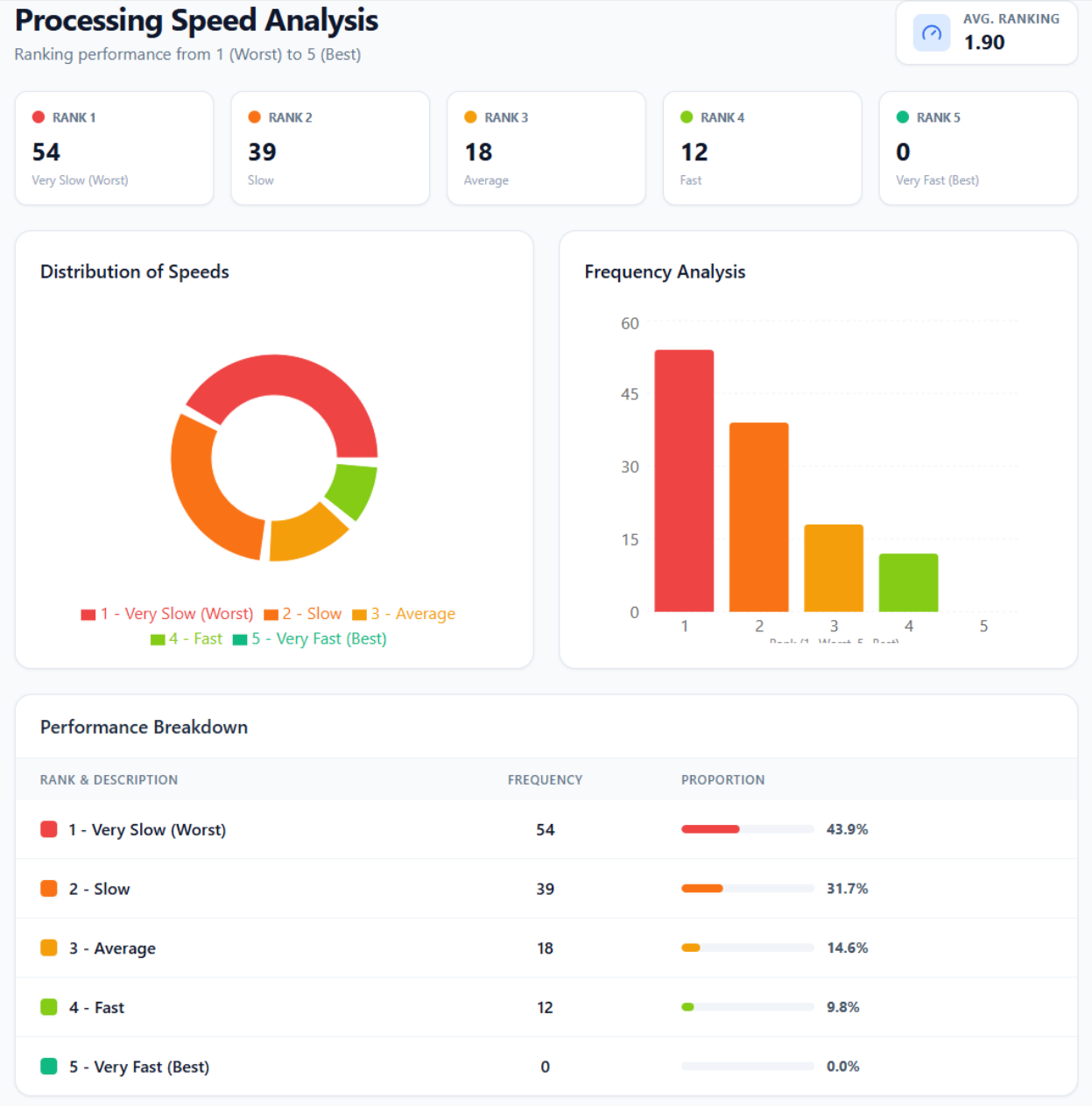
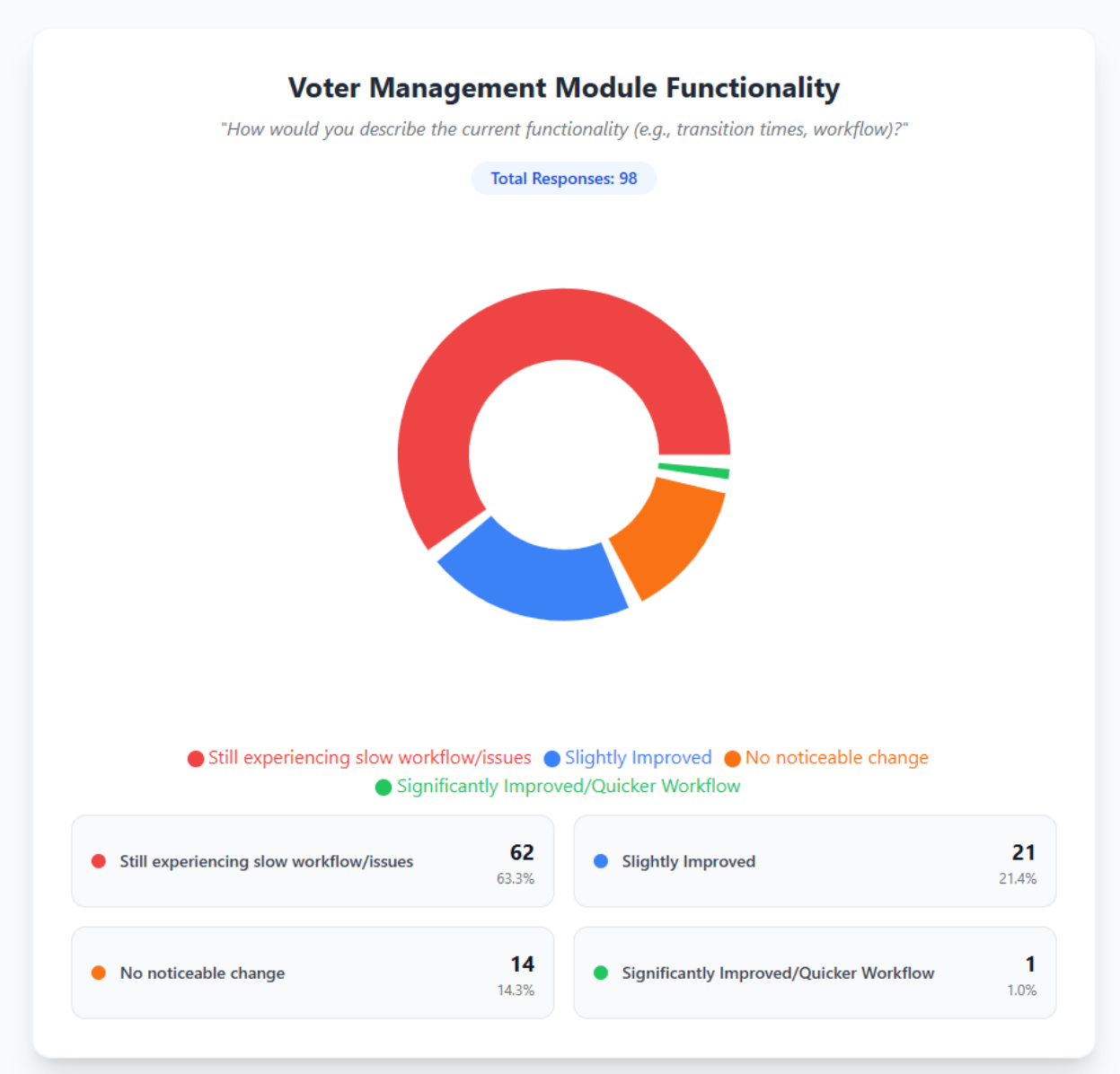
Please rate your experience with the recently updated Report Processing Speed.

