

# El Paso County Elections Department

Elections Department  
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LISA WISE  
ELECTIONS ADMINISTRATOR

STATEMENT  
Friday, March 13, 2026

Contact: Lisa Wise or Melissa Martin  
(915) 273-3597

Good afternoon, Mr. Mata,

Thank you for reaching out and the opportunity to comment.

During the opening of polling locations on Election Day last Tuesday, March 3, 2026, a majority of El Paso County's poll pads, equipment used to check-in voters, failed to allow a voter to select a party at some of the polling sites. All machines used to vote and cast a voter's ballot were fully functional and without issue throughout Election Day and voters were able to vote at any voting site countywide. The poll pads are not connected to the voting machines, therefore the voting machines were not impacted in any way. For more information from El Paso County's poll pad vendor on this issue, please see attached Exhibit A.

When Elections received calls or questions from voters or poll workers regarding the poll pads, Elections advised that voters should remain in line or return to the polling site to cast their vote. Elections also immediately contacted the poll pad vendor which assigned software technicians to address and correct the issue effecting poll pads across the county. The issue was corrected and all poll pads at all sites were working properly by 1 p.m. The poll pad vendor alone had the access and the expertise to correct the software's functionality. The software functionality is not controlled by the County. While the poll pads were not functioning at some of the polling sites, poll workers implemented a manual check-in process to allow voters to check in, select their party, and proceed to cast their votes.

El Paso County Elections is committed to ensuring that all eligible voters are able to vote. For that reason, within the first hour of polls opening, Elections worked with the Texas Secretary of State Elections Division Legal Director and the County Attorney's office and sought to extend voting hours, in compliance with the Texas Elections Code. A district court judge granted this extension of hours, which we are grateful to have sought and gained on behalf of El Paso voters.

Additionally, within minutes of learning about poll pad functionality and misinformation about poll closure, Elections began to disseminate clear and uniform instruction across all polling sites, issue resources across all polling locations, and began work on what would be several press releases and posts throughout the day to dispel any notion that any polling site was closed. As

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with any election, Elections also posts live information on expected wait time across various locations so that voters can either plan accordingly or go to an alternate location of their choice.

El Paso County will work with the vendor to ensure the poll pad issue experienced during this election is fully addressed and does not occur for future elections. This poll pad system has been successfully used in 34 elections and has consistently supported our operations. While any technical issue is taken seriously, it is important to note that this system has a strong record of reliability. Our office remains committed to ensuring a secure, accurate, and efficient voting process for El Paso County voters.

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## EXHIBIT A Statement Prepared by KNOWiNK

### KNOWiNK—Fact Sheet

March 3, 2026 Primary Election — El Paso County, Texas

#### About Electronic Pollbooks (EPBs)

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KNOWiNK, headquartered in St. Louis, Missouri, is a national elections technology company that provides tools and solutions to jurisdictions across the United States. The KNOWiNK Poll Pad is a tablet-based electronic pollbook (EPB) used at polling locations to check in voters. In El Paso County, when a voter arrives at a polling location, an election worker uses the EPB to scan the voter's driver's license or voter ID, verifying their identity and eligibility, and marks the voter as checked in before the voter proceeds to cast a ballot. EPBs are **not connected to or needed in the process of casting a ballot or counting votes**. Voter check-in and vote casting are two separate processes by design.

#### Election Day, March 3, 2026

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During preparation of Election Day devices, a legacy data configuration from El Paso County's account — which has been in production since 2018 — was not fully updated to reflect a newer EPB system requirement. This resulted in a portion of EPB units not displaying complete check-in information. KNOWiNK's customer support team was engaged immediately, identified the root cause, and delivered a corrected update that same morning. **This was a check-in display issue only and did not affect the casting or counting of any vote.** El Paso County Election Administration and poll workers activated contingency paper pollbooks at impacted locations, ensuring voters could continue to check in and cast their ballots, while KNOWiNK worked to restore full service.

#### KNOWiNK's Post-Election Engagement

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Since March 3, KNOWiNK has been in continuous, direct engagement with El Paso County election administration officials, including a root cause review and comprehensive briefing to County officials.

KNOWiNK has partnered with El Paso County since 2018, supporting more than 30 elections.

*"KNOWiNK has held a longstanding partnership with El Paso County since 2018, supporting election operations and its voters. We sincerely apologize for the disruption experienced on election morning, March 3. We want to recognize the El Paso County Elections Department and their poll workers, whose quick response and preparedness ensured that voting continued and that the event had no impact on the casting or counting of any vote. KNOWiNK identified and resolved the issue that same morning. We are confident in the system's readiness for future elections and remain committed to our partnership with El Paso County."*

— Steele Shippy, Chief Strategy Officer, KNOWiNK

#### Summary

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The March 3 check-in display issue was identified, resolved, and corrected the same morning. EPBs are not connected to or involved in the casting or counting of votes. The event had no effect on any voter's ability to cast a ballot or on the counting of any vote. KNOWiNK continues to work directly with El Paso County election officials to ensure full readiness for the May 2 election.