Subject: RE: Public Information Act Request (TX-SOS-25-2603) - SOS PIR 25-1112
Date: Wednesday, March 25, 2026 at 11:29:54 AM Eastern Daylight Time
From: GeneralCounsel
To: AO Records
CC: GeneralCounsel
Category: PRODUCTION
Attachments: 3.25.26 Documents.zip

EXTERNAL SENDER

Good morning,

As a follow up to our February 12 email, please see the attached zipped folder containing additional documents in response to your request for information under Chapter 552 of the Texas Government Code.

The responsive documents contain email addresses of the general public. An email address of a member of the public is confidential under section 552.137 of the Texas Government Code. The attorney general authorized all governmental bodies to withhold an email address of a member of the public without first requesting an attorney general opinion in Open Records Decision No. 684 (2009). Thus, this information has been redacted.

The responsive information also includes certain computer information, such as file names, network file locations, and other computer programming information, that is not subject to the Public Information Act because it "has no other significance than its use as a tool for the maintenance, manipulation, or protection of public property." Open Records Decision No. 581 at 7 (1990); *accord* OR2025-039752 at 2 (file names, network file locations, and other information); OR2025-036848 at 1-2 (same). Accordingly, this information has been redacted from today's production.

We require more time to continue reviewing our records and produce additional responsive information. We will provide you additional responsive documents on a rolling basis—to the extent such information is not excepted from disclosure under state or federal law—with our next production by 5:00 p.m. on May 20, 2026. *See* Tex. Gov't Code § 552.221(d).

Kind regards,

Jennifer Williams
Legal Assistant to the General Counsel
Office of the Texas Secretary of State

From: GeneralCounsel <GeneralCounsel@sos.texas.gov>
Sent: Thursday, February 12, 2026 3:39 PM

AMERICAN OVERSIGHT

VIKKI GOODWIN

STATE REPRESENTATIVE • DISTRICT 47

October 16, 2025

Texas Secretary of State
Elections Division
P.O. Box 12060
Austin, Texas 78711-2060

Dear Secretary Nelson,

I am writing to formally express grave concerns regarding the state's rollout of the new Texas Election Administration Management (TEAM) voter registration and elections management system.

It's come to my attention that, since the system's overhaul earlier this summer, counties across Texas have experienced widespread technical failures that are preventing the timely and accurate processing of voter registration applications and delaying preparations for the upcoming November election. Counties have reported problems such as voter addresses failing to update, precinct information not populating correctly, and in some cases, registration data not being saved at all. These failures have created backlogs of thousands of pending applications in multiple counties, including Tarrant, Travis, Bexar, and San Patricio.

These backlogs threaten to silence eligible voters. If registrations are not processed, voters may be forced to cast provisional ballots, which carry the risk of not being counted. In addition, the lack of timely reports and other background systems available may jeopardize the election rollout entirely. That risk jeopardizes both voter confidence and the integrity of the election itself.

This problem does not lie with the counties, which are working tirelessly within the limits of the tools provided. The responsibility rests with the Secretary of State's Office to ensure that the system functions as promised, that training on the TEAM software is accessible and thorough, and that voters are not denied their constitutional right to participate in their democracy.

Texans have done their part by submitting their applications on time. Counties are doing their part by working long hours to process them as quickly as the system allows. I strongly urge your office to take immediate action to ensure that every eligible voter is able to participate in this election without unnecessary barriers.

Sincerely,

Vikki Goodwin

State Representative Vikki Goodwin

AMERICAN OVERSIGHT

VIKKI GOODWIN

STATE REPRESENTATIVE • DISTRICT 47

State Representative Donna Howard

State Representative Sheryl Cole

State Representative Gina Hinojosa

State Representative James Talarico

State Representative Lulu Flores

AMERICAN OVERSIGHT

From: Remi Garza <Remi.Garza@co.cameron.tx.us>
Sent: Monday, September 15, 2025 1:42 PM
To: Elections Internet
Cc: Alice Rocha; Audra E. Garcia; Judith Campos; Maribel Diaz; Yoali Mclane; Alice R. Reyes; Debroah Bell; Eddie Trevino; Edelmiro Garcia; Jared Hockema; Sylvia Garza-Perez; Isaac Gallegos; Llesica Crafts; Maribel Juarez; Martha Jo Abrego; Mary Vasquez; Nora Villafranca; Norma Carrillo
Subject: Determination that Initial Public Testing will not be completed 48 Days Before Election Day

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Report Suspicious

Please accept this as notification to the Secretary of State's Office that it has been determined that the Initial Public Testing of Cameron County's electronic voting system will not occur on or before the 48th Day before Election Day. This delay is primarily caused by the delay in programming due to the conversion from an offline county to an online county as we join the state's TEAM system. We will provide an updated date and time once it is available.

Please call me if you have any questions.

Remi

Remi Garza, CERA
Elections Administrator
Cameron County
Office of Elections &
Voter Registration
Office: (956) 544-0809
Cell: (956) 244-8499
Fax: (956) 550-7298



AMERICAN OVERSIGHT

From: Paula Ludtke <paula.ludtke@henderson-county.com>
Sent: Tuesday, September 2, 2025 7:59 PM
To: Cristina Chapa
Cc: Jessica Rodriguez; April Duggan; Marissa Hopper
Subject: Fwd: TEAM Redevelopment Updates (9.2.2025)

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Report Suspicious

Cristina,

I just wanted to confirm Henderson County is still in the conversion process to online. **We are not doing anything in Vemac or TEAM at this time until I get the go ahead from SOS.**

Paula

---------- Forwarded message ---------
From: **Texas Secretary of State Elections Division** <TXSoSAgency@public.govdelivery.com>
Date: Tue, Sep 2, 2025 at 1:57 PM
Subject: TEAM Redevelopment Updates (9.2.2025)
To: <paula.ludtke@henderson-county.com>

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ELECTIONS DIVISION

TO: Texas Election Officials

FROM: Elections Division, Texas Secretary of State

SUBJECT: TEAM Redevelopment Updates (9.2.2025)

DATE: September 2, 2025

AMERICAN OVERSIGHT

Dear County Election and Voter Registration Officials,

As promised, this email will serve as an update to current events with the TEAM redevelopment project. We appreciate the positive feedback we received last week after our initial email last. Thank you to all the counties that have continued to work with our office to ensure that their data is up to date and accurate.

Current Updates

Since August, 22, 2025 we have been working with counties to confirm which streets are currently in use and which should be inactivated in order to pull the most accurate and up to date information for voters and election activities. Over the weekend, we resolved over 75,000 county identified duplicate or inactive street issues.

As of 10 AM this morning, we are still waiting for responses for at least 32 counties. If you are one of the 32 countries that has not responded to our offices attempt to work with you on this issue, we need your response by COB tomorrow. Please be advised that if a county does not respond to our attempts to assist with this issue, we will be unable to resolve these issues for the county in a timely fashion.

