting

The Maricopa County Recorder's Office continues to strive to lead by example through its Early Voting process/programs and has been recognized for such throughout the years. On April, 2000, the Recorder's Office was inducted into the Smithsonian's National Museum of American History for the Department's creative Vote-By-Mail program. In 2005,



Maricopa County was acknowledged by NaCo for its best-practice program that handled Overseas and Military Early Voters. Again in 2005, the Recorder's Office was recognized by NACRC for its innovative program known as STRIPES, which established a partnership with the County Recorder's Office and the County Sheriff's Office to facilitate the mailing of the early ballots.

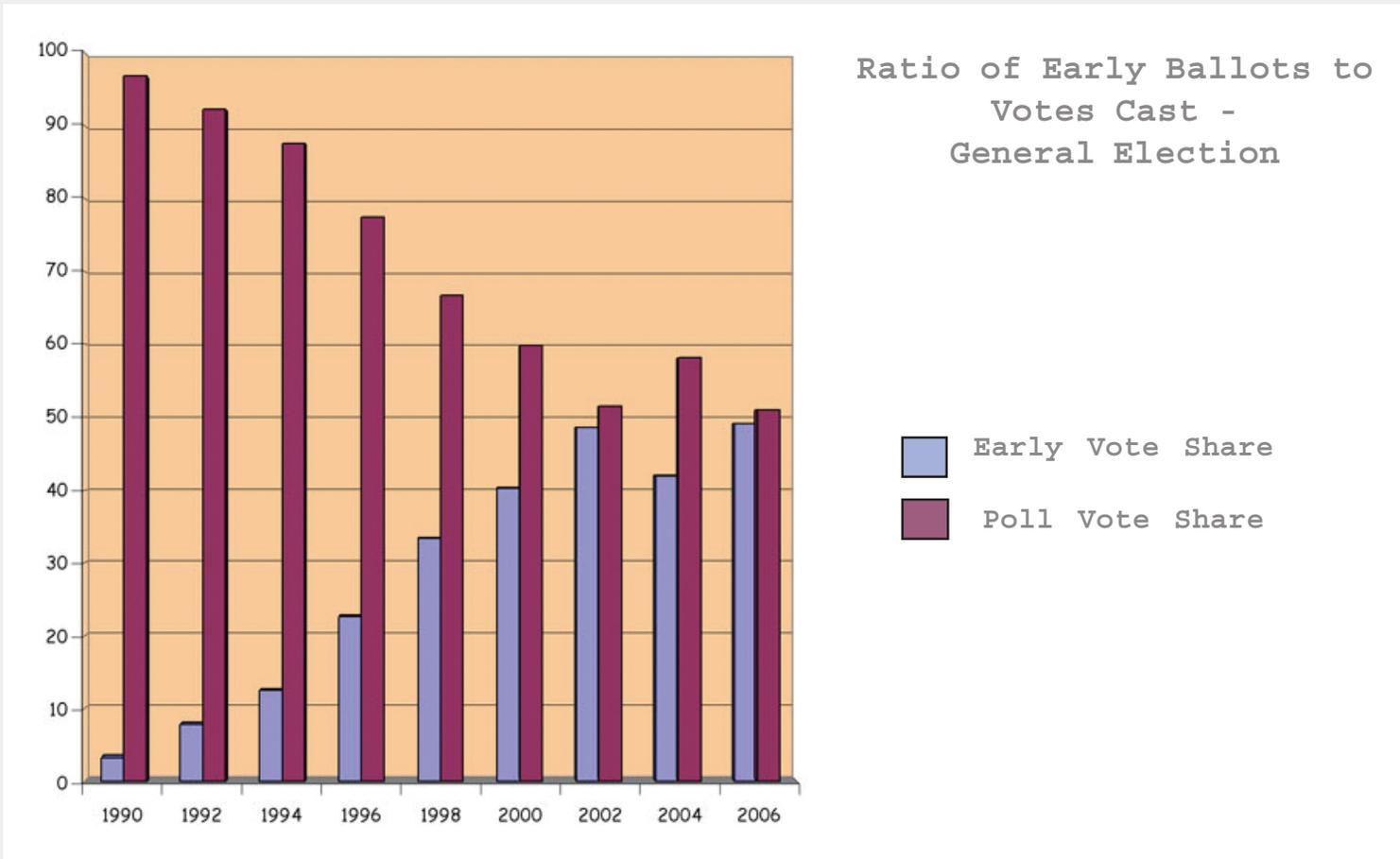
To continue to serve the public, Maricopa County accepts mail-in ballot requests (early voting) by telephone, mail, or internet. In order to facilitate walk-in voting prior to an election, the Elections Department also provides early voting satellites throughout the county.

