



OFFICE OF THE GOVERNOR

RICK PERRY
GOVERNOR

December 6, 2007

Hadassah Schloss
P.O. Box 12548
Austin, Texas 78711-2548

RE: COMPLAINT OF OVERCHARGES – JOHN WASHBURN – ML – 301146 - 07

Dear Ms. Schloss:

On November 30, 2007, the Office of the Governor (OOG) received your inquiry regarding John Washburn's November 27, 2007 complaint against the OOG. Specifically, you asked three questions, to which I respond below.

Question one: How did the Governor's office determine that it would require 31.5 hours of labor to produce all emails (sent and received) for a period of four days (Nov. 2 – 6, 2007)? Please explain the process in a step-by-step manner. If a sample test was performed, please provide a copy, or a brief description of the sample test.

Upon receiving Mr. Washburn's November 6, 2007 request, the OOG began preserving emails responsive to the request. At the time the estimate of charges was sent to Mr. Washburn, 189 employees had notified me that they had responsive documents. Because our computer services division does not have the capability of collecting all responsive documents, each employee was responsible for reviewing their emails and determining what was responsive. To respond to Mr. Washburn's request, each employee must save their documents as one large text file, and place the text file and related attachments in an electronic folder accessible to me for review.

I reached the cost reflected in the estimate sent to Mr. Washburn by determining the approximate cost of our office to locate and compile all responsive documents. To do so, I asked several employees to locate and compile their documents, and report the time it took to do so. For some employees with hundreds of emails it took many hours to compile. Others with fewer emails took 10 minutes. In the abundance of caution, so as not to appear excessive, I estimated that it took 10 minutes per employee to locate and compile the documents. Thus, 189 employees, multiplied by 10 minutes equals 1890 minutes, or 31.5 hours.

Question two: What is the approximate number of emails responsive to the request?

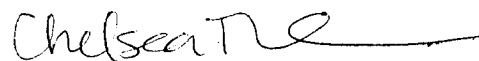
The approximate number of responsive emails is between 5,000 and 8,000.

Question three: How many employees' hard drives will be searched?

While there are approximately 250 employees of the OOG, as stated above, our computer services division is unable to independently search each employee's hard drive for responsive documents. We do not have the software or hardware to search every hard drive.

Please let me know if I may be of any further assistance to you. If you have any questions or need additional information, you may contact me at the address below or at (512) 463-1788.

Sincerely,

A handwritten signature in cursive script that reads "Chelsea Thornton". The signature is written in black ink and extends to the right with a long horizontal flourish.

Chelsea Thornton
Assistant General Counsel

cc: John Washburn