Maricopa County Recorder's Office

2024
FIRST QUARTER
REPORT

January 1 - March 31, 2024

MARICOPA COUNTY

RECORDER'S OFFICE

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Recording Services Department

Since 1871, the Maricopa County Recorder's Office has been responsible for recording and maintaining public records for Maricopa County. Historically, the majority of recorded documents have been real estate-related documents such as deeds, liens, and plat maps. Customers can record documents digitally through an online account, by mail, in person at our downtown Phoenix location, and at our expanding customer kiosks throughout the county! Between January 1, 2024 and March 31, 2024, the Office recorded 166,042 documents – a nominal decrease from the 166,712 documents recorded in the first quarter of 2023.[1] Of those documents, 90.57 percent were recorded digitally, which represents a 1.2 percent increase from the 89.37 percent that were recorded digitally in the same quarter last year.

Maricopa Title Alert

Maricopa Title Alert is a program launched by the Recorder's Office on June 1, 2023. It is a free service offered to keep residents informed and take a proactive step against title fraud and the recordation of unlawful documents.[2] In the first quarter, the program was enhanced with the addition of a significant convenience feature: users can now receive alerts via text. As of March 31, more than 60,000 individuals activated accounts monitoring over 125,000 names. Signing up is easy. It takes only two minutes, and it is available in both English and Spanish. To sign up, individuals can go to – TitleAlert.Maricopa.gov.

Document Fees
Documents (except for plats and surveys) are recorded for a flat fee of $30, regardless of document length. You can view all recording fees here.

Conferences and Speaking Events
During the first quarter of 2024, the Recording Services Department actively participated in numerous interviews, speaking engagements, and conferences. We provided valuable information and took time to address customers' inquiries. A highlight was the department's focus on promoting Maricopa Title Alert, an initiative implemented by the department to help prevent and address title fraud. Notable engagements included:

- Banner Olive Branch Senior Center | January 31, 2024: Spoke about Maricopa Title Alert and assisted attendees in signing up on their computers.
- Kiwanis Club | February 1, 2024: Discussion centered around Maricopa Title Alert and its benefits.
- Arizona Association of Independent Paralegals (AAIP) | February 3, 2024: Focused on the importance of the Maricopa Title Alert for paralegals in assisting their clients.

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[1] *Statistics do not include same-day voided documents, de minimis of the total recorded documents*

[2] *If you believe that fraud has been committed, please report your findings to the Attorney General and your local law enforcement agencies. You can make a report to the Arizona Attorney General at the link below.*
https://www.AZAG.gov/Contact-Us

- Property Records Industry Association (PRIA) Conference | May 5-7, 2024: Addressed redaction practices in Arizona pursuant to state statute, emphasizing our commitment to privacy and security.

These events are just a few examples of how our Office proactively engages with the public and professionals to highlight legal requirements, standards, and practices of the Recorder's Office. Through these efforts, we aim to educate our customers on the importance of proper recordation of public documents, ensuring transparency, security, and accessibility for all.

In addition to entering documents into the public record, the Recorder's Office indexes documents by name and document type to allow them to be searchable on the Recorder's Office website. There are currently over 52 million searchable documents dating back to 1871. The team indexes 2,500 documents a day on average, with an approximately 72-hour turnaround time for those documents to be searchable by name on the Recorder's Office website.

The Recording Services Department has made significant progress in its extensive re-indexing project, aimed at re-indexing over 4 million documents. As of March 31, the department successfully re-indexed approximately 2.5 million documents. This leaves 1.5 million documents pending re-indexation. Despite original projections of four years, the project's timeline dramatically reduced to fewer than 18 months, as a result of hardworking staff and innovative practices.

Looking Forward: Strategic Goals for the Coming Quarters

Going into Q2 and the rest of the year, the department is looking to achieve several key goals and objectives. One priority is to launch all five kiosks across strategic locations to improve accessibility and user engagement with recording services. Concurrently, we will begin testing of the new website to ensure it meets our standards for user experience and functionality, aiming for a seamless transition for all customers. Building on the improvements made this quarter with the addition of text alert functionality to the Maricopa Title Alert (MTA) program, the Office's objective is to further increase participation. Our goal is to ensure more residents are informed and alerted about potential title fraud and the recording of unlawful documents.

For more recording statistics, see Appendix A.

Voter Registration Department

The Maricopa County Recorder's Office is responsible for voter registration and maintenance of the county's voter rolls. Maricopa County has approximately 2.4 million active registered voters. This year-round work includes modifications to existing records, cancelations, corrections, and processing of new voter registration applications.

As in previous quarters, the Voter Registration Department continues to experience elevated demand due to population growth and ongoing developments in Maricopa County. This trend, combined with the March 12 Jurisdictional Election and the March 19 Presidential Preference Election (PPE), has significantly increased operational demands. From January to March, the department processed 39,440 new voter registration applications and over 100,000 updates to existing voter registration records.

Voters regularly update or modify their voter registration records, including party affiliation, addresses, and Active Early Voting List (AEVL) status. For example, between January 1 and March 31, we received 100,230 requests for updates related to names, addresses, or party affiliations.

Voter List Maintenance

The Voter Registration Department performs regular and continual maintenance to ensure the voter rolls remain current. The department leverages reports from various intergovernmental and authoritative third-party sources, including the Secretary of State's Office, the Arizona Department of Health and Vital Statistics, the Arizona/Federal courts, USPS National Change of Address, and the Electronic Registration Information Center (ERIC), to facilitate these maintenance activities. You can view some ways we can and cannot conduct voter list maintenance here.

In accordance with A.R.S § 16-165, our ongoing list maintenance efforts led to 14,234 individuals being removed from the voter rolls during the first quarter of 2024. To further our objective of maintaining accurate voter rolls, this quarter saw the launch of a public advertising campaign that encouraged voters to check their registration status by visiting BeBallotReady.Vote and update their voter registration details if necessary. The campaign is funded by appropriations from the Arizona State Legislature and has allowed the Office to further reinforce our already robust and effective maintenance processes. For more comprehensive details on this campaign and other initiatives, please refer to the External Affairs Department section.

Conferences and Speaking Events:
- Chandler Chamber of Commerce | February 2, 2024: Attended Chandler Chamber's Policy Impact Series as a guest panelist to speak about voter registration in Maricopa County Grand Canyon University Civic Institute | April 8, 2024: Scott Jarrett and Director of Voter

Registration Janine Petty will serve as guest speakers, aiming to impart valuable insights into civic engagement.

- EAC Standards Board as Chair of the Executive Board | April 17 & 18, 2024: Janine Petty is scheduled to attend in Kansas City, to fulfill her duties as both the Chair and a panelist during the sessions.
- Florida State University Program on Election Law First Annual Conference | April 25 & 26, 2024: Janine Petty was invited to be a guest panelist in Tallahassee, Florida, focusing on the critical discussions surrounding election law advancements.

Looking Forward: Strategic Goals for the Coming Quarters

As we advance into the next quarter and look towards the remainder of the year, the Voter Registration Department is diligently setting a series of strategic goals to ensure readiness for the forthcoming elections. Chiefly, the migration of all voter registration functions to the Elections and Recorder Operations (ERO), the Office's voter registration database platform, is underway, with enhancements specifically targeting the notice and petition modules for improved efficiency. Additionally, the team is receiving training to handle and certify candidate challenges accurately through signature verification.

The department will continue to work to maintain accurate and current voter registration rolls, utilizing confirmation mailings and 90-day notice cards. In response to new county branding and evolving legal mandates, we are redesigning Voter Registration Cards to meet the standards while embracing a fresh aesthetic.

We are actively hiring temporary Voter Registration staff to prepare for the 2024 election cycle and the processing of initiative and referendum petitions. This step is crucial for managing the increased workload and ensuring smooth operations. Additionally, in response to new legislation impacting voter registration processes, we are proactively updating our procedures to ensure full compliance, including assisting in making necessary changes to the state voter registration form.

See Voter Registration totals updated in real-time on our website.

