



MARICOPA COUNTY RECORDER'S OFFICE

ANNUAL REPORT 2008-2009



Maricopa County Recorder's Office



Helen Purcell
Maricopa County Recorder

OUR MISSION

“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.”

OUR VISION

“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.”



Barbara Frerichs
Maricopa County Chief Deputy Recorder

Maricopa County Recorder's Office

Helen Purcell, Maricopa County Recorder



Since the election of Helen Purcell, in 1988, the Maricopa County Recorder's Office has become a national leader in the field of advanced automated recording services. Lending institutions, title escrow companies, and both local and national recording entities, have been assisted by the County Recorder's determination to provide an easier way to conduct business. Maricopa County Recorder, Helen Purcell, says, "We will continue to evaluate our business processes so that we will always be a valuable resource for the 3600 recording offices throughout the United States as well as a reliable asset in the recording community. Since the formation of Maricopa County in 1871, we have made available, either in our office or on the internet, over 106 million images. Our clients deserve the best we can offer." We are in a constant update mode and welcome any suggestions you may have.

First Recordings

The concept of recording did not exist under the common law of England. The English common law relied upon the Latin phrase "prior in tempore potior est in jurell" (he who is first in time is preferred in right). The first known recorded document in England was the Magna Carta (1214) and in the newly formed American colonies the first Thanksgiving Proclamation was recorded (1676). Patrick Henry's famous 1775 "Give Me

Liberty or Give Me Death" as well as the Declaration of Independence became recorded documents. Other documents, of the thousands of recorded documents in America, are the Letter of Transmittal of the U.S. Constitution, The Constitution of the United States, George Washington's first Inaugural address, the text of the Star Spangled Banner, the Monroe Doctrine, Ralph Waldo Emerson's Concord Hymn, the Constitution of the Confederate States of America, The Gettysburg Address, and the Emancipation Proclamation. And in Arizona, in 1871, the first document, a handwritten deed of property, was recorded with the Maricopa County Recorder's Office.

Recorders of Maricopa County Arizona

1871-1872	James L. Mercer	1905-1912	Clay F. Leonard
1872	J.R. Darroche	1912-1918	Vernon L. Vaughn
1873-1874	Charles F. Cate	1919-1922	Edith M. Jacobs
1875-1876	James A. Parker	1923-1928	William H. Linville
1877-1880	William F. McNulty	1929-1930	J.K. Ward
1881-1882	Richard Frank Kirkland	1931-1938	William H. Linville
1883-1884	Neri Ficklin Osborn	1939-1956	Roger G. Laveen
1885-1886	William Robertson Morris	1957-1963	N.C. "Kelly" Moore
1887-1888	Henry Lincoln Wharton	Dec 1963-1968	Clifford H. Ward
1889-1894	Neri Ficklin Osborn	1969-Jul 1974	Paul N. Marston
1895	Winthrop Sears	Jul 1974-Jun 1978	Tom Freestone
1895-1896	John W. Kincaid	Jun 1978-Dec 1983	Bill Henry
1897-1900	Frederick W. Sheridan	Jan 1984-Dec 1988	Keith Poletis
1901-1904	B. Frank McFall	Jan 1989-Present	Helen Purcell

Maricopa County Recorder's Office

Digital Recording

Coming Soon

The Maricopa County Recorder's Office is bringing a new spin to the term "electronic recording." We will be offering the public an option to record a document via an interactive KIOSK.

The KIOSK will house a computer terminal with touch screen capability, document scanner and printer, communication device and cameras. It will permit the public to record their document via a KIOSK while in direct communication with a Recorder's employee. We envision the KIOSK as a remote extension of the recording counter without the need to physically visit the downtown Phoenix office or our Southeast office in Mesa Arizona.

Maricopa County is the largest county in Arizona. Placing KIOSKs in central and remote locations will eliminate the need for the public to make the drive into the city to conduct business. It's a win/win for the public, the environment and will also help create efficiencies for the Maricopa County Recorder's office.



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Advanced Technologies

“Our electronic Kiosk will help customers eliminate the need to make the drive into the city to conduct business.”



Digital Recording
DIGITAL RECORDING

➔ Learn more at www.recorder.maricopa.gov

Maricopa County Recorder's Office

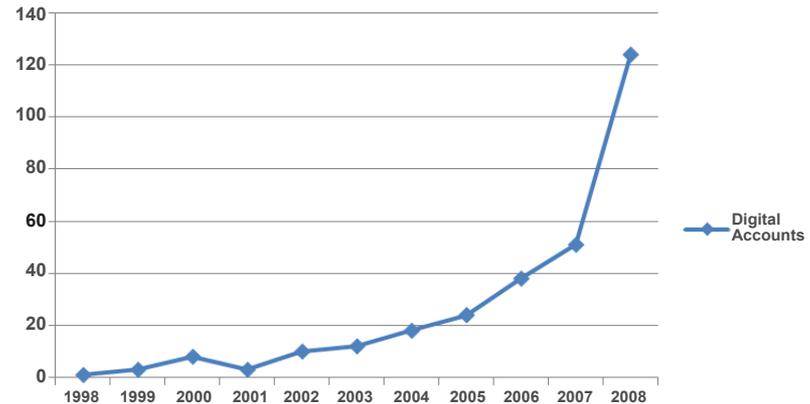
The Digital Recording Team

The digital recording team currently processes seventy-one percent of all recordings for Maricopa County. During the year of 2008, 687,370 documents were recorded digitally, and the percentage continues to rise as more companies look to automating their processes.

Prior to 2007 only 147 companies were able to participate in digital recording. As the result of a statutory change implemented in September of 2007 we have seen these numbers more than double.

New changes to the Digital Recording Program now allow the Recordation of full size Maps, opening the doors for companies that previously were unable to take advantage of this efficient manner of recording.

