



This FAQ Document is meant to cover some of the common questions G.A.B. staff have received about the redistricting process in SVRS. It is divided into several sections:

- Customer Support Questions
- District Combo and Map Questions
- Questions on Fixing Addresses
- Election Setup Questions
- Questions about further changes to SVRS

Customer Support Questions

Why can't I see the redistricting webinars on the G.A.B. website?

Both webinars are down temporarily for editing. Confidential data must be blurred out before they are reposted. In the meantime, you can use the training materials to get started. They cover the same topics as the webinars.

I reported an incident, because something was wrong with my data in SVRS. How long will it take to get fixed? How will you let me know when it's done?

Some problems will get fixed in a few days, some will take much longer. Here are criteria for how G.A.B. prioritizes tasks:

Tier One: (will be done before February)

- Incorrect or missing districts in municipalities that have a primary in February.
- Incorrect map lines that will impact large numbers of voters in February.
- Issues with street names that put voters in the wrong district, or would keep voters from receiving their mail.
- Bugs that make it more difficult to perform vital tasks in SVRS.



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Tier Two: (will be done before April)

- Incorrect or missing districts in municipalities that have an April Election.
- Incorrect map lines that will impact many voters in April, or few voters in February
- Issues with Street Names (like 1st should be changed to First) that do not keep people from appearing on the poll list or receiving their mail.
- Bugs that make it more difficult to perform common tasks in SVRS.

Tier Three: (may be done after April)

- Incorrect districts (like sanitary districts) that have not been loaded but do not have an election this year.
- Incorrect map lines that will impact few voters in April, and can be fixed when SVRS is updated to allow users to redraw map lines.
- Bugs that make it more difficult to perform less common tasks in SVRS.

Once your issue has been resolved, G.A.B. staff will send you an email to confirm. If they have further questions about your issues, they may call or email.

I know your staff is very busy. How can I get my questions answered?

Please try to enter an incident in the tracker, or send an email, rather than calling. Phone calls cannot be returned at night or on the weekends the way email can.

If there is a problem with the map that needs to be fixed, or a problem with street names, please enter that into the incident tracker. Questions on how to use SVRS may be emailed to Aaron, Adam, Edward, or the GAB Help Desk.

If you email, please be specific. “Why won’t my addresses validate?” is impossible to answer, because we don’t know which addresses you’re referring to. “Why won’t 123 Main Street validate?” is a much better question.

If you don’t have a February Primary, consider saving your question until after February 21st. Or, if you let us know in your email that you don’t need an answer right away, we can focus on more pressing questions.



District Combo and Map Questions

Do I have to wait to fix my voters until all of my district combos are correct?

Only in rare cases. If wards are numbered incorrectly, or missing entirely, a new map file may need to be uploaded for your municipality. In that case, the clerk should usually wait until the new map file is loaded to begin fixing voters.

In most cases, municipalities can continue work in SVRS, even if districts and map lines aren't completely correct. Many municipalities are missing a district combo for zero or few voters, have an extra district combo for zero or few voters, or have one district combo that will be combined into a correct district combo, moving all the voters with it. In those cases, you should continue to fix your voters with no district combo, and complete tasks like verifying geocode exceptions and address boundary exceptions. Make sure that you assign voter records and applications to the school district and ward they actually live in, which is not necessarily where their address is located on the incorrect map.

Please contact a SVRS specialist at the G.A.B. if you have questions.

I have a ward 7 and a ward 7S. What does that mean? How do I fix it?

Split wards (with the letter S in the district combo) were created because the lines on the map of the state level districts cut through a ward. This divided the ward into parts with two different Assembly districts, State Senate districts, or Congressional Districts.

Unfortunately, these split wards require some investigation. It could be that they were created because the census map lines used for state level districts didn't match the county map lines used for local wards – a mapping issue. It could also be that the legislature intended to split local wards, proven by their assignment of certain census blocks into certain districts. You need to do everything reasonable to follow census block assignments.