For more voter registration statistics, see Appendix B.

Early Voting Department

Under Arizona state law, the administration of elections within Maricopa County is divided between the Maricopa County Board of Supervisors and the Maricopa County Recorder. The Board of Supervisors is responsible for overseeing Election Day operations and vote tabulation, while the Recorder is tasked with managing voter registration and early voting, including mail-in voting. The Maricopa County Board of Supervisors and Recorder's Office work in concert to administer jurisdictional elections within the County, such as city and town races, city bond measures, and school district override measures, as well as the once-every-four-years Presidential Preference Elections, and the biannual July Primary Election, and the November General Election.

In collaboration with the Board of Supervisors, our Office successfully administered several critical elections in the first quarter of 2024. On March 12, we oversaw jurisdictional elections for two distinct areas. Litchfield Park residents voted on ratifying their Final Charter, while voters in the City of Tempe elected their mayor and councilmembers and made decisions regarding the General Plan 2050. Additionally, on March 19, we conducted the Presidential Preference Election (PPE), which allowed registered Republicans and Democrats to select their preferred 2024 presidential nominee.

March 12 Jurisdictional Election

During the March 12 jurisdictional elections involving the City of Litchfield Park and the City of Tempe, we issued 89,724 ballots. For the Tempe election, we issued 85,029 ballots. Of these, 24,387 were returned and counted. In Litchfield Park, 4,695 ballots were issued, with 1,827 returned and counted. These were all-mail elections, so every eligible voter in Litchfield Park and Tempe received a ballot by mail, whether they were on the Active Early Voting List (AEVL) or not.

Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) for the March 12 Jurisdictional Election
During the first quarter of 2024, January 1 – March 31, the UOCAVA team initiated the dispatch of ballots to registered UOCAVA voters for the 2024 March Jurisdictional election. Of approximately 89,724 combined ballots issued for the election, 179 were UOCAVA early ballots.

Special Election Boards (SEB) for the March 12 Jurisdictional Election
For this election, 22 ballots were issued that included special accommodations such as Braille and large print or were processed by a special election board upon request.

Signature Verification and Ballot Curing for the March 12 Jurisdictional Election
Ballot curing is a remedial process undertaken to resolve issues with ballots that cannot be signature verified. It comes into play when a voter's signature on their ballot affidavit envelope does not match the signatures we retain on file. This is done in accordance with A.R.S. § 16-550;

our team engages in a thorough outreach to voters to rectify any discrepancies. During the March 12 Jurisdictional Elections, we identified 396 ballots needing curing. We verified voters' identities through various methods—mail, email, text, or phone calls—and cured 301 ballots. Click here to understand more about how Maricopa County conducts signature verification and ballot curing.

March 19 Presidential Preference Election (PPE)

The Presidential Preference Election (PPE) on March 19 involved 1,528,856 eligible voters. Participation was restricted to registered Republicans and Democrats, pursuant to A.R.S. § 16-241, which designates this election for determining each party's preferred presidential nominee. The turnout was 609,826 voters, resulting in a participation rate of approximately 39.9%. Our Office worked diligently to communicate to voters that the PPE is distinct from the Primary Election, emphasizing that registered Party Not Designated (PND) and Independent voters will have the opportunity to participate in the upcoming July Primary Election. This effort aimed to clarify and ensure voters are informed about some of the legal nuances of the forthcoming elections.

2024 PPE Turnout Comparison by Political Party
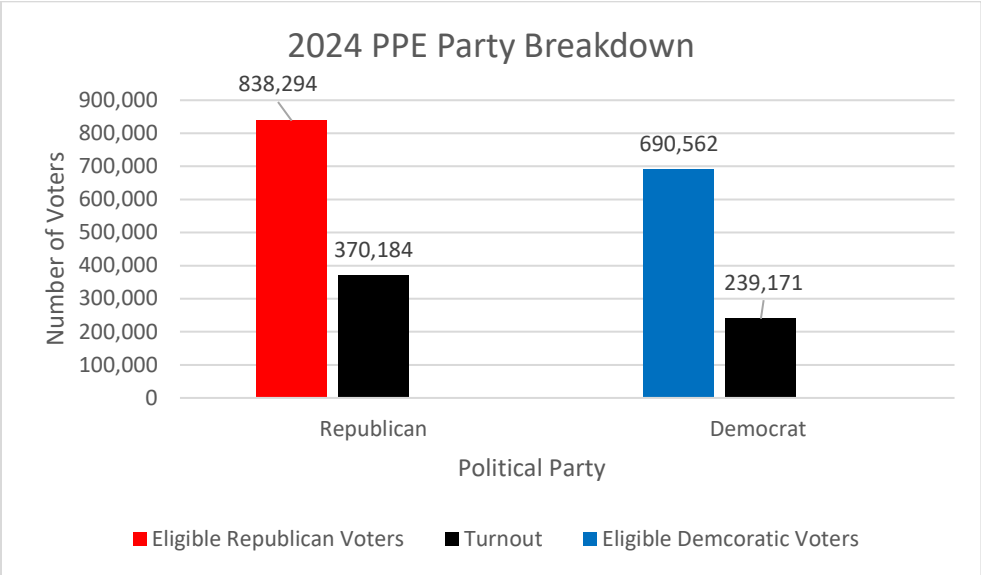
Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) for the March 19 PPE
During the first quarter of 2024, January 1 – March 31, the UOCAVA team managed the dispatch of ballots to registered UOCAVA voters for the 2024 PPE. Of the total ballots distributed, 3,615 were sent to UOCAVA voters, with 860 being received and counted.
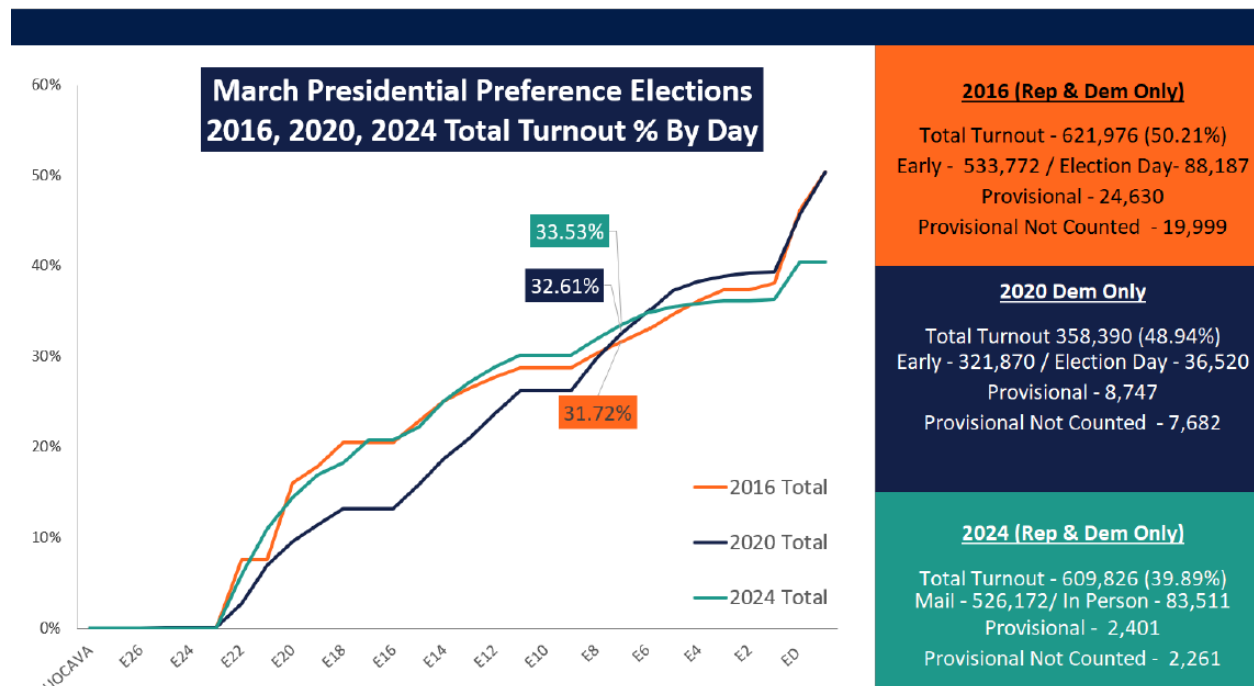
Special Election Boards (SEB) for the March 19 PPE
For this election, the SEB team facilitated the voting process for voters requiring special accommodations. A total of 529 ballots were issued, which included options such as Braille, large print, or assistance from a special election board, with 394 of these ballots received and counted.