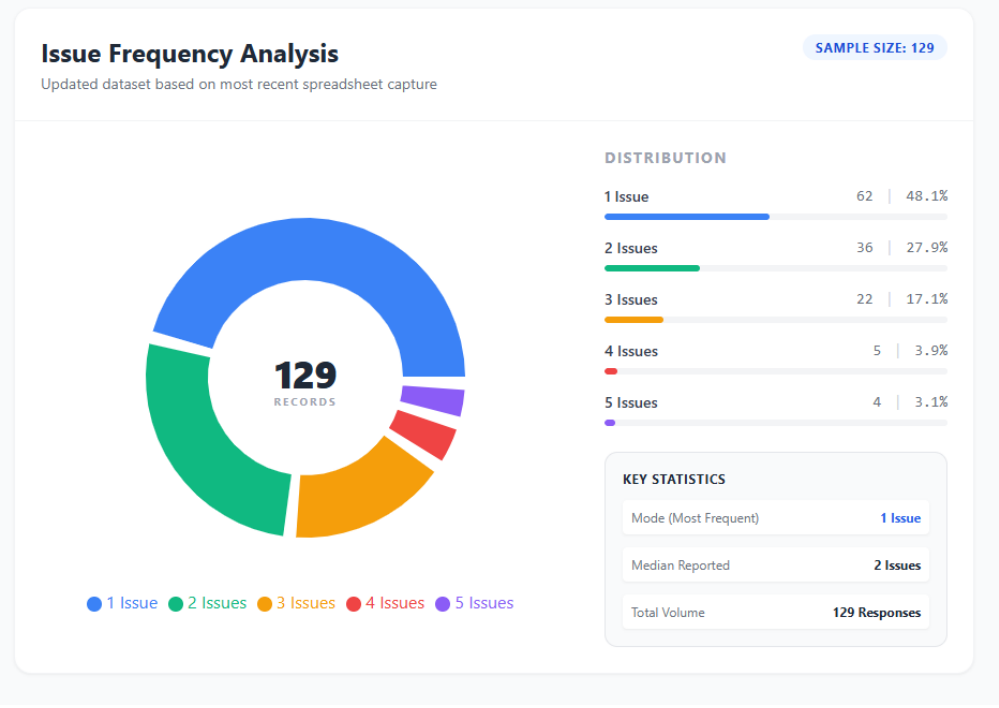


How would you describe the current functionality of the Voter Management Module (e.g., transition times, workflow)?



For the ABBM/FPCA Modules, are you still experiencing challenges with any of the following issues?

Issue Frequency



What is your biggest administrative burden regarding the current functionality with TEAM ?

