

September 25, 2026

The Honorable Greg Abbott
Governor

The Honorable Robert Howden
Secretary of State

Colonel Freeman F. Martin
Director, Texas Department of Public Safety

Dear Governor Abbott, Secretary Howden and Director Martin:

We are writing to request immediate answers regarding the significant backlog of voter registration applications and updates caused by a systemwide error in the Texas Department of Public Safety's (DPS) online portal. It is our understanding that the issue resulted from a software upgrade involving a third-party vendor and that it was not identified until recently.

Although neither DPS nor any other agency has disclosed the total number of affected applications, the scale of the backlog is substantial. County officials in seven counties have reported receiving more than 178,000 backlogged records, including approximately 68,000 in Dallas County, 45,000 in Bexar County, 40,000 in Collin County, and 32,000 in Travis County. This is particularly alarming since the voter registration deadline for the November 3, 2026 election is fast approaching, and county elections officials are already busy with preparations for the election.

The DPS portal is a major avenue through which Texans register to vote. According to DPS officials in 2025, approximately six million Texans used the portal to register to vote between 2020 and 2024. While Texas does not have traditional online voter registration, eligible Texans renewing or updating their driver's licenses or state IDs online can register or update their voter registration through the DPS portal. As you are aware, the DPS voter registration system exists as part of the state's obligations under the National Voter Registration Act and the 2021 settlement in *Stringer v. Hughs* related to the state's failure to comply with the motor voter provisions of the NVRA. Given the duration and scale of the failure, it is important for the state to explain how it is ensuring compliance with those obligations and what corrective measures are being taken.

DPS has stated that the system issue has been resolved and that it worked with the Secretary of State to identify incomplete records and backfill missing information. However, the agencies have not publicly explained the cause, the precise scope of the failure or how many Texans were affected.

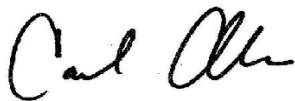
Please provide answers to the following:

1. What information was missing from the affected voter registration records? What specifically caused those records to be classified as incomplete and prevented them from being transmitted to county registrars?
2. When exactly did the problem begin, and when was it fully resolved? Public reporting indicates that some affected records date back to October 2025.
3. How many Texans were affected statewide? Please provide the total number of affected transactions, broken down by county and distinguish new voter registrations from updates to existing registrations.
4. How many affected applications were submitted before the March 2026 primary election? Of those, how many represented individuals who were not ultimately registered in time to cast a regular ballot?
5. What safeguards failed? What monitoring or reconciliation systems were in place to detect that voter registration transactions were not reaching county registrars?
6. What corrective measures are being implemented? What specific changes has DPS made to prevent a similar failure from occurring again, and what independent testing or verification will be conducted to ensure those changes work as intended?
7. What support will the state provide to counties? Counties should not be forced to absorb the costs of temporary staff, overtime, and other resources necessary to process a state-created backlog accurately and promptly.
8. How will affected voters be notified? What steps will the state take to identify Texans whose registration applications or updates were affected and ensure they understand their options for confirming their registration and voting?

Texas voters deserve to know what happened, how many people were affected, and what is being done to ensure that a failure of this magnitude does not happen again. County election officials also deserve the resources necessary to address a backlog they did not create.

We respectfully request a written response addressing these questions and providing a complete accounting of the affected records. If the state cannot ensure that all affected applications are processed before the October 5th voter registration deadline, we ask you to identify and implement every lawful measure available to protect affected voters, including any authority available to extend or otherwise accommodate the registration deadline. No eligible Texan should lose the opportunity to vote because of a state administrative or technical failure.

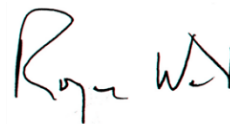
Sincerely,



Carol Alvarado
Senate District 6



Judith Zaffirini
Senate District 21



Royce West
Senate District 23



Juan "Chuy" Hinojosa
Senate District 20



José Menéndez
Senate District 26



Borris Miles
Senate District 13



Nathan Johnson
Senate District 16



Sarah Eckhardt
Senate District 14



Roland Gutierrez
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César Blanco
Senate District 29



Molly Cook
Senate District 15



Taylor Rehmet
Senate District 9