If the redistricting legislation creates split wards, municipalities must pass another ward plan by April 10th – either redrawing all the lines so that each ward is in only one assembly, state senate, or congressional district, or creating an additional ward. Any updated ward plans passed before April 10th should be effective April 10th – so that we don't have to change ward lines in SVRS in the middle of an election.

Split wards will not cause a problem in February. Because no state level offices are on the ballot, both parts of the split ward can be printed in the same poll list and reported in the same reporting unit. In April, however, the presidential primary must be reported by congressional district. Any wards split by congressional district must be printed on separate poll lists and reported separately.



Questions on Fixing Addresses

Why is the voter's address flag outside of my municipality?

If the mapping software cannot find the address, it will go to the next closest similar address. Sometimes that means that an address flag shows up in the neighboring municipality, or another county.

Flags surrounded by blue ocean (off the coast of Africa) were put there because the address couldn't be located at all. The location there is the "center of the earth", where the equator meets the Greenwich time zone line. As of 1/17, these addresses should now appear in the center of the municipality instead.

You should move the address flag to its correct location on the map in your municipality. When you put the flag in the correct place on the map, the voter will be assigned a district combo in that ward and school district.

What if the voter doesn't actually live in my municipality?

If the voter was registered there in error, please inactivate their voter record in SVRS, then send them a notice that they need to reregister in the correct municipality.

How can I fix voters who are in the wrong district, if the map is incorrect?

If the voter's address flag is in the wrong location, move it to the correct location on the map.

If a voter's address is in the correct location on the map, you should leave the address flag where it is, and not move it, even if the map lines are wrong and the voter is currently in the wrong district combo.

You can change the district combo for each voter in their voter address, or you can go to the district combo mapping screen and change the district combo for each unique address. See the training directions on page 8 for how to do this in the voter record, and page 17 (item 10b) for how to do this from the district combo map screen.

Why can't I get an address to validate?

There are a number of minor issues when validating addresses:

- If you get the green pencil, it is just as good as getting the green checkbox. In the past, we told users not to use the green pencil, but now that we no longer have address ranges, the green pencil is just fine.
- You don't need to get the address to validate if it is a voter mailing address, absentee address, polling place address, or candidate filing address. Only voter home addresses need to be validated.
- When entering the address in a voter application, the address will not always automatically validate, or pop up a dialog box as it did in the past. If the address does not get the green checkbox, you must hit the Home Address button to open up the Address Detail screen. You may click the map button and place the address in the correct location on the map. If you have difficulties with the map, or the address is still not placed in a district, you can select the correct district combo from the dropdown list in the Address Detail screen.
- In the voter record, the map will not open if the address has a ½ in the house number, and house numbers that end in letters may work the same way. In that case, you will have to select the correct district combo from the dropdown list in the Address Detail screen.
- Many clerks have noted that when they change an address, it changes back. In some cases, SVRS is enforcing the relationship between the last four digits of the zip code and the street name or unit type. It only does this once – if you change the address again, the second time should work.
- If in doubt, open up the Address Detail screen, change the address, then manually select the correct district from the dropdown list. Click OK. Do not tab out of the address field on the main Voter record screen. Just Save and Close.

When I save address exceptions, the Save button grays out and I can't use it! How do I get it back?

If you click the blue address flag with the plus beside it, that says "Enable multiple selection to verify voter" then the Save button will become active again.





Is there a way to move all address in the apartment building or trailer park at once?

No, each individual address must be moved separately. Since a few apartment complexes in the state have some units in one municipality, and some units in another, every apartment address and trailer park address is unique – it must be able to be placed in a separate district if necessary.

You do not have to correct these in the voter record. You can go to the district combo mapping flag, and follow the directions on page 17 to move and save addresses more quickly.

What does the spreadsheet of address changes mean?

These are explained starting on page 22 of the training materials.