Currently, it's the MMO file. It's been ready for a week but the file is missing over 32k city, state and zip pieces. Once that's corrected, there are missing pcts, additional pcts and who knows what else wrong with the file.

Inconsistent/inability to process ABBMs, reporting issues, slow processing times all make it difficult to have accurate data in a timely manner to proceed with the administrative duties going into Early Voting. We spend most of our time answering phone calls about lack of new VR certificates because of the MMO delay.

"The amount of deflection and gaslighting from the Secretary of State's office (on webinars and mass communication) is diabolical. In my professional career, I've been a member of the ""train the trainer"" team at two major companies (Harris County Appraisal District and Shell Oil Co) who transitioned computer operating systems: one transitioned from a DOS to Windows-based system and the other company transitioned to a Web-based system. Now, we're transitioning to Civix / TEAM 2.0 and are in the software transition testing pre-release stage. It seems the team currently representing Civix lack an understanding of the position they're consistently putting frontline Election Officials in. The answer from Civix is always the same: working on it, eta ""soon"".

Voter Management Module speed and not pulling up voter records if someone is currently registered

I don’t have a biggest burden . There are too many to pick just one. There isn’t a piece of functionality that remains consistent from day to day.

All of it, literally the entire system.

"NOT BEING ABLE TO GET JOBS PROCESSED AND STILL HAVING ISSUES WHERE THINGS ARE WRONG IN PROGRAMS AND STILLING WAITING ON MASS MAILOUT AND HAVING LOTS OF CALLS AND PEOPLE COMING IN ASKING WHERE THEIR CARD IS. I HAVE DISTRICTS ON MY VOTER CARDS I CAN NOT EVEN CHOSE OR HAVE. I GET ERRORS ON SO MANY REPORTS OR BLANK FORM. MY REP IS VERY HELPFUL AND SHE HAS ISSUES TOO.

DON'T EVEN ATTEMPT TO DO VOTER HISTORY. THE WAY THEY COME OUT IS CRAZY FIRST NAME INSTEAD OF LAST. BLOCK NUMBER INSTEAD OF STREET NAME ORDER.

"Registering people in wrong precinct (we have 50,000+ registered in ONE precinct). We've sent multiple tickets and emails on this matter since November 4th with NO resolution.

TEAM not accepting history which makes voters unable to see their status in Ballot Tracker.

Thousands of voters in ""Applicant"" status (PSV). We send everything up and TEAM does not send us a record, appearing not to process the voter.

Online changes are not sending apartment numbers in the residence address.

Speed at which pages come up and allow for changes to be made.

Though I like the new TEAM the old one was easier to to get around.

This week when we were trying to process the FPCA and BBM applications it would take minutes to wait for the screens to populate the fields that should be populated. If you went a head and filled in other blank spaces, when the system finally did populate, it would erase everything that you had inputted during the wait time.

We have 50 applications a day to process and Friday we maybe were able to do 20 due to having to wait and wait for the program to work.

WHen you put in a federal FPCA voter, it will cancel them from TEAM. Yes, they only get the federal ballot, but we still need to have this person come up on the reports that the ballot was mailed, but it has cancelled the voter. MMO is frustrating.

Friday I was told that my TEAM rep was telling the office that they are waiting on me to give the go ahead on this - I said so have we fixed the extra minor districts that are being put on the VR cards that I did not authorize.

OH! No, the TEAM rep had forgot about that problem. They would check on the status.

Frustrated that the SOS states on social media that the MMO delay is related to redistricting - we did not redistrict. VR voter is being flagged as under age when he is 50 years old and will not let us change - this voter registered through DPS, was already a registered voter in Parker County.

VR - when inputting DPS voters, it is not bringing up voters that are already registered in our county which causes duplicates being created. Naturally this is trying because we do our job to keep the duplicates to a minimum, causes issues with the keeping the voters voting history correct. Button to send a document or DPS to another voter is not there to choose the county.

I have a handful of voters that want to be registered, but unfortunately there was an error with the application. I have sent them an incomplete letter with another application but have not received it back and it is beyond the deadline.

I have no way of rejecting the application and letting them know that they are not registered. Some of the voting history reports we have to send to TEAM rep to have CIvix run them. Hours and times for early vote are staying in the system as of right now - that is the only improvement we have seen.

I believe all of US congressional District 23 has been attached (linked) to US congressional District 11. We have repeatedly asked for help to reassign our voters to the correct district. We have been unable to print or issue VR cards because the wrong district prints on our cards. No word on when we can do mass mail out. Our voters are not happy. And I feel like I'm stuck in the middle and it's not my doing. At the same time navigating all the ABBM issues. It's been a lot.

The inability to easily cancel a voter

Not being able to process voters at certain time and not being able to run quick reports

Still can't sync.

When something is supposed to be fixed, then we have several other areas that are then not working. We run a separate spreadsheet for ABBM and most other functions because we simply don't trust the system. Productivity is probably 50% of where we were in the old TEAM. My staff cusses a lot more also.

Lack of knowledge from Team Rep and response time. Then get a response and they well just run it again, it still does not resolve the issue and then the rep decides they might need to contact civic. They don't understand the critical matters need urgent attention. I have other issues that need to be resolved but are holding back because I have big issues that need to be fixed.