Comparative Analysis of Voter Turnout: 2024 vs. 2016 and 2020
The 2024 PPE experienced a lower voter turnout percentage compared to the elections of 2016 and 2020, indicating a decrease in participation among eligible voters.

March Presidential Preference Elections 2016, 2020, 2024 Total Turnout % By Day

33.53%
32.61%
31.72%

2016 Total
2020 Total
2024 Total

2016 (Rep & Dem Only)
Total Turnout - 621,976 (50.21%)
Early - 533,772 / Election Day- 88,187
Provisional - 24,630
Provisional Not Counted - 19,999

2020 Dem Only
Total Turnout 358,390 (48.94%)
Early - 321,870 / Election Day - 36,520
Provisional - 8,747
Provisional Not Counted - 7,682

2024 (Rep & Dem Only)
Total Turnout - 609,826 (39.89%)
Mail - 526,172/ In Person - 83,511
Provisional - 2,401
Provisional Not Counted - 2,261

Signature Verification and Ballot Curing for the March 19 PPE
Ballot curing is a remedial process undertaken to resolve issues with ballots that cannot be signature verified. It comes into play when a voter's signature on their ballot affidavit envelope does not match the signatures we retain on file. This is done in accordance with A.R.S. § 16-550; our team engages in a thorough outreach to voters to rectify any discrepancies. During the 2024 PPE, we identified 8,437 ballots in need of curing. We verified voters' identities through various methods—mail, email, text, or phone calls—and cured 6,126 ballots. Click here to understand more about how Maricopa County conducts signature verification and ballot curing.

Analysis of AEVL Participation and Voting Method Preferences
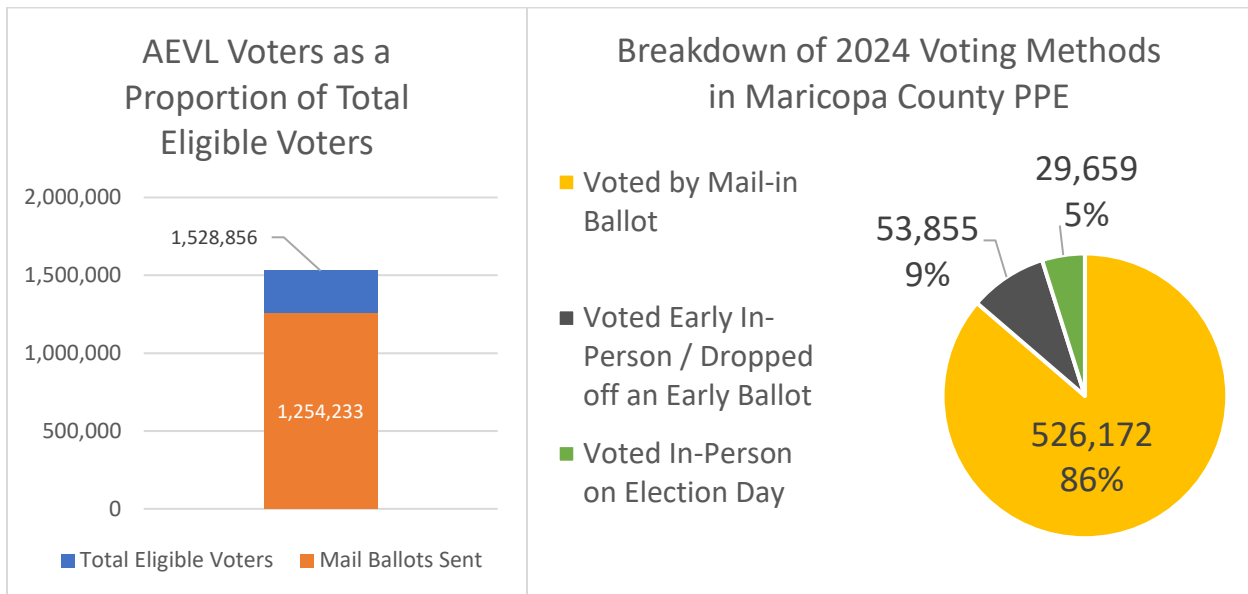
The adjacent graphs illustrate two key aspects of voter engagement during the Maricopa County Presidential Preference Election. The first graph shows the number of mail ballots sent in relation to the total number of eligible voters, indicating a high level of participation through the Active Early Voting List (AEVL). The second graph details the voting methods, revealing that most participants opted for early voting, with a smaller proportion voting in-person on Election Day.

For detailed results and additional data from the 2024 PPE and March Jurisdictional Elections, please visit Historic Results (maricopa.gov).

Primary and General Election Preparation

In anticipation of the July 30 Primary Election and the November 5 General Election, the Recorder's Office and the Early Voting Department specifically undertook significant renovations and improvements in Q1 2024 to bolster election infrastructure:

- Recent renovations at the Maricopa County Tabulation and Election Center (MCTEC) have introduced two new portable structures built specifically to expand signature verification capabilities. This upgrade significantly expanded our signature verification capacity, allowing full-time assignment of up to 46 Signature Verification Temps to this crucial task throughout the election cycle. This marks a substantial increase from the 25 workstations available in previous cycles, directly responding to the growing demands of the election process. This increased throughput will allow Maricopa County to process ballot packets more quickly while maintaining the integrity of the process.
- Another notable upgrade was the creation of a dedicated area within MCTEC, outfitted with verification terminals for 15 curing agents, a considerable enhancement from the previously available single curing station.

- The restructuring within MCTEC also facilitated the relocation of 20 hand count boards from the Big Room to the newly established L Room. This strategic move allows the 50 Early Ballot Processing Boards to maintain their operations in the Big Room without interruption and ensures ample space for the post-election hand count process.
- Beyond physical renovations, there have been extensive improvements in operational processes surrounding the mailroom, curing, signature verification, and flagging. These enhancements will improve communication both internally and with our external partners, including the United States Postal Service and Runbeck. The objective is to make processes more efficient and enhance the chain of custody documentation.

Signature Verification Improvements:

In preparation for the July 30 Primary Election and the November 5 General Election, the Early Voting Department is implementing a new Signature Verification training and certification program. This initiative features Level 1 (Entry Level) and Level 2 (Manager Level) courses, designed to replace the previous single, extensive three-day signature verification training for all staff. By dividing the training into two distinct modules, the department can better address different staff levels' specific needs and responsibilities. This initiative is set to launch in Q2. It aims to bolster the signature verification skills of our county team members, ensuring they are well-prepared for their roles in the upcoming elections.

In addition to the improvements in training, 18 new participants and 114 staff members have already undergone supplementary training. Furthering early voting election preparations, the Early Voting Department introduced a new role, Signature Verification Technician, which is responsible for overseeing internal system processes crucial for early voting. This role will ensure the efficient and timely flow of election data files between our third-party vendor, Runbeck, and our in-house early voting system.

Information Technology (IT) Department

The Information Technology (IT) Department provides technology solutions for the Maricopa County Recorder's Office and Elections. It is responsible for updating and managing the website for both the Recorder's Office and Elections. The department also handles informational security and cyber security for all office functions, including election tabulation, the voter registration database, and the recorded document database.

Geographic Information Systems (GIS)

A Geographic Information System (GIS) is a collection of spatial information that maps people, places, and things. The Maricopa County Recorder's Office and Elections use GIS for voter registration and election planning. When a voter registers or changes their registration, we search for the voter's address within the department's spatial address database. Once the address is found, we use spatial intersection functions to find a voter's district. This image is an example of these district layers.