Due to the street updates and county feedback, we made some updates to the reports currently available in the system. Most importantly, we have made sure that the system is uniformly capturing **both the district type and district name** on all reports.

These include:

- Ballot Style Report
- Voter List Report
- Street List Report
- Official List of Registered Voters

The final update for the OLRV is being validated this morning and will be released today.

County Specific Issues

We were able to resolve a large number of county specific issues over the weekend. Those counties are being contacted by their TEAM reps today to validate the resolution of these issues. It is imperative that the affected counties work with the TEAM reps to perform these validations. If you do not validate the resolution of the issue with your TEAM rep, we may not be able to assist you later if the issue persists.

Upcoming Releases

According to our vendor, the following updates are targeted for release by this weekend, if not sooner.

- Inclusion of Batch Scan Capability
- Implementation of our new webpages for candidate listings, ballot certification, election results and “Am I registered?”
- 2025 legislative changes related to Jury Management

AMERICAN OVERSIGHT

- Candidate Management
- Election Funds Management

Additional Reports Scheduled for delivery this week:

- District/Precinct Mapping Report
- Exempted Jurors Report
- ABBM/FPCA Tracking Report
- Candidate Listing Report
- VR/ENR Integrated Mapping Reports

As a reminder, if you identify issues with system functionality or underlaying data issues, the correct avenue for reporting this information to us is through your TEAM representative. They will work with you to thoroughly validate the issue and will ensure that the proper level of technical support is assigned to your county issues.

It has been brought to our attention that some counties are not currently processing registrations and/or generating reports in the TEAM system. All counties should be fulfilling their statutory responsibilities under Texas law. It is your responsibility to perform these required duties and validate your county level data. If you fail to do so at this time, you will limit our ability to assist you with issues that may arise in your preparations for the upcoming November election.

Thank you,

Christina Adkins

Director of Elections

Office of the Texas Secretary of State

1019 Brazos Street | Rudder Building, 2nd Floor | Austin, Texas 78701 512-463-9859 (direct) | 1.800.252.VOTE (8683)

elections@sos.texas.gov | www.sos.texas.gov

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If you have any questions regarding this e-mail, please e-mail elections@sos.texas.gov

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AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

From: Jared Goldsmith <jared.goldsmith@mclennan.gov>
Sent: Thursday, September 4, 2025 1:34 PM
To: Julia Montes
Subject: Fw: TEAM Redevelopment Updates (9.2.2025)

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Report Suspicious

Hi Julia,

I reached out to Diana earlier this week but have not yet heard back from her. I just wanted to make sure there isn't anything that your team is missing from us or if there is anything we need to be reviewing at the moment. Also, do you have an update on our conversion status?

Please let me know if there is anything that we need to complete for you guys and thanks for your help!

Jared Goldsmith
Elections Administrator, MPA, CERA
McLennan County Elections
(254) 757-5043
www.mclennanvotes.com

From: Jared Goldsmith <jared.goldsmith@mclennan.gov>
Sent: Tuesday, September 2, 2025 2:03 PM
To: Diana Klinger <dklinger@sos.texas.gov>
Cc: Kayla Cohrt <Kayla.Cohrt@mclennan.gov>
Subject: Fw: TEAM Redevelopment Updates (9.2.2025)

Hi Diana,

I am just checking in to see if there is anything your team needs from McLennan County at the moment. If we are missing anything or need to review something, please let me know.

Do you have an update as to when our conversion should be completed?

Thanks for your help!

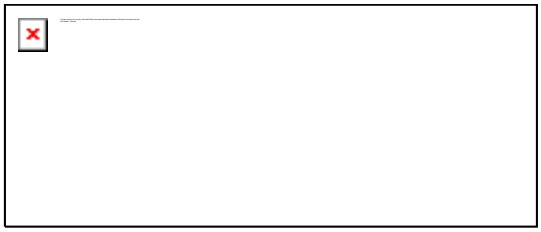
Jared Goldsmith
Elections Administrator, MPA, CERA
McLennan County Elections
(254) 757-5043
www.mclennanvotes.com

AMERICA OVERSIGHT

From: Texas Secretary of State Elections Division <TXSoSAgency@public.govdelivery.com>
Sent: Tuesday, September 2, 2025 1:57 PM
To: Jared Goldsmith <jared.goldsmith@mclennan.gov>
Subject: TEAM Redevelopment Updates (9.2.2025)

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ELECTIONS DIVISION

TO: Texas Election Officials

FROM: Elections Division, Texas Secretary of State

SUBJECT: TEAM Redevelopment Updates (9.2.2025)

DATE: September 2, 2025

Dear County Election and Voter Registration Officials,

As promised, this email will serve as an update to current events with the TEAM redevelopment project. We appreciate the positive feedback we received last week after our initial email last. Thank you to all the counties that have continued to work with our office to ensure that their data is up to date and accurate.

Current Updates

Since August, 22, 2025 we have been working with counties to confirm which streets are currently in use and which should be inactivated in order to pull the most accurate and up to date information for voters and election activities. Over the weekend, we resolved over 75,000 county identified duplicate or inactive street issues.

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AMERICAN OVERSIGHT

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- Official List of Registered Voters

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We were able to resolve a large number of county specific issues over the weekend. Those counties are being contacted by their TEAM reps today to validate the resolution of these issues. It is imperative that the affected counties work with the TEAM reps to perform these validations. If you do not validate the resolution of the issue with your TEAM rep, we may not be able to assist you later if the issue persists.

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- Election Funds Management

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AMERICAN OVERSIGHT

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Thank you,

Christina Adkins

Director of Elections

Office of the Texas Secretary of State

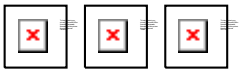
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AMERICAN OVERSIGHT

From: Cristina Chapa
Sent: Friday, October 10, 2025 3:25 PM
To: Paul Delarosa; Christopher Baldenhofer; John Lawler; Kristi Hart
Cc: Christopher Davis; Sarah Wood; Emma Lever; Neil Plumbley
Subject: RE: DPS Backlog Report Request

Hi Paul,

Christopher B requested to DPS backlog to be start date Step 29th to Oct 8th. The previous DPS Backlog list contained all DPS apps prior to September 29th.

Respectfully,

Cristina Chapa

TEAM Team Trainer
Office of the Secretary of State
512-475-2838 Direct Line
800-252-VOTE (8683) Main Phone line
www.sos.state.tx.us/elections/index.shtml

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VOTETEXAS.GOV
POWERED BY THE TEXAS SECRETARY OF STATE

From: Paul Delarosa <Paul.Delarosa@traviscountytx.gov>
Sent: Friday, October 10, 2025 3:15 PM
To: Christopher Baldenhofer <Christopher.Baldenhofer@traviscountytx.gov>; Cristina Chapa <CChapa@sos.texas.gov>; John Lawler <John.Lawler@traviscountytx.gov>; Kristi Hart <KHart@sos.texas.gov>
Cc: Christopher Davis <Christopher.Davis@traviscountytx.gov>; Sarah Wood <Sarah.Wood@traviscountytx.gov>; Emma Lever <Emma.Lever@traviscountytx.gov>; Neil Plumbley <Neil.Plumbley@traviscountytx.gov>
Subject: RE: DPS Backlog Report Request

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Report Suspicious

Cristina,

The DPS list has information for anyone that updated their registration between Sept. 29-Oct 8. Is it safe to assume that all DPS records received before Sept. 29th have been shared with VR and processed?