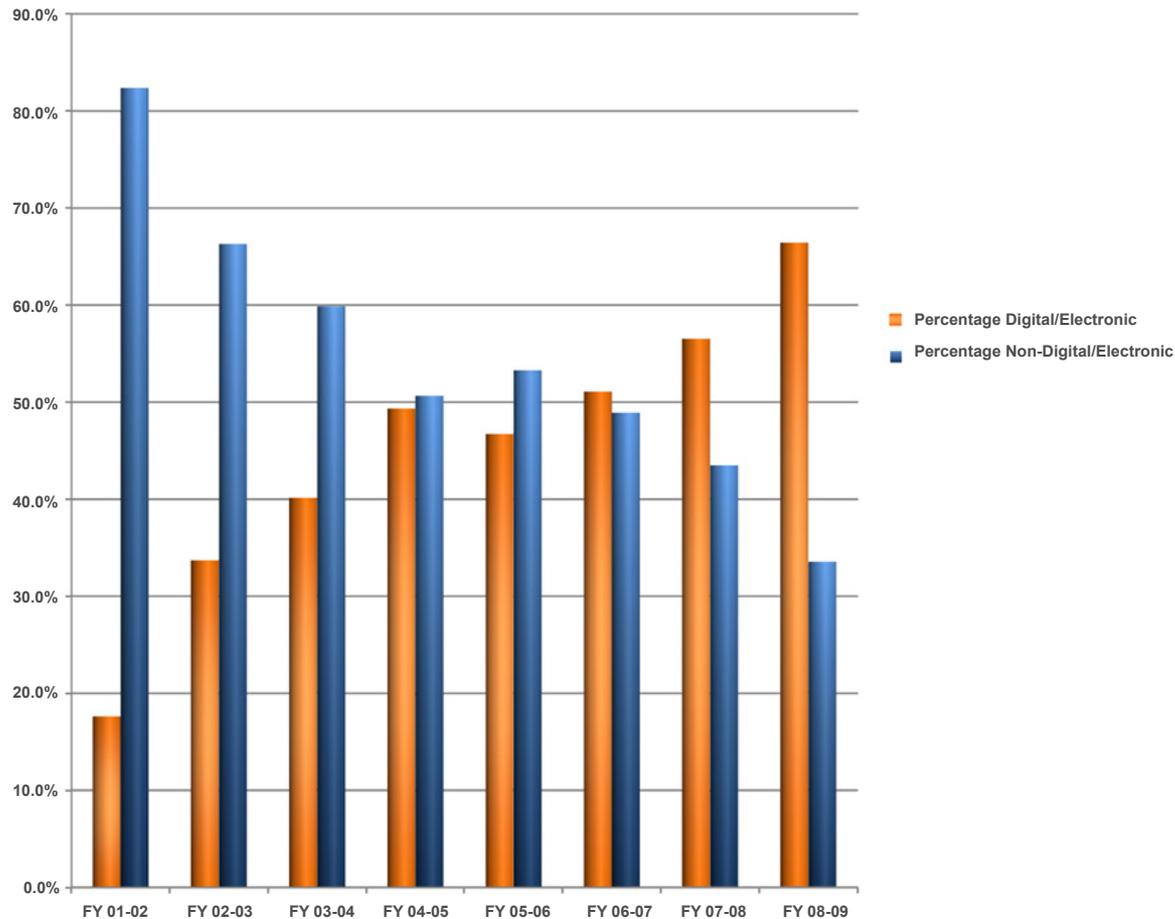
Digital Accounts



Maricopa County Recorder's Office

Comparison of Digital/Electronic Recordings to All Recordings

	FY 01-02	FY 02-03	FY 03-04	FY 04-05	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Percentage Digital/Electronic	17.6%	33.7%	40.1%	49.3%	46.7%	51.1%	56.5%	66.4%
Percentage Non-Digital/Electronic	82.4%	66.3%	59.9%	50.7%	53.3%	48.9%	43.5%	33.6%

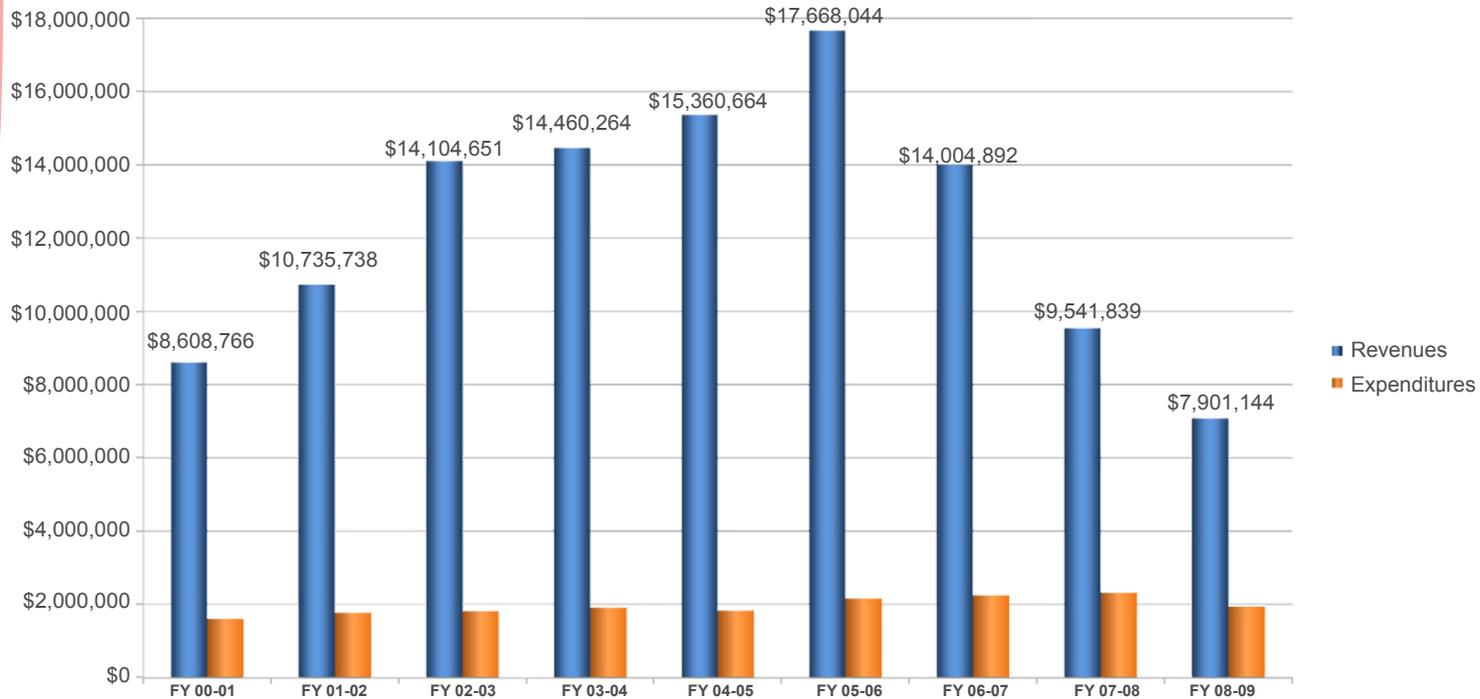


➔ Learn more at www.recorder.maricopa.gov

Maricopa County Recorder's Office

Comparison of Revenues and Expenditures

	FY 00-01	FY 01-02	FY 02-03	FY 03-04	FY 04-05	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Revenues	\$8,608,766	\$10,735,738	\$14,104,651	\$14,460,264	\$15,360,664	\$17,668,044	\$14,004,892	\$9,541,839	\$7,901,144
Expenditures	\$1,609,894	\$1,777,218	\$1,820,448	\$1,914,027	\$1,826,134	\$2,169,770	\$2,245,353	\$2,326,090	\$1,942,673
Ratio	0.187006363	0.16554218	0.129067177	0.132364593	0.118883802	0.122807601	0.160326304	0.243777987	0.245872322



Maricopa County Recorder's Office

Administrative Office Staff



Recorder's Administrative Staff

Recorder's Administrative Support



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Maricopa County Recorder's Office