While the Arizona Independent Redistricting Commission (AIRC) is responsible for redrawing Congressional and Legislative district lines, Maricopa County is responsible for updating voting precincts, justice court precincts, and the Board of Supervisor district boundaries. During the first quarter, we developed new dashboards for Maricopa County Elections. The dashboards help to understand population densities so that vote centers can be positioned better around the County. Additionally, the dashboards help to track the status of temporary employees. We not only built legislative and district maps but also presented our Geographic Information System (GIS) systems to various County departments. As a result of our expertise, specifically the GIS manager, we were invited to serve as advisors to the Voting Information Project. Furthermore, our GIS manager was interviewed for a book that is being written for the National Conference of State Legislatures.
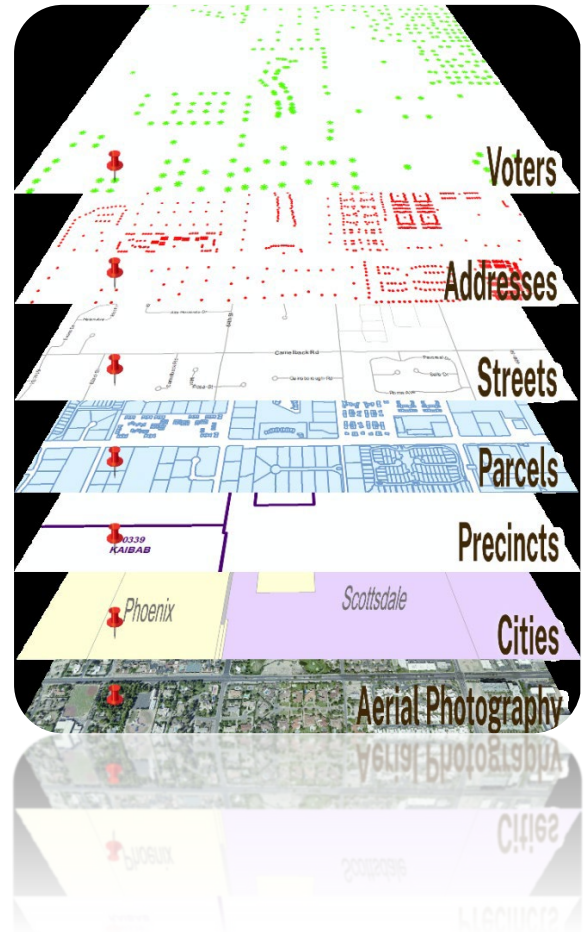
March Jurisdiction and Presidential Preference Election

The IT team effectively managed the infrastructure and technology services for the March 2024 Jurisdictional Election and Presidential Preference Election (PPE). With 150 in-person voting centers, 27 days of early voting, and over a million eligible voters, these two elections served as crucial benchmarks for the upcoming 2024 Primary and General Elections.

IT Updates and Advancements

The IT Department engaged in various projects and initiatives throughout the first quarter. Alongside maintaining existing infrastructure, they've made significant progress on multiple fronts. These include:

Cyber Security Enhancements:

This quarter, the IT team welcomed new members, including an Information Security Officer (ISO) with a rich IT security background and a Cyber Security Analyst to prepare for the 2024 elections. Alongside a newly appointed Chief Information Security Officer, the team is focused on safeguarding against cyber and physical threats to election processes and collaborating closely with various law enforcement agencies.

Technology Infrastructure Updates:

The infrastructure team has been pivotal in maintaining and advancing the technology needed for smooth election operations. Noteworthy achievements include renovating the Maricopa County Tabulation and Election Center (MCTEC), setting up 1,400 voter check-in stations for the PPE, and deploying portable satellite-based internet access in remote areas. Additionally, the team upgraded systems like the Dominion Election Management System from version 5.5 to 5.17 and continue to monitor and update the infrastructure to enhance security and efficiency.

Technology Projects:

IT project managers are leading several critical initiatives, including deploying the "GoDeskless" support system for real-time tracking of field personnel and a new Warehouse Management System for streamlined setup and inventory management during elections. They are also supervising the installation of new public records and digital document management systems, incorporating AI enhancements.

Application Developments:

The Application Development team has launched a new Voter Registration system, Elections and Recorder Operations (ERO), replacing outdated infrastructure with modern technology. They are also developing modules for petitions, early voting, and board worker management, and they manage the recording of over 3,000 digital documents daily. Recent collaborations include working with the website team on a new SMS text alert system for the Maricopa Title Alert, which now supports over 60,000 users.

Website Development Progress:
Significant upgrades to the Elections web page were made in June 2022, the Recorder's Office web page is set to receive similar updates, utilizing a leading Content Management System to enhance ease of updates and cybersecurity.

Conferences and Speaking Events:
The IT Department actively participated in a multitude of local and national conferences, encompassing various topics ranging from election security to AI technologies. The department's participation in these conferences exemplifies its commitment to staying up to date with the latest technological advancements and their applications. Below is a list of some of the conferences attended by our IT Department in the first quarter:

Artificial Intelligence (AI) Democracy Forum – New York, NY
- Our IT team, along with journalists, AI researchers, professors, technologists, and election officials, came together in New York to discuss the potential advantages and challenges that AI technology brings to the election environment. A comprehensive report summarizing their findings is available for further reading. Access the report.

CactusCon – Mesa, AZ
- The local cybersecurity and hacker conference in Mesa, AZ, just had its twelfth edition. This conference brings together cybersecurity professionals to discuss practical issues related to information technology. During the event, our IT participated in the *Arizona Elections Security Prep for 2024* panel and shared their insights.

Global Ties Arizona – Phoenix, AZ
- The IT team spoke with a select group of European leaders in their respective countries' election environments. This group discussed elections in Maricopa County and the United States. They also discussed threats to election processes and the issues and benefits of AI in specific election scenarios.

External Affairs Department

The External Affairs Department, which consists of the Communications and Constituent Services teams at the Recorder's Office, works in close collaboration to provide accurate, relevant, and timely information to the public. They achieve this by producing quarterly and annual reports, engaging with and assisting constituents daily, fulfilling public records requests, and managing the Deputy Registrar program. These teams ensure that constituents receive the highest level of service and support from the Maricopa County Recorder's Office.

See [Publications](#) page for the [2023 Annual Report.](#)

Communications Outreach

- **Interviews**
  Recorder Richer participated in over 36 interviews with local and national news outlets in the first quarter. The majority were with local news outlets, informing voters of essential and timely information regarding the March elections. Here are some of the highlights:
    - In January, Recorder Richer joined FOX10's John Hook to talk about our voter list maintenance campaign and the 2024 elections.
    - On February 20, Recorder Richer spoke with KTAR's Heidi Hommel to inform voters that Feb. 20 was the last day to register for the PPE.
    - In March, the Recorder interviewed with various news outlets, including Associated Press, 12 News, FOX10, and ABC15, to discuss and answer questions about the March elections.

- **Maricopa Tabulation and Election Center (MCTEC) Tours**
    - Our Office provides tours of the tabulation center, which is open to all constituents. These tours guide participants through the life of a ballot, from early voting to tabulation. We successfully hosted eight tours in the first quarter despite entering a lockdown period for the March Jurisdictional Election and the Presidential Preference Election (PPE). We have almost two dozen tours already planned for the upcoming quarters. If you're interested in participating in a tour, please email voterinfo@risc.maricopa.gov.

- **Conferences and Speaking Events**
    - Throughout the various departments, the Recorder's Office participated in over twenty local and national conferences covering a diverse range of topics, including, but not limited to, cyber security, document recording, and intergovernmental affairs. Recorder Stephen Richer participated in over a dozen speaking events, educating groups on election administration and providing information about upcoming elections.

