

State of Wisconsin\Government Accountability Board

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Appendix B

List of Wisconsin's Statewide Voter Registration System

Enhancements Requested by Users, by Functionality

VOTER AND VOTER APPLICATION

- Consider making the New, Address or Name check boxes mandatory, and have the quick tasks associate with those options.
- Make caps lock automatic instead of optional.
- Move the application details such as New, Address or Name Change to a new portion of the EB-131.
- Automatically put dashes in for date of birth like we have for driver license.
- Move name and date of birth to the top of the screen because they are the first things entered.
- Default Are you 18 and U.S. Citizen to Yes, this will save key strokes.
- Have SVRS beep or give a warning before you start entering information if your caps lock is not on as this prohibits a clerk from entering in the driver license in the field.
- Allow more of the name to be seen as it is being typed in the SVRS as you can only see the first 7 characters.
- There should be a box to check for military voters when adding an application that allows missing information because military voters are not required to register, but clerks still need to get them in the SVRS to appear on the poll lists.
- Be able to set a default in the Quick Task pane – especially for Election Day Registration (EDR) entry (election, polling place location and status code.)
- Automatically default polling place location and election based on the voter's ward and date on application.
- Take away the ability to choose a future election when entering an EDR.
- After saying yes to opening a new application have the curser go right to the Driver License field.

- Currently, you have to refresh the Quick Task pane if you switch from a brand new voter to a match/linked voter or vice versa. Huge pain when you are entering 100's and 1000's of applications. Have the Quick Task pane update with correct application type.
- Voter app: Status Reason dropdown menu-consider whether they are all necessary.
- HAVA Checks should be run automatically – should not have to “click” the HAVA Check quick task every time prior to processing a new voter application.
- Better matching criteria for SVRS when matching and linking voter applications so municipalities do not link to the wrong voter. Have an error message prompt if the first names don't match.
- Allow clerks to match and link more than one record, instead of having to merge the extra matches.
- Matching screen – sometimes the incorrect match is displayed.
- If the application date in the “pulling” municipality is earlier than the application date/absentee date in the “losing” municipality, block the transfer. Give an error message.
- The “1 Match Found or 2 Matches Found” is too far down on the application data entry screen which makes it hard to see. It Should be more visible – more towards the top, maybe a button instead of just the text.
- Remove the confirmation message when you link a voter from another municipality.
- Remove the confirmation message when you process EDRs.
- When linking a person that moved within the same municipality, the current address field should not be populated with the old address.
- Not show as many triangles that show changed information – focus these better on fields that truly need to be double-checked.
- Should be able to see all screens in a reasonable font – Quick task panes should be visible with all other information.
- Make it possible to enter applications on a laptop not connected to the internet and later upload the information into SVRS.
- The 9 digit zip code sometimes loses the last digit if you enter the dash.
- When an address is forced to validate in the “Address Search” pane – only relevant options should appear (if you enter AVE, only streets that are Avenues should appear – also pre-directional should be relevant – if you enter N or S, only North or South streets should be options). System should also be smart enough to determine if an address is

“Even or Odd” – not give options of an Odd range, if the house number entered is an Even number.

- The count of voters at the bottom of the screen and what you see in the data grid should show more than 1000 records.
- Increase search threshold to 2000 instead of 1000 on the data search screen under voter. If possible add a next button which would allow the next 1000 to be viewed.
- Make the “Count Only” results box bigger in the data grid.
- Voter counts by election is not accurate because if someone moves out of the municipality and you go to the voter node to get a count of voters for a particular election they will not be included.
- In the voter node, under districts, add a searchable drop down for school districts, sanitary districts, aldermanic districts, polling places and reporting units.
- Make the order of drop downs more logical with the most used ones at the top.
- Add a check box to the voter node that says “State Search” that can be used instead of having to type it in every time.
- Take useless fields out of the data grid such as Party, Gender, Place of Birth, etc...
- Make sure that screens don’t get lost behind the main screen.
- When copying and pasting information from the search results data grid into Excel, the columns do not stay in the same order they appear in SVRS.
- Add "ID Required" field to the grid (this would help if you have absentee voters coming in person to the clerk's office, and we could check their ID right away if their record still shows "yes").
- For the Voter Transfer Node, add a Previous Voter Status Field and Prior Name Field to the runtime column customization.
- Alphabetize the runtime column customization box.
- Make runtime column customization changes to the data grid permanent and not lose changes, at least for a period of time.
- Candidates show up as candidates (on the voter app) forever, after the election ends, they should no longer appear as candidates.
- Do not show pending applications under the Match and Link functionality on the voter application.

