# US Census Tract –Other Sites

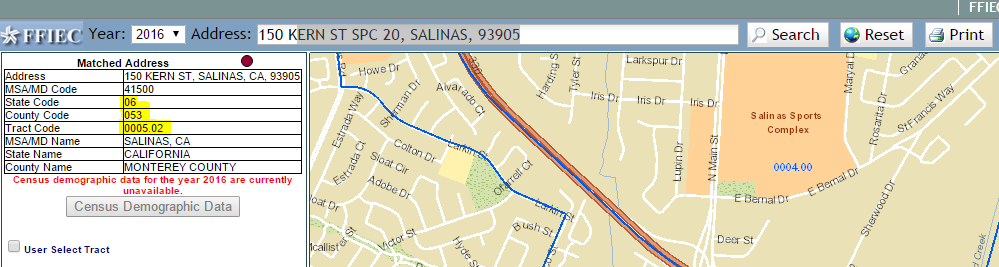
## Background

ServTraq users receive “(500) Internal Server Error” or "Geocode was not successful for the following reasons: ZERO\_RESULTS," messages when trying to retrieve a dwelling’s Census Tract number because 3rd party services are down. 3rd Party Sites used to generate census tract information are **not** maintained by ServTraq, therefore we cannot control the downtime. Fortunately, there are workarounds. Use the *FFIEC website* or the *DWR website* to obtain the US Census Tract Number and enter it manually into ServTraq.

## Solution

### FFIEC Website

If you use the FFIEC website, you’ll need to concatenate the numbers and enter them in ServTraq in the following format: 60530005022 (omit the first 0) <https://geomap.ffiec.gov/FFIECGeocMap/GeocodeMap1.aspx>



### DWR Website

If you use the DWR website, the Census Tract number is located under the *Disadvantaged Community Glock Group* section. Enter the number in ServTraq in the following format: 60530005022 (omit the first 0)

<http://webdev02.geiconsultants.com/saveourwaterrebates/>