Social Media:
This quarter, our Office increased the frequency of postings, follower counts, and post engagement, recognizing that these efforts are essential for delivering critical and timely

information to Maricopa County residents. Additionally, we began utilizing Instagram and YouTube again as regular posting platforms. Here are some of the highlights from our social media accounts:

Facebook:

- Our post reach has increased by 94.5% from the previous quarter.
- Engagement with our posts has risen by 72%.
- Posts that include date reminders and deadlines rank among our most popular organic content, achieving up to 385% greater reach than our average posts.
- The estimated audience size is between 238,000 and 281,000.
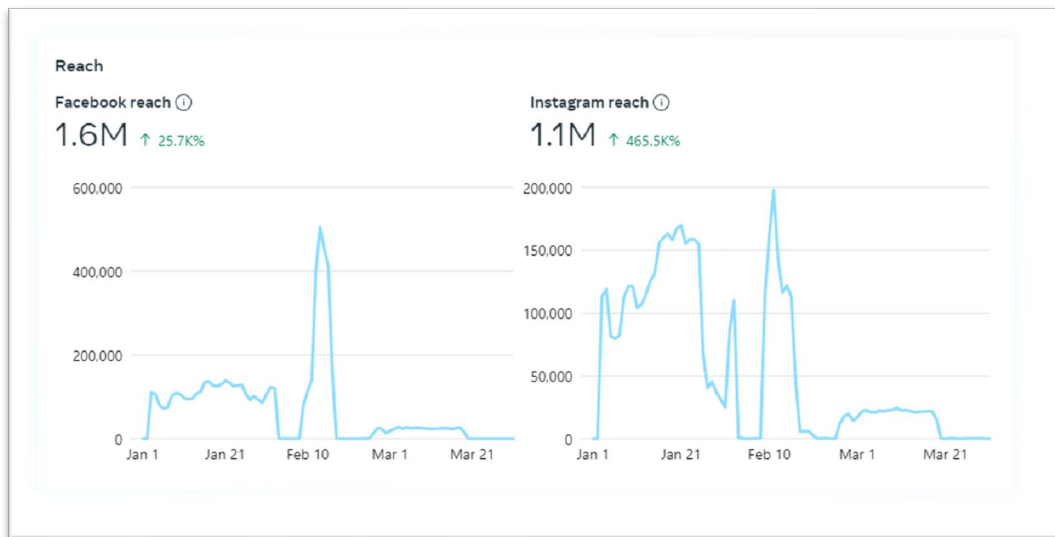
X/Twitter:

- We significantly enhanced our activity with 136 posts, more than double the number from the corresponding quarter of the previous year.
- Link clicks totaled approximately 1.1K, averaging 12 clicks per day.
- The most engaging post was the "Sticker Contest Top 10 Finalists," which received 1,664 engagements.

Voter List Maintenance Ad Campaign

This quarter, our Office collaborated with Commit Agency to develop an advertising campaign for voter list maintenance, funded by appropriations from the Arizona State Legislature. This has been a highly successful campaign, significantly enhancing our efforts to keep Maricopa County's voter rolls accurate and up to date. The ad campaign reached a wide audience and effectively communicated to voters the importance of checking and updating their registration at BeBallotReady.Vote. See below for some of the highlights.

Campaign Reach and Impact:

- The highest-viewed ad on YouTube, the 20-second version, yielded approximately 478,000 views.
- Traffic to BeBallotReady.Vote was up as much as 2,000% year-over-year.

Category	Impressions
Total Impressions	**69,313,716**
Traditional Impressions	**33,559,251**
- Radio	8,163,882
- TV	8,845,600
- Outdoor	7,030,305
- Marquee	1,655,298
- Streaming Audio	5,809,386
- CTV	2,054,780
Digital Impressions	**35,754,465**
- Display/Native	9,228,730
- Facebook	6,903,244
- Instagram	5,255,069
- Reddit	6,074,421
- YouTube	8,293,001

30-Second Advertisement:

I Voted Sticker Contest

This quarter, the Maricopa County Recorder's Office initiated its inaugural "I Voted" sticker contest, making Maricopa County the largest to host such an event. We organized two separate contests: one for youth and one for adults. The youth competition, open to individuals aged 17 and under, attracted 97 submissions, while the adult category, for ages 18 and older, received 42 submissions.

In total, over 4,300 people participated by voting for their favorite stickers.

Livestreams

Our Office also began hosting live Q&A sessions with the Recorder on social media platforms like Facebook and X/Twitter. These sessions have been particularly well-received on X, attracting a combined total of 11,800 views. These live interactions are part of our concerted effort to boost voter confidence and highlight our commitment to transparency. Click here to view the March 12 livestream, during which we gave updates on the Jurisdictional Election and answered questions from constituents. If you don't want to miss the next live stream, make sure to turn on notifications for all Recorder Office social media accounts.

STAR Call Center

The STAR Call Center (Supervisors, Treasurer, Assessor, and Recorder) handles all inbound calls to our Office. We maintain a close partnership with STAR, with dedicated staff coordinating with the call center to ensure information is up-to-date and accurate.

In Q1, the STAR Call Center served over 26,200 constituents, who received assistance on topics including how to locate recorded documents, voter registration, election locations, restoration of voting rights, and more. See the table below for a breakdown of call statistics.

	STAR Recorder Stats	STAR Elections Stats
Number of calls offered	7,415	21,944
Number of calls handled	6,458	19,791
Number of calls abandoned	957	2,153
% abandoned	13%	10%
Average speed of answer	3:04	2:10

% of calls answered within 30 seconds	59%	69%
Average handle time	6:41	6:06

In preparation for the 2024 Primary and General Election and the anticipated growth in the volume of calls, STAR is planning to add more than 70 temporary call center representatives to assist constituents with election-related calls.

Constituent Correspondence

In addition to calls transferred to the team from the Maricopa County STAR Call Center, constituents contact the Office through multiple email inboxes and social media channels. The Recorder's Office Constituent Services team handles these requests and escalates issues to the appropriate subject matter experts within the Recorder's Office and Elections. Responding to hundreds, and sometimes thousands, of emails each week, the team addresses a range of concerns, including voter registration requests, inquiries related to upcoming elections, questions about recording documents, and concerns related to election administration.

For more constituent correspondence statistics, see Appendix C.

Public Records Requests

The Office values transparency and access to information. Members of the public can submit a public records request (PRR) to obtain additional information from our office, such as voter and election data. During the first quarter of 2024, the Office received 221 public records requests, compared to 150 in Q1 of 2023. A breakdown of these requests is available below.

A requestor can submit a non-commercial PRR here, or a commercial purpose PRR here. Additional information regarding public records requests is available on our website here.

The Public Records team is currently working with vendors to develop and implement a new software system and database to improve the management and distribution of public records. This initiative aims to enhance transparency and convenience for Maricopa County residents by creating a self-service portal for certain public records.

January 1 – March 31, 2024 Public Records Requests Received by Category		January 1 – March 31, 2024 Public Records Requests Received by Month	
Extensive Research	38	January 2024	41
Voter Data	13		
Voter Information	90	February 2024	77
Recording	6		
Elections Services	59	March 2024	103
Miscellaneous	15		
Total:	**221**	**Total:**	**221**