- Contact records created by adding a new voter to the system are currently created at the municipal level – consider being able to view the contact record at the state level, not just the county level. Could be more of a user rights issue – if you are a county user, you have the ability to view and use records at this level, whereas if you are a State user, you have the ability to view and use records at this level, etc.
- Permanent, Military and Nursing Home absentee notification should be located on the voter screen.
- Fix the time out errors when trying to open a voter record or voter application.
- Move the email address on the voter record to the General Tab instead of the Other Tab.
- In the Other Tab for Alternate Names – there should be a date field to show when a voters name was changed.
- Make the watermarks that print in the notes section editable so clerks may add specifically what they are looking for in regards to particular voters.
- Wisconsin should be the default in the State field no matter where it is in SVRS.
- Apartment numbers are in the voter record, they should be viewable on VPA.
- When running a transferred out report, create a field to see if voter was an absentee.
- Be able to print from the preview screen. (Sometimes the report is less than 50 records so it is right there on your screen but you have to go through numerous steps to get it to print).
- When a voter match comes up – the voter record highlighted is not always the one that is showing up in the “Record Detail.”
- Typos shouldn’t be remembered and kept by SVRS.
- Have a report that is sent to municipalities anytime a change is made to any of their voter records.
- When a voter under the age of 18 turns 18, their status should be automatically updated.
- Issues with searching for voters in the municipality and they don’t show up, but when you search the State of Wisconsin they do.
- Printing the EB-133 Certificate of Registration takes too long.

ABSENTEE

- The Cancel Outstanding Ballots box should be defaulted as unchecked instead of checked as it is currently.

- All lines of the absentee address should appear in the results grid under all the grids related to absentee applications and ballots inside the election and outside under the general Absentee Ballots node.
- The VPA website should show absentee processing status (application processed, label printed and ballot sent, returned, vote recorded) will help to alleviate strains on time and effort for clerk's offices close to Election Day.
- Defaults that are set for absentee and voter applications should stay until you log out of your session.
- Vote location should be made mandatory in the absentee application data entry screen.
- Fix the counts in all of the absentee nodes and sub-nodes.
- Time period between clicking the process button and getting a printed label out of the dymo at the counter in a clerk's office needs to be shortened under both the voter node and within the election under absentee.
- Mailing address of the absentee should always be used over any other mailing address on the voter record.
- Create a new mailing for absentee labels – give the option of printing a single or double label, instead of tricking SVRS to print a WI Absentee Voter Label 2x5 to the dymo which produces just one label.
- Move the email data entry block from the “other” tab of the absentee application to the “general” tab for easier entry.
- There needs to be a better way to identify people who are requesting a ballot to be emailed to them with either a check box or drop down when entering the application.
- Military breakdown by Ward, Reporting Unit, Issued, Returned Undeliverable. Currently, system changes from “Issued” to “Returned” and is difficult to find numbers for the GAB-190.
- Ward, District, Polling Place, Reporting Unit and Batch Name should be searchable for absentee ballots and the Absentee Node. A District dropdown menu similar to that in the Voter Node should be available, as well as show up in the data grid.
- Federal write-in ballots management – figure out a way to track these prior to generating ballots styles in SVRS.
- Look into ways to link the PPAP – how polling places and poll books are setup for a specific election – to searching options. Ex: If you have Wards 1-3 in one poll book, and that is your reporting unit, you should be able to setup a simple count only search in the grid to make it easier to report on the GAB-190.

- Move the queued and printed batch mailings under the absentee node – function similar to your poll book – get the option directly from the absentee node to set your printer settings and print directly. Move from Labels and Mailings node.
- Consolidate absentee and absentee ballots under the specific election to eliminate confusion as to where you will find certain information and where to complete certain absentee related tasks.
- Individual labels need to stop disappearing from batches that are printed.
- Date Ballot Sent and Mailing ID are not always populated when generated.
- Make the system cancel the absentee application and associated ballots when a voter's status is changed (cancelled-deceased, inactive-undeliverable, etc.) Any status that would cause a person to no longer receive an absentee ballot in the jurisdiction.
- If a voter moves between municipalities, the absentee application is cancelled. If a voter moves within a municipality, the absentee application is not cancelled, and future labels maybe incorrect. We need some sort of note to tell us when we're entering a new application and something in the voter node too.
- Make it automatic or have a reminder for SVRS users to cancel any outstanding absentee ballots.
- Day after election, users should be prompted to cancel all of their outstanding absentee ballots.
- Add a Count Only button to the absentee record mailings section so they can get an accurate number of how many have been scanned in for a particular election.
- Add a way to track military absentees, particularly the write-in ballots.
- Because SVRS cannot print labels for military write-in ballots, clerks have to search and copy the columns from SVRS onto an Excel spreadsheet. The 4th & 5th mail-to address lines do not come up with the search to copy to Excel. Most addresses on the labels are incomplete and need to be looked up in SVRS and hand written on labels.
- Need to have a way to generate labels early, before milestones are checked off or the election is even inherited, especially for larger municipalities.
- The senior housing and nursing homes regularly ask for lists of current absentee voters at their facilities. There should be an easy grid search by address in the absentee application node.
- Need a comments field when the ballot is returned undeliverable, something should show up on the ballot log, and in the data grid.
- Move Via Mail higher on the list in the Vote Location dropdown.