All of these practices and enhanced procedures have

helped the department to realize success through participation. Of the 293,947 ballots cast during the 2006 Primary Election, 143,565 were requested early; and during the 2006 General Election 899,484 ballots were cast - 478,957 of which were requested early, and 438,174 were returned. Each year early voting requests increase: 49.10% of the total ballots cast in the 2006 General Election were early ballots as more and more voters are taking advantage of the early voting process.

“Over forty nine percent of the total ballots cast in the 2006 General Election were early ballots.”

M A R I C O P A C O U N T Y E L E C T I O N S D E P A R T M E N T



Elections Operations Center

Maricopa County Tabulation Elections Center (MCTEC) moved to its new location in Phoenix at 510 South Third Avenue in July 2004.

The operations moved from a facility footage of approximately 43,000 square feet to the existing work-place of 60,000 square feet.

The new location houses the Early Balloting Division, GIS, Archives and Storage, Ballot Tabulation Center and the Warehouse.

Foreign elections delegations from around the world often ask to tour the operations center and are impressed with its efficiency and state-of-the-art elections processing.



Sue Liebler (lower right) is Warehouse Supervisor at MCTEC. The warehouse stores and maintains equipment and supplies for 1,142 precincts in Maricopa County

Voter Outreach

One of several focuses of County Recorder Helen Purcell has been voter outreach. "I'm interested in continuously increasing our voter roles as well as voter participation. This can best be accomplished through voter registration efforts and voter outreach events."

Since June, 2002, the Elections Department has been assisting new citizens with voter registration at the weekly naturalization ceremonies held at the Federal Court House in Phoenix. Many functions take place throughout the year where staff is assisting at freeway ribbon cutting events, church events, city and town celebrations, expos, and commu-

nity and cultural affairs.

The County Recorder and Elections Director work very closely with Kids Voting Arizona to support and encourage voter participation. In addition to financial support and in-kind services through her office, County Recorder Helen Purcell serves on the board of directors of Kids Voting Arizona.

The County Recorder advocates high school students participating in the voting process and has been providing election support for class and school elections since the beginning of her first term in office. She feels this is an excellent learning tool for students to become familiar with voting and in turn participate in the process after completing

school. Purcell is often asked to speak to students in grade schools that have introduced "voting" into their curriculum. The Elections Department handles in the neighborhood of 24 school elections each year.



Helen Purcell is often asked to speak to grade school students. She's pictured with the 2nd grade students at Buckeye Elementary School

Advisory Committee on Voter Registration Language Issues

In May 2005, Maricopa County Recorder Helen Purcell announced the formation of a bi-partisan Advisory Group that would be involved in advising the Recorder in her voter registration and election duties with respect to creating a plan to attract multi-lingual polling place board workers and troubleshooters in order to remain compliant with the Federal Voting Rights Act and the Help America Vote Act (HAVA). The department draws upon the expertise of the board in order to ensure efficiency in language assistance, board worker training, and education strategies.

Membership in the committee includes members from all segments of Maricopa County: Supervisor Mary Rose Wilcox, Representative Steve Gallardo, Bernard Lopez, a Phoenix attorney, clerks of the cities and towns in Maricopa County, and leadership of many activist groups.

We take our commitments to the elections process seriously. In recognition of our diverse communities, I am reaching out to the Hispanic and Native American communities for their assistance," said Purcell.



Members of the Advisory Committee at a monthly meeting

Voter Registration

Since January of 2006, the Voter Registration Division has verified 95,602 signatures. These signature verifications came from various types of petitions; ranging from Fire District Annexations to State-Wide Initiatives and Referendums. It also includes Clean Election Contributions Slips from candidates seeking to qualify for Clean Election funding. In addition to the signature verifications, a total of 277,941 voter registration forms were processed; 67% of those registrations came from voters using Service Arizona to register to vote online.

