



2010-2011
Annual Report



Helen
Purcell
MARICOPA COUNTY RECORDER

INNOVATION DESTINATION

MARICOPA COUNTY RECORDER'S OFFICE



Since January 1989, when Helen Purcell took office as the elected Maricopa County Recorder her track record has been phenomenal – one to be admired and respected. She is constantly exploring new avenues to accommodate the customers who come into her offices in Phoenix and Mesa. An interviewer caught up with her and made some inquiries relative to her position:

Q: When you took this post, had you had any previous experience to qualify you for the Recorder's Office?

A: I began my business career with T.J. Bettes Mortgage Company in Texas, eventually becoming a real estate trust officer with Stewart Title & Trust of Phoenix. And since my election I have served on a number of local and national boards related to my position

Q: What are your duties and responsibilities as the county recorder?

A: My statutory duties and responsibilities include the recording and maintenance (for permanent record) on an average of 5,000 documents a day as well as maintaining the voter registration rolls for over 1.9 million registered voters. I am also responsible for administering the Elections Department which conducts national, state and county wide elections in addition to providing support for cities, towns, school districts, special district, and other jurisdictions.

Q: Since your first swearing in to the office of Maricopa County Recorder what are some of your office's achievements?

A: I have seen our office develop into a national leadership position in the field of advanced automated recording services. We have provided the most up-to-date services to lending institutions, title escrow companies as well as local and national recording entities. In order to be a valuable resource to some 3600 recording offices throughout the country, as well as our own community, we must continue to evaluate our processes and practices. We are very proud of our latest development-our Recording KIOSK. Instead of driving many miles into the downtown Phoenix office, recordings can take place at county libraries using our Recording KIOSK. It's a convenience no other county recorder's office presently offers in the United States.

Q: One can go to your website, www.recorder.maricopa.gov, and view the many accomplishments of your office. However, you and your office must have been very proud of one of your most recent awards-NACRC 2010 Public Official of the Year.

A: I am extremely honored to have received that award, but it was due to the diligence and hard work of my entire staff and they must share in that award as well.



Striving to provide the best and most up-to-date services to the citizens of Maricopa County the County Recorder's Office and Elections Department are constantly searching for the newest methods of improvement. Achievement is not a description it is a goal that must be attained on a daily basis. As a result the Maricopa County Recorder's Office and Elections Department are continually being recognized for remaining on the cutting edge.

Probably one of the most prestigious awards presented to the Maricopa County Recorder's Office is the 2010 NACRC Public Official of the Year Award conferred to Maricopa County Recorder Helen Purcell. Because of her dedication and commitment to the people she serves and the people with whom she works County Recorder Purcell was presented this recognition in July 2010. Totally surprised at the NACRC annual meeting Ms. Purcell graciously accepted her award, thanked her colleagues and without hesitation acknowledged the support of her staff in executing the programs of the department.

For a number of years the Recorder's Office had been exploring a method of extending front counter service. Because of the vast area of this county travel into Phoenix can sometimes be in excess of 100 miles. After a lot of introspection and exchange of ideas the Recording KIOSK came to fruition. In March, 2010 the first Recording KIOSK was presented to the public. Since that time two other KIOSKS have been placed in the city of Surprise and the town of Fountain Hills. With the assistance of the Maricopa County Library District other KIOSKS will be installed in several more library facilities. Because of this novel idea (the first in the United States) Maricopa County is the recipient of the National Association of Counties (NACo) award of "Best in its Category."

The office has also received a NACo Achievement Award for Fixed Assets Inventory as well as one for the Recorder's Document Titles Capture.

Rewarding Ideas, a county achievement program, encourages employees to be creative and innovative with cost saving methods in the workforce. The Maricopa County Recorder's Office and Elections Department constantly work toward achieving those goals.

Elections mail cannot be forwarded and as voters moved around the county their early voting packets were being returned to the department, costing the Maricopa County Elections precious time and money. It was imperative that a cost-savings solution be developed and Chris Johnson proposed the idea, using the NCOA (National Change of Address) as a tool to acquire bad and invalid addresses data from the post office. With this information the department sent, at a reduced rate, mailings prior to election cycles to the specific addresses that were known to be inexpedient. By doing this it allowed the department to ascertain information on invalid addresses, thereby reducing the mailing costs by thousands of dollars at the time of the election cycle.

John Stewart, David Fee, and Andriy Podolnikov were recognized by the Board of Supervisors for their collectively working out a process for calculating the statutorily required ordering percentage of official ballots for an election. The formula substantially reduced the number of overages printed and destroyed for an election. An additional \$339,195 in tangible savings has resulted from their idea. The savings from all the other departments recognized that day equaled close to \$400,000 compared to our department's \$339,195.





The Maricopa County Elections Department's Vote-By-Mail technology became part of the 2000 Computerworld Smithsonian Collection at the Smithsonian's National Museum of American History in Washington upon the nomination by Michael Dell, Chairman and Chief Executive Officer of Dell Computer Corporation. 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.

We invite you to visit our website, www.recorder.maricopa.gov and view the achievements of both offices.



National Association of County Recorders,
Election Officials and Clerks



The Maricopa County Recorder's Office serves the public of the United States' fourth most populous county, recording all instruments authorized or required by law to be recorded. Maricopa County is home to almost four million residents and spans a geographic area of 9,222 square miles. In recent years, the Maricopa County Recorder's Office has consistently recorded in excess of 1 million documents per year, recording over 1.9 million documents in 2005.

Maricopa County has seen tremendous growth in recent years. In 2007 the county experienced the largest population increase in the country, with four municipalities making the Forbes top ten list for fastest growing cities in America. Due to the geographic size of the county, many residents of these newly developed communities would have to travel in excess of fifty miles to reach the Recorder's Office in Phoenix, with the county border 97 miles away in one direction.

In 2008 Maricopa County Recorder Helen Purcell met with her IT staff as well as her Administrative team to develop a plan to implement the use of interactive kiosks at remote county locations. It was decided that the development of a recording kiosk would house an easy use touch screen display, a flat-bed scanner for document scanning, a printer for cover pages, various cameras to observe use, spill resistant keyboard and roller ball, and would contain an embedded microphone and speakers to allow the customer to communicate directly with a Recorder's Office employee. The kiosk was to use wireless technology, allowing placement anywhere throughout the county.

The Recorder's Kiosk would allow a customer to record documents from a remote location, while in direct contact with the Recorder's Office; thus eliminating the need to travel to the county seat in Phoenix.

In late 2008 the Maricopa County Recorder's Office began working with KIOSK Information Systems to design the recording kiosk. The first batch of kiosks was ordered on April 21, 2009 and in July of 2009 the first kiosk was delivered for testing and development.

The Kiosk software was developed in-house by the Recorder's development team, and after extensive testing, the first live document was recorded on December 23, 2009. After running through live testing in a pilot program, the Kiosk was finally ready for public use.

On March 23, 2009 Maricopa County Recorder Helen Purcell issued a press release and unveiled the first interactive recording kiosk in the nation!

By providing recording services via an interactive kiosk, the Recorder's Office is able to strike a balance between cost savings during a time of economic uncertainties, while still offering efficient services throughout the county to the residents it serves.

The Recorder's Office has partnered with the Maricopa County Library District with placement of the Kiosk in city of Surprise, the town of Fountain Hills and the community of Anthem (October 2011). Future locations include city of Goodyear and the town of Queen Creek. At the end of August 2011 there have been over 900 Kiosk recordings.

The Kiosk will encompass a much smaller footprint than opening an entire satellite office and the Recorder's Office has plans to partner with other government agencies to offer this convenience in their public areas. When compared to the operating cost of a fully staffed satellite location, the value and convenience has been considerable.



The Fixed Asset Tracking system monitors and tracks assets purchased by the Recorder's Office. Assets range from laptops used for travel to voter tabulation machines residing in polling places. A wide range of information is tracked beginning with the purchase request and ending with disposal of the equipment. Throughout the asset's life cycle, information is recorded about its location, purchasing, and maintenance. The system uses an Intranet application for data maintenance, reporting, and asset tag printing. The asset tags contain a unique number that identifies the equipment in the system and is permanently affixed to the asset. Wireless handheld devices connected via cellular data network are used for data entry and tracking. These handheld units use Geographical Positioning System (GPS) technology to track and record the location of equipment. Assets are tracked whenever they are moved within the county including the elections warehouse, Recorder's Offices, offsite storage facilities, delivery trucks, and polling places. Reports are produced detailing asset location, maintenance activity, offsite storage inventories, purchasing, and vendor performance.

The fixed asset tracking system offers county residents the assurance that when they show up at their polling place on Election Day, the equipment will be ready to accept their votes and there won't be any unnecessary delays due to equipment delivery errors. In addition, the system improves citizen's understanding of the election process and understanding of the safeguards built into the management and delivery of election tabulation equipment. Maricopa County was the first county to track election equipment via GPS which was reported by several news agencies like the Associated Press, PEW Election Online Weekly, Arizona Republic, and El Paso Times. This helped other counties throughout the country make improvements to their election equipment management.

The screenshot shows the login interface for the Fixed Asset Tracking System (FATS). At the top left, there is a logo featuring a scale of justice and a dollar sign, with the text "FATS" and "FIXED ASSET TRACKING SYSTEM" below it. To the right of the logo, a status bar indicates "You are not logged in." and the date "Thursday, September 08, 2011 8:35:25 AM". The main content area is a dark blue box with a lighter blue login form. The form has the heading "LOGIN TO FATS" and contains two input fields: "User ID:" and "Password:". Below the fields is a "Login" button with a padlock icon. At the bottom of the page, a copyright notice reads "© Copyright 2010 Maricopa County Recorder. All rights reserved."

RECORDER's Capture of Document's Titles (DOC-T)

Arizona law requires that documents submitted for recording contain a document title, for example: Quit-Claim Deed or Deed of Trust. In the recording world, these are common document titles. Another Arizona law requires the Recorder's office to index recorded documents so that they can be located by the document type or name data. And finally, another Arizona law requires us to charge a recording fee and sometimes these fees are directly related to the document title and indexing code.

It's easy for the recording staff to memorize common document title's along with their indexing codes because they see these document titles daily. But for those document titles that are not common there was not an effective manner to determine the correct indexing code. To solve this issue a program developed in house called Recorder's Capture of Document's Titles or DOC-T, which allows us to capture a document's title by utilizing Optical Character Recognition (OCR). After the document title is captured, a document code is automatically assigned along with collecting the proper recording fee.

The program is built into the recording processes and is used on every document presented for recording. Whether the document title is common or unique, we remain consistent with the assignment of document codes and recording fee's.

JG

Step 2 - Once the document title is selected, the program will automatically return a two letter document code.