- Make sure recording a returned mailing doesn't open the dropdown and hide the name of the person you just recorded as returned.
- Response type shouldn't drop down every time.
- Remove some items from the response type such as Returned-Vote Recorded.
- If there is a space in the absentee mailing address field, have the WI show up. This way the municipal clerk is aware of the problem.
- Remove the WI default in the absentee application mailing address field.
- The failure to print error from the Dymo Printers (i.e. the latency error) is still occurring.
- Dymo label printers are too slow as well as problems with the printer drivers.
- SVRS should have a different color code for scanning absentee votes.
- Updated voter name/address is not showing up on absentee ballot log or labels.
- Put Federal Only on absentee labels, applications and voter records.
- Change the name Absentee Ballots to Absentee Labels.
- Issues with scanning labels – sheet labels getting too hot.
- Generating batches takes too long. It shouldn't take 15 minutes or more to produce a batch.
- Ability to re-issue or re-print multiple ballots.
- Ability to re-print ballots to a different mailing (single label to 2x5).
- Test and improve duplicate application finder.
- Should not be able to issue ballots to in-active voters.
- ID Required should show up on the screen as well as the label, with some sort of message to alert users to send the Proof of Residence request letter.
- Give the option of picking the sent date when generating absentee labels.
- Give the option of naming the batches so they're easier to retrieve/research.

ELECTION ADMINISTRATION

- Scanning in voter participation needs to go faster and it only allows a certain number of voters to be scanned in before it stops.

- Election At A Glance voter numbers should match Voter Node voter numbers.
- The Election At A Glance screen should work, and it should work in real time.
- Open up election through the At A Glance Screen, or at the description of election without opening up the window to go to events.
- Dropdown menus added for the vote location and vote method.
- Combining the elections nodes – when to use the “elections” node, and when to use the specific election name – similar issues in the absentee nodes.
- Look at the milestones and determine if they are all necessary. 6,7,8 seem to have little value.
- Number the Milestones as we at the Government Accountability Board (the Board) refer to them as numbers.
- Need a way to check milestones for multiple jurisdictions. Provider can check milestone #5 for all “reliant” jurisdictions within a specific county.
- F1 is not reliable. Need to update the online help manual.
- Take the Party off the contest search grid.
- The default sort on Candidates Ballot Position should sort by the ballot position assigned by the users, not however the current way that SVRS feels like sorting them.
- Put measures in place in SVRS to not allow municipalities to not enter their municipal races.
- Don’t let referenda be entered without looking at/changing the districts tab.
- For candidate filings, the Name on Ballot should appear as First Name, Middle Name, and Last Name.
- Remove/Hide Fee and Grant fields from Office Holder and Candidate Filing Records.
- Remove/Hide all Documents tabs. We are not using them.
- Voter – Status (Critical) - Could be worded better “Candidate not a registered voter.”
- Save grid modifications after using the runtime column customization by user or profile.
- Ballot combo unique name issue – should be able to use the same ballot style from election to election.
- Don’t show columns not used in Wisconsin such as Place of Birth, Gender, and add useful columns such as Government ID and Zip Code.