No way to track my ABBMs, no DPS applications to print (ticket is in) no mass mail out

The time it is taking me to learn the new functions as I try to meet VR and Election deadlines.

It works sometimes and other times not. The list is too long to name.

Unable to get everything done for the Primary - Still can't run a ballot style report

Every time you go in, you do not know what will work, what won't and what disappears after you enter it.

They impose deadlines that aren't possible to make due to constant issues with all modules.

speed and potential matches in voter registration

The amount of time it takes to load information and the information not being correct most of the time.

ABBM/FPCA not assigning correct elections, Streets still not correct and can't get streets list, not being able to generate accurate voter history reports

ABBM/FPCAs have to be handled more than once. Going into each individual record to 1. enter the application as received (and there were problems with this beginning 1/1/26), 2. this time going back in to reject applications because TEAM would not allow rejections. 3. correcting the rejections, or deleting the wrong primary because TEAM gave voters both primaries when one was selected, 4. issuing ballot, 5. creating a separate spreadsheet in order to produce mailing labels since TEAM currently only allows you to print one per pdf from the system. I spend 99% of my time on ABBM/FPCA now in this new system.

Speed, high risk of duplicating voters, creating more workload, lack of trust in the system

the unreliability of the system working correctly from one day to the next; and don't even get me started on the inability to process MMO. Voters suddenly missing EDR dates, random status issues, streets suddenly missing precinct/district assignments. ABBM module being correct one day, incorrect the next without changes from my office. Reports not running correctly, or not at all. Available reports that do not process. Inability to see voter audits/correspondence (why can't I see a voter address change??).

Processing any type of VR applications, both mail in and DPS (dashboard).

Entering ABBMs have either not shown up, duplicated parties, not allowed drop down boxes to pop up, or froze. I have reported a couple times and told to just keep trying.

Time

maneuvering through the system and the scanning of the documents

Voters Updates with DPS

getting answers from our team rep and running reports

We have still not sent out MMO and it is going to be a burden to us getting into this Primary Election. Also we are unable to update ABBMs. Most of them are not even entered into the system because it wont let us.

Unable to manage Voter for ABBM, Slow response for reports requested

I don't know if all the information it reports is correct.

Timeframe for processing DPS applications or any application for that matter.

How slow it is, it is taking 10 minutes or longer to process one ABBM

SPEED, FUNCTIONS NOT WORKING, DUPLICATES, MISSING DISTRICT! SLOW OR NORESPONSE TO ISSUES REPORTED! SOS TEAM MEMBERS WHO HAVE NO ANSWERS

NOT BEING ABLE TO SEE THAT A VOTER IS IN TEAM AND REGEGISTER IN ANOTHER COUNTY WHEN THEY MOVED TO A DIFFERANT COUNTY IN THE STATE. II HAVE TO LOOK THEM UP BUT STATE SO THAT THEY DONT HAVE 2 VUID NUMBERS.

speed and printing daily VR cards in multiples instead of one at a time

Going into TEAM to get ANY work done only to see it either spin or not function at all. Not being able to have access to SO MANY previous functions in old TEAM. Very frustrating!

The time it takes to update a voters record is way too long. When entering addresses the old apartment number is being generated even after we have changed it.

We are unable to process Voter Registration Applications and enter in Ballot by Mail Applications efficiently.

"Data not saving or disappearing, missing drop menu

Having to re-enter the same info in multiple places

Slow system or timeouts

Reports that don’t pull correct or complete data

Manual tracking outside TEAM (Excel/paper) because TEAM can’t do it

Late SOS updates that prevent you from moving forward

Upload are time consuming from DPS- you must print and then scan why can you not just upload from the system

Not submitting tickets timely - normally it takes me 3 times telling the Rep there is a problem

DPS application - some are coming up with Live check Failed and then it processes and nothing in Live check Failed- did it fail or nor"

Inability to process requested reports in a timely manner.

SLOWER THAN DIRT

Slow functionality, having to duplicate processes, having to continuously verify information is correct (i.e., registration date, address numbers)

MASS MAIL OUT [REPORTED FROM VOTER REGISTRAR]; ABBM MODULE

We are having to add missing information to DPS applications. We are losing DPS applications when "printing" and we are constantly having to add numbers. THis is a time consuming process. We have to wait an extended amount of time for things to load and often resulting in errors and need to reload or "clear cache" etc. We are still waiting for mass mailout and this is going to cause disruptions going into the primary. TIME LOSS is the biggest burden. Incorrect or missing information.

Ballot style reports have been inaccurate and inconsistent, a ticket was submitted for me and it took more than 2 weeks to receive a response. The response did not provide the solution.

"We at the county level can not meet the necessary deadlines to stay in compliance with state laws and are perceived as incompetent, causing loss of trust in how we process elections, voter registration and our offices in general.

Fixes should remain fixed, error after error on reports, important information missing from reports such as suffix of name and apt numbers. It needs to be streamed lined. I am now being told that I have to look up each voter individually, go under correspondence to the vr card in order to print the card correctly as it does not print from the reporting system correctly."

County Chairs are frustrated — they're hitting barriers when entering candidates for the big Primary.

Our TEAM rep (Elizabeth Collins) said the folks who talk to Civix reps are the managers (Julia Montes and Lillian Eder). From our perspective, it doesn't seem like anyone (Julia Montes & Lillian Eder nor anyone at CIVIX) are using a project tracker or a spreadsheet to track progress on rolling out TEAM 2.0/Civix.