Administrative Office

Recorder's Administrative Staff



Recorder's Administrative Staff



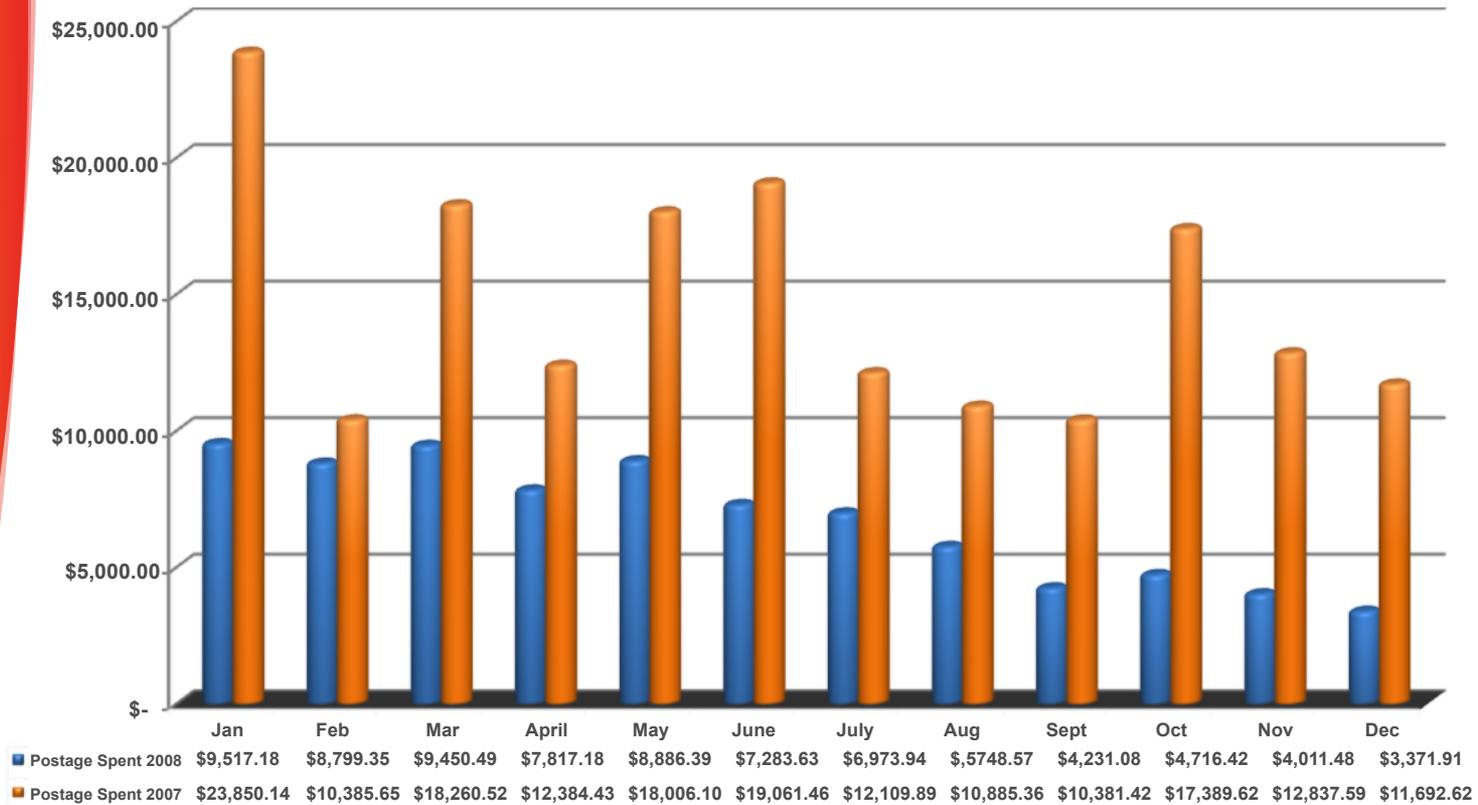
Recorder's Administrative Office

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Maricopa County Recorder's Office

Mailout Department

In 2008 the Maricopa County Recorder's office changed the way we mail out documents to customers recording paper docs. The procedures changed from mailing documents out daily to mailing them out once every ten to fifteen days and grouping all repeat customers documents together. We also began using Flat Rate Priority Boxes provided by the United States Postal Service as opposed to multiple 9" x 12" or 10" x 15" envelopes. The combination of these two new procedures saved the Recorder's office over \$35,000.00 in postage and supplies in 2008 alone.



Maricopa County Recorder's Office

Mailout Department continued...

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Maricopa County Recorder's Office

Payment Processing

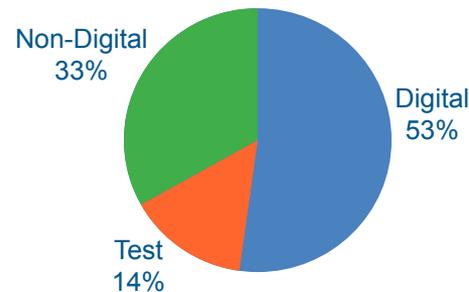
The Maricopa County Recorder's Office has created various ways for payment processing. Customers visiting our office can pay for their recordings or copies by cash, check or credit card. We also allow our recurring customers to set up an account with us. This gives them the ability to transact all of their business with our office from the comfort of their office by using a unified login to access our web site to record their documents electronically and to purchase copies, certified copies and plat maps, print them in their office and have the fees charged against their account. They replenish their account as needed based on the activity. Another plus is the cost savings – courier, parking meter and postage costs.

Our web site that is maintained and updated every morning in order for the customer to monitor their account at their convenience 24 hours a day. By providing this information to the customers, they can determine when they need to replenish their account, which can be accomplished by check, wire transfer, or credit card, which has become a very popular transaction. Enhancements continue to be initiated to make our web site very user-friendly to our customers, and we have many tools for them to use to handle their many reconciliation and billing tasks.

Having an account 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.

As of March 2009, the Recorder's Office has 607 account customers and 53% of those customers are using the electronic recording process. Of all the documents recorded in our office 71% are done electronically.

CUSTOMER TYPES
AS OF
3/31/2009



Maricopa County Recorder's Office

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Central Arizona Prep Chapter

Through surveys and studies, industry leaders recognized the need and desire for improved communication at the local level. A structured forum was needed to provide industry members the opportunity to discuss issues and network more effectively with their industry partners.

PREP, the Property Records Education Partners, was organized to address those needs. Sponsored by PRIA, PREP chapters are located throughout the nation, operating on a local, regional or state basis. All sectors of the property records industry are encouraged to become PREP participants!

There are no membership dues, and membership in PRIA is not required.

The Central Arizona PREP Chapter was formed by the Maricopa County Recorder's office in January 2008. Since its inception, meetings have been held to discuss new and existing processes, current legislation and new recording options. With regard to recording options, account customers now have the ability to submit plat and survey maps electronically.

Customers can now submit a PDF image of their electronic recording and not just TIFF images. In addition, customers will have the ability to submit recordings via an interactive KIOSK sometime in the Fall of 2009.

In July 2008, the Property Records Industry Association (PRIA) sent guest speakers from the Federal Bureau of Investigations and Office of Inspector General for HUD to discuss the latest processes being used to investigate and deter "Land and Mortgage Fraud". The information they provided was informative and interesting.

Meetings have been well attended and the topics bring about spirited discussions. For further information about PREP, please visit the PRIA web site at <http://pria.us> and look for this symbol:



For more information about the Central Arizona PREP Chapter, please contact Co-Chair Cathy Lucero, Customer Service Program Manager at clucero@risc.maricopa.gov or 602.506.3538.

 Learn more at www.recorder.maricopa.gov

Maricopa County Recorder's Office

Southeast Facility

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Maricopa County Recorder's Office

Southeast Facility continued...

The Maricopa County Recorder's Southeast Office offers a complete range of recording services at an easy to access location to better serve the public in the Southeast valley. Services provided at this location include recording documents, full size maps, and copy requests. The Southeast office is also equipped with public PCs allowing research and easy access to recorded documents during business hours.

All staff members at the Southeast complex are cross trained in all aspects and departments of the Recorder's office, making this facility ideal for training new employees as well as handling overflow and special projects from the Phoenix location as needed due to ever changing nature of the real-estate industry.