Thank you,
Paul

AMERICAN OVERSIGHT

From: Christopher Baldenhofer <Christopher.Baldenhofer@traviscountytx.gov>
Sent: Friday, October 10, 2025 8:15 AM
To: Cristina Chapa <CChapa@sos.texas.gov>; John Lawler <John.Lawler@traviscountytx.gov>; Kristi Hart <KHart@sos.texas.gov>
Cc: Christopher Davis <Christopher.Davis@traviscountytx.gov>; Sarah Wood <Sarah.Wood@traviscountytx.gov>; Emma Lever <Emma.Lever@traviscountytx.gov>; Paul Delarosa <Paul.Delarosa@traviscountytx.gov>; Neil Plumbley <Neil.Plumbley@traviscountytx.gov>
Subject: RE: DPS Backlog Report Request

Great, thank you very much for the quick response.

Christopher Baldenhofer
christopher.baldenhofer@traviscountytx.gov
(512) 854-9554
Business Analyst II – Travis County Voter Registration Division

From: Cristina Chapa <CChapa@sos.texas.gov>
Sent: Thursday, October 9, 2025 9:38 PM
To: John Lawler <John.Lawler@traviscountytx.gov>; Kristi Hart <KHart@sos.texas.gov>
Cc: Christopher Davis <Christopher.Davis@traviscountytx.gov>; Sarah Wood <Sarah.Wood@traviscountytx.gov>; Emma Lever <Emma.Lever@traviscountytx.gov>; Paul Delarosa <Paul.Delarosa@traviscountytx.gov>; Neil Plumbley <Neil.Plumbley@traviscountytx.gov>; Christopher Baldenhofer <Christopher.Baldenhofer@traviscountytx.gov>
Subject: [CAUTION EXTERNAL] Re: DPS Backlog Report Request

CAUTION: This email is from OUTSIDE Travis County. Links or attachments may be dangerous. Click the Phish Alert button above if you think this email is malicious.

Good evening,

DPS backlog list is now available in the CDW File download.
Reference number [redacted]

Please let us know if you have any questions.

Respectfully,

Cristina Chapa
TEAM Team Trainer
Office of the Secretary of State
512-475-2838 Direct Line
800-252-VOTE (8683) Main Phone line
www.sos.state.tx.us/elections/index.shtml [sos.state.tx.us]

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AMERICAN OVERSIGHT

From: Cristina Chapa
Sent: Thursday, October 9, 2025 4:33 PM
To: John Lawler <John.Lawler@traviscountytx.gov>; Kristi Hart <khart@sos.texas.gov>
Cc: Christopher Davis <Christopher.Davis@traviscountytx.gov>; Sarah Wood <Sarah.Wood@traviscountytx.gov>; Emma Lever <Emma.Lever@traviscountytx.gov>; Paul Delarosa <Paul.Delarosa@traviscountytx.gov>; Neil Plumbley <Neil.Plumbley@traviscountytx.gov>; Christopher Baldenhofer <Christopher.Baldenhofer@traviscountytx.gov>
Subject: RE: INTERNAL ONLY: DPS Backlog Report Request

Good after John,

The DPS backlog list has been submitted as requested by Christopher B. We will provide the list as soon as possible.

Respectfully,

Cristina Chapa
TEAM Team Trainer
Office of the Secretary of State
512-475-2838 Direct Line
800-252-VOTE (8683) Main Phone line
www.sos.state.tx.us/elections/index.shtml [sos.state.tx.us]

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From: John Lawler <John.Lawler@traviscountytx.gov>
Sent: Thursday, October 9, 2025 4:24 PM
To: Cristina Chapa <CChapa@sos.texas.gov>; Kristi Hart <KHart@sos.texas.gov>
Cc: Christopher Davis <Christopher.Davis@traviscountytx.gov>; Sarah Wood <Sarah.Wood@traviscountytx.gov>; Emma Lever <Emma.Lever@traviscountytx.gov>; Paul Delarosa <Paul.Delarosa@traviscountytx.gov>; Neil Plumbley <Neil.Plumbley@traviscountytx.gov>; Christopher Baldenhofer <Christopher.Baldenhofer@traviscountytx.gov>
Subject: Re: INTERNAL ONLY: DPS Backlog Report Request

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Report Suspicious

Good Afternoon Cristina -

I just wanted to stress the importance for our County in receiving this updated DPS VR Backlog Report. It will help us identify any voters who may have received incorrect ballots due to the initial DPS backlog and related TEAM issues.

AMERICAN OVERSIGHT

When can we expect the report? We'd like to communicate with any impacted voters asap and tomorrow EOD at the latest.

For situational awareness, we have also reached out to your legal team for clarity and how to proceed with correct ballots.

Best,

John Lawler

Travis County

From: Cristina Chapa <CChapa@sos.texas.gov>
Sent: Thursday, October 9, 2025 3:18 PM
To: Christopher Baldenhofer <Christopher.Baldenhofer@traviscountytx.gov>
Cc: Christopher Davis <Christopher.Davis@traviscountytx.gov>; John Lawler <John.Lawler@traviscountytx.gov>; Sarah Wood <Sarah.Wood@traviscountytx.gov>; Emma Lever <Emma.Lever@traviscountytx.gov>; Paul Delarosa <Paul.Delarosa@traviscountytx.gov>; Neil Plumbley <Neil.Plumbley@traviscountytx.gov>
Subject: [CAUTION EXTERNAL] RE: INTERNAL ONLY: DPS Backlog Report Request

CAUTION: This email is from OUTSIDE Travis County. Links or attachments may be dangerous. Click the Phish Alert button above if you think this email is malicious.

Good afternoon Chris,

I will submit your request for a new DPS backlog report. As soon as its ready, I'll let you know.

Respectfully,

Cristina Chapa

TEAM Team Trainer

Office of the Secretary of State

AMERICAN OVERSIGHT

512-475-2838 Direct Line

800-252-VOTE (8683) Main Phone line

www.sos.state.tx.us/elections/index.shtml [sos.state.tx.us]

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From: Christopher Baldenhofer <Christopher.Baldenhofer@traviscountytx.gov>
Sent: Thursday, October 9, 2025 3:15 PM
To: Tana Morriss <TMorriss@sos.texas.gov>; Laura Souda <LSouda@sos.texas.gov>; Cristina Chapa <CChapa@sos.texas.gov>
Cc: Christopher Davis <Christopher.Davis@traviscountytx.gov>; John Lawler <John.Lawler@traviscountytx.gov>; Sarah Wood <Sarah.Wood@traviscountytx.gov>; Emma Lever <Emma.Lever@traviscountytx.gov>; Paul Delarosa <Paul.Delarosa@traviscountytx.gov>; Neil Plumbley <Neil.Plumbley@traviscountytx.gov>
Subject: RE: INTERNAL ONLY: DPS Backlog Report Request

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Report Suspicious

Hello Tana and team,

Are we able to get a new DPS backlog report that goes through today (10/9)?

