



TACEO's Recommendations for the Texas Election Administration Management (TEAM) System

NEAR-TERM — IMMEDIATE PRIORITIES BEFORE NOVEMBER 2026

1 Publish a Detailed Fix Timeline and Freeze Non-Critical Changes

TACEO recommends the Secretary of State work with its vendor, Civix, to **provide counties with a detailed timeline for fixes and forthcoming technical updates to TEAM** ahead of the November 2026 election.

- County election officials need a clear plan for which outstanding issues will be fixed, by when, and which technical problems will remain outstanding, so counties can plan list-maintenance and pre-election responsibilities accordingly.
- A detailed plan will help mitigate any potential confusion and ensure counties can confidently meet statutory deadlines regardless of ongoing system challenges.
- Currently, every TEAM update carries a risk that a fix in one place creates unintended effects elsewhere, requiring staff to re-verify unrelated modules.
- Greater roadmap clarity means more prepared counties, and greater confidence surrounding the integrity of our election system heading into a major election.
- TACEO recommends Civix support the SOS in developing the outline of planned fixes and updates to TEAM between now and November, and supports freezing non-critical updates in the days leading up to early voting and through Election Day.
- A freeze period lets counties stabilize their own procedures against a known version of TEAM, rather than adapting to changes right before Election Day or during the Early Voting period. TACEO and its members can help identify a realistic freeze date and define what exceptions, if any, should be permitted.
- County election officials stand ready to help the SOS and Civix troubleshoot and test new features before release.

2 Deploy a Technical Support Dashboard

TACEO recommends Civix support the SOS and counties in **deploying a Technical Support Dashboard** to bring clarity to TEAM's day-to-day status and relevant technical updates.

- A dashboard showing outstanding technical tickets, resolution progress, and release notes indicating when specific issues have been resolved would help counties stay informed and reduce duplicated efforts when communicating with the SOS.
- TACEO members can help pilot the dashboard with a subset of counties and provide structured feedback ahead of a full rollout.
- TACEO strongly supports ensuring the SOS has the resources it needs to make this possible, and to keep improving TEAM and county training opportunities.
- Clear, proactive communication matters: in elections, a lack of clarity can result in the spread of misinformation.
- Restoring much-needed clarity around technical updates will help Texas counties continue to ensure elections are fair, transparent, safe, and secure.

Beyond November: Structural Reforms

After the November 2026 Election, TACEO recommends the Legislature, the Texas Secretary of State's office, its vendor, and counties collaboratively work on key structural reforms during the 2027 session that will make Texas' statewide voter registration system more secure, efficient, and transparent for the long run.

LONGER-TERM REFORMS FOR THE LEGISLATURE'S CONSIDERATION

1 Stabilize the Core TEAM Architecture

- Continued investment in TEAM's foundational structure — which should ensure that the reporting module stays synchronized with the live application — would eliminate conflicting report and street assignment inconsistencies that can undermine confidence in the system's accuracy.
- In the meantime, county members can supply real-world usage data and testing scenarios from daily operations to help the SOS and Civix map issues and prioritize areas most likely to impact election administration.

2 Synchronize the Reporting Module With Local Databases

- County election officials are the primary statutory custodians of local voter records, and the main way to inspect, audit, or extract local data is through TEAM's reporting module. When that module is out of sync with the live, core TEAM data, generated reports can show information that doesn't match what appears on the live application screens, making it harder for local officials to confidently identify duplicate registrations or verify eligibility. When voters see missing or incorrect records, or when reporting outputs aren't fully reliable, county election officials struggle to reconcile voter history against paper ballots cast, potentially undermining confidence in the integrity of an election.
- This has been especially noticeable during the post-redistricting period: reports pulled from different parts of the system, such as a street assignment list versus a precinct roster or mail ballot report, can produce conflicting results, leading some counties to build manual, external spreadsheets to double-check precinct assignments — defeating the purpose of a major technical upgrade.
- Opportunities to implement improvements include improving backend synchronization to match daily voter rosters, ensuring the public portal reflects real-time voter history as quickly as county files do, ensuring consistent, granular reporting from TEAM, and exploring automation where appropriate.
- TACEO members can form a working group of counties willing to walk through real-world report workflows and provide structured, actionable feedback, and make recommendations for automation investments to enhance efficiencies, minimize time burdens of manual processes, and minimize risk of human error.

3 Develop Dynamic Training Processes for Future Election Cycles

- Due to the frequency of updates and fixes to the new TEAM system, counties need updated, integrated training materials that reflect how the system functions today, paired with active, hands-on, scenario-based sessions delivered well ahead of key statutory deadlines, such as mass mail-outs of voter registration certificates.
- TACEO is ready to help coordinate training schedules across counties, host sessions regionally, and help identify funding to support in-person training sessions where and when appropriate.

4 Create Advisory Committee to Ensure Direct County Input on Database Development

- TACEO asks for the creation of a standing Advisory Committee, Chaired by the Texas Secretary of State, on which county election official representatives can serve and provide direct feedback to the vendor's technical team on matters affecting day-to-day county operations.

- TACEO can help identify experienced county representatives to fill designated positions on the Committee, so that county perspectives can assist the SOS and Civix in long-term TEAM planning.
- County election officials currently have no formal channel to raise issues directly with Civix. Instead, requests pass through several layers, slowing resolution and leaving counties unable to confirm Civix's timeline to act on election official feedback.
- TACEO **recommends** the legislature work with SOS to develop clear accountability requirements for Civix, to ensure that the vendor is taking every step possible to clearly communicate and resolve TEAM implementation issues. .

5 Evaluate Counties' Access to State and Federal Databases for List Maintenance

- Direct real-time integration with the Texas Department of Public Safety (DPS) database as well as the U.S. Citizenship and Immigration Services (USCIS) Systematic Alien Verification for Entitlements (SAVE) database would allow counties to more accurately and efficiently perform list maintenance activities.
- Standardizing this access with consistent guidance from the SOS to ensure uniform interpretation across all Texas counties is imperative to improving list maintenance processes.
- The Legislature should ensure the SOS and county election offices have the resources to effectively use these tools to carry out ongoing list maintenance activities required under state and federal law.

6 Modernize the ABBM Module and Ballot Tracker

- When TEAM's synchronization lags, the ballot tracker can display outdated or missing statuses, which causes voter concern even when a ballot has already been securely received by the county.
- County staff who manage ABBM processing daily can help the SOS and its vendors design and user-test a batch-upload feature and can flag tracker discrepancies in real time to help identify synchronization issues.

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