- Make sure you review all four tabs of the spreadsheet, covering voter home addresses, voter mailing addresses, polling place addresses, and absentee addresses (if you use SVRS for absentee).
- Note that the entire county is included in the spreadsheet. You only have to fix addresses in your municipality (or for your reliers).
- Take a look at the Old Address Line 1 and the New Address Line 1 columns. The Old Address Line 1 shows the address in SVRS before the post office software updated the address. The New Address Line 1 column shows the address in SVRS right now. If the New Address Line 1 is correct, you don't have to do anything. If the New Address is incorrect, it must be changed in the correct record in SVRS.
- **PLEASE NOTE** Some common reasons an address may be changed, but may still be correct. For example:
 - a. The word "East" or "West" has been changed to an "E" or a "W".
 - b. The "N" or "S", "E" or "W" has been added or removed to match the Post Office's name for that street.
 - c. The Street Type has changed, for example DR (drive) is now RD (road), again to match the Post Office's name for that street.
 - d. A half or letter has been combined with the street number.

If the new address is correct, you don't have to do anything. If the new address is incorrect, you must go to the voter record and update the Home Address field.



How do I add a new street?

If a voter registers on a new street, you don't have to add an address range. Simply enter the street in the voter's application. You may have to open the map screen and place the flag in the correct area, or pick the correct district combo from the dropdown.

You will not see the new street in the Street Name search field in the voter screen, at least for now. Eventually, the Street Name field will update with new street names as they are entered.

Why does the new street name not show up in the Street Name field in the voter search screen? Why does my search by Street Name return zero voters?

The Street Name field in the voter search panel is showing street names based on the old address ranges in SVRS. Now that the post office software has converted some addresses, the street names are no longer the same. Searches using the name in the dropdown list may fail to find voters at the updated street name.

If you search for one voter you know lives on that street, you can see what the new street name is in SVRS. Type the street name in the new format in the street name and search. It will return voters on that street.

My street names are wrong! How soon will you get this fixed?

If your street names are wrong, and that is causing voters to be placed in the wrong district, or would prevent them from receiving mail, you should manually update each voter on that street and assign them the correct district combo.

If your street names are wrong, say "First" street is now "1st" street, and the voters are districted correctly, and would receive their mail, G.A.B. staff will not be able to help with this type of problem until after the February Primary. If you wish, you may change each voter address manually. After February, the G.A.B. may be able to update the entire street for you.



Election Setup Questions

Do I need to update my Polling Place Assignment Plans and Reporting Unit Plans if none of my districts changed?

Yes. Everyone in the state has to create a new Polling Place Assignment Plan and Reporting Unit Plan.

Polling Place and Reporting Unit Plans must be set up at the “Ward” district level.

For April, you cannot combine pool books or reporting units if the wards are in different congressional districts – the presidential primary must be reported by congressional district, so those results cannot be combined.

Why is the G.A.B. asking counties for ballot proofs for February?

During the redistricting updates, school districts and multi-jurisdictional judge districts were changed to the state level. This means that only the state can add contests and candidates for these districts. We are asking counties for February ballot proofs only because we need to enter the school district and multi-jurisdictional judge contests, and we need the correct contests and candidate names.

We do not need to approve ballot proofs if there are no state level offices on the ballot.

Counties and municipalities should continue to enter all other contests and candidates. The G.A.B. will only enter school district and multi-jurisdictional judge contests.

The G.A.B. may also have to enter school district and multi-jurisdictional judge districts in April, but these contests will likely return to the county level after that.

Questions about further changes to SVRS

Is the G.A.B. going to notify my voters of changes in districts and polling places?

Each clerk may send their own notification to voter whose districts or polling place has changed due to redistricting. This is not statutorily required, but is recommended. The G.A.B. will not send out any notices to voters concerning redistricting.



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A mailing showing each voter's polling place and new districts will be available in SVRS. It will be a trifold mailing meant to fit in a windowed envelope. That mailing should be available soon.

If you wish to send a postcard to voters, you will have to create your own postcard document. You can export a report from SVRS showing voter name, address, and districts, and add the polling place information, then mail-merge this report into your postcard document. This option is available now.

Can I get a street range listing for my poll workers, like the old Address Range Listing in SVRS?

A report called Street Name and House Number by District has been installed in SVRS, but needs further updates.

You can run a report called Voter Listing with Districts, delete the columns with voter information, and filter the address column in Excel to include only unique addresses – so each address shows up only once, with all of the associated districts. This option is available now, but the report is much larger than a street listing.