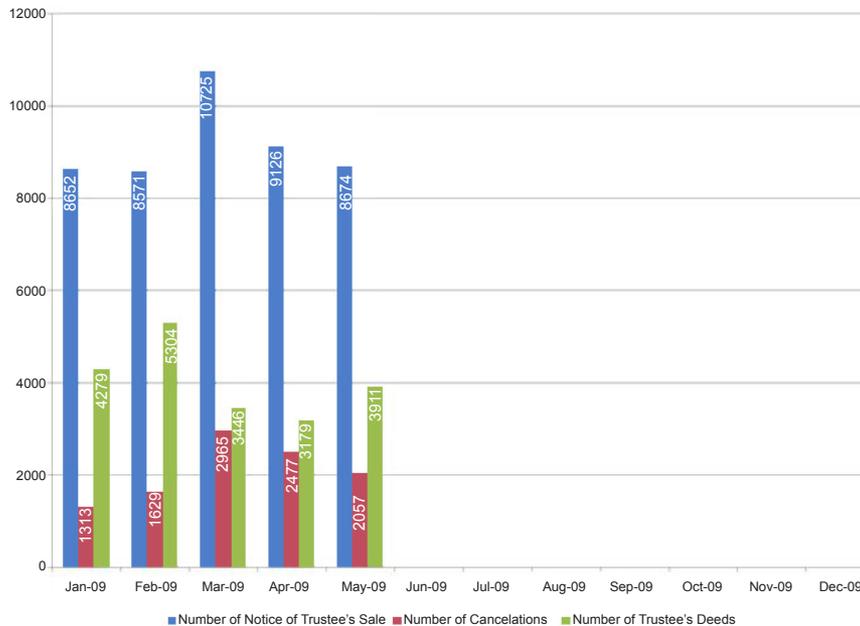


Maricopa County Recorder's Office

Real Estate Foreclosures

Monthly Foreclosures for 2009

	Number of Notice of Trustee's Sale	Number of Cancellations	Number of Trustee's Deeds
Jan-09	8652	1313	4279
Feb-09	8571	1629	5304
Mar-09	10725	2965	3446
Apr-09	9126	2477	3179
May-09	8674	2057	3911
Jun-09			
Jul-09			
Aug-09			
Sep-09			
Oct-09			
Nov-09			
Dec-09			
Totals for 2009	45748	10441	20119

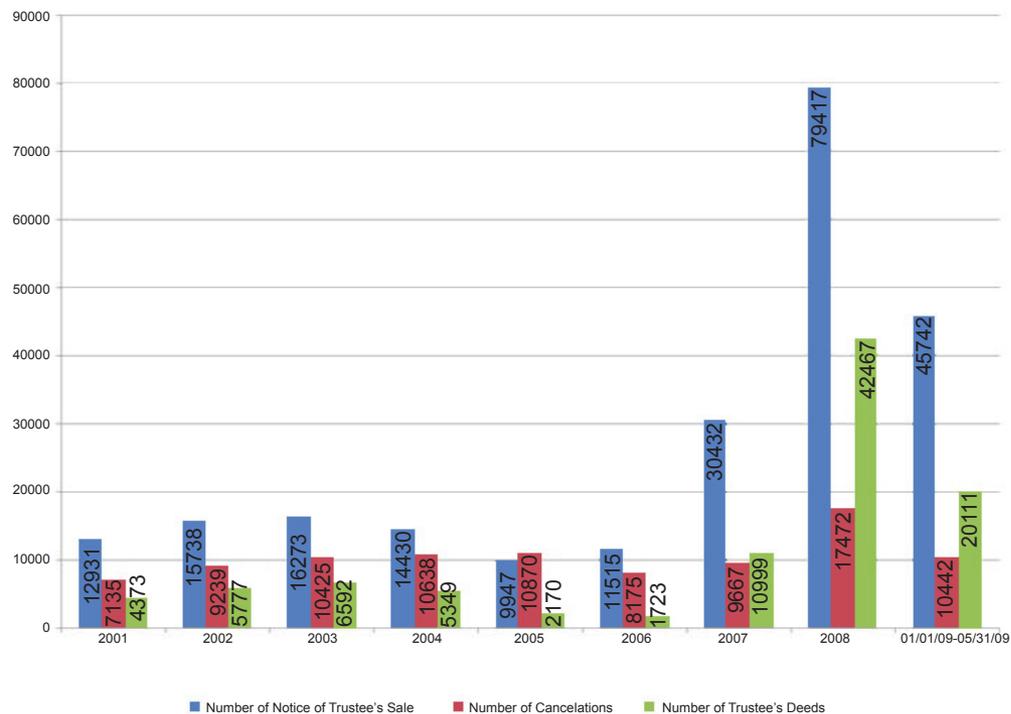


Maricopa County Recorder's Office

Real Estate Foreclosures continued...

Yearly Foreclosures for 2009

	Number of Notice of Trustee's Sale	Number of Cancellations	Number of Trustee's Deeds
2001	12931	7135	4373
2002	15738	9239	5777
2003	16273	10425	6592
2004	14430	10638	5349
2005	9947	10870	2170
2006	11515	8175	1723
2007	30432	9667	10999
2008	79417	17472	42467
01/01/09-05/31/09	45742	10442	20111



➔ Learn more at www.recorder.maricopa.gov

Maricopa County Recorder's Office

Southeast Complex Elections Department

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Maricopa County Recorder's Office

Recorder Information Systems Center

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 106 million recorded images may be accessed from the Recorder's page and official copies may be purchased for documents recorded from January 1871 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.

The Recorder's Information Systems Department has made many improvements such as the redesign of the Recorder's web site to enhance web usability and accessibility. The removal of social security numbers from documents available on the Internet to help combat identity theft was also a major achievement.

In addition, there are several projects currently under development. A kiosk application is being developed to allow customers to scan and record documents from remote sites all around the county. To comply with the Help America Vote Act (HAVA), the voter registration system is undergoing

numerous enhancements. These enhancements are being applied to our current Voter Registration Arizona (VRAZ) programs. This is the second release to update the initial release that has been running for about 4 years now. The new and updated system will allow us to validate voter citizenship and allow the Secretary of State to maintain a real time, state-wide, voter database. This release is allowing Maricopa County, and the other 14 Arizona counties, to connect real time to a centralized state database and verify information received immediately. We are in the process of testing the 2nd release of the system and are anticipating its turnover by year end.

Implementation of these and many other projects will be ongoing 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 provided.

If there are questions or suggestions please log on to our web site.



Implementation of new projects will be ongoing. >>

Maricopa County Recorder's Office

Recorder Information Systems Center

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Recorder Information Systems Center Staff



➔ Learn more at www.recorder.maricopa.gov

OUR MISSION



Karen Osborne
Director of Elections
Maricopa County

“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.”

OUR VISION

“The vision of the Elections Department is a County in which citizens may vote, initiate petitions, and run for office confident that every effort was made to: educate them about elections laws and procedures, remove barriers to participation, provide equal access, and assure the integrity of elections.”



Linda Weedon
Deputy Elections Director
Maricopa County

Maricopa County Elections Department

Karen Osborne - Director of Elections



The historical highlight of this report for the Elections Department is the Presidential Election of 2008. We all realized that this would be the largest, most publicized and Arizona focused of all elections since Barry Gold-

water's run for President in 1964. Arizona Senator, John McCain, was nominated by the Republican Party on September 4, 2008, and from that point on the Maricopa County Elections Department was under a national and worldwide microscope.

We knew that survival and success meant in-depth planning of every phase at every level of the election process.

Our first challenge: Immediately prior to the Primary election vast numbers of signatures had to be re-viewed for the Initiative and Referendum Process. Many failed with 45% bad signatures. The impact from these failures has begun serious discussion at the highest levels of government and the business community on changes that are will be needed.

The reports that followed continuously showed a dramatic rise in voter registration. The rise continued post election with more than 70,000 additional registrants from Election Day to June 1.

Early voting increased to more than 700,000 voters. This was the first major election with the establishment of Permanent Early Voting.

Military and Overseas Voters participated in record numbers with casting their ballot electronically through the portal at the Secretary of State's Office. This election saw the number of ballots cast by mail exceed the percentage of voters that cast ballots at the polling places. Provisional ballots numbered in excess of 101,000 and this item will be the focus of the department's efforts for the 2010 election.

Of 1,484,434 registered voters in Maricopa County, 899,484 voted in total; and all the extra effort at planning paid off. There were fewer complaints filed than in any other of the county's major elections. All polling locations opened on time and only one polling place, Laveen Meadows, closed late in the evening. Post election analysis showed a phenomenal influx of new voters to that area. The Trouble Shooter Program remains as one of the outstanding facets of the Election Process. Quick response by a record number of trouble shooters (172) helped smooth out issues on an immediate basis.