8/26/11 FILED 3:00pm
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A. Malcher Deputy

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7 IN THE SUPERIOR COURT OF THE STATE OF ARIZONA
8 IN AND FOR THE COUNTY OF MARICOPA

9 JOHN C. EARL, an individual, No. CV2010-029310
10 Plaintiff, **JUDGMENT**
11 v.
12

13 TIFFANI MENDIVIL aka TIFFANI
MENDIVIL MCCARTHY aka TIFFANI
14 MCCARTHY and GRAHAM MCCARTHY,
15 husband and wife,
16 Defendants.

Step 1 - Drawing around the document title, activates the OCR process.

Prior to the first recorded document in England, the Magna Carta (1214) 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 jure" (he who is first in time is preferred in right). 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	1912-1918	Vernon L. Vaughn
1872	J.R. Darroche	1919-1922	Edith M. Jacobs
1873-1874	Charles F. Cate	1923-1928	William H. Linville
1875-1876	James A. Parker	1929-1930	J.K. Ward
1877-1880	William F. McNulty	1931-1938	William H. Linville
1881-1882	Richard Frank Kirkland	1939-1956	Roger G. Laveen
1883-1884	Neri Ficklin Osborn	1957-1963	N.C. "Kelly" Moore
1885-1886	William Robertson Morris	Dec 1963-1968	Clifford H. Ward
1887-1888	Henry Lincoln Wharton	1969-Jul 1974	Paul N. Marston
1889-1894	Neri Ficklin Osborn	Jul 1974-Jun 1978	Tom Freestone
1895	Winthrop Sears	Jun 1978-Dec 1983	Bill Henry
1895-1896	John W. Kincaid	Jan 1984-Dec 1988	Keith Poletis
1897-1900	Frederick W. Sheridan	Jan 1989-Present	Helen Purcell
1901-1904	B. Frank McFall		
1905-1912	Clay F. Leonard		

Digital recording continues to grow, reaching seventy-six percent of all recordings for Maricopa County. In 2010 approximately 857,280 documents were recording electronically. The digital recording team has set a goal of 80% for the next calendar year.

Here are the advantages of recording one's documents electronically with us. Seventy-four percent of our account customers participate in this program

Upload documents from the comfort of your office

Either record today or select a future date for your document to record.

Quick and easy program to learn.

Training done in your office or home by Gotomeeting Link/phone session.

Accessible and knowledgeable staff to assist you with your digital recording questions.

The original document is always in your possession.

Ability to monitor the status of your recordings from start to finish.

Receive immediate notification any time a document is rejected.

Go green by limiting travel and parking hassle.

Save on courier service costs and postage hassle.

Give your customer confirmation/copies within 2 hours of submitting a document.

Have access to detailed accounting reports linking your file name with the recording number.

Flexibility in assigning filenames to assist in reconciliation and billing tasks.

Present documents in PDF format; our system converts them to required TIFF format.

The Digital Upload recording application now allows for customers to scan multiple documents with the same page count as one PDF or Group-4 TIFF and have these recordings separated and renamed by the recording software based on customer specifications in the naming convention of the file (page limit of 50 pages per order)

Please contact our Digital Recording Team and they will be happy to answer any questions that you may have about this program. Their email address is digitalrecording@risc.maricopa.gov.



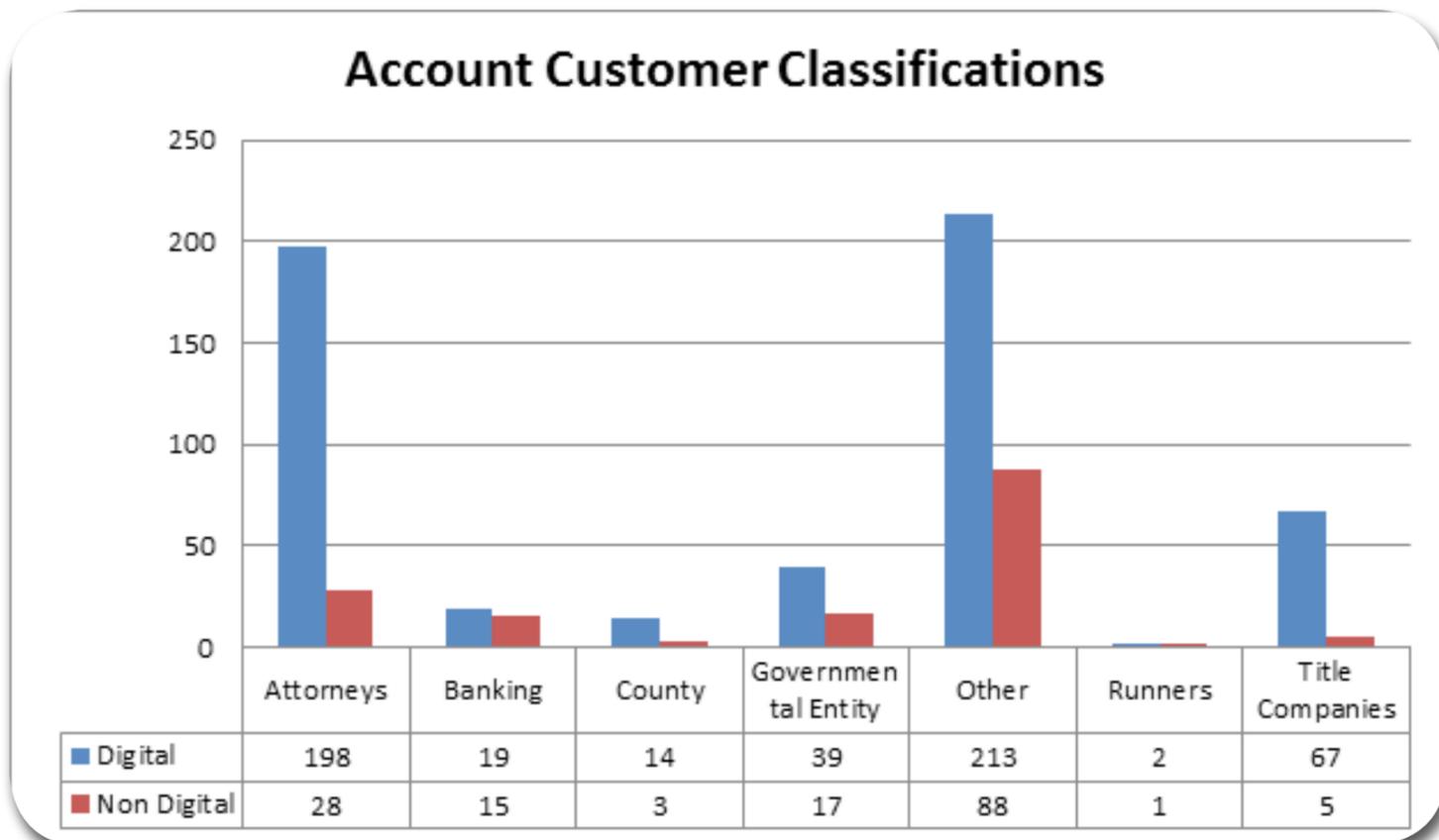
The Maricopa County Recorder's Office has developed various methods for payment processing. Customers transacting business with our offices, in person, can pay for their purchases by cash, check, credit card (Visa or MasterCard) or through an established account. Recurring customers have the option to set up an account with our office to transact all of their business. They can log onto our website to electronically record documents, purchase and print official documents, including certified copies, and purchase and print plat map copies. The fees are then charged to their account and the account is replenished, based on activity, by check, credit card or ACH/wire transfers.

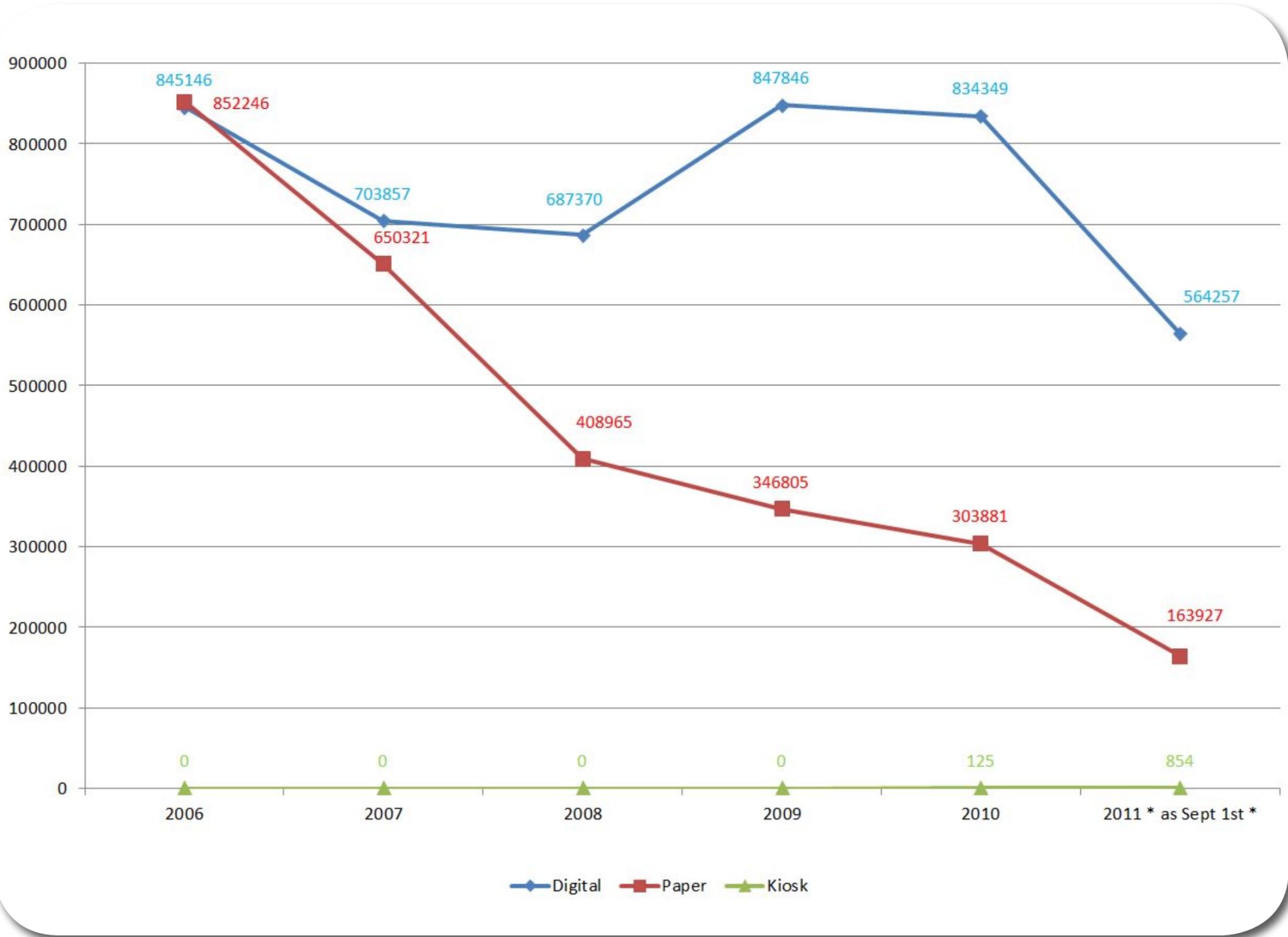
There are significant cost savings for account customers: courier service fees, parking meter fees, postage costs, travel time and labor costs. This process also eliminates documents being rejected due to insufficient fees as well as check refunds that require research for overpayments. In addition there are no administrative fees or service charges and only a small credit balance is required to keep the account in good standing.