- Make the grids more usable. Runtime Column Customization Box is not user friendly at all.
- The process for generating, printing, exporting and retrieving has too many steps. 4 different places within SVRS to accomplish. Simplify and streamline the poll book process from start to finish.
- A single icon under your Citrix login menu in which you have access to both your “My Documents” and your “Client C Drive”.
- Poll book needs to show the name of the school district for at least the Spring Elections – it will help eliminate errors at the polls for distributing ballots for a specific elector.
- Milwaukee school districts need to appear on the poll book.
- Expand top margin of poll books to make binding/reading a bit easier for poll workers. It’s especially hard when you have a big poll book, about half way through its hard for poll workers to read the names at the top.
- Offset Absentee Names, ID Required Names (Indent) on the poll list so everything’s moved over a little bit and they’re easy to see.
- If a voter has a name with a Jr. or Sr. and the name is too long it gets cut off the poll book.
- Notes section on the poll book which displays absentee or ID Required is too far away from the blank voter number line. Move the watermark closer to the blank line so poll workers do not miss it.
- Be able to choose either portrait or landscape for poll books.
- Move the certification page to the front of the poll book.
- Print/Export all of your poll books in one batch instead of singly.
- Add a check box on the poll book to indicate Military.
- Should be able to print a supplemental poll book closer to Election Day. Shouldn’t have to regenerate the poll book to get an updated supplemental. Should be able to just print the supplemental separately that accounts for all of the newly added late registrants.
- Insert the EB-107 Supplemental Poll List with the lines in the Poll Books rather than the unlined sheets that come through when the Poll Lists print.
- Instead of having a separate supplemental poll list at the back, have late voters added to the normal poll book and have a check mark or water mark next to their name indicating that they registered late.

- Change the pre-printed numbers on the certification page – number on the book prior to the close, number of late registrants, etc. Need to figure out what numbers should pre-print when the poll book is generated; EDRs, absentee voters? And blanks, blank for total voters and total ballots.
- Need to look at the Election Workers node, and figure out how to make it a little more user friendly.
- Should be able to delete or change districts and district types – just because it's been used, should not be a reason they cannot be changed or deleted.
- Be able to scan from the poll book only the voters who did not vote. Reverse Scanning.
- Make Vote Method and Polling Place under Record Votes Node mandatory.
- Add a clear/zero count to make scanning go faster under the Record Votes Node instead of having to close it and re-open.
- When you click the Auto Record, have the cursor automatically go to the voter registration number field.
- Error messages disappear if you scan the next barcode. They need to stay.
- In the Record Votes Search Tab, you should be able to search by district combo, by reporting unit, and by source (EDR, At Polls, Absentee) so you can reconcile without going to the voter node.
- Add a count only button to the record votes node under the election.
- The Record Vote task "pretends" it is recording votes (by blinking during scanning), but does not actually record a vote unless the cursor is in the voter registration number field.
- Would like to be able to print the list of recorded voters from the Record Votes screen.
- After an election, when entering the contest winners, they immediately show up on VPA. The system should be smart enough to see the term start date and end date and determine which person is the appropriate one to put on VPA.
- There is a problem with the reassignment of EDR's to a correct ward (based on the address) with no record of the ward in which the person actually cast their ballot.
- When entering EDR's, the "Election Day Registration" voting method is right above the "Election Day Registration - Ballot Not Issued" option. This is an invitation for error.
- Make it possible to change polling location for a vote recorded in the case the polling location is wrong, without erasing the vote and re-recording.
- Make the process easier for school districts that span multiple counties so that only one county has to enter information into SVRS.

- Be able to change or get rid of bad information such as Office Types, Districts and Elections that are wrong.
- Be able to inherit elections sooner rather than waiting for the state or county to setup their information.
- Wait for elections to reach certain milestone before they show up under the EDR process screen.
- Improve the Show Contacts To Users In Or Under so it's more useful.
- Disappearing Polling Place Assignment Plan after the election is inherited is still a problem.
- When recording voter history, SVRS should have a ward field in the Search Votes Window Pane as well as a count only field.
- More training on the functionality of the Election Worker node. Make available election worker labels and reports.
- Label contact records as Voter, Candidate and Office Holder, so that you can tell which one is which.

INTERFACES AND VOTER MATCHING

- The voter record should be displayed on the first line of the match record in the data grid, not the record from DOC or DFS.
- In the Voter Matching Screen, bring more pertinent columns to the left so you can see them immediately (name, date of birth, driver license, social security number, address, etc...)
- Look at options for the checkbox for HAVA Check completion for a voter – data entry, voter verified, letter returned, etc.
- Matches button on the voter record – make it actually work.
- Report that can be run that will assist in making the determination of the “most current” voter record for matching purposes.
- Concerns over the voter record being a match, but you do not contain the current record in your municipality. No way to send it to the other municipality – all you do now is mark it as “not a match” which is counterintuitive because it is a match, but not in your municipality. Need to look at the match criteria.
- Be able to go to the voter record when looking at duplicates under Voter Matches.
- Attach a go to voter button to both the current and duplicate record under voter matches.

