



# Colorado's List Maintenance Experience Using NCOA

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# What is NCOA?

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NCOA stands for National Change of Address. This is the list created by the U.S. Postal Service of those who have informed the USPS that they want their mail forwarded to a new address.

Three ways to change addresses:

1. Online (verification fee) – immediately updates file.
2. Telephone (verification fee) – updates very quickly.
3. PS 3575 Form (no fee) – call cards sent to Nashville, TN for hand entry. Takes weeks.

# Acquiring an NCOA List from the USPS

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The NCOA list is only acquired from a USPS certified vendor

Colorado currently has two vendors:

- 1. Melissa Data
- 2. ERIC – Electronic Registration Information Center

# ERIC NCOA Codes

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Each code has a meaning:

NCOA Type	NCOA Code	Description
N	A	<b>COA Match:</b> The input record matched to a COA record. A new address could be furnished.
N	91	<b>COA Match:</b> Secondary Number dropped from COA—The input record matched to a COA record. The COA record had a secondary number and the input address did not.
N	92	<b>COA Match:</b> Secondary Number dropped from COA—The input record matched to a COA record. The COA record had a secondary number and the input address did not.

# ERIC CASS/NCOA Codes

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Each code has a meaning:

Type	Return Code	Possible Footnotes	Description
C	10		Invalid address
C	11		Invalid ZIP
C	12		Invalid StatePO
C	13		Invalid City
C	21		No mach found
C	22		Multiple responses were found
C	31		A single address was found
C	32		An address was found, but a more specific address could be found with more information
C		A	ZIP corrected
C		B	City/State corrected
C		C	Invalid city/state/ZIP
C		D	No ZIP assigned
C		E	ZIP assigned for multiple response
C		F	No ZIP available

# ERIC NCOA File for Adams County 7.1.16

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(See Adams County spreadsheet)

# Colorado's NCOA Law:

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## C.R.S. 1-2-302.5

- (1) Colorado conducts a monthly NCOA search for all electors names in SCORE
- (2) The SOS transmits the file of changes to the county clerk each month

### Three Scenarios:

1. An elector moves in county to a new address
2. An elector moves to another Colorado county to a new address
3. An elector moves to another state (or country) to a new address

# NCOA Move Within County

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## (b)(1)(A) Move within county

1. Mark record as Active and automatically update record and send confirmation card.
2. (1)(B) Allows the elector to “undo” the update by returning the card with a correction.



# NCOA Move to a Different County

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## (b)(II)(A) Move to a different county

1. Mark record as Active and automatically update record and send confirmation card.
2. (I)(B) Allows the elector to “undo” the update by returning the card with a correction.

# NCOA – Move Outside the State

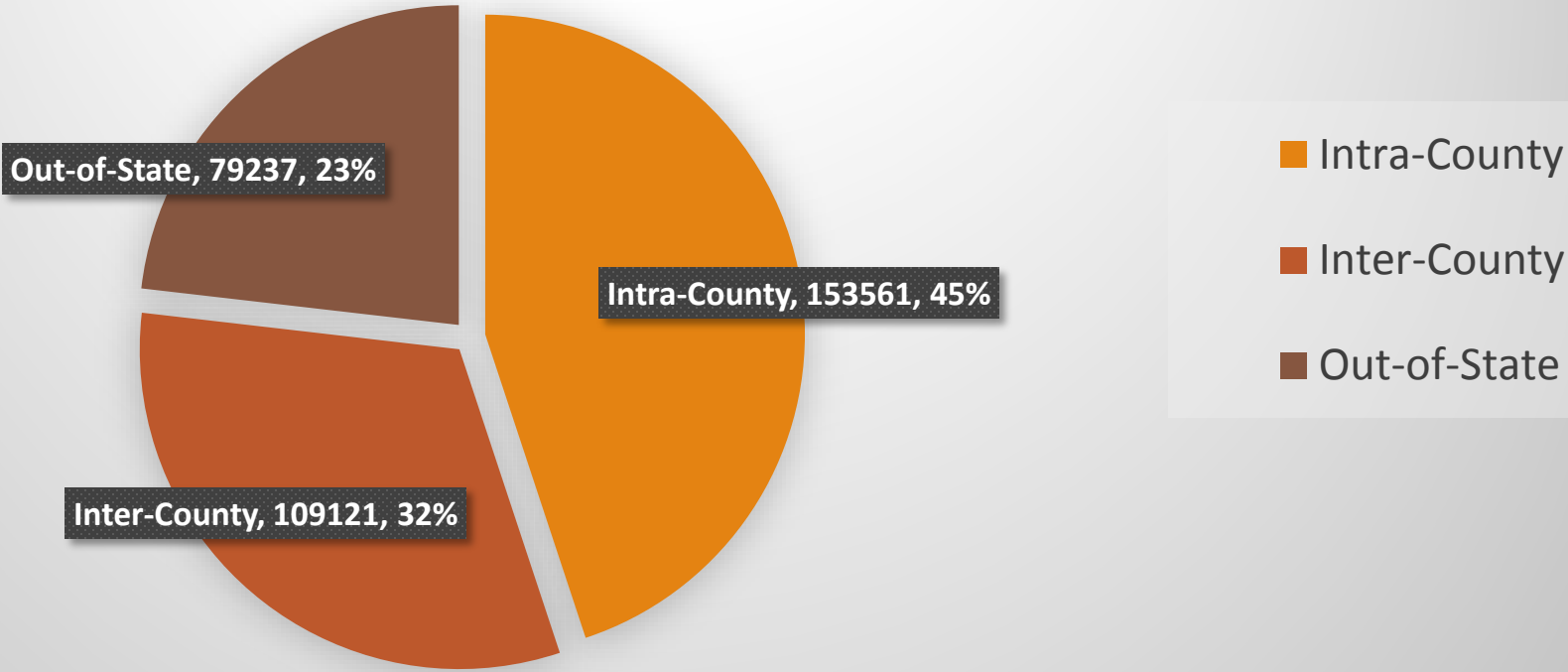
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## (b)(III) Move Outside the state