Proposition 200, which was passed in the 2004 election, required voters to present identification before casting a ballot on Election Day. The Elections Department processed 827 Conditional Provisional Ballots in the 2006 Primary, resulting from voter's who did not have sufficient identification when voting.

Voters are given 5 days to return with sufficient identification for a Federal Election and 3 days for all other elections in order to have their ballot counted.

Amy Putman, is manager of the Voter Registration Division of the Maricopa County Elections Department



Elections Board Worker Training

The Southeast Mesa facility is where all board worker recruitment and training is conducted. Over 7,000 workers were hired for each of the 2006 elections to work in the 1,142 polling precincts. This included 837 bilingual board workers who officered language assistance. Eighty five percent (85%) of all board workers attended one of the 118 two hour training classes taught by Mesa staff.

Through its Southeast Office, the Elections Department increased its efforts to encourage young people to work at the polls. It partnered with the Maricopa County Community Colleges Center of Civic Participation in a pilot program to increase recruitment of college students as board workers, resulting in 68 participants on Election Day.

The Department initiated a new program for the 2006 General called STEP Up! (Students/ Teen Election day Poll worker) based on a law passed by the Arizona State Legislature effective September, 2006, which produced 122 eligible high school students at the polls. Eligibility requirements: 16 or 17 years old, U.S. citizen, parental permission and attend a training class.



Rex Beech, Doreen Kurr, and Waymon Smythe greet and process board workers at one of the many election training classes held before each election.

Board workers receiving training before one of the major elections.



NACo 2006 ACHIEVEMENT AWARD WINNER MARICOPA COUNTY ELECTIONS



On July 7, 2006 the Maricopa County Elections Department was notified by the National Association of Counties (NACo) that it was the recipient of two (2) awards for the 2006 NACo Achievement Award Program. The Elections Department's Voter Language Assistance Proficiency Assurance Program was bestowed the Best of Category Award and also recognized as an innovative program which contributes to and enhances county government in the United States.

NACo's Achievement Award Program is a non-competitive program that recognizes counties for creative and innovative program development and implementation, efficient administrative management of county agencies and responsible government to local citizens.

Since the program's inception in 1970, NACo has honored hundreds of county government initiatives that have generated professional well trained workforces, maintained cost effective measures, and enhanced services to diverse populations to improve the overall quality of life. In addition, the award winning programs have provided the National Association of Counties and its members with an extensive database of successful model county programs.

Maricopa County Recorder, Helen Purcell, pointed out that the Elections Department needed to develop and provide more in-depth language assistance to voters on Election Day. Because the Federal Registry determines if a given county contains a language population needing assistance in either Spanish, Native American, Native Alaskan or any of the Asian languages, counties are tasked with finding boardworkers possessing the necessary language skill sets to provide adequate assistance - should a voter request it on Election Day. Ensuring the workers possess the proficiency level required, get adequate training on providing assistance, and are dispatched to areas where they are needed is imperative and the primary focus of this program. Prior to the implementation of this plan a method was not in place for validating whether the bilingual boardworkers possessed the Spanish language skill sets necessary to provide sufficient assistance to voters at the polls.

This program now has in place a proficiency tracking process, a precinct targeting and staffing level formula, bilingual boardworker training, and efficacy measurements. According to Purcell, all voters have the right to receive adequate assistance at the polls regardless of their abilities. Therefore, the responsibility of the election official is to ensure proper assistance is available and cordially executed to the voter's satisfaction.

County Recorder Purcell has consistently urged her office to be proactive and as a result her office has been recognized on a national basis for its advanced techniques. The office was awarded the 1992 NACo Achievement Award for Design and Implementation of the Recorder's Automation Project; the 1994 NACo Achievement Award for Providing Information and Images on-line through public access; Induction into The Year 2000 Computerworld Smithsonian Collection for Vote-By-Mail; the 2001 NACo Achievement Award for the County Recorder's Digital Recording Program, the 2002 Achievement Award for the On-line Redistricting System, and the 2005 award for its Military and Overseas (MILOS) Early Voter Request Program and the Boardworker Voter Assistance Enhancement Program.

Elections Staff

Administrative Staff



Ballot Tabulation Center Staff



Elections Operations Staff



Administrative Office Staff





ANNUAL REPORT COMMITTEE

A very special acknowledgment to the 2006 Annual Report Committee for the preparation of this report.

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