AMERICAN OVERSIGHT

We actually did run into the scenario where a voter updated their address before the deadline and before we could get to it in the DPS bucket. It unfortunately came in after the original report was run, so they were mailed an incorrect ballot that needs to be re-issued.

The format of the one you sent the first time worked great, if we could please just get a fresh copy that goes through the deadline (up to today, if possible).

Thanks,

Christopher Baldenhofer

christopher.baldenhofer@traviscountytx.gov

(512) 854-9554

Business Analyst II – Travis County Voter Registration Division

---

From: Tana Morriss <TMorriss@sos.texas.gov>
Sent: Monday, September 29, 2025 8:19 AM
To: Christopher Baldenhofer <Christopher.Baldenhofer@traviscountytx.gov>
Cc: Laura Souda <LSouda@sos.texas.gov>
Subject: [CAUTION EXTERNAL] RE: INTERNAL ONLY: DPS Backlog Report Request

CAUTION: This email is from OUTSIDE Travis County. Links or attachments may be dangerous. Click the Phish Alert button above if you think this email is malicious.

Good morning Christopher,

Your requested report of the backlog of applications in advance of the registration deadline has been uploaded to the CDW. Please disregard previous email.

Please let me know if you have any questions regarding this report. Christina is at a training, so I will be here to help you.

AMERICAN OVERSIGHT

Best,

Tana Morriss

TEAM Team

Office of the Secretary of State

800-252-VOTE (8683)

O: 512-475-2801

C: 512-662-6443

www.sos.state.tx.us/elections/index.shtml [sos.state.tx.us]

For Voter Related Information, please visit:

VOTETEXAS.GOV
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From: Christopher Baldenhofer <Christopher.Baldenhofer@traviscountytx.gov>
Sent: Thursday, September 25, 2025 12:51 PM
To: Cristina Chapa <CChapa@sos.texas.gov>; Julia Montes <JMontes@sos.texas.gov>
Cc: Christopher Davis <Christopher.Davis@traviscountytx.gov>
Subject: DPS Backlog Report Request

AMERICAN OVERSIGHT

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Report Suspicious

Hi Cristina and Julia,

Thanks again for the call this morning, this email is in reference to the custom DPS report request for the backlog of applications in advance of the registration deadline.

With such a large backlog of applications and an ability to view only 500 at a time we cannot provide an accurate list of registered voters to districts and there is an opportunity for a voter to be issued an incorrect ballot style. It is realistic that a voter updated their address online in early/mid July but because the TEAM DPS module works on a one-out-one-in model, we can't see the application yet.

There are two areas of concern:

We have had three MUDs ask us for a list of registered voters. The TEAM system does not show any voters registered within the MUDs. If these voters updated online, they could be at the back of the line and we have no way of knowing that, so all we can do is tell the MUD that we have no registered voters at those addresses. If we had the report we could at least verify with the MUD that we have the applications and they will be entered by the deadline.

The other concern is that the Elections Division is going to be mailing out their BBMs soon, and similarly, a voter may have updated their address in July but if we haven't gotten to the application yet, due to how the system feeds us the applications, they are going to be mailed a ballot for their old address when they submitted their application well in advance of the deadline. If we had a list of DPS applications we could easily run a comparison and see if there are any affected voters and make the change before the ballot is issued.

If possible, we'd appreciate a list of the voters and their addresses that are in the DPS bucket. When we were an offline county we'd get a daily file that contained this information, even that may suffice if we can't get one large custom file.

Thank you,

AMERICAN OVERSIGHT

Christopher Baldenhofer

christopher.baldenhofer@traviscountytx.gov

(512) 854-9554

Business Analyst II – Travis County Voter Registration Division

---

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AMERICAN OVERSIGHT

From: Elizabeth Collins
Sent: Wednesday, October 1, 2025 2:26 PM
To: Freda Ragan
Cc: Cristina Chapa; Julia Montes
Subject: RE: Election Setup

Hi Freda,

Both the FPCA voter pending and the precinct splits are still being worked on. We've requested an update on both, and I'll share any new information with you as soon as I receive it.

Once the issues are resolved and the imports have been processed, the FPCA voter pending status should be cleared.

Apologies for the delay, and thank you for your patience.

Respectfully,

Elizabeth Collins
Program Specialist V - TEAM team
Office of the Secretary of State
512-463-9862 Direct Line
512-902-8246 Work Cellphone
TEAM Team 1-800-252-2216, option 1
www.sos.state.tx.us/elections/index.shtml
For Voter Related Information, please visit:

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From: Freda Ragan <freda.ragan@taylorcounty.texas.gov>
Sent: Wednesday, October 1, 2025 1:50 PM
To: Elizabeth Collins <ECollins@sos.texas.gov>; Cristina Chapa <CChapa@sos.texas.gov>; Julia Montes <JMontes@sos.texas.gov>
Subject: Election Setup

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Report Suspicious

We desperately need an update on our election setup in TEAM! We have not completed the setup because of error messages when trying to edit our precincts/precinct splits.

Please advise!

FREDA RAGAN

Elections Administrator
Taylor County Election

phone	325.674.1216
email	freda.ragan@taylorcounty.texas.gov
website	www.taylorcounty.texas.gov
address	400 Oak Street, Suite 101 Abilene, TX 79602

AMERICAN OVERSIGHT

From: Alicia Pierce
Sent: Friday, August 8, 2025 1:10 PM
To: Natalia Contreras
Subject: Re: Issues with TEAM

Are you working on a story right now or just trying to get a sense of what is going on?

From: Natalia Contreras [redacted]>
Sent: Friday, August 8, 2025 12:17 PM
To: Alicia Pierce <APierce@sos.texas.gov>
Cc: Christina Adkins <CAdkins@sos.texas.gov>
Subject: Issues with TEAM

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Hi, good morning
I am hearing there are issues with TEAM. Some counties are saying they have a backlog of voter registrations that have not been verified by the state and that's been going on for some time.
Can you share details about what the problem is and when you expect to resolve it?

--
Natalia Contreras
Texas reporter | Votebeat.org
C: 361-695-1553
Twitter, Facebook: @NataliaECG
[redacted]

AMERICAN OVERSIGHT

From: Alicia Pierce
Sent: Monday, December 15, 2025 5:49 PM
To: Andrea Drusch
Subject: Re: Re:

I would contend that what caused the Bexar County backlog was their voter registration vendor going out of business and that we had to onboard them to the TEAM system very quickly. (But that's not what you asked me.)