Civix lacks a sense of urgency in delivery.

While there has been marked improvement with the software, there are still astronomical issues that, ""Civix has been working hard on"".

What, exactly, is Civix doing-- like, what are their top 5 items right now as of today?

What, exactly, is on their schedule to work this week? The next 2 weeks? The next month?

Have they aligned their deadlines being cognizant of SoS' simultaneous operations?

What meetings / how frequent does the TEAM team have with Civix, if any?

We have lost confidence in current Civix representatives.

We have lost confidence in the current Civix reps' competence.

Civix promised proactive communication back in September 2025; however, they have yet to deliver that.

Not able to complete tasks

Speed, DPS portal....ability to scan into the voters portal for walk-ins

"In my previous response, I forgot to provide a specific example of the deflection we are experiencing. We sent the following email to the Elections inbox at SoS as directed in the Advisory: ""this email serves as notice that Lavaca County will not be able to complete Logic and Accuracy Testing by the deadline of January 14, 2026, due to the following reasons:

1) We are currently past due for our bi-annual mass mailout due to an inability to process reports in TEAM required to fulfill election code.

2) TEAM 2.0/Civix encountered errors in reporting after County Chair's entered candidate information. Many counties are unable to certify candidates due to these errors.

3) With counties unable to certify candidates, SOS does not have authority to sign off on the ballots for the March 3, 2026, Primaries.

4) This causes much hesitation for all counties, although SOS recommends, we move forward vendors and counties do not want to order ballots with no legal backing.

5) There have also been several errors on the ballots due to the issues with the reports. This too, has caused delay in the ability to order ballots. To summarize, because of the errors that are being produced from TEAM 2.0 and Civix, Lavaca County will not be holding L&A by the required deadline. After the state certifies the ballot, then we can proceed with L&A Testing.""

Shortly afterwards, the SoS released an Advisory regarding L&A and they had a link with press release that omitted any responsibility on their side for delays due to the software. "

Sometimes you can't work on it, or its slow. Specifically, DPS and Felon module. Reports unavailable after made available.

Voter Registration and Mass Mail-out

While we get updates they are only working for a day or so before going back to the way they were. Having to do things repeatedly and wasting our time. We are having to track everything by paper (ABBM's), VR, etc. so that we can go back in later and fix what was correctly put in but was changed by TEAM.

I am not the Voter Registrar and am just now starting back up with ABBMs. JURY module not working has been my biggest issue right now!!!! I entered 4 ABBM's this morning and pulled 1 report...started at 9:00am and finally got done at 12:05pm. So Slow and taking a lot of time to load the drop down options for every voter entering an ABBM for.

"INACCURATE VOTER REGISTRATION DATA! Completing the Redistricting process, running a (99999) report, and getting ""no voters found"" as a result. Only to find out WEEKS LATER that the reports aren't accurate and are not picking up ""floating voters"" that may have been lost during the Redistricting process. Which in turn, has us questioning our OLRV that was sent to our Vendor FOR THE MARCH 2026 PRIMARY.

FAILURE TO RESPOND! We have had several Candidates and County Officials that have requested (specific reports) County/Precinct Voter List, Voting History List by Party...Etc...and the reports fail when we try to run them. Only to submit to the State and Receive NO RESPONSE. ALSO, according to our TEAM REP, they are submitting tickets on behalf for our issues BUT we Receive NO RESPONSE as to when the reported issue has been remedied. Sending Multiple EMAILS, putting issues in writing, and sending multiple STATUS UPDATE request. (This is not a direct bash at my TEAM Rep; she can only give us what she is being given.) THE COMMUNICATION FROM THE HIGH-UPS IS NON-EXISTANT.

DOUBLE, TRIPLE, EVEN QUADRUPLING OUR WORKLOAD! (Voter Registration/Dashboard Processing) (Entering in Election Info ""EV/ED Poll Places, Dates & Time"") (ABBM/FPCA ""processing, sending & receiving""). NONE of these Modules work as they should. We are constantly re-entering Information 2 & 3 time just to get it to take. If the VR is rejected for some reason or another, the notices are Incorrect and that is if it even generates one.

These are just a few things that we've experienced in our County. We, as County Election Officials, have a job to do where we are held ACCOUNTABLE. And we already catch the brunt & back lash when things go wrong with Voter Registration and Elections within our State. The New TEAM system WAS NOT and after 6 months of being LIVE, is STILL NOT ready to use as our STATE'S VR Database. In 2026, most of the counties in Texas will have anywhere from 4-6 elections and who knows what the future will hold for us as CEO with the INACCURATE DATA we are working with. The way I see it, the Secretary of State also has a job to do. WHERE IS THE ACCOUNTABILITY?"

It does not work up to the old TEAM standards.

speed, multiple functions error out or just get the spinning circle of death, drop downs are empty or take a long time to give options, still do not have a file for the mass mail out

The biggest burden to me is the lack of communication from the SOS regarding the lack of functionality all together.

It feels extremely clunky and oftentimes broken. Basic tasks do not function 60% of the time; things that should be possible just aren't. For example, when our data was pulled over to CIVIX, they included many old streets, locations, and precincts. No problem, I can just go in and delete them --- except I can't. My boss is able to delete some of them, but many of them are "used in an election" even with no elections or voters tied to it. She is also not able to change my permissions in TEAM to also delete streets.