Our website is updated by 11am MST, each workday, so that our customers can monitor their account twenty four hours a day, seven days a week. The Account Administration link has many tools available to streamline the administrative and billing tasks. Not only can customers monitor their account to see when to replenish it, they can also make a credit card payment, view/print receipts for recordings and copy requests and view unofficial documents as well - and all from the same screen.

Monthly statement and detail account report options are also available on this link, and the user-defined filename, created when a document is recorded electronically, is included in the detail account report so that the customer's reference number and the office recording number are all in the same report to assist in reconciliation and billing tasks.

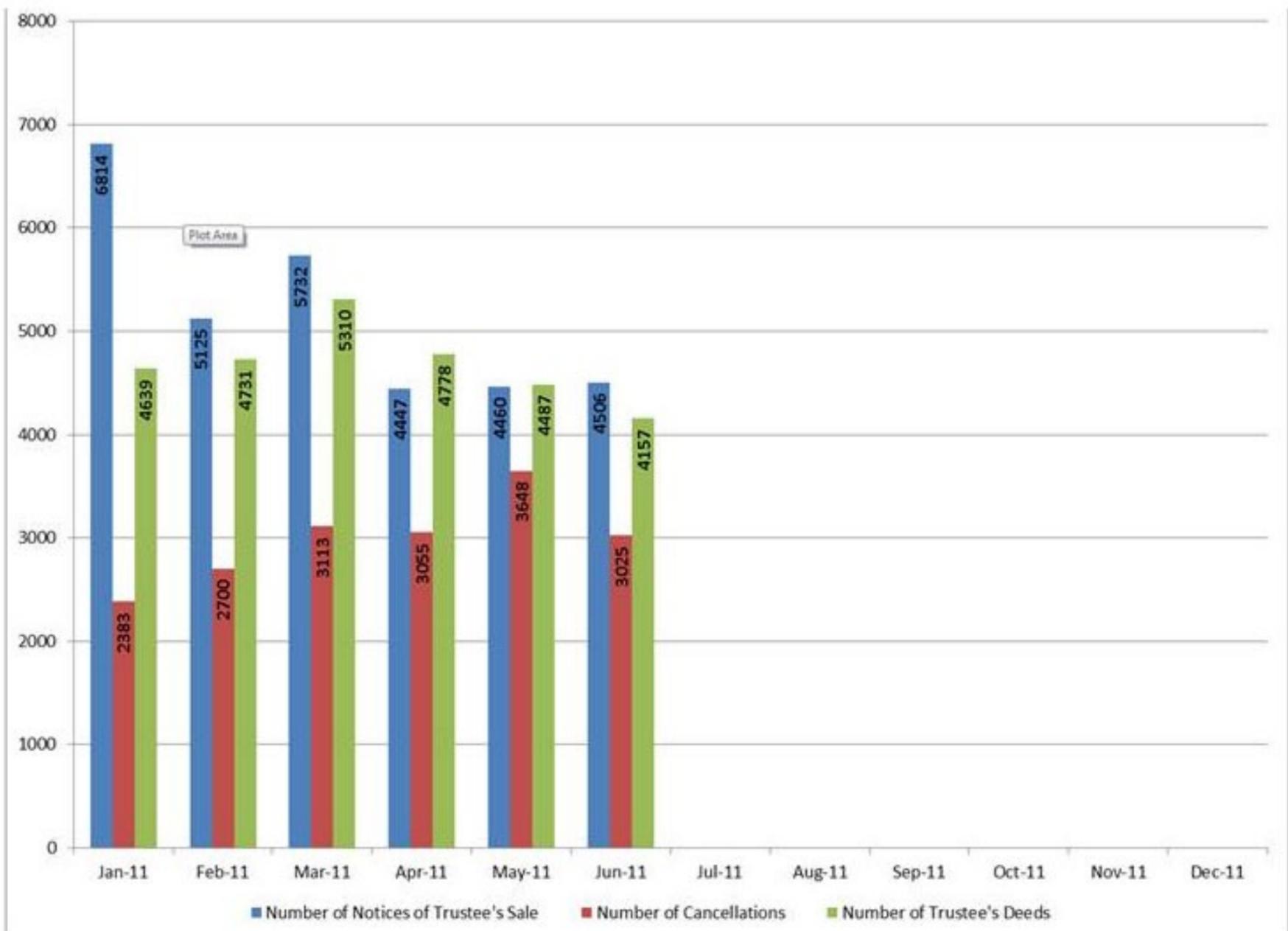
By the end of the year we estimate the Recorder's Office will have 760 account customers; 76% of those customers are using the electronic recording process. Of all of the office's recorded documents 78% are recorded electronically.





2011

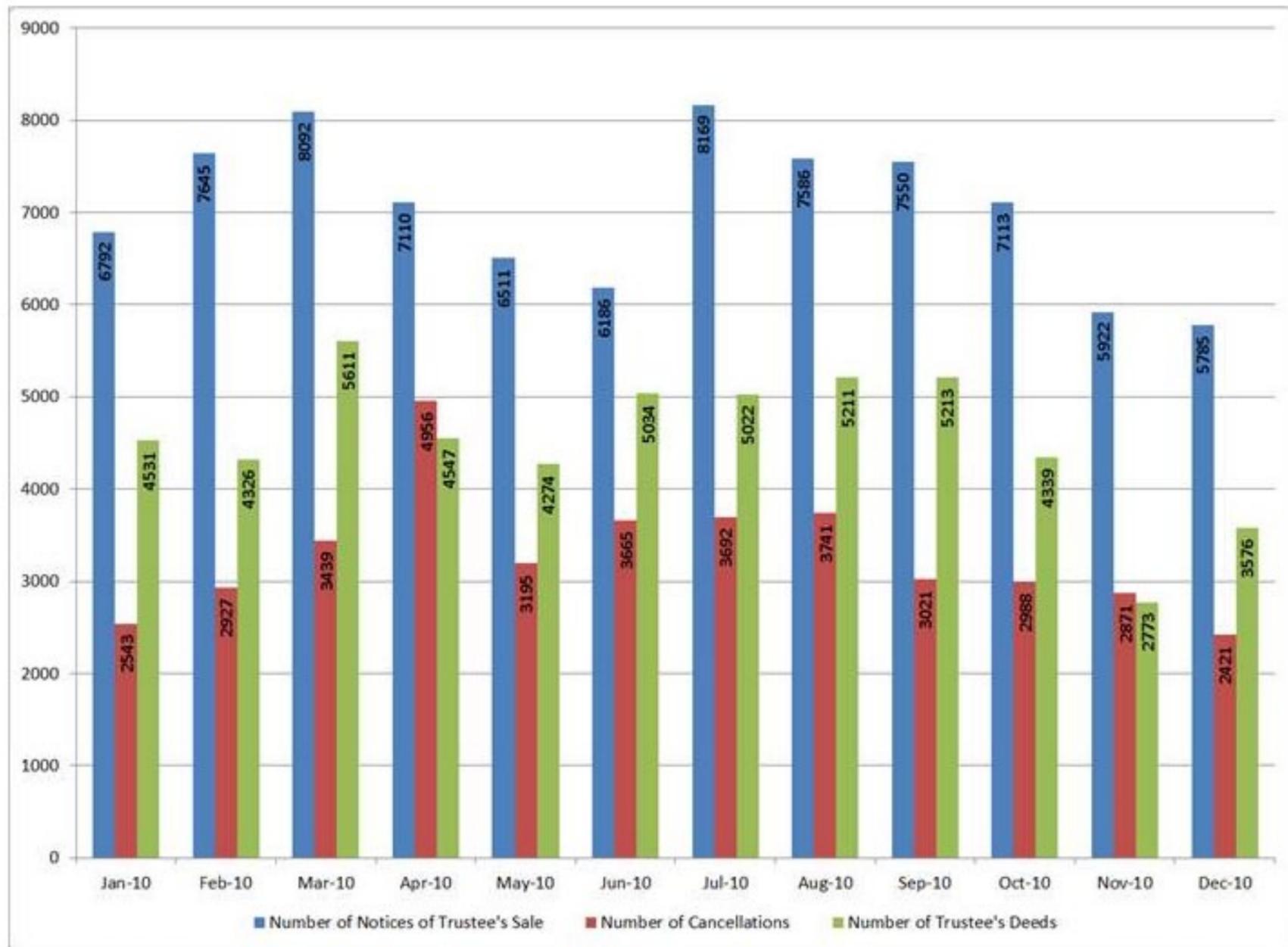
	Number of Notices of Trustee's Sale	Number of Cancellations	Number of Trustee's Deeds
Jan-11	6814	2383	4639
Feb-11	5125	2700	4731
Mar-11	5732	3113	5310
Apr-11	4447	3055	4778
May-11	4460	3648	4487
Jun-11	4506	3025	4157
Jul-11			
Aug-11			
Sep-11			
Oct-11			
Nov-11			
Dec-11			
Totals for 2011	31084	17924	28102