You could say:
A Secretary of State spokeswoman said that candidates file with the parties who enter their candidates directly to the portal and should have the complete lists to work off.

You could add:

According to the election law calendar for the 2026 primary, Tuesday is the deadline for county and state chairs to electronically submit candidate information and status for posting on the Secretary of State's website.

From: Andrea Drusch <[redacted]
Sent: Monday, December 15, 2025 5:34 PM
To: Alicia Pierce <APierce@sos.texas.gov>
Subject: Re:

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Report Suspicious

Would it be ok to say something like this? Or a SOS spokesperson?

On Monday, Bexar County Democratic Party Chair Michelle Lowe Solis and Republican Party of Bexar County Chair Kris Coons met with the Bexar County Elections Department to review a sample ballot based on records from the Secretary of State's candidate portal.
But many candidates they believed had filed, particularly congressional candidates on the Republican side, were still missing from the list.
"We're trying to be understanding about it, because we know it's a new system," Coons said. "We know [the Secretary of State's office] is doing the best they can, we get that, but I would like to think that we will have all that information."
The Secretary of State's new candidate portal was part of a larger update to their system, known as TEAM, which caused a panic over backlogged voter registrations leading up to the Nov. 4 election.
But Secretary of State Spokeswoman Alicia Pierce said that in this case, the parties enter their candidates directly to the portal and should have their own complete lists to work off.

On Mon, Dec 15, 2025 at 5:11 PM Alicia Pierce <APierce@sos.texas.gov> wrote:

> Candidate for the primaries file directly with their parties. For congressional districts wholly in one county, candidates file with the county party. For congressional districts in multiple counties, the filing is with the state party. The Secretary of State's Office does not enter in candidate information to the candidate portal.

AMERICAN OVERSIGHT

Alicia Phillips Pierce
Assistant Secretary of State for Communications
512-463-6116

AMERICAN OVERSIGHT

From: Paula Ludtke <paula.ludtke@henderson-county.com>
Sent: Tuesday, September 2, 2025 8:42 PM
To: Cristina Chapa
Subject: Re: TEAM Redevelopment Updates (9.2.2025)

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You are awesome!! You have been very helpful. Thank you for keeping me updated

Have a good evening

On Tue, Sep 2, 2025 at 9:39 PM Cristina Chapa <CChapa@sos.texas.gov> wrote:

> Thank you Paula! You are awesome. Once you convert to online county, we will be able to set online training for your county.
>
> I will keep you posted on any updates I hear from Kristi or Civix.
>
> Have a good evening!
>
> Respectfully,

Cristina Chapa

TEAM Team Trainer

Office of the Secretary of State

512-475-2838 Direct Line

800-252-VOTE (8683) Main Phone line

www.sos.state.tx.us/elections/index.shtml

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From: Paula Ludtke <paula.ludtke@henderson-county.com>
Sent: Tuesday, September 2, 2025 7:59 PM
To: Cristina Chapa <CChapa@sos.texas.gov>
Cc: Jessica Rodriguez <jrodriguez@henderson-county.com>; April Duggan <aduggan@henderson-county.com>; Marissa Hopper <mhopper@henderson-county.com>
Subject: Fwd: TEAM Redevelopment Updates (9.2.2025)

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Cristina,

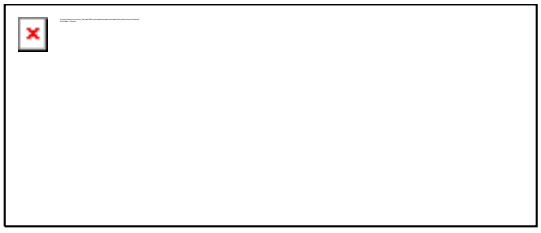
I just wanted to confirm Henderson County is still in the conversion process to online. **We are not doing anything in Vemac or TEAM at this time until I get the go ahead from SOS.**

Paula

---------- Forwarded message ---------
From: **Texas Secretary of State Elections Division** <TXSoSAgency@public.govdelivery.com>
Date: Tue, Sep 2, 2025 at 1:57 PM
Subject: TEAM Redevelopment Updates (9.2.2025)
To: <paula.ludtke@henderson-county.com>

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ELECTIONS DIVISION

TO: Texas Election Officials

FROM: Elections Division, Texas Secretary of State

SUBJECT: TEAM Redevelopment Updates (9.2.2025)

DATE: September 2, 2025

Dear County Election and Voter Registration Officials,

As promised, this email will serve as an update to current events with the TEAM redevelopment project. We appreciate the positive feedback we received last week after our initial email last. Thank you to all the counties that have continued to work with our office to ensure that their data is up to date and accurate.

Current Updates

Since August, 22, 2025 we have been working with counties to confirm which streets are currently in use and which should be inactivated in order to pull the most accurate and up to date information for voters and election activities. Over the weekend, we resolved over 75,000 county identified duplicate or inactive street issues.

As of 10 AM this morning, we are still waiting for responses for at least 32 counties. If you are one of the 32 countries that has not responded to our offices attempt to work with you on this issue, we need your response by COB tomorrow. Please be advised that if a county does not respond to our attempts to assist with this issue, we will be unable to resolve these issues for the county in a timely fashion.

Due to the street updates and county feedback, we made some updates to the reports currently available in the system. Most importantly, we have made sure that the system is uniformly capturing **both the district type and district name** on all reports.

AMERICAN OVERSIGHT

These include:

- Ballot Style Report
- Voter List Report
- Street List Report
- Official List of Registered Voters

The final update for the OLRV is being validated this morning and will be released today.

County Specific Issues

We were able to resolve a large number of county specific issues over the weekend. Those counties are being contacted by their TEAM reps today to validate the resolution of these issues. It is imperative that the affected counties work with the TEAM reps to perform these validations. If you do not validate the resolution of the issue with your TEAM rep, we may not be able to assist you later if the issue persists.

Upcoming Releases

According to our vendor, the following updates are targeted for release by this weekend, if not sooner.

- Inclusion of Batch Scan Capability
- Implementation of our new webpages for candidate listings, ballot certification, election results and "Am I registered?"
- 2025 legislative changes related to Jury Management
- Candidate Management
- Election Funds Management

Additional Reports Scheduled for delivery this week:

- District/Precinct Mapping Report
- Exempted Jurors Report
- ABBM/FPCA Tracking Report
- Candidate Listing Report
- VR/ENR Integrated Mapping Reports

As a reminder, if you identify issues with system functionality or underlaying data issues, the correct avenue for reporting this information to us is through your TEAM representative. They will work with

AMERICAN OVERSIGHT

you to thoroughly validate the issue and will ensure that the proper level of technical support is assigned to your county issues.