1. Mark record as Inactive and send confirmation card.
2. If the elector confirms new address, cancel the elector.
3. If the elector does not confirm, he/she remains Inactive for two General Elections before cancelation.
4. If elector returns the card saying that they still live in Colorado, the county reactivates the record.

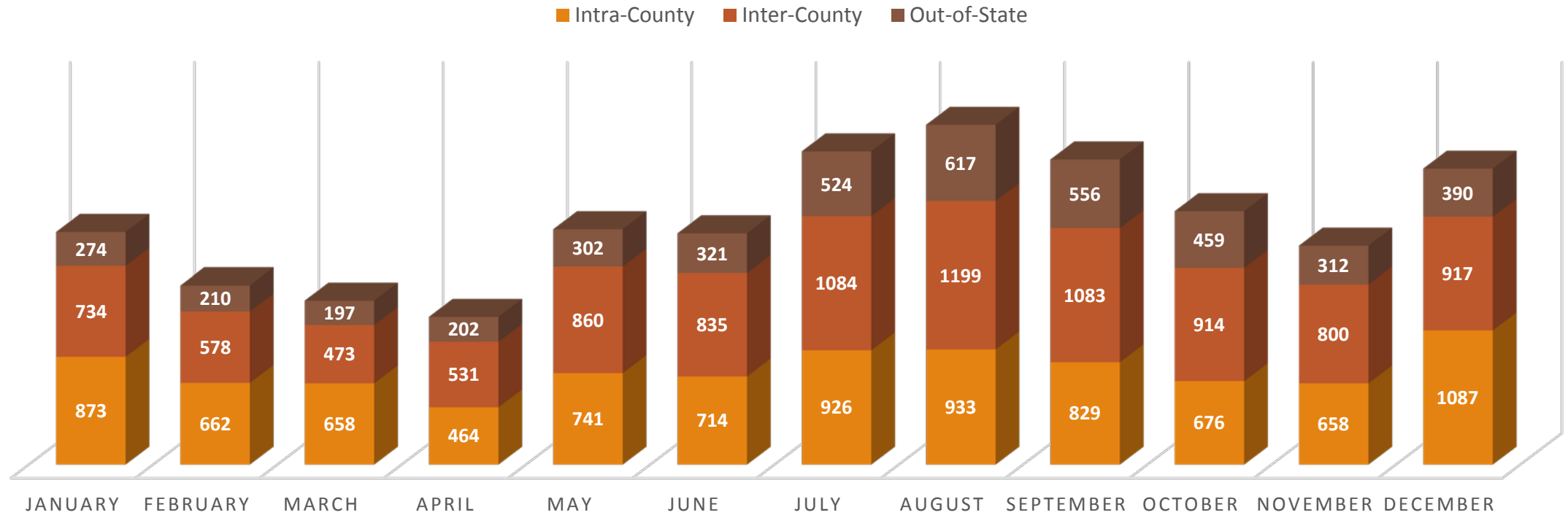
# NCOA Numbers Statewide

NCOA Files Distributed to the Counties for 2015  
(total = 341,919)



# NCOA Colorado Data

## ADAMS COUNTY NCOA NUMBERS FOR 2015



# 2015 Automatic-NCOA Cost Savings

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The City and County of Denver estimates that it saved ***\$138,000*** in 2015.

Two major areas of savings:

1. Reduced number of failed mailings (both traditional mailings and ballots).
2. Automatic address update means only one mailing, not two.

Statewide, this would mean ***\$1,150,000*** in county savings in 2015 alone.