2010

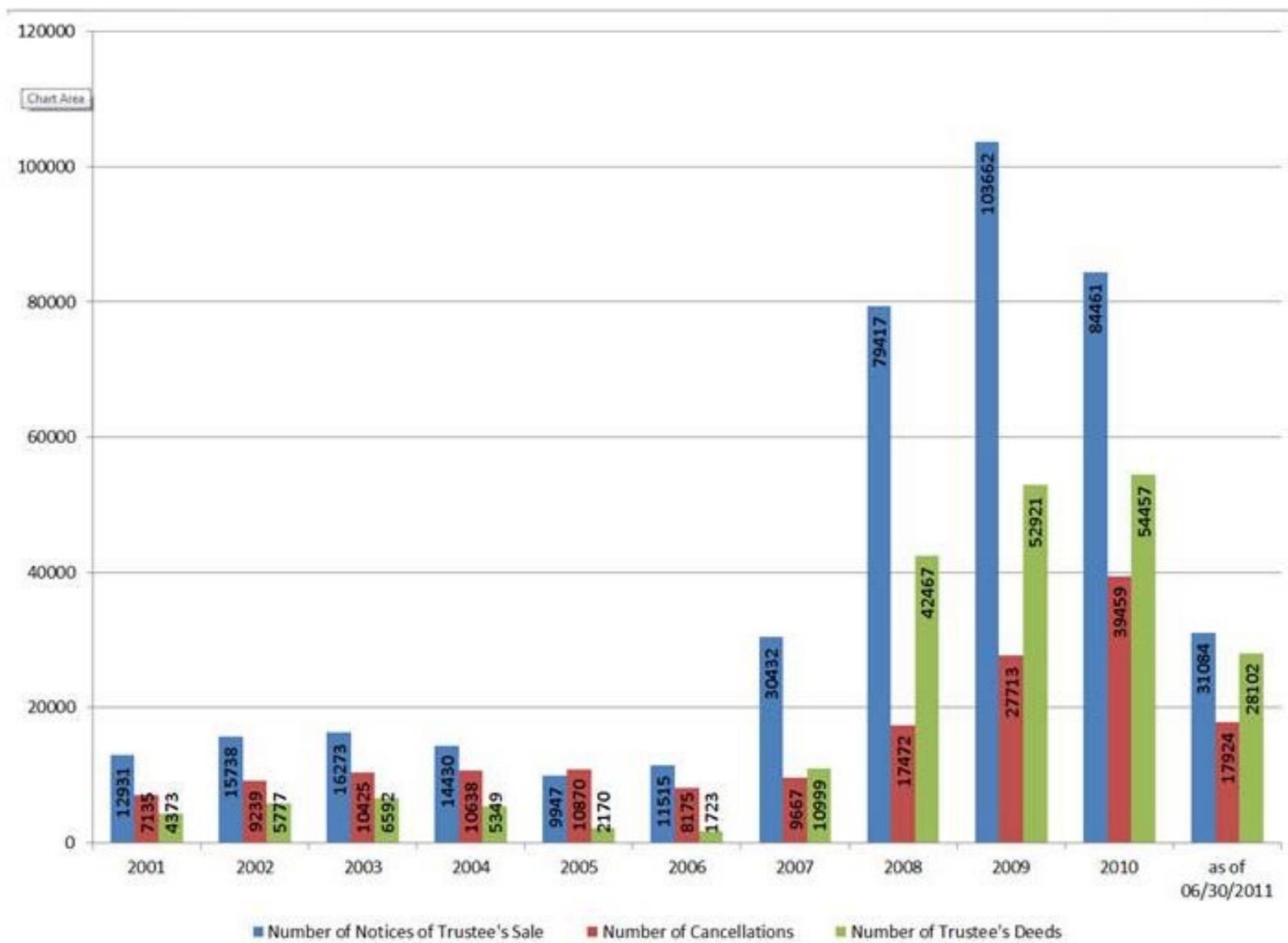
	Number of Notices of Trustee's Sale	Number of Cancellations	Number of Trustee's Deeds
Jan-10	6792	2543	4531
Feb-10	7645	2927	4326
Mar-10	8092	3439	5611
Apr-10	7110	4956	4547
May-10	6511	3195	4274
Jun-10	6186	3665	5034
Jul-10	8169	3692	5022
Aug-10	7586	3741	5211
Sep-10	7550	3021	5213
Oct-10	7113	2988	4339
Nov-10	5922	2871	2773
Dec-10	5785	2421	3576

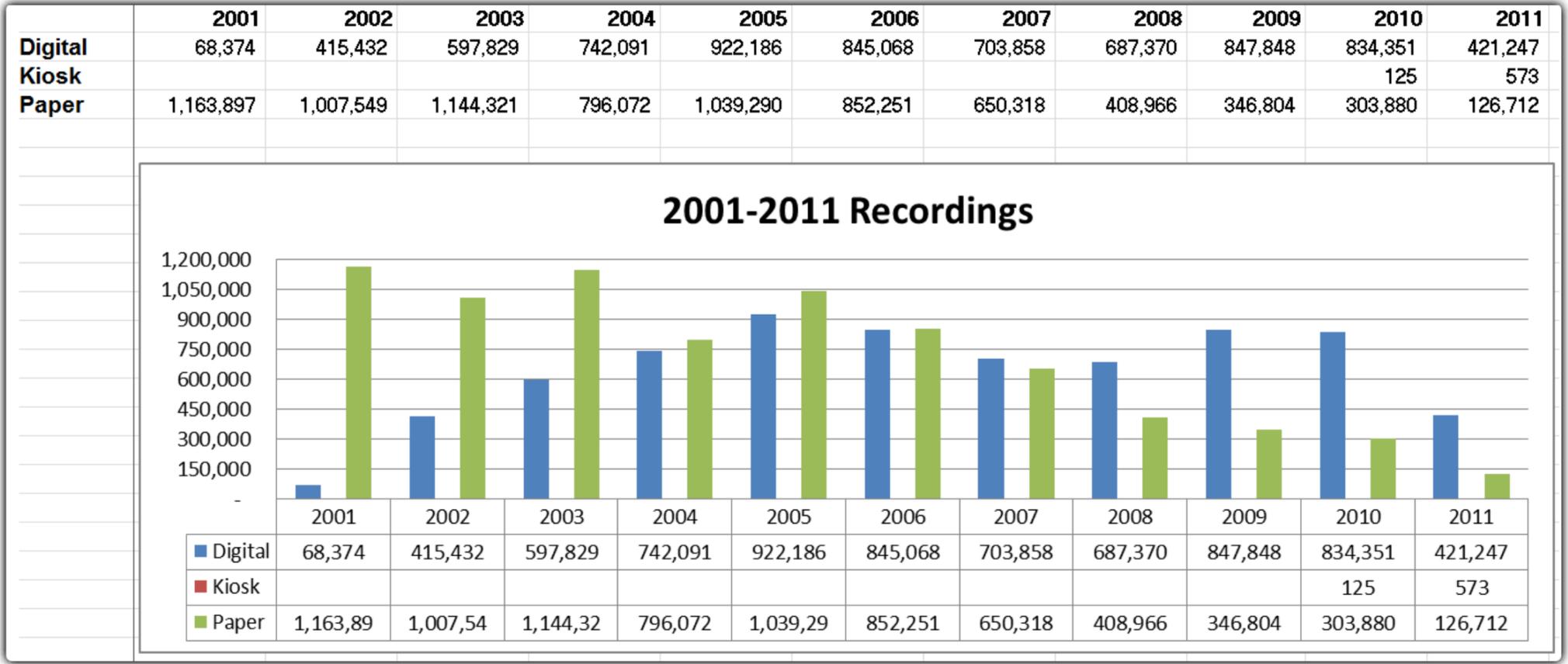
Totals for 2010	84461	39459	54457
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2001-2011

	Number of Notices 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
2009	103662	27713	52921
2010	84461	39459	54457
as of 06/30/2011	31084	17924	28102

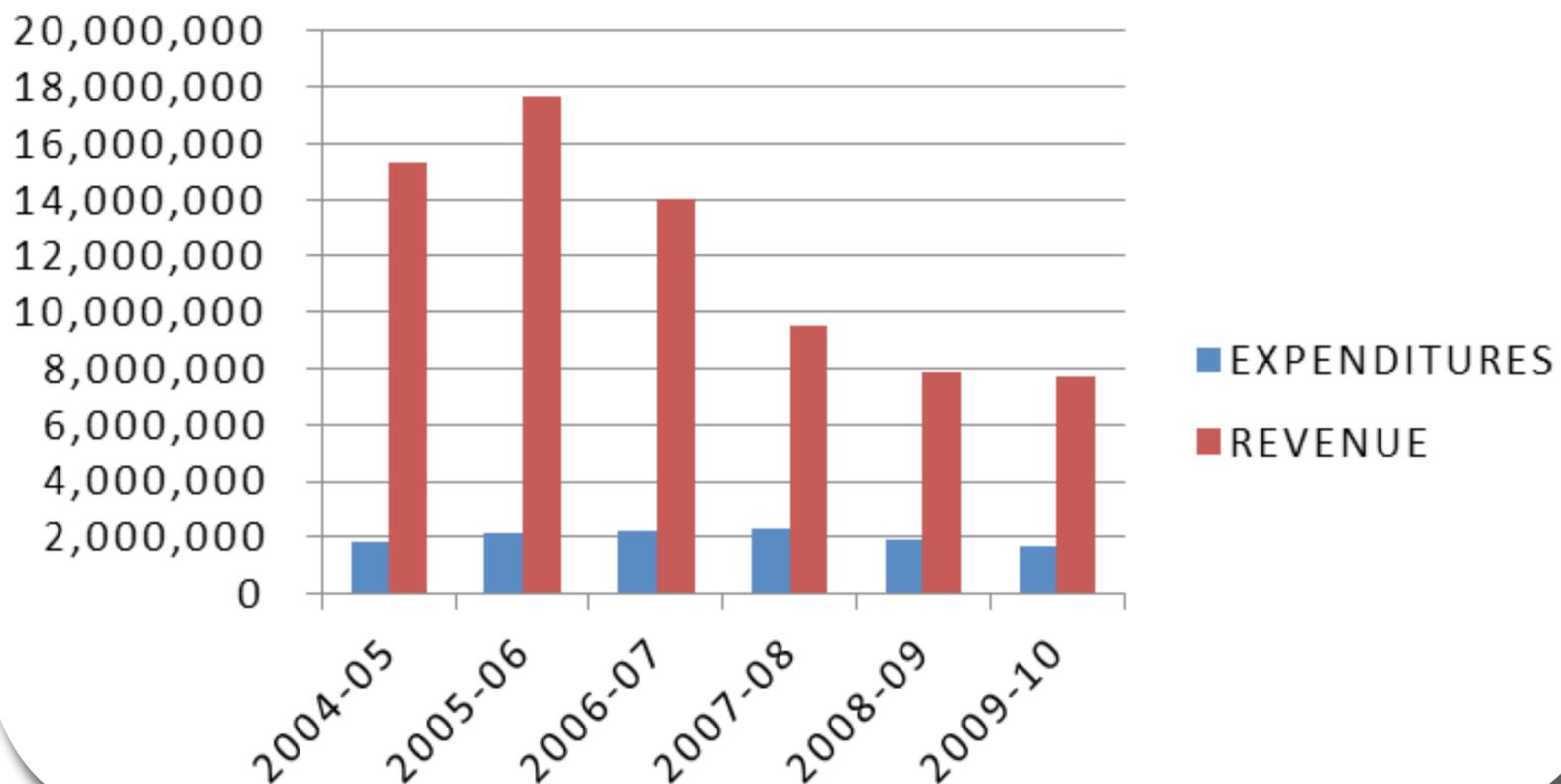




Recorder Revenues vs. Expenses

FISCAL YEAR	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10
EXPENDITURES	1,826,136	2,169,772	2,245,353	2,326,090	1,914,544	1,649,606
REVENUE	15,360,664	17,668,044	14,004,892	9,541,839	7,899,003	7,714,732

Recorder's Revenues v Expenses

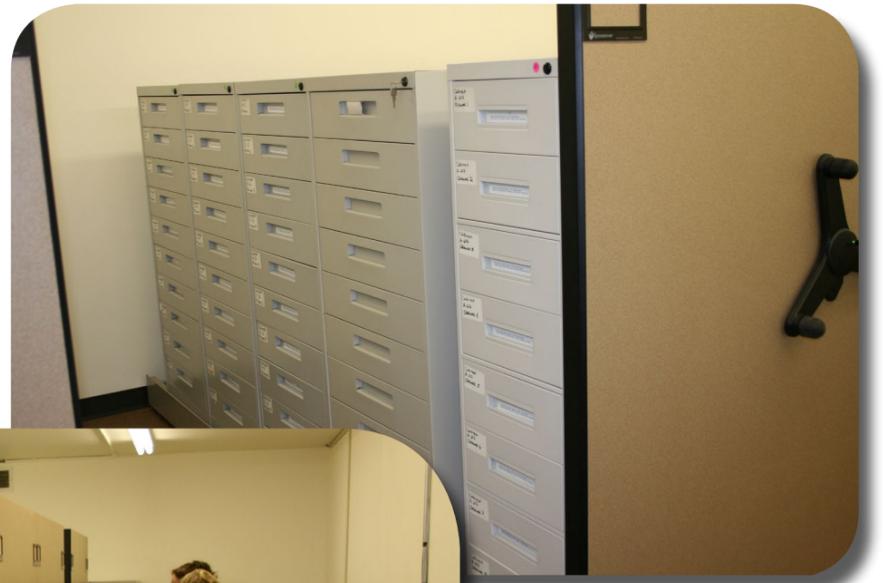


The Recorder's office is responsible for storing and maintaining its archival microfilm and microfiche. This information is stored in a temperature controlled vault that contained limited space. With space limited due to its size, we began exploring other avenues such as searching for another building that could be converted to a vault. But, it was eventually determined there were no additional areas available unless we paid for the space. So, we decided to look at our existing space and wondered if someone could help us find the extra space that was needed.