It has been brought to our attention that some counties are not currently processing registrations and/or generating reports in the TEAM system. All counties should be fulfilling their statutory responsibilities under Texas law. It is your responsibility to perform these required duties and validate your county level data. If you fail to do so at this time, you will limit our ability to assist you with issues that may arise in your preparations for the upcoming November election.

Thank you,

Christina Adkins

Director of Elections

Office of the Texas Secretary of State

1019 Brazos Street | Rudder Building, 2nd Floor | Austin, Texas 78701 512-463-9859 (direct) | 1.800.252.VOTE (8683)

elections@sos.texas.gov | www.sos.texas.gov

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If you have any questions regarding this e-mail, please e-mail elections@sos.texas.gov

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AMERICAN OVERSIGHT

From: Paula Ludtke <paula.ludtke@henderson-county.com>
Sent: Wednesday, September 3, 2025 6:23 AM
To: Cristina Chapa
Subject: Re: TEAM Redevelopment Updates (9.2.2025)

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Yes ma'am

[redacted]

On Tue, Sep 2, 2025 at 8:46 PM Cristina Chapa <CChapa@sos.texas.gov> wrote:

> Oh Paula, if possible can you also upload another final Street Ranges and Flat Districts. I forgot to mention that one.
>
> **From:** Paula Ludtke <paula.ludtke@henderson-county.com>
> **Sent:** Tuesday, September 2, 2025 8:42 PM
> **To:** Cristina Chapa <CChapa@sos.texas.gov>
> **Subject:** Re: TEAM Redevelopment Updates (9.2.2025)
>
> **This Message Is From an External Sender**
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>
> Report Suspicious
>
> AMERICAN OVERSIGHT
> You are awesome!! You have been very helpful. Thank you for keeping me updated

Have a good evening

On Tue, Sep 2, 2025 at 9:39 PM Cristina Chapa <CChapa@sos.texas.gov> wrote:

> Thank you Paula! You are awesome. Once you convert to online county, we will be able to set online training for your county.
>
> I will keep you posted on any updates I hear from Kristi or Civix.
>
> Have a good evening!
>
> Respectifully,

Cristina Chapa

TEAM Team Trainer

Office of the Secretary of State

512-475-2838 Direct Line

800-252-VOTE (8683) Main Phone line

www.sos.state.tx.us/elections/index.shtml

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AMERICAN OVERSIGHT

From: Paula Ludtke <paula.ludtke@henderson-county.com>
Sent: Tuesday, September 2, 2025 7:59 PM
To: Cristina Chapa <CChapa@sos.texas.gov>
Cc: Jessica Rodriguez <jrodriguez@henderson-county.com>; April Duggan <aduggan@henderson-county.com>; Marissa Hopper <mhopper@henderson-county.com>
Subject: Fwd: TEAM Redevelopment Updates (9.2.2025)

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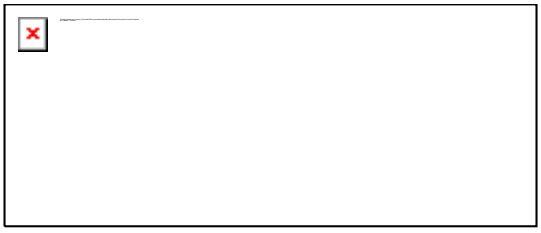
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Paula

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From: **Texas Secretary of State Elections Division** <TXSoSAgency@public.govdelivery.com>
Date: Tue, Sep 2, 2025 at 1:57 PM
Subject: TEAM Redevelopment Updates (9.2.2025)
To: <paula.ludtke@henderson-county.com>

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AMERICAN OVERSIGHT

ELECTIONS DIVISION

TO: Texas Election Officials

FROM: Elections Division, Texas Secretary of State

SUBJECT: TEAM Redevelopment Updates (9.2.2025)

DATE: September 2, 2025

Dear County Election and Voter Registration Officials,

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As of 10 AM this morning, we are still waiting for responses for at least 32 counties. If you are one of the 32 countries that has not responded to our offices attempt to work with you on this issue, we need your response by COB tomorrow. Please be advised that if a county does not respond to our attempts to assist with this issue, we will be unable to resolve these issues for the county in a timely fashion.

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- Voter List Report
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AMERICAN OVERSIGHT

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Thank you,

Christina Adkins

Director of Elections

Office of the Texas Secretary of State

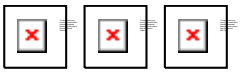
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AMERICAN OVERSIGHT

From: Elizabeth Collins
Sent: Tuesday, September 2, 2025 3:44 PM
To: Freda Ragan; Cristina Chapa
Subject: RE: TEAM Redevelopment Updates (9.2.2025)

Hi Freda,

It is mostly online unless you need to do any of the below for the elections but we spoke about you using a 3rd party last week.

Please let me know if you have any questions or need updates on any of the things you use TEAM for and I can confirm for you.

I know the last update for Offline was :

- VRU imports and exports are now available. County can now do their daily import into TEAM. DPS daily files are available for download. TX Online files are still in on hold. Voter Syncs are still on hold.

Thank you!

From: Freda Ragan <freda.ragan@taylorcounty.texas.gov>
Sent: Tuesday, September 2, 2025 3:13 PM
To: Elizabeth Collins <ECollins@sos.texas.gov>; Cristina Chapa <CChapa@sos.texas.gov>
Subject: FW: TEAM Redevelopment Updates (9.2.2025)
Importance: High

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Is this email intended for ONLINE or OFFLINE Counties?

FREDA RAGAN
Elections Administrator
Taylor County Election

phone	325.674.1216
email	freda.ragan@taylorcounty.texas.gov
website	www.taylorcounty.texas.gov
address	400 Oak Street, Suite 101

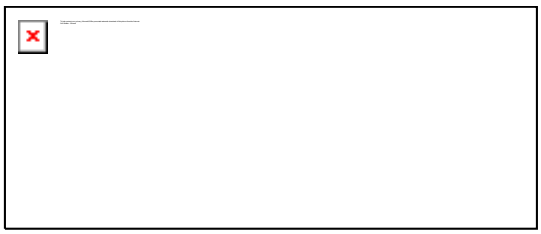
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Abilene, TX 79602

From: Texas Secretary of State Elections Division <TXSoSAgency@public.govdelivery.com>
Sent: Tuesday, September 2, 2025 1:58 PM
To: Freda Ragan <freda.ragan@taylorcounty.texas.gov>
Subject: TEAM Redevelopment Updates (9.2.2025)

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ELECTIONS DIVISION

TO: Texas Election Officials

FROM: Elections Division, Texas Secretary of State

SUBJECT: TEAM Redevelopment Updates (9.2.2025)

DATE: September 2, 2025

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Thank you,

Christina Adkins

Director of Elections

Office of the Texas Secretary of State

1019 Brazos Street | Rudder Building, 2nd Floor | Austin, Texas 78701 512-463-9859 (direct) | 1.800.252.VOTE (8683)

elections@sos.texas.gov | www.sos.texas.gov

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AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

From: Elizabeth Collins
Sent: Tuesday, September 2, 2025 4:13 PM
To: Freda Ragan
Cc: Cristina Chapa
Subject: RE: TEAM Redevelopment Updates (9.2.2025)

No, I did confirm that offline do not.