"MMO Still can't go forward even if we DID NOT redistrict. There are too many things on the voter profile that are useless.

DOD. No purpose of it being there if their status shows cancelled-deceased. Then where is the DOD if they're deceased?

Previous address. No previous address shows. The state says the ones in the previous system didn't come over but from July and forward they 'should' be there. They aren't. All the blank area scrolling down to actually see the precinct/districts is stupid.

PIR. I shouldn't have to ask someone at the state to run a list of people who voted in past elections and let the requestor know it's not up to me at this point. I've asked for reports and they send me other counties or just a list of one method of voting and I always have to ask them to redo it.

The splits.. OMG! We were not even told what all the splits meant and no one explained to us what they were. There is still not a clear answer on this as of now. I spoke with three other counties that have massive spreadsheets to show what split means what. None of this was discussed so we're having to make up ways to make it work for us. TEAM has put us in such a bind since it's release in July. I can't delete streets that are no longer needed because there are voters (CANCELLED) 'tied to the street'. Not active. I can't delete polling locations from elections because it's 'tied to an election' when it isn't. It pulled over polling locations we haven't used in 20 years and parcels are the same. "

PROCESSING TIME. OLD TEAM TOOK APPROXIMATELY 30MINS TO AN HOUR OF TIME TO PROCESS DAILY VOTER REGISTRATION. WITH THE NEW TEAMS, OUR COUNTY NOW DEDICATES 1 FULL TIME PERSON TO PROCESSING DAILY VOTER REGISTRATION. IT NOW TAKES APROXIMATELY 6 HOURS TO PROCESS DAILY WORK AND OFTEN TIMES THE RECORDS ARE PROCESSED WITH ISSUES. WE KEEP A WRITTEN RECORD, A DAILY DATED RECORD OF EACH RECORD WE PROCESS WITH NOTES OF ISSUES IN A SPIRAL. IN ADDITION TO THIS FULL TIME PERSON, ANOTHER PERSON MUST WORK ON THE OTHER REQUIRED FUNCTIONS IN TEAM (BBM, REPORTS, ...) THE INCREASE HAS COST OUR ANNUAL BUDGET A FULL TIME PERSON, WE ARE ACCOMPLISHING LESS AND HAVE LESS CONFIDENCE IN THE QUALITY OF THE DATA

NOT AS SIMPLE AS IT IS SUPPOSED TO BE

Slow, or not functioning processes, work arounds recommended are not time or cost efficient.

Takes too much time to process anything you do in TEAM. It should not take all day to process DPS or ABBM.

Processing is difficult timewise and when the system doesn't pull registered voter.

Time! The amount of time it takes to receive and process a voter! Having to do our own cross reference because TEAM never pulls up whether the voter already exists.

Lack of communication with SOS leadership (people that can actually answer our questions/get things done)

Action' buttons on Felon reports do not display, enabling me to work them.

Getting a quicker response from TEAM reps regarding significant issues with the wrong congressional districts

The inconsistency of the software over all.

I'm behind and feel like I'll never catch up. It's added so much more work on me with not having a functioning system, I don't understand why they didn't test every aspect of the new program before it was released. And I don't know which Combination Clerk's they reached out to for advise but it's been nothing but a huge dissapointment

"Since we're an offline county, much the above does not apply to us.

Voters unable to cure their ABBM and/or returned carriers. System show both primary ballots mailed to voter when no ballot was mailed from our office due to a defective ABBM. System shows ballots mailed for voters not in the district of current election. System shows an FPCA instead of annual ABBM. TEAM deletes active voters when ballot has been mailed, causing us to request our vendor to reactivate voter so we can accept ballot when it's returned. When adding locations, they'll be there one day and gone the next. SD9 election had sates and time from the 11/25 election..."

Offline county, many issues with no resolutions, PSV list growing every day, FPCA issues, error files, every time they "fix" one issue they create another.

Which of the following TEAM modules do you continue to have issues with on a daily basis?

Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), Voter Management Module

Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), PIR Module (Public Information Requests), Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

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Redistricting, Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Mass Mail Out (MMO) / After Mass Mail Out (AMMO), Voter Management Module

Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

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Voter Management Module

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Report Processing Speed, Voter Management Module

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Report Processing Speed, Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Report Processing Speed

Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Report Processing Speed, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

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Report Processing Speed, Voter Management Module

Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), Voter Management Module

Report Processing Speed, Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

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Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

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ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Report Processing Speed, Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), PIR Module (Public Information Requests), Voter Management Module

Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Redistricting, Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), PIR Module (Public Information Requests), Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

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Report Processing Speed

Report Processing Speed, Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

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Voter Management Module

Redistricting, Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO)

Report Processing Speed, Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Report Processing Speed, Mass Mail Out (MMO) / After Mass Mail Out (AMMO), Voter Management Module, ABBM/FPCA Modules (Absentee/Federal Post Card Applications)

Redistricting

Voter Management Module

What additional action would you like to see from the Executive Board

None at this time.

I would like to see the Board pressure the SOS directly again.

Media press release would be helpful for a consistent message from counties.