After getting the right people involved, we were provided an expert consultant who explained that there are products that could create space and efficiencies for our existing microfilm/fiche cabinets and could also make them more accessible while planning for future growth. One such product, called Spacesaver, incorporates a high-density storage system. It basically makes the cabinets mobile by placing them in a carriage system that sits on a track. To access a cabinet, you simply spin a lever that will move the row of cabinets to the left or right. And because of the efficient design, we were able to acquire 23 new growth cabinets which will give us approximately 12-15 more years of space.

But before anything could be created and installed it took a lot of people power and time to move, shred, stack, pack and document the contents of the vault. Today, the finished product is nothing like we've ever seen. The vault has been transformed; it has been streamlined and is much more efficient.



PREP provides a local structured forum for stakeholders of the property records industry to meet and work together more effectively. In 2002 it became evident that cooperation and communication needed to be improved between industry stakeholders at the local level. In addition, a way was needed to share perspectives and information between national and local industry participants.

Supported by the success of PRIA at the national level, an alliance was formed by the American Land Title Association (ALTA), the American Escrow Association (AEA), the International Association of Clerks, Recorders, Election Officials & Treasurers (IACREOT) and the National Association of County Recorders, Election Officials & Clerks (NACRC) for the purpose of creating local industry workgroups.

To provide a permanent structure and ongoing support, in 2004 this project became an official workgroup structured under the PRIA umbrella and named the Property Records Education Partners (PREP), with local units identified as PREP Chapters. PREP has its own operating rules and PRIA membership is not required for PREP participation.

The Central Arizona PREP Chapter is Co-Chaired by Cathy Lucero, Customer Service Program Manager for the Maricopa County Recorder's Office and James P. Stamas, President of American Title Service Agency.





The Southeast Facility of the Maricopa County Recorder's/Elections Office provides all of the services of the Downtown Office including voter registration, receipt of campaign finance & candidate petitions and early voting. We are located on the north side of the Southeast Court Complex with free and convenient parking just steps from our main entrance.

Board workers for all county wide and jurisdictional elections (with the exception of city of Phoenix) are recruited from this facility. For these elections, nine to eleven temporary employees are hired to assist in recruiting approximately 7900 board workers, including 16 & 17 year old students and those who are bi-lingual who can provide Spanish language assistance. Assignment of board worker training classes consisting of premium board workers, inspectors, judges/marshals/clerks, new board workers and student board workers and board worker payroll are also performed at this facility.

Along with the Recorder's staff we are an extension of the main office to all of eastern Maricopa County.





Without letting anyone know his intentions, not even his family, Cosmin Tomuta, senior recording supervisor, quietly studied to become a citizen of the United States. The week of May 17, 2010 he received word that he had passed his exams and would receive further information when his naturalization ceremonies would take place. Everyone on the Recorder's side was thrilled and patriotic decorations sprang up in his cubicle to celebrate the new citizen. "I can now help Linda Weedon with elections. I've wanted to work on elections but because I was not a citizen I couldn't – now I can." Cosmin received word that the formal ceremonies would take place in June at the Federal Court House in Phoenix.

After Cosmin received word that he had passed all of the requirements for United States citizenship he took the oath of allegiance and officially became an American citizen on June 4, 2010. His family and co-workers filled the seats and gallery and loudly applauded as he took to the podium to explain why he had wanted to become a U.S. citizen. County Recorder Helen Purcell gave him a huge hug and tears welled in the eyes of friends and family as he, along with 98 other new citizens, was officially sworn in. On July 4, 2010 he celebrated his first Independence Day as a citizen.





Every ten years, following the census, re-precincting/re-districting must take place. Members are selected for the Independent Redistricting Commission (IRC) and each county is responsible for its own re-districting. Maricopa County has been reviewing lines and anticipates reducing its precincts by approximately 400. Several of the supervisory, justice of the peace, and precinct lines will be adjusted in order to bring them into compliance. West-MEC (Western Maricopa Education Center) and EVIT (East Valley Institute of Technology) will attempt to conform their lines along with the county's. The Elections Department held re-districting hearings in April and May for public input, and in July and August public hearings were held throughout the county to present these suggestions. The Elections Department has to then see if the new lines will conform to those of IRC. Final lines will be recommended to the Board of Supervisors in December for approval and then forwarded to the Department of Justice for "final" endorsement. These changes become official in 2012 upon DOJ's approval.

For the first time in the history of Maricopa County Elections the Department was required to verify recall petition signatures of a state elected official, Senator Russell Pearce. Once the petitions were submitted the Secretary of State's Office forwarded 16,934 to our county office. Taking well over a month to process, 10,296 signatures were verified and submitted to the Secretary of State's Office. A 2011 November recall election was called, all parties were notified and the appeal process was begun.

Every two years the Secretary of State's Office conducts a certification class for all employees who work for/with elections. Five employees attended the summer classes from this department and in the fall of this year 70 employees will return for re-certification. Resource people from around Arizona come to these classes to instruct and impart valuable information. The re-certification classes apply to all of our staff, including the County Recorder and Elections Director.

A new party, Americans Elect, was certified in 2011 and will be on the 2012 Arizona ballot. The Washington, D.C.-based party submitted 27,288 valid signatures to the Secretary of State's Office, enough to join the Republican, Democratic, Libertarian and Green parties as a recognized party in Arizona. Americans Elect will be represented on an official party ballot in the 2012 primary and its candidates will be eligible for the general election ballot. The party submitted valid signatures from 14 of Arizona's 15 counties. It needed 23,041 to qualify for ballot access. According to the party's website, it is "the first-ever open nominating process" for a presidential race. The party's goal is to secure ballot access in all 50 states and hold an online convention in 2012 in which registered voters of any party can become delegates to nominate presidential and vice presidential candidates that will compete with the Republican and Democratic tickets.

Voter registration in Maricopa County is well over 1.9 million and growing. Independent registration is outdistancing the Democratic Party registration - close to 100,000 voters and the trend towards non-party affiliation is increasing. Early balloting has become more popular each election. More and more voters are requesting to be on the Permanent Early Voting List (PEVL) and presently we have 49% of voters on PEVL.

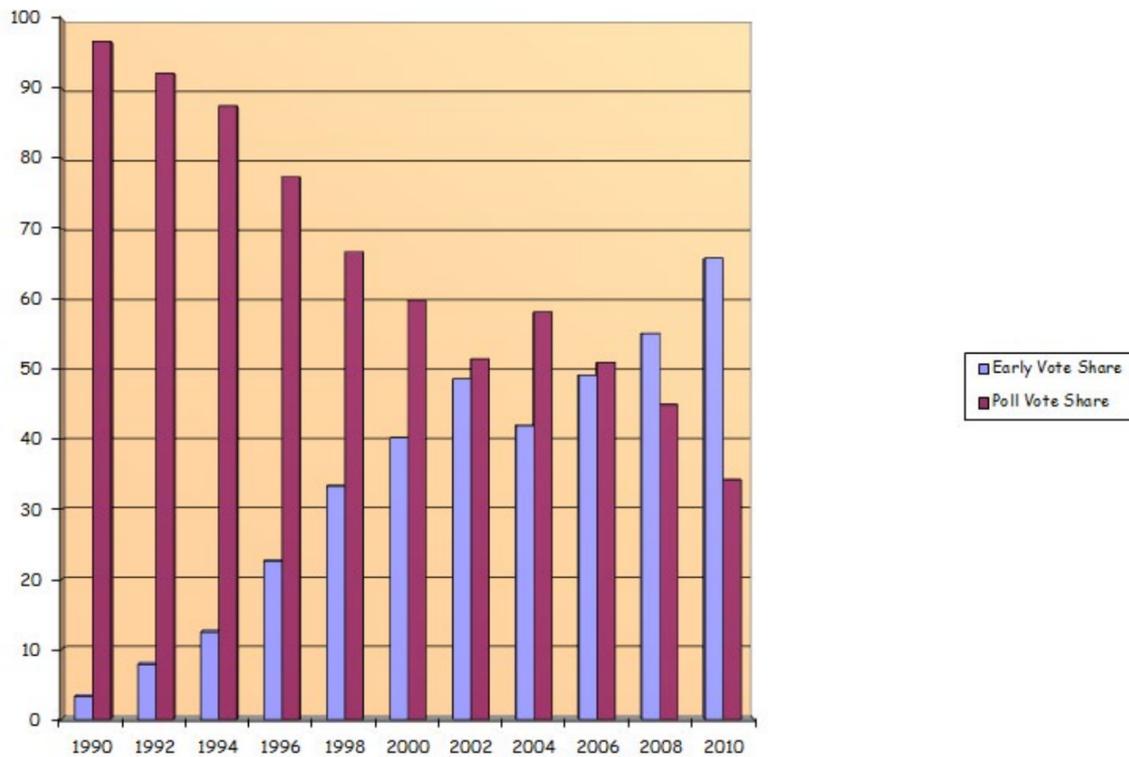
Always mindful of its fiscal responsibilities the Maricopa County Elections Department has been able to return \$3.3 million of its budget to the Board of Supervisors.

On election night, 2010, Helen Purcell presented a video titled "The Road to Elections" which showcased the election process leading up to election night. This presentation was produced by Yvonne Reed, animation and sounds by Paul Rickard, and narration by Deyan Bunjevic.

Please allow a few seconds for video to load initially...



Ratio of Early Ballots to Votes Cast - General Election



What is “Early Voting”? “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 they can vote in-person beginning at 26 days prior to election day, for any given election.