All of the highlights were offset by the financial downturn of the nation, state and county. We made a reduction in force of 4 permanent staff in the Elections Department.

Maricopa County Elections Department

Administration/Fiscal Department Staff

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Maricopa County Elections Department

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Achievement Awards

Rewarding Ideas, a county achievement program, encourages employees to be creative and innovative with cost saving methods in the workforce.

Staff from the County Recorder's Office proposed the automation of the processing of map information sheets. The suggestion eliminated the processing of paper map information sheets by the Recorder's employees for an average of 2,836 plat and survey maps per year, thereby eliminating possible paper document clerical error. The process, during the first year, saved almost \$700 in supplies and employee time.

Staff in the Elections Polling Sites division proposed eliminating the printing, folding and mailing of hundreds of polling site agreements by sending them via electronic mail. The result created a tremendous savings in resources and labor with a tangible savings of \$756, and an intangible savings of almost \$1,700.

The proposal of eliminating the printing of precinct registers and rosters used at the polling sites and producing them in-house when and if needed generated a savings of \$41,000 in printing costs per county wide election, thousands of dollars in supplies in addition to eliminating shredding costs. This proposal is beneficial not only to the county Elections Department but for many of the jurisdictions holding elections.

Access to information has dramatically increased with the explosion of online resources and computer use by the public. Voters want to be able to check their registration, request an early ballot, find polling places, and have basic questions answered about the electoral process

Nominated by Michael Dell, Chairman and Chief Executive Officer of Dell Computer Corporation, the Maricopa County Elections Department's Vote-By-Mail technology, on April 3, 2000, became part of the 2000 Computerworld Smithsonian Collection at the Smithsonian's National Museum of American History in Washington, D. C. Ms. Purcell helped encourage the implementation of Arizona's permanent early voting list, which was passed in 2008. In Maricopa County early voting accounts for over 50% of total ballots cast. In 2005 and 2006, awards were presented to the department by NACo for Language Assistance and Board worker Voter Assistance respectively. NACo and the Elections Center presented awards in 2007 in recognition of the new Election Reporting Database, which also received the "Best Practice" award from the National Association of Recorders, Election Officials and Clerks (NACRC).

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.

 Learn more at www.recorder.maricopa.gov

Maricopa County Elections Department

Achievement Awards continued...

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Thirty Years Recognition

The Maricopa County Board of Supervisors recognized Ken Stahl, for his thirty years of service. He began in 1978 in the county's Inter Government Relations where he was responsible for some of the grant accounting. That department is known now as Human Services. In 1980, he moved to the County Finance Department and in 1995, Ken accepted the responsibility as Financial Services Director overseeing the financial structure of the Recorder's Office and Elections Department. Ken has a Bachelor of Science Degree in Accounting, is a licensed certified public accountant by the state of Arizona, and is a certified government finance manager through the Association of Government Accountants.

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Maricopa County Elections Department

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Early Ballot & Permanent Early Voting List

“Early Voting” is a process (formerly known as “absentee” voting) where a registered voter can request to either have a ballot mailed to them or vote in-person beginning at 33 days prior to election day for any given election. The Maricopa County Recorder’s Office continues to strive to lead by example through its Early Voting process and programs and has been recognized for such through-out 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, the Early Balloting process that was used to assist Overseas and Military Early Voters was acknowledged by NaCo as a best-practice program.

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

In addition, because of a new law change that was established in 1996 that allowed voters to request to be placed on a Permanent Early Voting List, Maricopa County as seen voter participation rise for the mail-out voting process. Voters that request to be on this list are automatically sent an early ballot for ALL elections

that they are eligible to participate in without the voter having to make a specific request for each of those elections. As of June, 2009, Maricopa County had over 700,000 registered voters that had signed up to be placed on this Permanent Early Voting List.

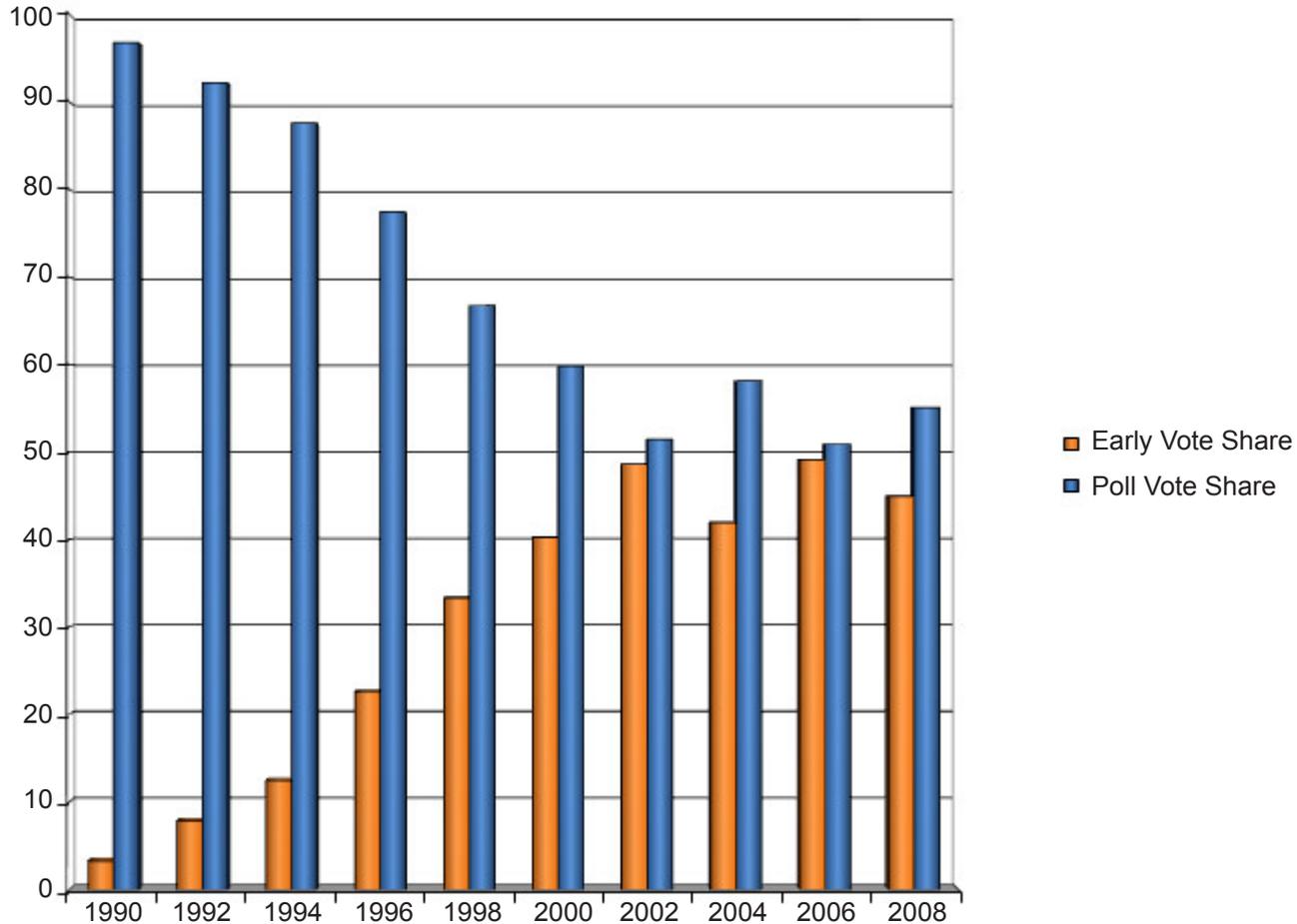
All of these practices and enhanced procedures have helped the Elections Department to realize success through participation. Of the 347,456 ballots cast during the 2008 Primary Election, over 72% (275,221) were early ballots; and during the 2008 Presidential General Election 1,380,571 ballots were cast – over half (760,230) of which were early ballots. Each year the number of requests for early ballots increases, especially with the inception of the Permanent Early Voting List. As an average, over 65% of the total ballots cast in the last 3 countywide elections were cast via the early balloting process. More and more voters are taking advantage of the early voting method. Our proactive use of the advanced technologies available and the implementation of best practices have enabled us, as a department, to continue to provide the level of service that the voter’s of Maricopa County are accustomed to despite the increased participation.

