

Operational and processing impacts

- Intake backlog: Paper applications pile up; delayed data entry and VUID issuance.
- Timeliness: Missed statutory deadlines (e.g., 30-day cutoff before Election Day), late processing of address/name changes, county-to-county transfers, and status updates.
- List maintenance paused: No updates from DPS, courts, vital records; deceased, felony, and non-citizen removals stall; NCOA/undeliverable mail workflows freeze.
- Precincting errors: Inability to assign/validate precincts; wrong polling place notifications.
- Registration certificates: Delayed printing/mailing; voters lack current certificates.
- Pollbook accuracy: Electronic pollbooks and supplemental lists out of sync; higher error rates.
- Duplicate/incomplete records: Manual workarounds increase data-entry mistakes and duplicates.
- Mail ballot dependency: Incorrect or late registration status affects ballot-by-mail eligibility and delivery.
- Provisional ballot surge: More voters not found in rolls on Election Day; longer adjudication queues post-election.
- UOCAVA/MOVE timelines: Risk missing transmission windows for military/overseas voters tied to registration status.
- Agency registrations (NVRA): Public assistance/DPS transactions cannot sync; applications stranded.

Staffing and workforce impacts

- Overtime and burnout: Extended hours to handle paper intake and later data backfill.
- Reassignments: Shifting staff from outreach/maintenance to manual processing; reduced public services.
- Training burden: Rapid training on contingency SOPs, manual validation, and chain-of-custody.
- Temporary hires: Need for short-term staff; onboarding and quality-control challenges.
- Morale and retention: Stress over public complaints and deadline pressure.

Customer service and communications

- Longer wait times: In-office and phone inquiries spike; status checks cannot be answered reliably.
- Increased errors in guidance: Without system lookups, staff may give conservative or incomplete advice.
- Public trust: Perceived disenfranchisement and frustration; complaints and media scrutiny.
- Language/accessibility: Harder to provide accessible, multilingual updates without standard tools.

Data integrity and security

- Ad-hoc spreadsheets/paper logs: Heightened risk of loss, mis-keying, unauthorized access, and privacy breaches.
- Audit trail gaps: Incomplete logs for who handled applications and when; chain-of-custody risks.
- Reconciliation difficulties: Matching paper to eventual electronic records is time-consuming and error-prone.

Legal and compliance risks

- HAVA compliance: Statewide database availability and list accuracy requirements at risk; potential impact on federal funding.
- NVRA obligations: Failure to timely process agency-submitted registrations and list maintenance.
- ADA/language access: Reduced ability to deliver accessible services.
- Litigation exposure: Missed deadlines, inconsistent processing, or disenfranchisement can prompt lawsuits or court orders.
- Records retention: Managing paper under retention laws becomes more complex.

Interagency coordination failures

- DPS/SSA verification: Identity/SSN4 checks delayed; pending statuses linger.
- Courts/vital statistics: Felony convictions and death records not posted; ineligible voters remain.

- County-to-county transfers: Voters stuck between jurisdictions; duplicate active registrations.

Election administration impacts

- Poll worker burden: More provisional processing, line length, and conflict management.
- Notice delays: Late or incorrect voter notices for polling places and ID deficiencies.
- Canvass/post-election: Larger provisional review workload; certification delays; increased error rates in acceptance/rejection.

Financial and contractual

- Overtime costs and temp staffing: Budget overruns; diversion of funds from outreach.
- Vendor penalties/SLA disputes: Time spent managing contracts versus serving voters.
- Post-mortem and remediation costs: Data cleanup, audits, and system hardening.

Special populations and programs

- Address Confidentiality Program: Manual handling increases confidentiality risk.
- VR Deputies: Delays in logging deputy-submitted batches; missed deadlines for timely registration.
- Students/college drives: Large batch submissions exacerbate backlogs.
- Voters with disabilities: Additional barriers if alternative channels aren't ready.

Potential downstream issues from prolonged outages

- Voter roll bloat/inaccuracy: Higher returned mail, confusion at polls, challenges to results.
- Unequal treatment: Counties with better workarounds process faster, creating disparities.
- Erosion of confidence: Lower turnout, increased complaints, pressure on elected officials.