

Attachment I

Kim Reynolds, Governor

Adam Gregg, Lt. Governor

Beth Townsend, Director



March 4, 2022

Mr. Kauffman,

In response to your new records request of February 24, 2022, Iowa Workforce Development contacted Verizon Business Group and asked for a list showing each phone number from which a text message was received, and each phone number to which a text message was sent, for the period including and between March 1, 2021, and May 19, 2021, for Director Townsend's state-issued cellular phone. We also requested the time and date of each communication. We have been advised that the information that Verizon stores in this regard only goes back 6 months, and therefore, they do not have any data to provide us from the dates you requested. They specifically advised that it is not available in their system.

However, as I communicated to you in the June 3, 2021 email message you reference, Verizon advised IWD at that time that text message details were available for 6-12 months and text message content was stored for 5-7 days. No text message content was provided at any time, but Verizon provided the attached spreadsheet of text message details. It appears that in providing this document, they simply pulled several consecutive billing dates of data. The billing date was the 4<sup>th</sup> of each month, so the document they produced, prior to our June 3, 2021 communication, was only current as of May 4, 2021. That document accompanies this letter. Any information redacted in the document is redacted in accordance with Iowa Code 22.18.

To reiterate previous communication, IWD does not conduct substantive business matters by text message, and as a policy, we regularly delete such transitory messages. To be clear, Director Townsend followed the requirements of the State Records Manual throughout the time period March 1, 2021 through May 19, 2021, which permitted her to delete non-substantive transitory text messages from her state-issued cellular phone. Director Townsend's deletion of these messages in no way was related to any request for records, and IWD's records retention policy has not been altered or revised as a result of any request for records. IWD at all times conducts business as transparently as possible, and in accordance with legal requirements. IWD's responses throughout this and other records requests have been reflective of our commitment to transparency.

IWD is unable to obtain any other data from Verizon regarding text message details or content.

Sincerely,

A handwritten signature in black ink, appearing to read "David J. Steen", written over a horizontal line.

David J. Steen  
Attorney for Iowa Workforce Development