 Learn more at www.recorder.maricopa.gov

Maricopa County Elections Department

Ratio of Early Ballots to Votes Cast - General Election

	1990	1992	1994	1996	1998	2000	2002	2004	2006	2008
Early Vote Share	3.27	7.84	12.46	22.59	33.3	40.2	48.58	41.9	49.10	44.92
Poll Vote Share	96.73	92.16	87.54	77.41	66.7	59.8	51.42	58.1	50.9	55.08
Ballots Cast									899484	1380571
Provisional Ballots									44573	99826
% Provisional									4.96%	7.23%



Maricopa County Elections Department

Geographical Information Systems (GIS)

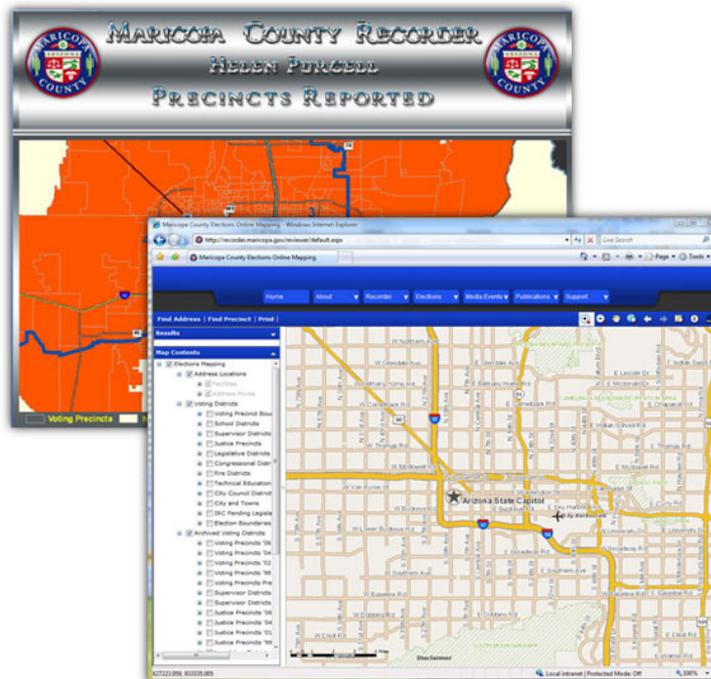
Over the past year, Maricopa County Election's Geographical Information Systems (GIS) department has been upgrading its server components and websites, refining its mapping and address datasets, and assisting in elections related matters.

The GIS department has upgraded their data servers to Microsoft's Windows 2008 and spatial database to Microsoft's SQL Server 2008 in order to take advantage of the new spatial data type now available in SQL Server 2008. With this new data type, SQL queries can now be used to perform spatial functions. This database upgrade has allowed the department to also upgrade its REViewer mapping web site with ESRI's newest ArcGIS Server technology, which has enabled them to create a more professional looking web site. Creating and managing the web site has become much more efficient as well.

GIS is also refining and creating new mapping datasets, as well as a spatial dataset with residential addresses and their corresponding latitude and longitude coordinates. In tandem with this, the department has created an additional spatial dataset with all the voting districts for the county. Future plans include a new system to be built that uses SQL queries and spatial database technology, which accepts an address and returns the corresponding voting districts.

To further ensure the data's accuracy, GIS has been coordinating with the County Assessor's Office to ensure the Election Department's voting district boundaries match the assessor's parcel boundaries.

The department also assists in other elections functions. In the 2008 primary and general elections, GIS staff assisted as troubleshooters, on radios, at receiving sites, and with the Recorder's Election Night Results Center at the Phoenix Convention Center.



Maricopa County Elections Department

STAR Call Center

Partners in Customer Service

Large trucks roll out from the HQ warehouse in true military precision. Wireless communication devices, still warm with a full charge, are crackling. Drivers with their load of high tech equipment, follow their routes as they roll out to the far reaches of the desert. HQ, large wall-size displays light up showing maps and boundaries of the operation. Other maps at the warehouse show the movement of equipment and supplies, waiting word of anything unexpected that might happen along the way. Contingency plans are on hand and ready. There is a heightened sense of security. Security guards are questioning everyone who looks out of place. The media has been reporting, for months, this was going to happen, and have been speculating for weeks the impact of this action. Attorneys are on tap. Staffers have been working incredibly long shifts as they prepare to undergo the largest deployment of men, women and machines to their outposts. Everything is running as planned. Then it happens. At 0600, military time, 1142 polling locations have announced they are open. Maricopa County Elections Department has just executed another perfect election day in the third largest voting jurisdiction in the Nation.

In the midst of such a major operation, who is left to answer the phone? The answer is simple: the trained staff at the STAR Call Center. Director David Sobieski puts it in basic terms, "we focus on our mission, so the Elections Department can focus on theirs." Election Day is one of the few times the silent majority of quiet

tax-paying citizens will call the county for information, and it is critical their interaction with Maricopa County and the County Elections Department goes well. The integrity of the election process in Maricopa County, and democracy depends on it.

The STAR Call Center has been answering election calls since the center was created in 1996, just in time for the November Presidential Election (Clinton vs. Dole). Since that time, over 2,200,000 election calls have been placed to the STAR Call Center. The STAR staff are trained to answer the entire spectrum of calls from how to register, where to vote, assist voters through the election process and where to find election results. By far the most common question at election time is "I moved, so where do I go vote?" Nearly 40,000 total election calls were placed to STAR on the day before and on election Tuesday during the 2008 Presidential election. Training remains key to the success of the STAR Call Center. In addition to on-going training leading up to an Election, every summer as many staff as possible attend the Secretary of State Certification Training to obtain their State Election Certification.

Yet the STAR Call Center is not just about Elections. Even in busy election years, the staff is expected to maintain their high standard of service for the County Recorder's Office, the County Assessor's Office, the County Treasurer's Office and the office of the Clerk of the Court.

Maricopa County Elections Department

STAR Call Center Staff

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For Recorder and Elections Departments



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Maricopa County Elections Department

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Election Reporting System

- 2007 National Association of Counties Achievement Award
- 2007 Election Center Best Professional Practice Award
- 2007 Harvard University's Kennedy School of Government's Ash Institute Top 50 Innovations in Government.
- 2008 Highlighted in Pew Center on the State's Data for Democracy – Improving Elections through Metrics and Measurement compendium
- 2009 Presented in Princeton Press publication The Democracy Index by Yale Law Professor Heather Gerkin.

Information and knowledge is power. During an election cycle we receive thousands of pieces of information from our voters, Election Day poll workers, field Trouble Shooters, political party observers, City/Town Clerks, and staff members. Feedback on the convenience of a polling place, the efficacy of signage, performance of poll workers and subsequent reaction time can be critical on Election Day. Election Hotlines have historically tracked calls on call slips that were later distributed to the appropriate departments but

there was no central repository for overall election reporting analysis or archival purposes; sorting and distributing the data was time consuming and usually occurred after Election Day.



There is an ever increasing public interest in the conduct of elections, problem resolution, accountability tracking, and results reporting. In an effort to consolidate and centralize the information, the award-winning Election Reporting System was created to allow for rapid input from multiple locations, instant notification for timely resolution, summary analysis with numerous sorting and reporting abilities, and all of the information is available to the entire department throughout our three locations in the county. Managers receive email notification of the issue and must track how it was resolved.

