TEAM Survey Comparison: October vs. February

This report provides a comparative analysis of the feedback gathered from the October and February surveys regarding the TEAM system functionality and user experience.

1. Consistent Issues (Persisted from Oct to Feb)

The following areas remain problematic across both reporting periods, indicating systemic issues that have not yet been fully resolved:

- **System Instability ("Whack-a-Mole" Fixes):** A recurring sentiment in both surveys is that fixing one bug frequently breaks another unrelated feature.
- **DPS Application Processing:** Both surveys highlight issues with DPS records, including missing addresses, doubled entries, and delays in records appearing in the system.
- **Reporting Failures:** Users consistently report that reports fail to generate, remain "in progress" for days, or produce duplicate/triplicate data.
- **Mass Mailout (MMO) & Printing:** Difficulties with batch printing voter notices and certificates are present in both, specifically regarding the efficiency and accuracy of the output.
- **Precinct and District Mapping:** Errors in commissioner precincts, congressional districts, and street lists remain a major concern for data integrity.

2. October-Specific Issues (Not prominent in Feb)

These issues were focal points in October but were mentioned less frequently or replaced by more specific technical complaints in February:

- **Training & Documentation:** October feedback emphasized a lack of webinars and manual documentation following the initial TEAMS training.
- **Basic Navigation Anxiety:** Early feedback focused heavily on the "nerve-racking" nature of the new interface and general "user-unfriendliness" of the new steps.
- **System Performance Speed:** While still slow, the specific complaints about the "refresh button" needing to be clicked multiple times to see print options were more prevalent in the initial October feedback.

3. New Issues (Appearing in the Feb Survey)

The February survey shows a shift toward more complex, election-specific failures as users attempt to move into active election cycles:

- **ABBM (Ballot by Mail) & FPCA Failures:** Significant new complaints regarding the inability to process ABBMs, system-generated errors on returned carriers, and the system "deleting" active voters when a ballot is mailed.

- **Precinct Overcrowding:** A critical new issue surfaced where the system registered over 50,000 voters into a single precinct in one county.
- **Voter History Ordering:** New complaints regarding the logic of voter history reports, specifically that they are sorted by First Name instead of Last Name, or Block Number instead of Street Name.
- **Communication Gaps with Leadership:** February feedback specifically calls out a lack of communication with "SOS leadership" who can actually make decisions, moving beyond just technical support tickets.
- **Offline County Conflicts:** Specific feedback from "offline" counties regarding error files and PSV list growth that wasn't as detailed in the October summary.

4. Most Referenced Areas (Top Concerns)

Based on frequency and intensity of the feedback, these are the primary "pain points" for the user base:

1. **Mass Mailout (MMO) Errors:** Referenced most frequently in February as a "burden," specifically regarding missing city/zip data and incorrect districts on cards.
2. **General Reliability/Trust:** The sentiment that the system is "not reliable enough to run an election" is the most emotionally charged and frequently repeated theme.
3. **Inaccurate Voter Data:** The most cited technical fear—specifically that addresses are disappearing, pcts are wrong, and the "backbone" of the election (voter rolls) is no longer clean.
4. **Workload/Backlog:** Users repeatedly reference being "weeks behind" or "never being able to catch up" due to the convoluted nature of the new processes.