- Counties would like to see how many matches there are county-wide and which municipalities they are in.
- Have voter matches at the county level as well.
- Voter matching does not show driver license.
- NOTE: The Board should provide more tips and tricks on voter matching.
- Be able to view the DOT or SSA information that voter records are matched against to verify what they have to save the office staff time.
- Allow "Voter Status" field on grid for each match to easily determine if both records are active or if one is active and the other inactive.
- See date when someone becomes a felon.
- Get better information on when Felons ended supervision, or started again.
- Felon lists: need to contact clerks that may need lists from multiple counties due to mailing addresses.
- HAVA Check criteria need to be loosened up to accommodate the skipping of the space or matching a middle name with a middle initial.
- When a HAVA Check results in a non-match, have a way for clerks to reflect that they have done their work and the record is still not matching.
- The HAVA ping letter to voters needs to address what's wrong with the record.
- Add the person who sent the Ping as a way to direct the responses to the deputy/other staff that handle these questions (A customized box with "who to contact" information).
- Ping Letter – Move address up to fit in the window envelope.
- Municipal clerks should get a report showing any changes made to their voter records as a result of the Retro HAVA Checks completed by the Board.
- System At A Glance screen shows 0 matches pending when there are some, and vice versa, it shows 1 match pending when there are none.

REPORTS

- Reports are not intuitive or consistent.
- Some fields mean different things on different reports and they need to be consistent across reports.

- Fields such as equal or doesnotequal do not make sense to clerks, need to be more understandable.
- Sorts and filters need to be able to be saved and used across many reports without having to create unique names.
- Be able to delete reports from your municipal profile of saved reports if they are not yours or needed anymore.
- Make reports customizable again!!
- Walking lists that are able to be generated by alderman with voter history displayed.
- If a report is not working it should be removed.
- Reports need to be more export usable and friendly especially with excel.
- Remove un-needed fields from reports such as Place of Birth, Party, Gender, etc...
- Reports need to be easier to use with fields such as Spring 2009, Walking List of those who voted, Label format of those who voted, names & address of those who voted. Then broke out like: Entire municipality, per reporting unit, per ward, per district. Absentee voters: Returned or Not Returned. Military absentee: Returned or Not Returned, Spring Primary 2009.
- Need to look at reports related to reconciling voter participation to make it easier to reconcile votes. Maybe a new sub-node that will calculate what is in SVRS, and who is missing (look at poll books that have been scanned, look at EDRs and do a unique record comparison).
- Reconciliation reports should show the ward/district combo that the voter lived in at the time of the election, not the one they currently live at.
- Creating a voter list filtered by school district requires knowledge of one of those “secret” coded field names (in this case [Dist13]) instead of just calling it ‘School District’ and then using the standard school district code number (in this case US4312) rather than ‘Pewaukee School District (12083)’ whatever that number means. Name these secret fields so they are usable.
- A standard report that shows the breakdown of the information required on the GAB-190, e.g. differentiate between returned to be voted and returned as undeliverable and returned late; and differentiate between ballot counted and ballot rejected under vote recorded.
- Voter Participation Report needs to be able to be sorted by school district and multiple elections as well as a count at the end.
- The Vote Count by Voting Method does not break out poll books from EDR's. Also add totals per ward, and totals per municipality.

- In the reports feature, when you tell the system to send a “send a mailing” in the WI PING Notification feature and you set the printer settings and tell it to “print now” it will pop up a response saying something along the lines of “did the mailing print successfully?” You will not know if it printed or not without going into my C drive and locating the document and then opening it up to look at it and you cannot do this until you click yes or no to get the dialog box to shut. This needs to be improved.
- Add ward to most reports instead of district combo or option to choose either one.
- Have more flexibility to run all reports from the county wide level, or be able to choose which municipalities you want the report for. Perhaps a box to check which municipalities you want.
- Be able to run reports for municipalities that are in multiple counties on one report.
- Make the Metaframe Presentation Server page stay open longer.
- Some reports show cancelled voters and this shouldn’t occur.
- Changed reports – Need updated lists, instructions, data disk with updates.
- Be able to sort reports by reporting units rather than having to enter the wards in the filter.
- Bring back household labels – Add resident or voter to this mailing.
- Be able to add and delete rows when modifying reports. Currently you can only delete columns.
- Status reports to show how far along municipalities are in a county.
- DMV Ping Letter has blank header lines in some instances.
- Make it easier for state users to save reports for municipalities for the local users. Along with this request, make county reports created by providers to be able to flow down to all of their relying municipalities.
- Stop the extra verify printer dialogue box that pops up after you hit print.