What is the “Permanent Early Voting List”? In 2006 there was a law change that allowed voters to request to be placed on a Permanent Early Voting List (PEVL). Voters that request to be placed 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 March, 2011, of the 1.9 million active registered voters on file at that time, Maricopa County had over 900,000 of these voter’s that have signed up to be placed on this Permanent Early Voting List.

To ensure that the mail ballot process (early voting) is efficient, effective and convenient for the voters of Maricopa County, the Elections Department accepts mail-out ballot requests by either telephone, mail, or through our online request site. In order to facilitate walk-in voting prior to an election, the Elections Department also provides early voting satellites throughout the county.

Because of these efforts (e.g. flexible request methods, Permanent Early Voting List option, satellite sites, etc.), Maricopa County has seen voter participation rise for this mail-out ballot voting process.

All of these best practices, enhanced processes and proven procedures have aided the Elections Department in realizing success through participation. As an example of this, of the 531,056 ballots cast during the 2010 Primary Election, over 72% (383,713) were early ballots. Additionally, during the 2010 Gubernatorial General Election, there were 1,004,125 ballots cast, of which over 65% (660,786) were early ballots.

Each year the number of requests for early ballots increases, especially with the creation of the Permanent Early Voting List. As an average, over 66% of the total ballots cast in the last 3 countywide elections were cast via the early balloting 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 even with the increased participation.

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 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, the Early Balloting process that was used to assist Overseas and Military Voters was acknowledged by the National Association of Counties (NaCo) as a best-practice program.



The Campaign Finance Division of the Elections Department is responsible for accepting and processing all of the nomination petitions and campaign finance reports for all County Officers and special district candidates including Precinct Committeemen, Fire District Board Members and most recently by the Board of Supervisors' approval the IGA with the Maricopa County Education Service Agency, candidates running for School Governing Board.

Do You Want to Run for Office? You will find the necessary information on our website by going to <http://recorder.maricopa.gov/web/candcamp.aspx>. The webpage contains all required forms in PDF fillable format. Candidates also have the option of filing their campaign finance reports electronically if registered with an email address. However, if they do not have access to a computer - hard copy forms are available.

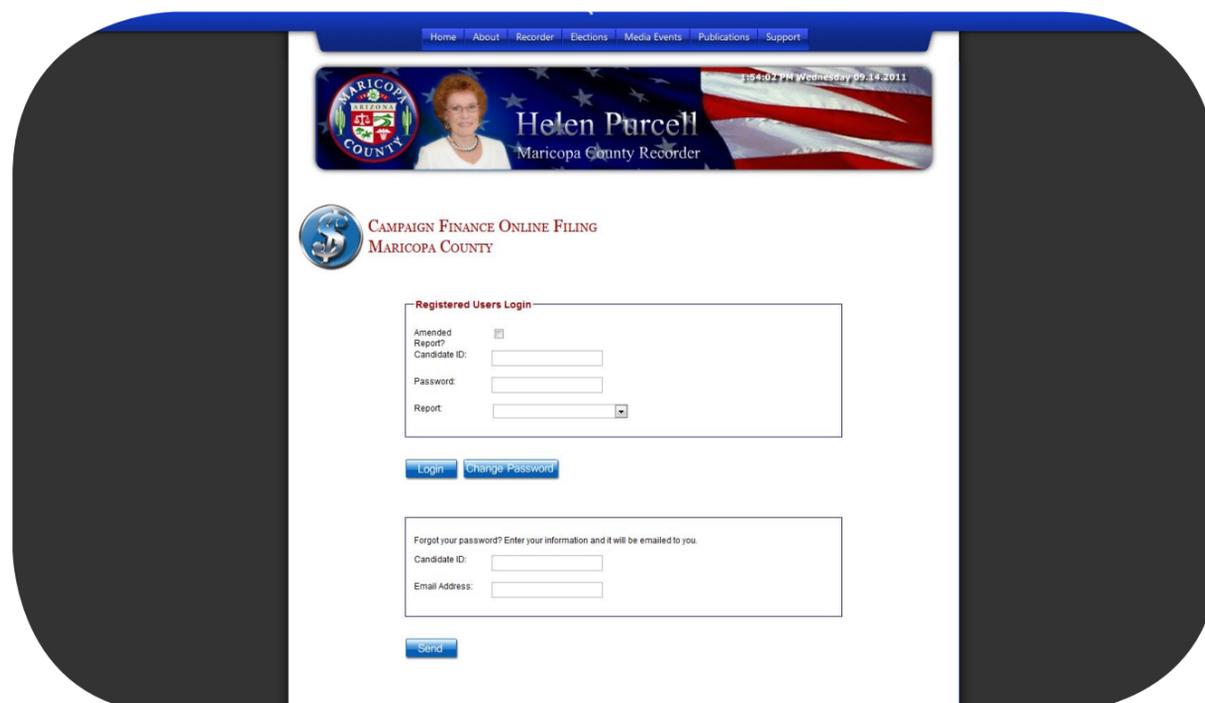
Candidate packets for the 2012 Election Cycle were available beginning November 2011. The Maricopa County Elections Department offers Candidate Training seminars to all individuals interested in running for office. Whether an incumbent, or a first time candidate, the seminar is a vital source of information. The first seminar for the 2012 election cycle will be held in November 2011.

All candidate packets include a copy of the Election Department's Training Manual. This manual, which was developed in 2010 and was a great success, includes a section for Frequently Asked Questions. The manual will be updated for each election cycle which will include any new legislative changes that may occur in the recent session. Whether one is a first time candidate, an experienced candidate, or an elected official, there is need for continuous information – these updates are always found on our website.

Jurisdictional Liaison

The jurisdictional liaison for Maricopa County Elections is responsible for keeping in contact with all city/town clerks, school district superintendents, special district officers and political party officers.

For each election, a Menu of Service is required. This menu provides all detailed responsibilities of the jurisdiction conducting the election and the services provided by MCED as the vendor. Details of the menu include: ballot layout, ballot translation, early voting, polling places, reporting, boundary confirmation, special accommodations for voters, U.S. Department of Justice Pre-clearance and election results. A menu meeting is held with each officer conducting an election to discuss in detail their responsibilities and to provide all deadlines necessary to conduct their election.



Polling Sites is responsible for securing accessible voting sites and memory pack sites for ALL elections (city, town, county and state) held in Maricopa County with the exception of the City of Phoenix.

Securing accessible voting locations is a difficult task and requires an evaluation of each location in accordance with the Americans with Disabilities Act (ADA.) Evaluations are conducted for each location that is used for any given election. These evaluations are structured according to guidelines provided by the US Department of Justice and Arizona statute in addition to requirements provided by ADA. Each evaluation includes photos of all locations which are kept on file and updated every 4 years.

For the 2012 election cycle Polling Sites, along with the Deputy Elections Director, proposed combining over 200 voting precincts that have been continuously co-located, tri-located and even quad-located for several previous county-wide elections because there were no available facilities. Arizona statute requires one location within each precinct. This process of combining precincts will not create any changes for the voters. The location will be the same voting placement that the voters are familiar with.

Any changes made to a voting location or to a precinct boundary (including the combination of voting precincts) must be submitted to the US Department of Justice for Pre-Clearance.

Making these changes, pending approved by the Board of Supervisors and DOJ pre-clearance, will save nearly one million dollars!





Shortly after taking office in 1988, Maricopa County Recorder Helen Purcell determined that if her department was to have a successful voter registration role it would have to begin with our youth. She became active with Kids Voting Arizona and encouraged the Maricopa County Elections Department to upgrade its voter outreach efforts with the high schools in the county. By speaking to grade school and high school classes about the importance and responsibility of voting, more participation has been seen through registration efforts. High schools experience the voting process through their student body and class officer elections using the county's generic ballots and having them tabulated by department staff. About 40 high school elections were tabulated by the elections department.

Each year visitors from all around the world stop in Phoenix to visit the Maricopa County Elections Department. Some visitations are arranged through the World Affairs Council or the State Department. The delegations express amazement at the efficiency and creativity of our department and are eager to take back any information that can be made available.

The Maricopa County Elections Department has been assisting new citizens with voter registration at the weekly naturalization ceremonies since June 2002. Held at the U.S. Federal Court House voter registration for naturalized citizens averages about 200 each week. Election staff is often asked to assist 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 1.9 million and is constantly increasing.

Welcome to the Maricopa County Elections Department's Community Outreach Site.

Because we are the 4th largest county in the United States, with 1,142 voting precincts, there is a constant need for our resources within the community of Maricopa County. We are here to educate and service our constituency through voter outreach events.

The Maricopa County Elections Department conducts at least two outreach events a week, and on some occasions three or four. It is anticipated that we will register nearly 10,000 new voters in a year. Our department has been asked by the United States Government to conduct all of the voter registration at the naturalization ceremonies each week. Many times there are at least two ceremonies each Friday which may have three to five hundred new citizens at each ceremony. We're frequently asked by business and industry to hold a voter registration drive at their offices, and we have a special program designed for our [high schools](#).

Often we are called upon to host foreign dignitaries as they journey across the United States. This is accomplished through the World Affairs Council of Arizona and the United States Department of State. We have provided tours for visitors from France, Turkmenistan, UNESCO, Vietnam, Russian, India, Pakistan, United Kingdom, the Democratic Republic of Congo, to name a few. And we have been requested to assist several countries holding elections whose citizens reside in Maricopa County.

We are actively engaged in our [Hispanic and Native American](#) communities and we invite you to visit that site for more information. Please view our [calendar of events](#) for future voter outreach activity. We thank you for visiting this site and hope you have learned more about the Maricopa County Elections Department.

News

Maricopa County Recorder Helen Purcell Unveils Another KIOSK in Fountain Hills

August 04, 2011
Helen Purcell unveils another KIOSK in Fountain Hills.
[Full story](#)
Yvonne Reed

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The Maricopa County Community Network is an advisory committee which meets monthly to discuss election results, administrative procedures, outreach efforts, and changes in election law to name a few topics. The redistricting process has been the subject of many presentations in 2011 starting with an overview of the entire process in February, looking at the Census data when it was released in March, recapping the first round of public hearings in April, sharing the public plans and County proposal in July, and a final presentation in October with the finished lines. The monthly presentations with general public interest are posted on our website at:

<http://recorder.maricopa.gov/VoterOutreach/CommunityNetwork/>.

The Community Network plays a vital role in our conduct of elections by providing much needed advice, the generous use of member facilities for public hearings, training classes, and polling locations, in addition to aiding us in the task of voter education and boardworker recruitment to work the polls on Election Day.