Having a single online repository to capture all of the data relating to an election has now become an indispensable tool to the Elections Department. We have added advanced search options so that we can review the input by the hour that the record was entered to establish trends and review the number of precincts reporting to identify if there were pockets of problems or if there were wide-spread issues. We can quickly identify the quantity of calls that we received on new equipment or procedures and make adjustments to training

Maricopa County Elections Department

Election Reporting System continued...

for the next election. This system has given managers an additional tool to gauge the efficacy of their departments and as well as allowing them to directly email the data to their employees for immediate remedy thus increasing the quality of communication within the department. Providing employees with additional tools enables them to be more productive stewards of the public interest and allows them to spend time analyzing, not gathering, data.

Elections Administrative Staff



Elections Administration Staff



Polling Place, Campaign, and Language Assistance Staff



Maricopa County Elections Department

Voter Registration

As of the July 01, 2009 reporting period we currently have 1,918,730 registered voters of which 1,832,139 are active voters and 86,591 are on inactive status.

The following are the recognized political party totals in Maricopa County:

- 735,585 – REPUBLICAN Party
- 593,432 – DEMOCRAT Party
- 13,993 – LIBERTARIAN Party

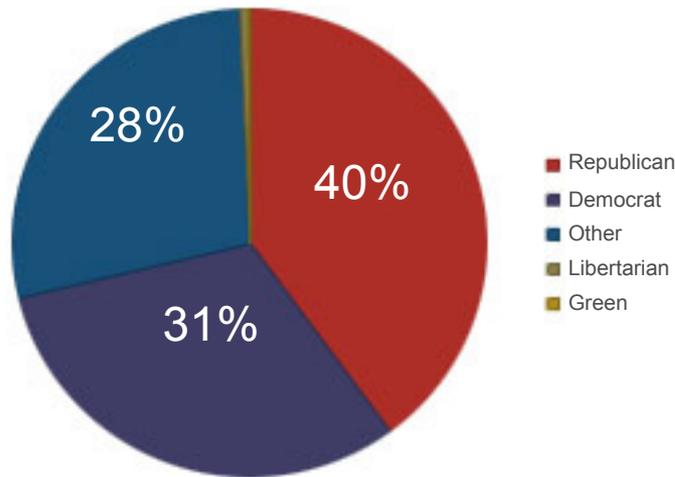
We have a total of 575,721 voters that didn't register with the recognized political party and are designated as OTHER party.

Starting around mid October 2008, we had over two million registered voters and in accordance with Federal and State law we cancelled a total of 85,620 inactive voters in June 2007.

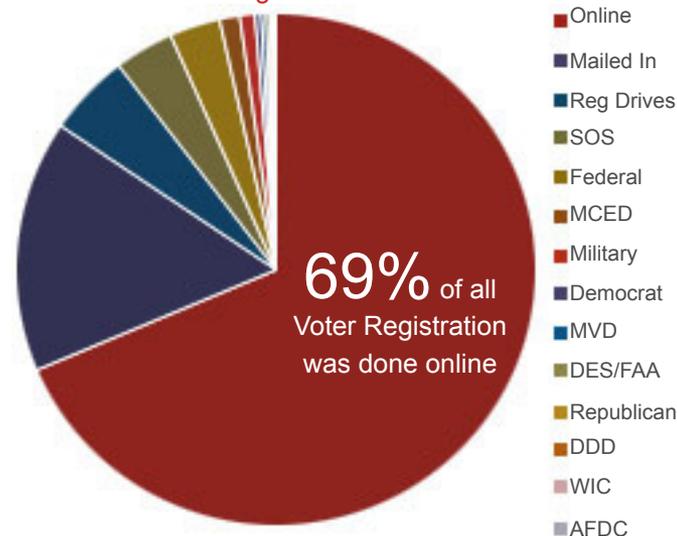
Voters are placed on inactive status after two mailings are returned to our office as undeliverable by the postal service. Once a voter is on inactive status and if there's no activity for two federal elections that voter's registration is subsequently cancelled.

Of all the voter registration forms received in 2008, almost 69% were submitted online through Service Arizona followed by mailed in forms at 16%. The remaining 15% were submitted by various agencies.

Voter Registration 2008 Party Affiliation



2008 Voter Registration Sources



Maricopa County Elections Department

The Staff of Voter Registration

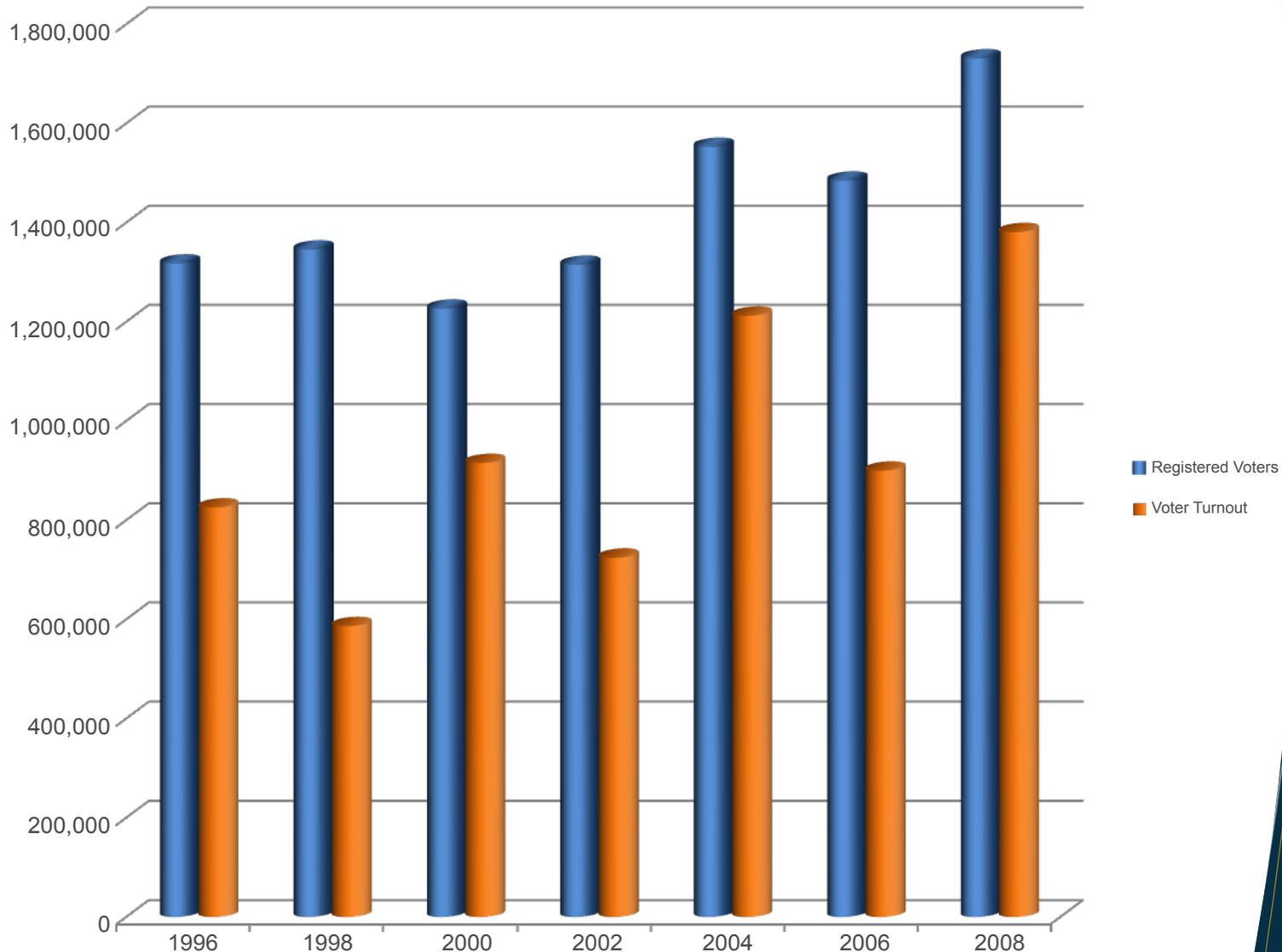
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Maricopa County Elections Department

Ratio of Registered Voters to Voter Turnout



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Maricopa County Elections Department

Community Network

Transparency and community involvement are essential to the democratic process and the conduction of successful elections---and Maricopa County is committed to both.