Public Records Requests Comparison: Q1 2023 vs. 2024

Chart showing Public Records Requests Comparison between 2023 (blue) and 2024 (orange):
- January: 2023 = 46, 2024 = 41
- February: 2023 = 62, 2024 = 77
- March: 2023 = 42, 2024 = 103
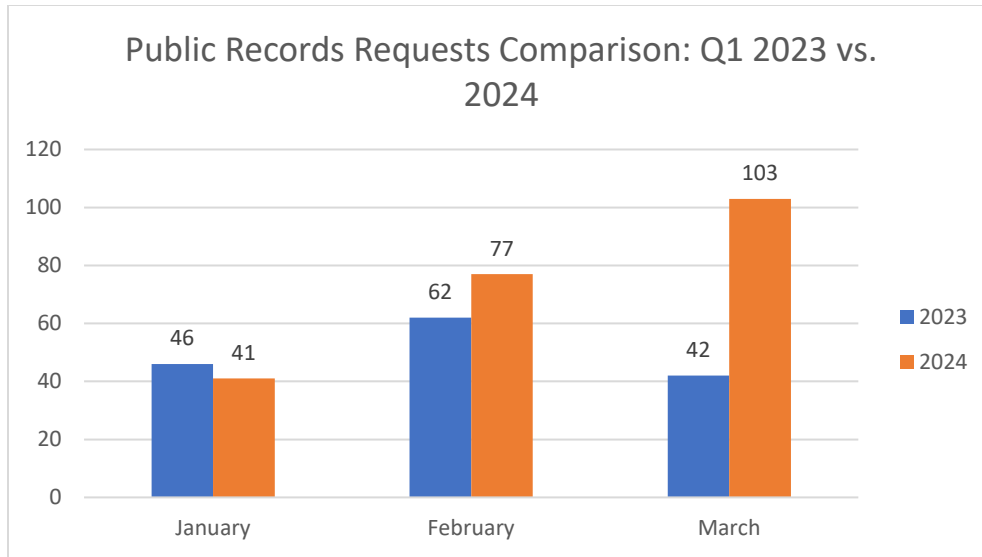
Deputy Registrar Program

The Recorder's Office Deputy Registrar Program trains and certifies volunteers to provide voter registration and election information in their communities. In addition to the introductory training and certification class, the program expanded its curriculum in 2021 to offer continuing education courses to these volunteers and has seen growing interest. The Maricopa County Recorder's Office, in partnership with Deputy Registrars (DRs), takes part in events across Maricopa County.

Deputy Registrar Program Recap for the First Quarter of 2024: January 1 – March 31:
- ❖ 9 new DRs were certified and added to this program.
- ❖ As of March 31, 2024, there were 1051 certified DRs.
- ❖ 3 introductory classes were offered.
- ❖ 3 continuing education classes were offered, attended by 130 certified DRs covering the PPE.
- ❖ 18 staff members from Maricopa County's STAR Call Center received in-person training on the PPE.
- ❖ 231 students were registered to vote across three different high schools.
- ❖ 6 voter education and voter registration events were held that DRs volunteered to support. The DRs attended these events to help residents register to vote or update their voter registration.
- ❖ 767 new citizens were registered to vote at the voter registration events held following 26 Naturalization Ceremonies.

Deputy Registrar Program – Looking Forward to Future Quarters:
- • 5 introductory and continuing education classes are planned in the second quarter of 2024; here are the highlights:
  - o Primary Election Review Class

- o Proposition 200 Review Class
- o Provisional Ballots
- o Secret Ballot Class
- • 7 Community Events have already been scheduled for the second quarter.

Junior Deputy Registrar Program

We announced the official launch of the Junior Deputy Registrar Program (JDRP) in collaboration with the Center for the Future of Arizona (CFA), marked by our inaugural training session held at Chandler High School. The JDRP allows interested student participants from high schools throughout Maricopa County to become Junior Deputy Registrars. Student participants must be at least 16 years old. The JDRP aims to empower high school students to participate in authorized and approved civic activities and work with first-time registrants and first-time voters within their schools. By providing training, the Recorder's Office seeks to foster active engagement in county government and encourage democratic participation. Now, we're expanding our outreach to more high schools across Maricopa County to grow the program further.

Corporate Program

The Constituent Services team has seen increased interest from corporations around topics of civic engagement, election laws, voter registration, and election administration. In the first quarter of 2024, our Office provided an in-person Deputy Registrar introductory class to Native Health. The Recorder's Office will continue to partner with corporations to provide voter registration and election information. If you represent an interested company, please contact us at voterinfo@risc.maricopa.gov.

Legislative Affairs

The 56th Arizona State Legislature

The 56th Legislature's second regular session, commonly known as the 2024 legislative year, commenced on January 8, 2024. As customary, laws passed and signed during this session will take effect 90 days after adjourning. See below for highlights of several bills from this session that hold significance for our Office:

1. HB2785 and SB1285
   a. Commonly called the "Recount Timing Bills," these laws adjust the 2024 election calendar to ensure our 11 electoral votes are counted with the rest of the nations. Significantly, it moved the date of the 2024 Primary Election from August 6 to July 30.
   b. After the 2020 Presidential Election, the federal government enacted the Electoral Count Reform and Presidential Transition Improvement Act of 2022. This legislation updated the presidential transition of power and revised the electoral vote-counting process. One significant change was advancing the deadline for states to submit their list of officially elected presidential electors. This adjustment conflicted with Arizona's recount procedures, risking delays in the

final canvass and elector appointment. Arizona election administrators quickly collaborated with the state legislature to resolve this issue. As a result, Governor Hobbs signed new laws within six weeks to comply with federal deadlines. These laws, which include emergency clauses, took immediate effect for the entire calendar year of 2024.

2. SB1342
    a. This bill aims to improve the integrity and transparency of post-election hand count audits.
    b. This legislation has been signed into law and will become effective 90 days after the legislative session's conclusion.

3. HB2482
    a. This law allows voters to opt into a service that will notify them by text or email if their voter registration file is changed. Similar to Maricopa Title Alert and BeBallotReady ballot status notifications, constituents will be able to track any changes to their voter file.
    b. This legislation has been signed into law and will become effective 90 days after the legislative session's conclusion.

4. SB1432
    a. This bill allows property owners whose deed contains an unlawful and unenforceable restriction to record an amendment to the land records that effectively removes the restriction.
    b. This legislation has been signed into law and will become effective 90 days after the legislative session's conclusion.

The Recorder's Office remains committed to complying with all applicable and relevant laws and statutes governing our office.

Looking Forward: Strategic Goals for the Coming Quarters

The Maricopa County Recorder's Office's external affairs team is dedicated to equipping constituents, community partners, and media with information and resources related to document recordation, voter registration, and mail voting. From creating content to better educate the community to fostering partnerships with a wide range of organizations, working with lawmakers and fellow government agencies, and much more, the external affairs team will continue to take a creative and public-spirited approach to better connecting with Maricopa County residents and voters.

Throughout the remainder of the busy election year, Recorder Stephen Richer and the external affairs team will continue to focus on producing and promoting educational content. This includes filming short videos with Recorder Richer, regularly posting on multiple social media platforms, facilitating informative ad campaigns, sending the latest news via press releases and newsletters to roughly 30,000 people, and participating in interviews with members of the media.

The team is also focused on community engagement to better connect with constituents, which will continue to be a top priority throughout 2024. The external affairs team regularly hosts tours at the Maricopa County Tabulation and Election Center (MCTEC), where Recorder Richer shows visitors the life of the ballot and answers questions about election administration. Along with hosting these tours, the Recorder will continue to speak at events and meetings throughout the County, host live Q+A sessions, and promote participation in the growing Deputy Registrar program.

Additionally, the external affairs team continues to build partnerships with lawmakers and public agencies at the local, state, and federal levels. This allows Recorder Richer and the entire team to share best practices, analyze and discuss policies, and explore new opportunities to provide constituents with excellent service.

