



October 17th, 2025

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

Dear Secretary Nelson,

On behalf of 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, we write to express shared concerns and recommend potential strategies to address implementation challenges with the new statewide election management system (TEAM).

The transition to a new TEAM is a massive undertaking, requiring partnership between counties, the Secretary of State, and Civix, the vendor assisting the state in designing the system. We appreciate the Secretary of State's collaboration and partnership with counties in ensuring Texas continues to be a model for fair and safe elections. However, in rolling out and implementing this new platform, several issues have been identified that directly impact key parts of the election and jury process. These challenges merit immediate action, and counties look forward to working with the Secretary of State and Civix to identify and address each issue.

Key Challenges

1. Inconsistent System Behavior

- a. Since the transition to the new TEAM, counties have experienced daily inconsistencies with the core functionality of the system. Necessary processes, including voter registration lookup, ballot issuance status, precinct assignments, and voter history updates, frequently malfunction.

This lack of functionality materially increases the risk of a voter being issued the wrong ballot, duplicate registrations, and more delays in the polling place.

- b. Counties have seen substantial delays in processing voter registration applications and updating registration status. Many election officials have observed TEAM incorrectly generating the voter registration list, which compromises election security by complicating the update of poll books and the identification of voters who have received a mail ballot.
- c. Several Smaller Texas counties rely on TEAM to pull their jury list. District clerks have documented the new system solely pulling registered voters as jurors instead of those qualified to serve on a jury. Additionally, the new system lost its functionality to print summons, adding unnecessary delays to the jury process.

Many of these challenges are not reproducible, which prevents local officials from accurately diagnosing and addressing the issues. We understand the difficulty in standing up TEAM, which requires transitioning millions of data points, training counties, and managing a private sector vendor responsible for a significant part of designing the new system, providing technical maintenance, and support. The associations have encouraged counties to diligently track their experiences to provide tangible feedback as issues are addressed.

2. Statewide Training Gaps

- a. While training opportunities have been provided, it's concerning that it began so close to the implementation of the new system without there being a significant buffer to prepare for the upcoming constitutional amendment election. Given the technical difficulties and various TEAM updates, election officials are expected to master a rapidly changing system without troubleshooting guidance, which hinders their ability to address system issues.

3. Insufficient Support Resources and Escalation Protocols

- a. TEAM representative support is intermittent, under-resourced, and lacks subject-matter continuity. Response times are frequently measured in hours rather than minutes. Furthermore, it is concerning because prompt responses are necessary for time-sensitive issues that arise during early voting and on Election Day.
- b. Escalation procedures are unclear; local election officials cannot reliably identify whom to contact for emergency remediation or rollbacks.

Immediate Recommendations

To protect voters and ensure Texas has the strongest elections possible, we offer the following immediate and long-term recommendations:

1. Stabilization and Audit

- a. Halt any further system-wide rollouts or feature changes until a stabilization plan exists or at least until after the completion of this Election Cycle. Many feature changes have led to continued confusion among counties, resulting in TEAM producing incorrect reports and creating uncertainty in fundamental election management processes.
- b. Require the Secretary of State to provide a clear timeline for TEAM bug fixes and system hardening. This can be further addressed by publishing weekly status reports to counties that

detail both resolved and outstanding issues, ensuring clear communication about the problems that have been solved.

- c. Expand the list of eligible jurors to include those who are not just registered voters.

2. Robust Support and Contingency Resources

- a. Establish a dedicated incident response team, focused on TEAM, through the duration of early voting and canvass, staffed with technicians authorized to implement emergency remediations, where appropriate, perform controlled rollbacks, and promptly assist counties.
- b. Publish an explicit escalation matrix with names, contact information, and response-time commitments for each escalation tier, so counties correctly flag issues with the right entity.
- c. Provide model contingency plans and resources for counties to revert to validated manual or alternative electronic workflows (including paper-based backstops) in the event of a critical system failure and supply the necessary materials and instructions immediately.

This collective request is not easy and calls for decisive, immediate action, along with verifiable progress on the issues outlined above. However, without these changes, the current state of the TEAM rollout creates undue risk to voters and the integrity of election officials. Counties are the state's partner and will continue to collaborate constructively on solutions. Election officials recognize the role Civix plays in designing TEAM and offer our round-the-clock support in addressing the outlined challenges.

We stand ready to help undertake exhaustive efforts that ensure the best possible election for all Texans.

Sincerely,

Shannon Lackey
Randall County Election Administrator
TACEO - President

Sandra Roblez
Yokum County District Clerk
CDCAT - President

Rick Thompson
CJCAT - Program Director

Christina McMurray, PCAC
Randall County Tax- Assessor Collector
TACA - President