It seems that we are going to have to as a collective force get these issues to a higher authority because all Christina is telling us is to turn in a ticket and my rep just keeps telling me it is a known issue.

We need a way to escalate this because my rep doesn't respond to email for several days and acts like I'm bothering if I call in.

I have tried emailing Christina and never get a response. This has gone on too long and now they have told some of us that TEAM can't support when all of us are trying to do something at the same time.

Voters are also beginning to ask questions about it and their trust is waning and there is nothing we can do but we are being blamed..I am going to my judge and commissioners in the next few weeks to give them an update and ask them to lean on their association to help.

I don't believe that there is anything that anyone outside of the SOS and Civera can do.

The SOS continues to share inadequate and inaccurate information.

I JUST WANT PROGRAMS WORKING SO WE CAN GET OUR ELECTION PROCESSED AND OTHER DUTIES WE HAVE TO DO WITH OUT THE HASSLE OF THINGS NOT WORKING AND HAVING TO GO BACK AND REDO OVER.

I think it's important to find a way to reopen productive lines of communication that will facilitate actual forward progress.

Of course I'm a small county but if we all just work together we will get thru this.

I do not know if the board can actually do anything to help us.

If the SOS will not even come to the conference to talk to us, what makes us think that they will meet with the board.

Maybe someone needs to meet with SOS and Civix.

At some point you would think that Civix should be held accountable - maybe give the state a rebate on the cost of using the program which is not working correctly or up to its potential.

Not sure how you can convince the SOS to take ownership of the issues so that voters know it's not the local elections offices causing all these issues.

I don’t need any voters questioning how capable my office is.

To hep facilitate the bug fixes

Yall are doing great!

Enable the sync option on the upload screen.

Some one at the state needs to be taken to task. The CIVICs vendor does not appear to know what is needed or how to fix what they have sold to the state.

Bad deal top to bottom "Our Current Issues: - Can't run correct ballot style report - My street list report has strange characters in the precinct and splits, was told to run as excel not CSV. That worked but ES&S wants as CSV - On 01.30.2026 got notice we can run Mass Mail out file, working on that today (Sunday) - We have to come in on weekends and early and late to use the system. There is such a lag when everyone is on it during the day - Doing ABBM off a spread sheet for primary –

Have not received any DUPS since last summer - When working DPS, wont show voter potential voter matches - have to do a state wide search

Face to face meeting with the SOS AND civix

The Board should make it clear with the legislature and the press of this failed rollout by the SOS.

The SOS reaction will be to blame the counties if any issues arise causing problems with our elections.

I appreciate the advocacy in the past and ongoing advocacy (especially for counties that are experiencing significant difficulties) as we continue to transition with the new TEAM.

TEAM Progress.

Holding SOS accountable.

Delete the Nov election template or we will have the same issues as we are having now

We need TEAM to work, especially with a Primary in the near future, and we still haven't received our Mass Mail Out. n/a

Accountability for TEAM and making sure we can do our jobs diligently

Continue the work being done. It is helping.

I don't even know at this point. Just trying to survive.

The State has blamed the counties for TEAMs failures and this has not been addressed. Instead I have only heard Christina talk how she doesn't like how her TEAM reps are being spoken to... how about how our concerns and issues are repeatedly ignored or we are told that it isn't happening in the test environment so it isn't happening?

Being dismissed by our TEAM rep is the most frustrating aspect of this entire process.

If we had support from the state and not just brushed aside or be told that these things would already be fixed if they hadn't had to take resources from one project to onboard all the VMACS counties... Well they should've had an operational system before releasing it in the first place then they wouldn't be so behind and causing angst.

We can run elections smoothly for the voters, what we cannot do is the office side where the voters' are now being affected by the state releasing an incomplete system.

Just keep documentation of all issues reports from members so when this goes south, we have documentation to back up the issues when have been reporting for months complete overhaul, and access to the old system until the new system is in complete working status.

There should be a way to live work the old system with a system transfer to new TEAM once it is running correctly. Seriously, why go live on a half working system when the old system functioned correctly?

I think y'all are doing a fantastic job in trying to get our issues resolved.

Our TEAM rep is very nice and encourages us to call with any questions, concerns, or problems.

The problem is with the actual Civix program not working correctly and we deadlines and need it.

Why TEAM changes on a daily basic. One day it works then the next day it may not. I ran a ABBM report today and it doubled every voter on that list.

Continued efforts to communicate with SOS.

I am honestly to the point wondering if it would be better for us to be an offline county.

THANK YOU FOR YOUR SUPPORT!!! I appreciate ANYTHING AND EVERYTHING you all are doing to help!!!!!!!!!!!!!

Unsure More push for the developer to get TEAM function.

URGE STATE TO ISSUE A STATEMENT REGARDING LATE VOTER REGISTRATION CERTIFICATES. STAY ON THEM ABOUT GET TEAM TO WORK PROPERLY.

You guys do a great job, keep it up.

Honestly abandon this platform and get the old TEAM back!

TEAM is NOT user friendly anymore. I'm tired of having to log into the system every few seconds because of inactivity.

I would like to be able to delete reports that I've run if I no longer need them.

Unsure at this point. SOS does not listen.

I would like the Executive Board to continue advocating with the Secretary of State and the vendor for improved reliability, faster issue resolution, and enhancements that reduce duplicate data entry.