Contact Us

If you have any questions, please contact the team at **voterinfo@risc.maricopa.gov**

Contact Us / Helpful References

Email Us:
- ➔ For election-related inquiries - Voterinfo@risc.maricopa.gov
- ➔ For recording-related inquiries - Recordinginfo@risc.maricopa.gov
- ➔ For Recorder inquiries - Recorder@risc.maricopa.gov
- ➔ For media inquiries - PIO@risc.maricopa.gov
- ➔ For public records request inquiries - PRR@risc.maricopa.gov
- ➔ For military and overseas voting (UOCAVA) inquiries - Milos@risc.maricopa.gov

Call Us:

- ➔ STAR Call Center - (602) 506-3535
- ➔ Maricopa County Tabulation and Election Center - (602) 506-1511

Visit our Websites:

- ➔ Recorder Website
- ➔ Elections Website
- ➔ Locations.Maricopa.Vote / Ubicaciones.Maricopa.Voto
- ➔ BeBallotReady.Vote / TengaBoletaLista.Voto
- ➔ GetInvolved.Maricopa.Vote
- ➔ JustTheFacts.Vote
- ➔ TitleAlert.Maricopa.gov
- ➔ Newsletter

Find Us:

- ➔ Recorder's Office Downtown Phoenix - 111 S. Third Avenue, Phoenix, AZ 85003
- ➔ MCTEC - 510 S. Third Avenue, Phoenix, AZ 85003

Follow Us:

| X | YouTube | Facebook | Instagram |

Appendix A – Recording Services Statistics

Appendix A – Recording Services Statistics – Infographic Figure A1

		January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
2023	Digital	46,670	44,703	57,631	49,436	56,001	55,984	48,056	54,433	47,491	48,580	44,063	42,967	596,015
	Paper	5,279	5,419	6,791	5,548	6,061	6,110	5,184	6,123	5,015	5,307	4,406	4,519	65,762
	Voids	67	82	70	91	90	104	74	66	59	48	70	40	861
	TOTAL	52,016	50,204	64,492	55,075	62,152	62,198	53,314	60,622	52,565	53,935	48,539	47,526	662,638
	Daily Average	2,364	2,282	2,931	2,503	2,825	2,827	2,423	2,756	2,389	2,452	2,206	2,160	
	Digital %	89.72%	89.04%	89.36%	89.76%	90.10%	90.01%	90.14%	89.79%	90.35%	90.07%	90.78%	90.41%	89.95%
	difference 2023-2022	-42,210	-40,817	-41,885	-34,119	-22,262	-17,366	-13,186	-12,458	-13,706	-7,005	-6,195	-7,394	-258,603

		January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
2024	Digital	46,377	48,993	55,021										150,391
	Paper	5,118	4,877	5,462										15,457
	Voids	66	83	45										194
	TOTAL	51,561	53,953	60,528	0	0	0	0	0	0	0	0	0	166,042
	Daily Average	2,344	2,452	2,751	0	0	0	0	0	0	0	0	0	
	Digital %	89.95%	90.81%	90.90%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	90.57%
	difference 2024-2023	-455	3,749	-3,964	-55,075	-62,152	-62,198	-53,314	-60,622	-52,565	-53,935	-48,539	-47,526	-496,596

Figure A1 exhibits the monthly recorded document totals, categorized by Digital, Paper, and Void Recordings from 2023 to the first quarter of 2024.

Appendix A – Recording Services Statistics – Infographic Figure A2

Daily Recording Averages, by Month 2019-2024

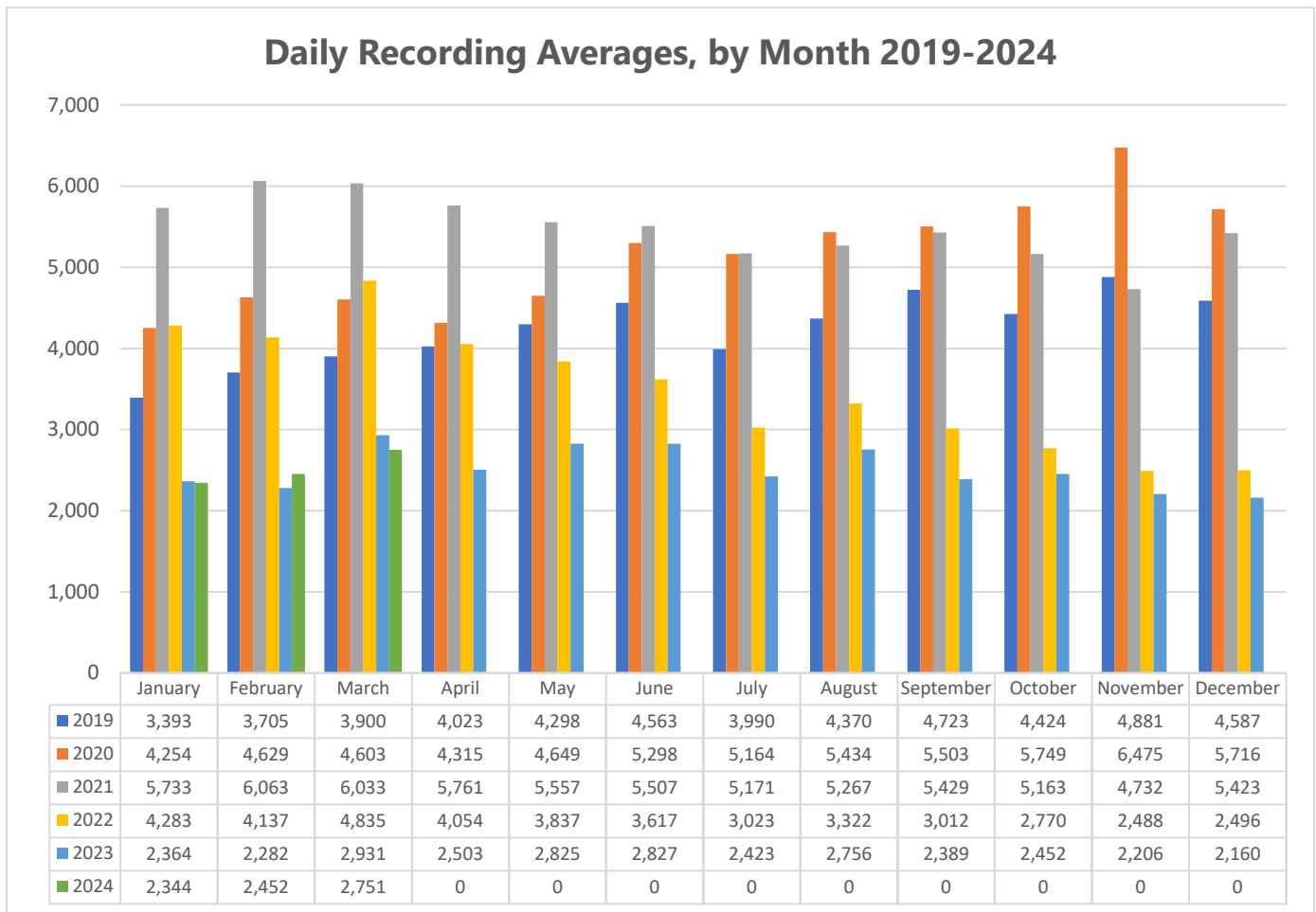|	January	February	March	April	May	June	July	August	September	October	November	December
2019	3,393	3,705	3,900	4,023	4,298	4,563	3,990	4,370	4,723	4,424	4,881	4,587
2020	4,254	4,629	4,603	4,315	4,649	5,298	5,164	5,434	5,503	5,749	6,475	5,716
2021	5,733	6,063	6,033	5,761	5,557	5,507	5,171	5,267	5,429	5,163	4,732	5,423
2022	4,283	4,137	4,835	4,054	3,837	3,617	3,023	3,322	3,012	2,770	2,488	2,496
2023	2,364	2,282	2,931	2,503	2,825	2,827	2,423	2,756	2,389	2,452	2,206	2,160
2024	2,344	2,452	2,751	0	0	0	0	0	0	0	0	0

Figure A2 graphs the average number of documents recorded daily by month and year from 2019 through 2024.

Appendix B – Voter Registration Statistics

Appendix B – Voter Registration Statistics – Infographic Figure B2

See Voter Registration totals updated in real-time on [our website](#).

Infographic B2 contains figures[3] on:

- Totals of active registered voters by party in Maricopa County as of March 31, 2024
- Total of newly registered voters by party in Maricopa County as of March 31, 2024
- Political Party Voter Registration changes in Maricopa County for the first quarter of 2024.