General Election Review



Maricopa County Elections Department

Community Network Meeting
November 10, 2011

REDISTRICTING 2011: PUBLIC HEARING UPDATE

MARICOPA COUNTY ELECTIONS
COMMUNITY NETWORK APRIL PRESENTATION



Petition Verification Process

Maricopa County Elections Department
Community Network Meeting
June 29th, 2011

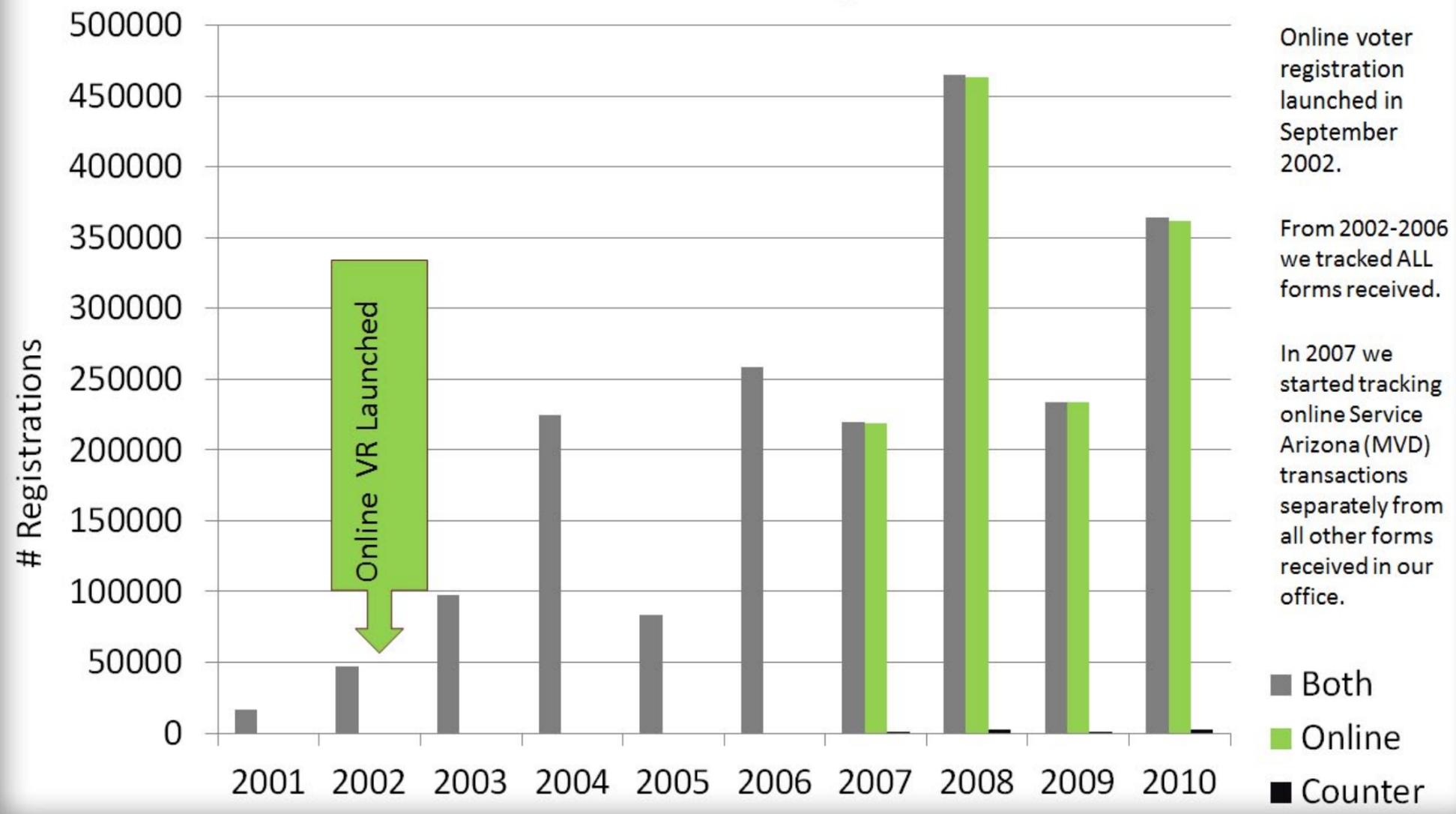


After recruiting almost 8,000 board workers for each the primary and general elections, the Maricopa County Elections department had the daunting task of training them to ensure the security of the election in the polling place while also assisting all voters. Separate classes were conducted for Inspectors, experienced Judges, Clerks and Marshals, first time Board Workers, and Student Board Workers - 512 training classes were conducted in total. Each of these two hour classes covered topics including opening and closing procedures, identification at the polls, voting a provisional ballot, assisting voters with disabilities, and election security processes.

Maricopa County also continued its premium board worker program, certifying 852 board workers as premium through 2011. Each of these workers mastered eight hours of election material and successfully passed an exam. Certification lasts 30 months. An added function of the program this year was access to on-line training before each election instead of travelling to a face-to-face class. Beginning in 2011, much of the certification program will also be conducted on-line. Adding this format to training not only makes our training program more robust, it also saves the county and taxpayers money.

The screenshot shows the Maricopa County Recorder's website. At the top, there is a navigation bar with links for Account Login, Sitemap, Search This Site, and Contact Us. Below this is a secondary navigation bar with links for Home, About, Recorder, Elections, Media Events, Publications, and Support. A banner features the Maricopa County logo, a photo of Helen Purcell, Maricopa County Recorder, and the date and time: 1:16:16 PM Wednesday 08.24.2011. The main content area is titled "BOARDWORKER TRAINING LOGIN" and includes the instruction "ATTENTION! PLEASE READ BEFORE CONTINUING." followed by four numbered steps: #1: You will need an Adobe ID to submit your training results. If you do not yet have an Adobe ID, please visit Acrobat.com and create a free account. #2: After you create your account, please sign in to Acrobat.com to accept their separate Terms of Use agreement. #3: You will also receive a verification email to verify your email address for your account. If you haven't been sent a verification email after accepting the Terms of Use agreement, you will be able to resend the verification email. You must do this prior to completing this training. #4: You will need the Login ID and Password you were given BY YOUR RECRUITER to access this resource. (This is NOT the Adobe ID/Password). Below the instructions is a login form with the heading "Please Log In to Access Boardworker Training". The form contains two input fields: "Login ID:" and "Password:". Below the form is a blue "Login" button.

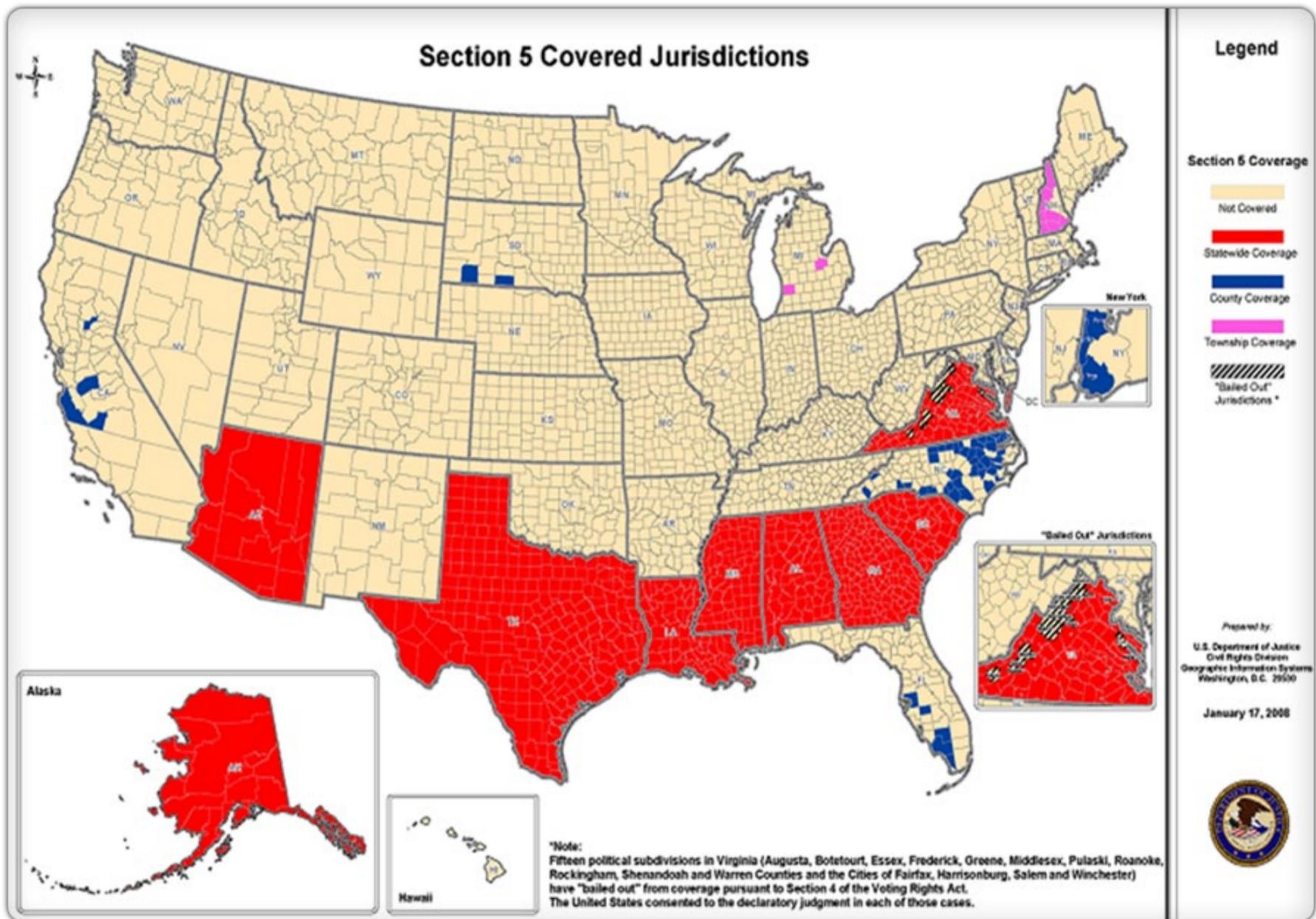
MVD Voter Registration



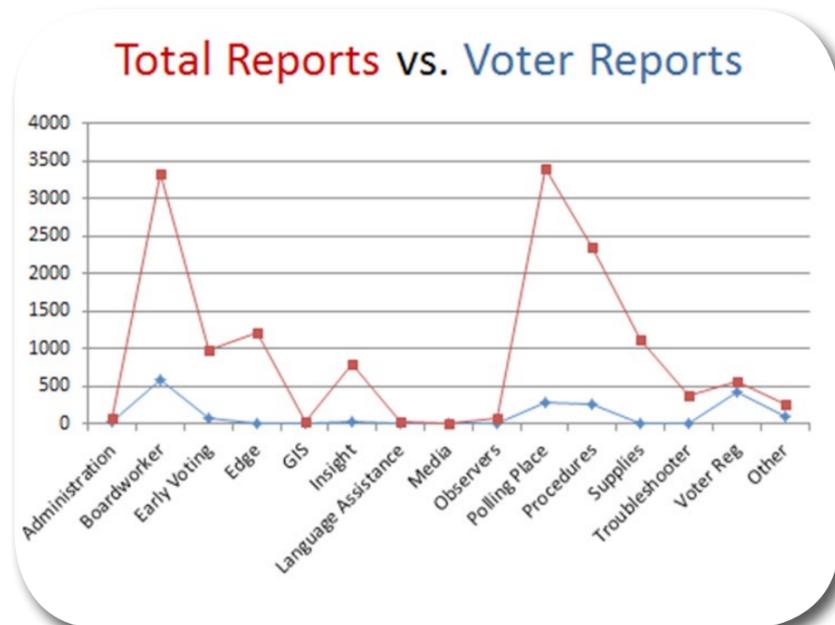


Elections are conducted in accordance with state and federal law. The Department of Justice is the enforcement agency for compliance with federal statutes such as the Voting Rights Act (VRA), the Uniform and Overseas Citizens Absentee Voter Act (UOCAVA), and the Help America Vote Act (HAVA). These laws all seek to ensure access to our electoral process for voters who may face additional obstacles to participation: for some voters it is a matter of time and distance due to military service, for others it may be the need for technology to aid them in casting a private ballot at the polls, other voters may require their voting information and materials in a format that they can better understand. All American citizens have these rights under federal law. This is why we have touchscreen voting machines at the polls, Braille ballots, Spanish and O’odham voting materials, and why we have special procedures in place for our voters serving our country, in a variety of ways, around the globe.