From: Freda Ragan <freda.ragan@taylorcounty.texas.gov>
Sent: Tuesday, September 2, 2025 3:49 PM
To: Elizabeth Collins <ECollins@sos.texas.gov>
Subject: RE: TEAM Redevelopment Updates (9.2.2025)

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Report Suspicious

Elizabeth,

Are our streets supposed to be shown in TEAM?

FREDA RAGAN
Elections Administrator
Taylor County Election

phone	325.674.1216
email	freda.ragan@taylorcounty.texas.gov
website	www.taylorcounty.texas.gov
address	400 Oak Street, Suite 101 Abilene, TX 79602

From: Elizabeth Collins <ECollins@sos.texas.gov>
Sent: Tuesday, September 2, 2025 3:44 PM
To: Freda Ragan <freda.ragan@taylorcounty.texas.gov>; Cristina Chapa <CChapa@sos.texas.gov>
Subject: RE: TEAM Redevelopment Updates (9.2.2025)

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Importance: High

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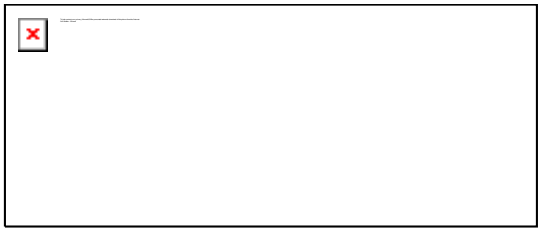
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From: Texas Secretary of State Elections Division <TXSoSAgency@public.govdelivery.com>
Sent: Tuesday, September 2, 2025 1:58 PM
To: Freda Ragan <freda.ragan@taylorcounty.texas.gov>
Subject: TEAM Redevelopment Updates (9.2.2025)

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ELECTIONS DIVISION

TO: Texas Election Officials

FROM: Elections Division, Texas Secretary of State

SUBJECT: TEAM Redevelopment Updates (9.2.2025)

DATE: September 2, 2025

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AMERICAN OVERSIGHT

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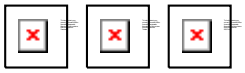
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AMERICAN OVERSIGHT

From: Elizabeth Collins
Sent: Tuesday, September 2, 2025 4:15 PM
To: Freda Ragan
Cc: Cristina Chapa
Subject: RE: TEAM Redevelopment Updates (9.2.2025)

Yes, some counties are getting them now. If all looks correct, you can use.

From: Freda Ragan <freda.ragan@taylorcounty.texas.gov>
Sent: Tuesday, September 2, 2025 3:52 PM
To: Elizabeth Collins <ECollins@sos.texas.gov>
Subject: RE: TEAM Redevelopment Updates (9.2.2025)
Importance: High

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Report Suspicious

What about the OLRV? Do we need to be checking anything on this? It is showing up in our CDW.
Even though we are an OFFLINE county, we have to request the Official List through TEAM.

FREDA RAGAN
Elections Administrator
Taylor County Election

phone	325.674.1216
email	freda.ragan@taylorcounty.texas.gov
website	www.taylorcounty.texas.gov
address	400 Oak Street, Suite 101 Abilene, TX 79602

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Thank you!

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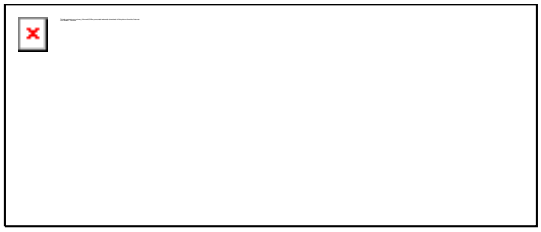
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DATE: September 2, 2025

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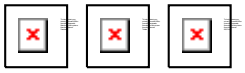
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AMERICAN OVERSIGHT

From: Lay, Jason <Jason.Lay@mctx.org>
Sent: Tuesday, September 2, 2025 4:37 PM
To: Lillian Eder
Subject: RE: [External] TEAM Redevelopment Updates (9.2.2025)

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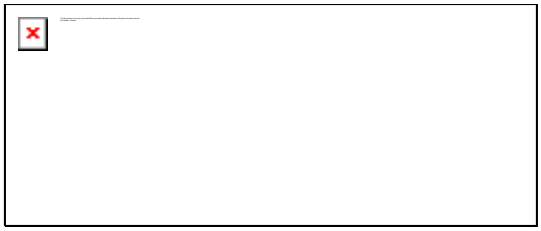
Jason Lay
Montgomery County Elections
Systems Administrator III
9159 Airport Rd.
Conroe, TX 77303
(936) 539-7843

From: Texas Secretary of State Elections Division <TXSoSAgency@public.govdelivery.com>
Sent: Tuesday, September 02, 2025 1:58 PM
To: Lay, Jason <Jason.Lay@mctx.org>
Subject: [External] TEAM Redevelopment Updates (9.2.2025)

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ELECTIONS DIVISION

TO: Texas Election Officials

FROM: Elections Division, Texas Secretary of State

SUBJECT: TEAM Redevelopment Updates (9.2.2025)

DATE: September 2, 2025

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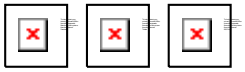
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AMERICAN OVERSIGHT

From: Lillian Eder
Sent: Tuesday, September 2, 2025 10:05 PM
To: Lay, Jason
Subject: RE: [External] TEAM Redevelopment Updates (9.2.2025)

Hi Jason,
Correct. This is only online counties as we have their street index in TEAM.
Thank you,
Lily

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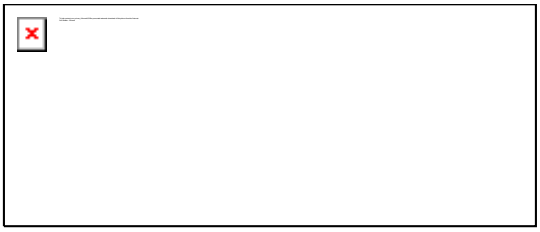
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DATE: September 2, 2025

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Thank you,

Christina Adkins

Director of Elections

Office of the Texas Secretary of State

1019 Brazos Street | Rudder Building, 2nd Floor | Austin, Texas 78701 512-463-9859 (direct) | 1.800.252.VOTE (8683)

elections@sos.texas.gov | www.sos.texas.gov

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AMERICAN OVERSIGHT

From: Jessica Weaks <Jessica.Weaks@bellcounty.texas.gov>
Sent: Tuesday, September 2, 2025 3:32 PM
To: Alicia Castruita; Tiffany Shabazz
Cc: Desi Roberts; Jeannette Araiza
Subject: RE: <EXTERNAL> TEAM Redevelopment Updates (9.2.2025)

