From: **Candias Webster** cwebster@mpcity.org
Subject: RE: Public Information Request (Texas Gov't Code ch. 552) – City Email Platform, Retention, and Search/Export Capability
Date: March 10, 2026 at 4:48 PM
To: Kyle Moring [redacted]
Cc: Rob Vine rvine@mpcity.org, Austin Beck abeck@dtrglaw.com, Lea Ream lream@dtrglaw.com, Wesley Lyon wlyon@mpcity.org, Carl Hinton CHinton@mpcity.org, Debbie Corbell DCorbell@mpcity.org, Kelly Redfearn KRedfearn@mpcity.org, Melanie Knight melanie.knight@mpcity.org, Jonathan Hageman JHageman@mpcity.org, [redacted]

Good afternoon, Mr. Moring,

Please see the responses below and the link attached for all the information you requested.

Email Platform

Thank you,
Candias Webster, TRMC, CMC
Assistant City Manager/ City Secretary
City of Mt. Pleasant
Office: 903-575-4000
Cell: [redacted]
Fax: 903-577-1828

This document/description/text may have been generated by Microsoft Copilot and edited by me

ATTENTION OFFICIALS: A "Reply to All" on this e-mail or reply or forward to one other official could lead to violations of the Texas Open Meetings Act. Please reply only to the sender.

CONFIDENTIALITY NOTICE: This e-mail is intended solely for the person or entity to which it is addressed and may contain confidential and/or privileged information. Any review, dissemination, copying, printing, or other use of this e-mail by persons or entities other than the addressee is prohibited. If you have received this e-mail in error, please contact the sender immediately and delete the material from your computer.

From: Kyle Moring <[redacted]>
Sent: Friday, February 27, 2026 1:38 PM
To: Candias Webster <cwebster@mpcity.org>
Cc: Rob Vine <rvine@mpcity.org>; Austin Beck <abeck@dtrglaw.com>; Lea Ream <lream@dtrglaw.com>; Wesley Lyon <wlyon@mpcity.org>; Carl Hinton <CHinton@mpcity.org>; Debbie Corbell <DCorbell@mpcity.org>; Kelly Redfearn <KRedfearn@mpcity.org>; Melanie Knight <melanie.knight@mpcity.org>; Jonathan Hageman <JHageman@mpcity.org>; [redacted]
Subject: Public Information Request (Texas Gov't Code ch. 552) – City Email Platform, Retention, and Search/Export Capability

Good afternoon,

Pursuant to the Texas Public Information Act (Texas Government Code, Chapter 552), I request access to and copies of existing public information maintained by the City of Mount Pleasant regarding the City's email platform and the City's capability to retain, search, and export email in response to public information requests.

To reduce cost and volume, for each category below you may produce "records sufficient to show" the requested information.

Time period:

- **Items 1–5:** January 01, 2024 through the date the City receives this request.
- **Item 6:** January 01, 2018 through present.

Requested records:

1. **Email platform in use (records sufficient to identify)** The City utilizes Microsoft 365 (Business/Enterprise) within Microsoft's North American data centers.

    a. The product/service name(s) and edition (e.g., Exchange Online/Microsoft 365, on-prem Exchange, Google Workspace, hosted Exchange).

    b. Whether the environment is cloud-hosted, on-premises, or hybrid.

    c. Any records sufficient to show the date of the most recent migration/transition affecting City email (if any) within the time period.

2. **Email retention/archiving** The City utilizes Microsoft 365's native data governance and "Litigation Hold" features to maintain email records in accordance with standard municipal retention schedules.

    a. The City's email retention policy/policies and applicable records retention schedule entries used for email.

    b. Any written procedures used to preserve mailboxes or place litigation holds (records sufficient to show), excluding sensitive security details.

3. **Search and export capability for TPIA/eDiscovery purposes (records sufficient to show)** E-discovery and TPIA searches are conducted utilizing the Microsoft Purview compliance suite. This allows for comprehensive searches across metadata and content. Responsive items are exported natively in .pst or .msg formats to ensure data integrity and preserve routing headers.

    a. Written procedures/SOPs/runbooks/checklists used by City staff or City IT (or its provider) to search for responsive email across one or more mailboxes for a TPIA response.

    b. Documentation identifying the tool(s) used to perform those searches (eDiscovery/compliance search/archive search), the searchable fields (sender/recipient, subject, date, keywords, attachments), and the available export formats (native/PST/MSG/EML, PDF, etc.).

    c. Any documentation describing search syntax/operators or query mechanisms used by the tool(s) (including any query language, API, reporting tool, or equivalent), if maintained.

4. **Administrative access/responsibility (records sufficient to show)** Bryan IT acts as the primary technical administrator for the City's Microsoft 365 tenant and executes complex mailbox searches at the City's direction

   Records sufficient to identify the City department or IT provider responsible for administering the email platform and performing mailbox searches/exports for TPIA responses, including any sections of an SOW describing those responsibilities.

5. **Vendor/IT support communications narrowly limited to search/export/retention (records sufficient to show)** **Please link attached**

   Records sufficient to show communications, tickets, or support notes (internal or with a vendor/managed service provider) specifically concerning: **(i)** ability to search across custodians, **(ii)** exporting/producing email for TPIA/litigation, **(iii)** retention/archiving settings, or **(iv)** any claim that production requires "print-to-scan."

6. **Contracts/procurement** **We have no record of this request**

   Executed contracts/SOWs and amendments/renewals for the City's email hosting and any separate archiving/eDiscovery/compliance search services used for email.

Clarification on third-party records: If responsive information is maintained by a managed service provider or other contractor for the City and the City owns the information or has a right of access to it, please retrieve and produce the responsive information maintained for the City.

Production format: Please provide records electronically (PDF for documents; native format where maintained when feasible) via email or download link. I am not requesting passwords, private keys, security tokens, or configuration details that would reasonably expose system vulnerabilities; please redact only protected portions and release the remainder.

If charges will exceed $40, please provide an itemized written estimate before work begins so I may narrow the request.

With gratitude,

Kyle Moring

[redacted] | [redacted]