More consistent communication about system updates and realistic timelines would also help counties plan and operate more efficiently. In addition, more comprehensive training opportunities are needed, and the training manuals require significant improvement to be clearer, more detailed, and user-friendly so counties can effectively use the system.

A SYSTEM THAT WORKED WITHOUT IT SPINNING FOR EVER. CAN'T GET ANYTHING DONE WITHOUT IT TAKEING 15 MINTUES TO PROCESS ONE THING. IT SUCKS

There is little the board can do that they have not already done.

EXPRESS OUR CONCERNS AS ELECTION ADMINSTRATOR IN THE UPCOMING ELECTION; OUR VOTER REGISTRAR HAS GREAT CONCERNS ABOUT THE MASS MAIL OUT

Request a direct ticket system to CIVIX instead of having to go through our TEAM rep? who really can not fix the problem or monitor the fix.

Please inquire if there is a knowledge base issue to correct certain components of team. Two weeks to receive an update regarding ballot styles for ballot production is unacceptable.

What can you do? A large webinar/TEAMS meeting with county judges, EAs, State Reps, and the TXSoS do come together for discussion? Will that solve anything? "1) Communication - At this point, weekly and daily proactive communication is integral to a successful implementation.

There is zero proactive communication about new issues that arise. Election Officials would like to know about issues coming down the pike from our TEAM team and not from ListServ!

Our TEAM rep learns about something and when we ask her about it, she replies, ""I just found out about it yesterday afternoon"". Why didn't she immediately (or within 12-hours) send us an email?

The Primary is around the corner-- at this point, a couple of CIVIX team techs should be working onsite (shoulder-to-shoulder) with the TEAM team doing 'live' coding and programming on all

incoming ticket items. 2) Execution and Accountability - we're advised to log complaints to: elections@sos.texas.gov. Sending anything to that inbox is as useless as sending complaints to our TEAM team. 3) Weekly Project Report out - We would like to see a weekly report on the project: what specifically, does CIVIX have on their agenda? Who specifically is working on each delivery? What specifically has been remedied and what has not? 4) Sense of Urgency - we would like to see a sense of urgency in turn arounds, response and execution.

I'm only just today starting on ABBM into TEAM. IT'S SLOW.. And that voter not found in TEAM when they are a voter in my county, same address, same pct, same txdl, same name. NOTHING is changed. NO VOTER FOUND Please see previous survey response, thank you. I want TxSOS to quit blaming counties.

Not sure how TACEO would be able to facilitate this.

Continue Advocating on our behalf and consolidating issues for a statewide perspective Mass Mail-out and ABBM issues

Reach out to all the State Reps that do not have time to listen to counties complain about things they do not understanding. We need to have a sit down with all Reps and County Elections at the same time to discuss as a group the issues happening and that it is affecting the majority of the state and not just individual counties as SOS is stating

Keep Pushing, Keep Pressuring.

We appreciate all that this Board does. Accountability is KEY! They need to be held ACOUNTABLE!

ABBM is not working....backed outfields will not let us fill in.

Guidance, work arounds, reporting I think TACEO is doing everything right in regards to this situation.

I would like someone to take responsibility and apologize rather than deflecting to the counties or claiming that everything is the fault of redistricting.

It feels too late for "additional action" to be taken now.

Maybe in the beginning if they had just stuck to what they said and released CIVIX TEAM in beta for counties that volunteered for it, or if they had kept the old TEAM accessible throughout November while working on fixing things.

What can we do right now? We're so far past where we need to be already and it still isn't over. There are still things that aren't fixed. I don't have a suggestion for this, honestly. Unless you can tell the SOS elections division, 'This is your fault and you need to take accountability!'

CONTINUED SUPPORT AND COHESIVE REPRESENTATION WITH THE STATE IS SO GREATLY APPRECIATED. WE ARE MIRCOFOCUSED ON GETTING THE WORK ACCOMPLISHED AND STOPPING TO EFFECTIVELY ARTICULATE THESE ISSUES WITH A TEAM REP THAT IS THE MIDDLEMAN IN A STUCK SITUATION IS NOT A GOOD USE OF OUR TIME, NOR IS IT WORKING. THESE ISSUES NEED TO BE ADDRESSED AT A HIGHER LEVEL SHOULD HAVE HAD THE NEW TEAMS UP AND RUNNING BEFORE YOU BROUGHT THE IT OUT TO THE PUBLIC. MAKE SURE SOMETHING IS WORKING RIGHT BEFORE INTRODUCING IT TO THE PUBLIC

County support, communication to SOS regarding wide-spread issues.

Continued upper management communication with the SOS.

More communication

Respond when we have issues, our team rep never has any answers and doesn't get back with me until days later.

TEAM processing speed is horrible! Share list of issues that have been reported to TACEO with counties, continue open communication with the state (if possible) and legislators

Please enable 'memory' of previous searches in the Voter Search function.

Continue to work with SOS to get better communication

Cancel elections until this program works correctly. Or get me a big fat raise for putting up with all this crap! That's only the election side. I also have to deal with this crappy system to pull a jury as the Combo Clerk Steady dialogue with TEAM team requesting regular updates on progress.

Perhaps requesting a weekly update from CIVIX (via SOS) on changes/corrections? Any help we could get, we appreciate you leading the charge