Follow Up Flag: Follow up
Flag Status: Completed

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Respectfully,

Jessica L. Weaks
Voter Registration Supervisor
Bell County Elections Dept.
254-933-5774
254-933-6754 (fax)

From: Texas Secretary of State Elections Division <TXSoSAgency@public.govdelivery.com>
Sent: Tuesday, September 2, 2025 1:58 PM
To: Jessica Weaks <Jessica.Weaks@bellcounty.texas.gov>
Subject: <EXTERNAL> TEAM Redevelopment Updates (9.2.2025)

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ELECTIONS DIVISION

TO: Texas Election Officials

FROM: Elections Division, Texas Secretary of State

SUBJECT: TEAM Redevelopment Updates (9.2.2025)

DATE: September 2, 2025

Dear County Election and Voter Registration Officials,

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Current Updates

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Office of the Texas Secretary of State

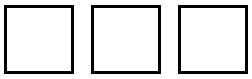
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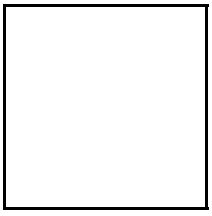
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AMERICAN OVERSIGHT

From: Alicia Castruita
Sent: Tuesday, September 2, 2025 4:05 PM
To: Jessica Weaks
Subject: RE: <EXTERNAL> TEAM Redevelopment Updates (9.2.2025)

Jessica,

The inactive street segments are for online counties only. Thank you!

Alicia M. Castruita
TEAM Team – Program Specialist V
Office of the Texas Secretary of State
Work Cell: 512-660-8978
Office: 1-800-252-VOTE (8683)
elections@sos.texas.gov | www.sos.texas.gov
For Voter Related Information, please visit:

VOTETEXAS.GOV
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Cc: Desi Roberts <Desi.Roberts@bellcounty.texas.gov>; Jeannette Araiza <Jeannette.Araiza@bellcounty.texas.gov>
Subject: RE: <EXTERNAL> TEAM Redevelopment Updates (9.2.2025)

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DATE: September 2, 2025

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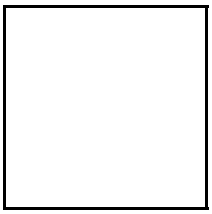
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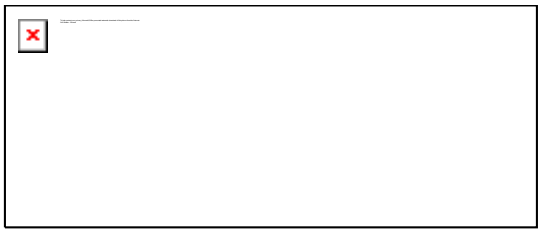
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From: Jana, Sue <sucharita.jana@bexar.org>
Sent: Friday, August 8, 2025 4:01 PM
To: Kristi Hart
Cc: Roberson, Larry L.
Subject: TEAM Voter Registration System

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Hi Kristi,

I hope this message finds you well and thank you for the information you previously provided.

I am reaching out in my capacity as a Bexar County Attorney on behalf of the Bexar County Commissioners Court as we undertake due diligence regarding the possible acquisition of a new voter registration and election management system. The Commissioners Court is committed to making an informed decision that serves the best interests of Bexar County voters and ensures the accuracy, efficiency, and integrity of the voter registration processes.

Our Elections Administrator has raised a number of operational concerns with the current TEAM system, and she has asserted that some of these challenges may be shared by other Texas counties. I've included her email below, but specifically, she has asserted that there have been reports of:

- Data integrity issues with the DPS application interface, including discrepancies in name, address, precinct, and street segment information;
- Non-operational or inconsistent printing functionality; and
- Delays in responsiveness from SOS support that have hindered timely resolution of system errors.

She has also asserted that these issues have contributed to a backlog of over 10,000 pending voter registration applications, with approximately 700 records currently stalled in the TEAM system. She has also stated that some counties, including offline counties such as Tarrant, have even been instructed to halt processing due to system limitations.

Accordingly, she has proposed another system for consideration, VR Systems' Voter Focus. As I understand it, this system would apparently still need to integrate with TEAM. Before Commissioners Court considers adoption, I would like to fully understand whether these integration points might replicate the issues currently experienced, and whether your office has seen successful mitigation strategies.

We greatly value the Secretary of State's perspective and experience in this area. Any insight you can share regarding whether your office has encountered the types of issues identified by our Elections Administrator, and whether they are likely to affect integration with an alternative system, would be immensely helpful. Our

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intent here is to collaborate in good faith to ensure the system we choose provides the most reliable service possible for our voters.

Thank you for your time and assistance. I look forward to your guidance as we work to identify the best long-term solution for Bexar County's voter registration operations.

Sue

Sue Jana
Assistant District Attorney - Civil Division
Bexar County Criminal District Attorney's Office

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--

Dear Larry,

This email confirms our intention to present the proposed VR Systems 'Voter Focus' voter registration and election management system at the Commissioners Court meeting on August 19, 2025. We believe this solution will address the critical challenges currently facing Bexar County in processing voter registration applications and the maintenance of voter registration.

Our comprehensive assessment, conducted in close collaboration with VR Systems and BCIT, has determined that no additional hardware is required. Specifically, Jorge Fernandez (Tech Manager) engaged in detailed discussions with Bob Sanders (VR Systems) and Dallas Moore (BCIT) to confirm the feasibility of utilizing an Azure-based virtual server. Mr. Moore received and reviewed the server specifications provided by VR Systems, confirming their suitability. This virtual server approach has been selected over a physical server solution for optimal efficiency and scalability.

The current state of the Secretary of State's TEAM System is causing significant operational disruptions across Texas counties. While some online counties can currently process applications and print certificates, widespread issues with data integrity have been reported. Many counties are struggling with incomplete or inaccurate data from the DPS application interface, resulting in inconsistencies between voter records and DPS information (e.g., name and address discrepancies, precinct and street segment errors). Furthermore, the print functionalities within TEAM are largely non-operational. Compounding these problems, responsiveness from SOS support staff has proven inadequate. Offline counties, such as Tarrant County, have even been instructed to halt processing due to the system's incomplete status.

The combination of system failures and inadequate support has created a substantial backlog. Currently, we have over 10,000 voter registration applications awaiting processing, with approximately 700 voters left in limbo with the TEAM system. This backlog, coupled with recent closure of VOTEC, presents an unprecedented challenge to our ability to prepare for the upcoming election. Without swift resolution, we risk significant disenfranchisement of voters.

The TEAM project, initiated 2.5 years ago, is demonstrably failing to meet the needs of Texas counties. The current situation is forcing both online and offline counties to explore alternative vendors, highlighting the urgent need for a comprehensive solution. We are confident our proposed solution offers a timely and effective path forward to restore efficient and accurate voter registration processing.

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Sincerely,

Michele Carew

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