Formed in 2005, the Maricopa County Elections Department's Community Network meets monthly to discuss election-related issues and concerns. Comprised of Tribal Leadership, Hispanic Community Leaders, Advocates for Voters with Disabilities, the League of Women Voters, the ACLU, and the Political Parties among others, this group offers organizations active in the community conducting voter outreach the opportunity to raise concerns, review process, and gain first-hand knowledge in a productive environment.

At the beginning of each year the monthly topics are posted. The group meets for one hour to discuss the topic. For members unable to attend, the presentations and summaries are emailed. Periodically informative emails are also sent reminding members of voter registration deadlines, early voting dates, lists of precincts where language assistance will be available, re-districting proposals, and other critical election information.

Tasked with serving the 1.8 million registered voters

in the greater Phoenix valley, the Community Network is a collaborate effort with community organizations to create a productive working relationship with the goal of voter participation regardless of the voter's physical abilities or language skill set. The public can also benefit from presentations with the recent creation of a webpage devoted to the group.



Volunteers with Just Vote Arizona Disability Coalition at MCTEC in a photo shoot to encourage voter registration and voting among the physically disabled.

Maricopa County Elections Department

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Voter Outreach

"If democracy is worth fighting for, then its true value should be measured at the ballot box."

That is why Maricopa County Recorder Helen Purcell places a vigorous emphasis on community and voter outreach. "We must make every effort to reach our citizens in Maricopa County through outreach endeavors."

As of June 2002, the Maricopa County Elections Department has been assisting new citizens with voter registration at the weekly naturalization ceremonies held at the Federal Court House in Phoenix. Elections staff often assists at city and town outreach events, arts and crafts fairs, community organization functions, county functions, Native American and Hispanic observances, expos, media events, and many holiday occasions. Maricopa County's voter registration is over 1.8million.

Since first elected to office, Purcell has encouraged the election process throughout high schools in Maricopa County by assisting with the schools' student body and class officer elections. She speaks to students from grade school to high school level since she feels the more exposure students have to elections the more their interest will be peaked to become participating voters. The Elections Department assists with about 20 to 24 high school elections each year.



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Maricopa County Elections Department

MCTEC

Maricopa County Tabulation and Elections Center

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Maricopa County Elections Department

MCTEC continued...

Maricopa County Tabulation and Elections Center



Maricopa County Tabulation Elections Center is located at 510 South Third Avenue in Phoenix. The operations facility is approximately 60,000 square feet housing the Early Balloting Division, GIS,

Archives and Storage, the Ballot Tabulation Center and the Warehouse. Camera surveillance was installed throughout the facility to ensure utmost security.

Warehouse staff is responsible for the assembling, delivering and pick-up of all the materials and equipment for the primary and general elections as well as special and jurisdictional elections. Each polling place must have at least one Insight and one Edge for voters' use at the 1142 precincts throughout Maricopa County. All of the equipment and supplies are stored and maintained in the Elections Department's 27,000 square foot warehouse. Often foreign visitors refer to it as "home depot" because of its composition and utilization of storage.

In the 2008 Presidential Election, the Ballot Tabulation Center counted over 900,000 early ballots. Personnel required for early balloting boards, duplication boards, central board, special boards and processing boards exceeded past elections – in excess of 500 were hired.

MCTEC is also available for a variety of meetings, classes and demonstrations for state, county and underlying jurisdictions.

Elections delegations from around the world often request to tour the Elections Department's operations center and are impressed with its management and state-of-the-art elections processing.

Insight Voting Equipment Annual Inspection



Maricopa County Elections Department

Summary of Warehouse Responsibility

Below is an encapsulated list of about 99% of what the Warehouse prepares and transports during a county wide election. A huge quantity of materials and equipment are assembled, delivered and picked up by at least 25 drivers and 25 warehouse workers. Preparation of supplies generally starts in July and enough packets are assembled to cover both the Primary and General elections. After all of the used supplies are returned to the warehouse they must be sorted, separated and recounted so the returned items can be placed back into inventory.

PRIMARY / GENERAL - Distribution of Equipment and Election Supplies

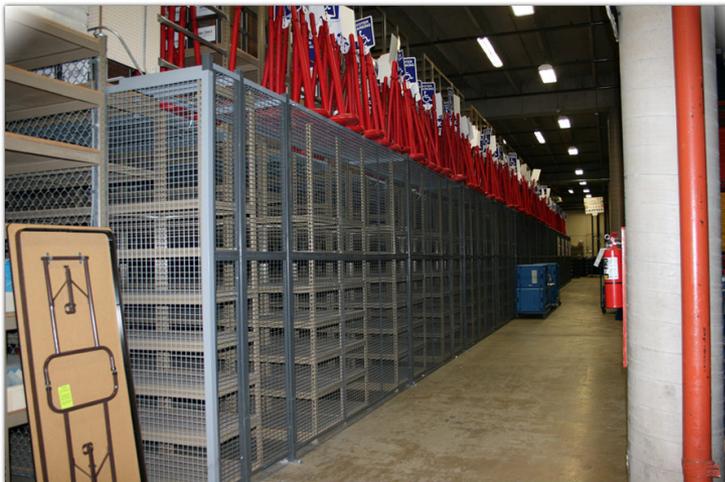
Equipment	Totals
Insights, Edges, Printers, Card Activators, Audios (1142 ea.)	5710
Hard Supplies	
Red/Blue Plastic Boxes, Green/Black Bags, Barricades – yellow/orange, Voting Booths - Reg and HTTP, Blue Units, Straps	12,562
Contained Supplies (Additional to red box and unit)	
Surge Protectors, insight spare roll, leg extenders, plastic 75ft signs	6852
Packet Contents (#1 – 2 – 3 - Pen bag)	
All signs, forms, pens, flags, stickers, tape, pads, seals, envelopes, etc (pens and provisional envelopes not counted separately)	137,040
Tags for Equipment and Supplies (printed, sorted and applied) 12 pieces of equipment/hard supplies	13,704
<i>Grand Total Sent Out</i>	175,868

The distribution does not include ballot order (which is handled twice), troubleshooter supplies, Activator Cards, extra polling place equipment, 1142 route delivery slips that go into 134 routing folders and delivery truck preparation.

Maricopa County Elections Department

MCTEC Warehouse

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Maricopa County Elections Department

Board Workers



The Maricopa Recorder and Elections office located at the Southeast Judicial Complex in Mesa offers the public all of the same election services as our downtown Phoenix offices, but with the convenience of being located in the East Valley. Services include voter registration, early voting, receipt of campaign finance and candidate petitions, and public record requests. Additionally, all board worker recruitment and training is conducted at this facility.

Approximately 8,000 board workers were hired for each the 2008 Primary and General Elections to work in the 1,142 polling precincts. This included 949 bilingual board workers who offered Spanish language assistance, and over 1,000 student board workers aged 16 and 17. Nearly 87% of these board workers attended one of the 288 training sessions offered for Premium, Inspectors, general board workers, new board workers and student board workers.

Premium Board Worker Training



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Learn more at www.recorder.maricopa.gov



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