Before any changes are made to voting materials or procedures those proposed changes must first be precleared by the Department of Justice. Section 5 of the Voting Rights Act details that jurisdictions covered under this Section cannot implement any retrogressive or discriminatory changes. Arizona is one of the states which under goes this process. Changes to polling locations, district lines, voting materials, registration requirements—none can be instituted unless it is demonstrated that there isn’t a negative impact born wholly by one group of voters.

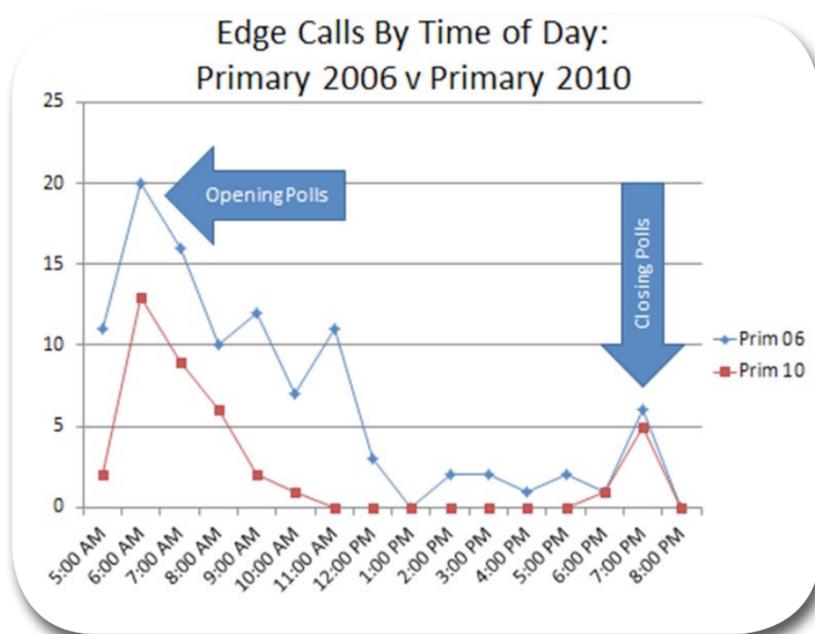


Maricopa County continues the use of our Election Reporting System to manage information coming in on Election Day. Communications from voters, pollworkers, party observers, etc., are recorded into our online system enabling Management to track issue resolution and conduct post-election analysis. The calls reports are categorized according to the issue that the individual is calling in about. If the pollworkers are waiting for a polling location to unlock the door election morning or have questions about procedures we can track where areas of concern are occurring.

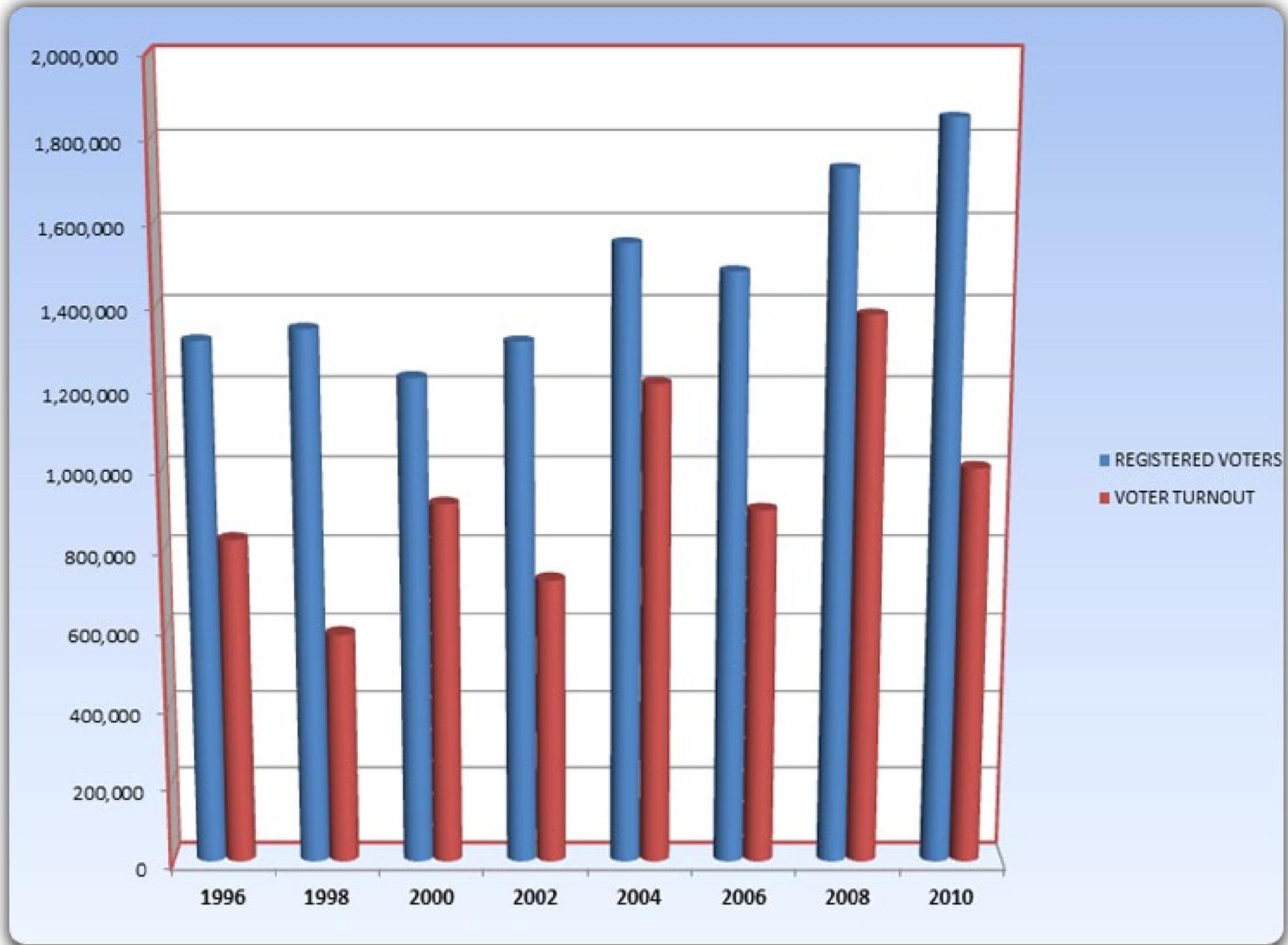


This graph demonstrates the total number of reports from 2006-2010 in red in comparison to the voter generated reports in blue. From this we can ascertain that voters most commonly call in reference to their experience with boardworkers at the polls followed by questions on voter registration and then polling locations and procedures.

We can also look at Election Day for any given category and see when calls come in. This enables us to gage the efficacy of poll worker training as well as identify areas to improve upon. The following graph shows all of the calls that we received on Election Day in the Primary 2006 compared to that of the Primary in 2010 regarding the Edge touchscreen voting machine that we offer in compliance with the Help America Vote Act for voters who need assistance in casting an independent ballot. This shows that the volume of calls dropped dramatically in 2010 from the first time the machines were used in 2006, as well as that the calls tend to come in when the polls are opened and then closed—rather than when voters are using them. With this we can determine that the pollworkers are more comfortable with the functionality of the machine for voting but may need to reinforce opening and closing procedures in training class.



This Reporting System continues to receive national recognition and in 2010 it was awarded an Ash Institute Bright Ideas Award from the Kennedy School of Government at Harvard University. For more information on that award: <http://www.hks.harvard.edu/news-events/news/press-releases/ash-bright-ideas>





The STAR Call Center has represented the front line of personal public assistance for the Recorder and Election Offices since 1996. One of the major supporters to create the STAR Call Center and improve services to the taxpayers is County Recorder, Helen Purcell. Ms. Purcell donated the staff necessary to answer her share of calls, and made funding available to purchase the necessary technology to get the STAR Center up and running. This fiscal year, the Call Center will be completing its 15th year as a department dedicated to providing customer service to the taxpayers and voters of Maricopa County.

Calls during the fiscal year 2011 remain strong for both Elections and Recorder offices, and it will complete the year with approximately 70,000 Recorder calls, slightly up from the previous year. Election callers through the STAR Center numbered over 110,000, a 100% increase over the previous year. Since 1996, the staff has answered nearly 1,500,000 Recorder calls and assisted nearly 2,400,000 election callers to navigate through the election process, order early ballots while seeing many to their correct polling location.

Staff remains dedicated to assisting the public. On election days, the call center is open during the polling hours. As a rule, we are available before the polls open to assist those early voters who plan to cast ballots in person.

Training remains an important part of the Call Center's mission. Six full time staff are Certified Election Officers having been certified through the Office of the Secretary of State. Certification provides the most recent and up-to-date training for the necessary procedural and legislative changes that occur every year.

STAR staff also must adjust to the changing market of their callers. The recession has changed the number and types of callers requesting information. There are now many more calls, than ever before, about, foreclosures, foreclosed homes for sale, delinquent taxes and requests for property tax payment plans. Access to the internet seems to be one luxury that seniors on fixed incomes can no longer afford, leaving the telephone as their only connection for information. At the STAR Call Center, we assist a large number of seniors each day.

What's new for the STAR Call Center? Our first major phone system upgrade will be installed. "We are looking forward to this new system as it will definitely allow us to serve more callers," says David Sobieski, Director. For example, if calling on the Election line and waiting for an agent, callers will hear election information while on hold. Spanish callers will be able to hear Spanish information while on hold as well. Sobieski goes on to say, "We have never had the technology to be able to provide this tailor made level of service before. It will be an exciting year of change."



Recorder/Election Agent Carmen is just one of the STAR Center's experts. Carmen has been assisting Recorder/Election callers for seven years.