



February 16th, 2026

The Honorable Jane Nelson
Texas Secretary of State
P.O. Box 12060
Austin, TX 78701

Dear Secretary Nelson,

On October 17, 2025, the Texas Association of County Election Officials, the County and District Clerks Association, the Tax Assessor-Collectors Association of Texas, and the County Judges and Commissioners Association of Texas expressed shared concerns and recommended strategies to address implementation challenges counties have experienced with the statewide election management system (TEAM).

As voters, candidates, and election officials prepare for the March Primary, the undersigned associations write to share the ongoing issues counties are navigating that affect both the election process and our jury system. Counties recognize the difficulty of standing up TEAM for both the Secretary of State (SOS) and Civix. Our goal is to serve as a partner to the SOS in collaboratively resolving shared problems. Each association's focus is to identify the key challenges faced by Texas counties clearly and to build a process with the state towards resolution that minimizes disruptions for Texas voters.

Continued Challenges

Since the rollout of TEAM, Texas counties have been at the forefront of coordinating with the SOS to implement a new system while managing jury pools, running the 2025 Constitutional Election, and preparing for the 2026 Primary. The challenges identified are intended to provide high-level feedback that the associations have consistently received from their members. Texas counties value the work the SOS has taken to implement TEAM and look forward to a continued partnership in addressing these concerns.

1. Counties face daily challenges with TEAM's core functionality. For example, processes such as voter registration status lookups, precinct assignments, and ballot issuance have continued to malfunction frequently. Many of these issues have increased the administrative burden on election officials. With significantly higher voter turnout in the primary than in the November constitutional election, the potential impact on voters is magnified.
2. Jury pool management has been affected across all counties, including those using third-party platforms. Many smaller counties rely on TEAM to manage the jury wheel and have documented that when pulling a list of eligible jurors, it excludes eligible jurors who aren't registered voters. Additionally, counties have seen increases in outdated or inaccurate data in the jury wheel. This includes wheels with deceased individuals, those ineligible to serve on a jury because of a felony conviction, individuals who have been permanently exempted, and inaccurate juror addresses.
 - a. These issues with the jury wheel are challenging counties in meeting statutory requirements for reporting changes to the voter registrar that affect a voter's eligibility status, like changes in residence, death, felony conviction, citizenship, or mental incapacitation.

3. The ongoing challenges with TEAM have placed a notable financial burden on counties across Texas. For example, data inconsistencies with TEAM have caused county staff to spend significant time manually verifying voter registration information, reducing efficiency. The financial impact of ongoing issues with TEAM is particularly severe in rural counties. Counties are having to spend staff time duplicating tasks, making repeated attempts to compare data, and creating workarounds to ensure data integrity due to TEAM's instability. Moreover, unreliable connections and platform instability lead to disconnections, lagging, and, in severe cases, complete system downtime.
 - a. This is particularly apparent in ballot-by-mail processes and reporting. These processes need to be done on nights and weekends, when processing time is much faster, resulting in unexpected overtime expenses and physical strain on election staff.

Local officials have documented these issues, and the associations have strongly recommended that counties provide tangible feedback and evidence to their state counterparts to help address these challenges. Civix plays a critical role in the development and implementation of TEAM, and the associations support increased opportunities for collaboration between the state, Civix, and Texas counties.

Impact on the Primary

In advance of the primary, counties believe it is critical to highlight potential challenges voters may encounter in the polls and provide concrete examples of steps counties are currently taking to limit disruption. All counties look forward to collaborating with the SOS, Civix, and local county parties to resolve identified concerns that may impact voters.

1. Data discrepancies could lead to extended voter wait times and increased provisional ballots. During the check-in process, if counties encounter data irregularities, unintended consequences may include improper ballot styles being issued or incomplete reports of voters who have requested and/or submitted a mail ballot.
 - a. This will require poll workers to take additional time to call the county election office to verify information, severely impacting efficiency at multiple junctions.
2. Many counties were unable to complete a mass mailing of voter registration certificates effectively because of issues with TEAM. This mail-out is to provide clarity to the voters regarding status, district changes, and polling locations. The lack of these certificates has already led to increased voter confusion, as individuals who didn't receive their cards have "expired" cards, increasing the likelihood that they are unaware of their voting eligibility status, and whether redistricting or polling place changes impacted them.
3. Counties have continued to experience challenges in tracking applications for ballots by mail, ballots received, or ballot status through TEAM. The associations have recommended that counties maintain internal processes, such as locally managed databases, to help voters track their ballots.

This primary election will see substantially higher turnout than the November Constitutional Election. The administrative burden on counties increases the likelihood of logistical issues during voting. Counties and the SOS must communicate effectively throughout the election to clearly identify and resolve TEAM challenges that impact the voter experience.

Recommendations

To ensure that Texas has as smoothly run a primary election as possible, the undersigned associations offer short and long-term recommendations:

1. **Immediate**

- a. Through election day, publish an escalation matrix with specific tiers, including names, contact information, and response-time commitments, so counties can correctly flag issues by severity. An escalation tier should include a process for data issues that counties can't address, with a method to notify the proper personnel at the SOS or Civix immediately.
- b. Require Civix to provide a clear timeline of any planned updates to the TEAM system through the primary. A timeline allows counties to appropriately prepare for any changes to TEAM.
- c. Provide a direct liaison for county and district clerks to share challenges with the jury. The SOS is understandably hyper-focused on the primary, and this would ensure that clerks properly filter jury challenges from election management.

2. Long-term

- a. Following the primary, establish a longer-term notification and guidance process by which Civix can give comprehensive status updates on all aspects of TEAM. This should include timelines and progress updates in resolving issues, future feature updates, and messaging to counties as specific problems develop that may not necessarily be statewide.
- b. Create a standing working group with county officials that allows counties to provide timely feedback on TEAM, assist with troubleshooting new system features, and support the state by facilitating guidance and resources for all counties.
- c. Counties would support collaborating with the SOS to establish a real-time system status dashboard. This dashboard could allow county officials to verify whether a known issue is already being addressed, reducing the spread of unofficial (and potentially inaccurate) information and ensuring that any ongoing issues are reported to the SOS.

The TEAM rollout is a complicated process, made even more complex by the bankruptcy of the state's largest third-party vendor and redistricting. Counties are the state's partners in running fair and safe elections, and these suggestions are intended to provide direct feedback on concerns raised across the state while also emphasizing our commitment to working together on behalf of Texas voters.

We thank you for your partnership and stand ready to collaborate on the continued implementation of TEAM and to make exhaustive efforts to ensure the best possible election.

Sincerely,

Kristin Miles
Bastrop County Election Administrator
TACEO - President

Sandra Roblez
Yoakum District Clerk
CDCAT - President

Rick Thompson
CJCAT - Program Director

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