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[3] *Voter registration figures may fluctuate in real-time due to ongoing voter list maintenance.*

Voter Registration Statistics
January 1 2024 - March 31 2024

MARICOPA COUNTY RECORDER'S OFFICE

Voter Registration Statistics

2,369,728 Total Active Voters as of 03/31/2024

565,585 Total Inactive Voters as of 03/31/2024

2,935,313 Total Registered Voters as of 03/31/2024
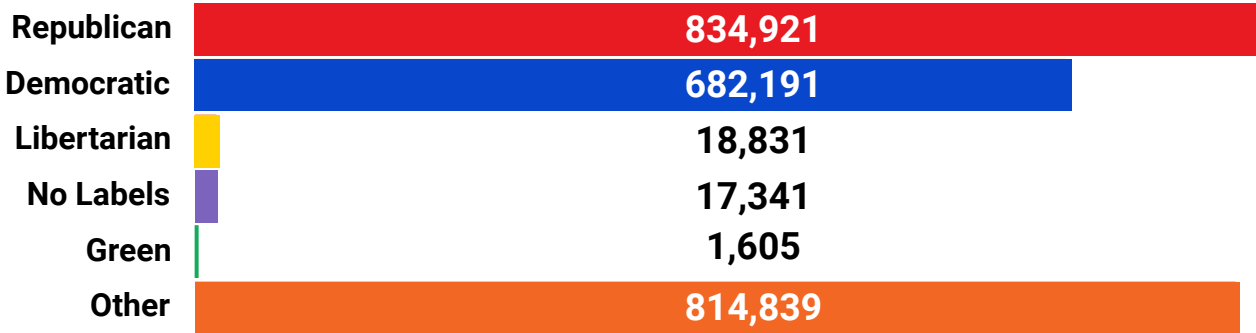
39,440 New Voters Added

100,230 Updates to address, party, or name

14,234 Voters removed from the rolls

Active Voter Registration Totals by Party as of 03/31/2024

Party	Total
Republican	834,921
Democratic	682,191
Libertarian	18,831
No Labels	17,341
Green	1,605
Other	814,839

Party to Party Changes (01/01/2024 - 03/31/2024)

*Other includes Independents, No Party Preference, and other parties not recognized as official parties.

Republican +26,383 voters

From	Total
Democratic	3,526
Libertarian	532
Green	21
Other	21,989
No Labels	315

Democratic +9,951 voters

From	Total
Republican	996
Libertarian	158
Green	35
Other	8,604
No Labels	158

Libertarian +591 voters

From	Total
Republican	164
Democratic	105
Green	2
Other	312
No Labels	8

No Labels +2,125 voters

From	Total
Republican	303
Democratic	421
Libertarian	31
Green	4
Other	1,366

Green +166 voters

From	Total
Republican	9
Democratic	65
Libertarian	3
Other	84
No Labels	5

Other* +15,203 voters

From	Total
Republican	5,143
Democratic	6,556
Libertarian	443
Green	38
Other	2,474
No Labels	549

Appendix C – Constituent Correspondence Statistics

Appendix C – Constituent Correspondence Statistics – Infographic Figure C1-C3

Infographic C2 contains figures on:

- Constituent response statistics regarding voter registration and elections between January 1 – March 31, 2024

Infographic C3 contains figures on:

- Constituent response statistics regarding document recordation between January 1 – March 31, 2024
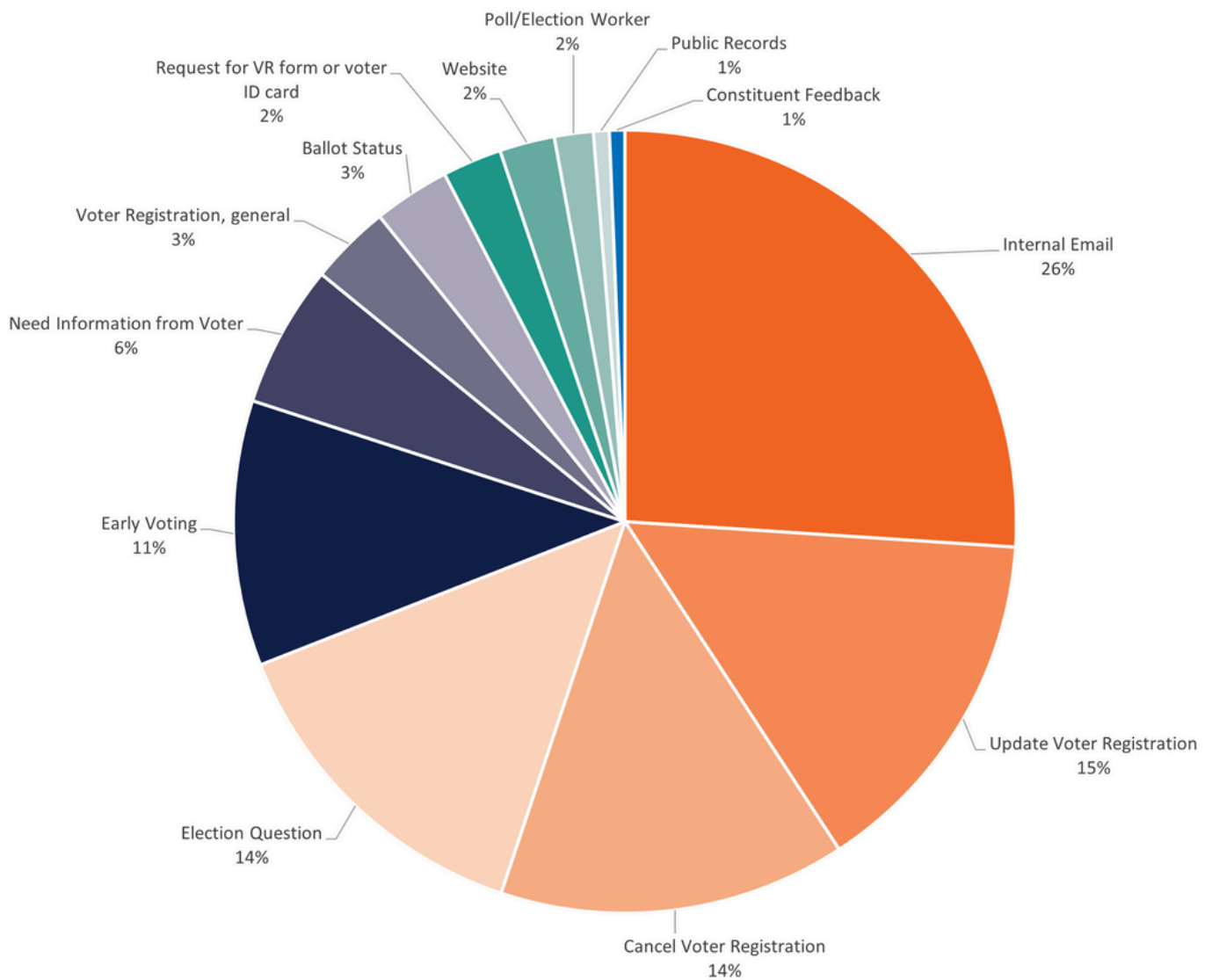
Voter Info

This inbox is for emails regarding voter registration and elections. Below is a graph showing the common email topics received by this email inbox for Quarter 1 of the year 2024.

Poll/Election Worker 2%
Public Records 1%
Request for VR form or voter ID card 2%
Website 2%
Constituent Feedback 1%
Ballot Status 3%
Internal Email 26%
Voter Registration, general 3%
Need Information from Voter 6%
Early Voting 11%
Update Voter Registration 15%
Election Question 14%
Cancel Voter Registration 14%

Recording Info

This inbox is for emails regarding recording documents into the public record. Below is a graph showing the common email topics received by this email inbox for Quarter 1 of the year 2024.

Pie chart data:
- How to Record a Document — 26%
- How to Get a Copy of a Document — 21%
- Maricopa Title Alert — 11%
- Property Information — 8%
- Direct Customer to Seek Legal Advice — 8%
- Direct Customer to Different Government Agency — 6%
- Other — 5%
- Document Requirements/Status — 4%
- Website Related — 3%
- Lien — 2%
- Internal Email — 2%
- Recording Account — 2%
- Redact or Removal Request — 1%
- Fraud — 1%