OFFICE OF THE GOVERNOR
207 STATE HOUSE
SPRINGFIELD, ILLINOIS 62706

JB PRITZKER
GOVERNOR

September 18, 2026

VIA EMAIL
jacob@jacobforcityclerk.com

Re: FOIA Request # 2026-654

Dear Mr. Schulz:

This letter is in response to your Illinois Freedom of Information Act ("FOIA") request received on September 11, 2026, seeking:

> [E]xisting aggregate and administrative records concerning constituent inquiries and requests for assistance received by the Office of the Governor.
>
> 1. Constituent inquiry and case classification
>
> Please provide the current list, taxonomy, data dictionary, issue categories, case types, disposition codes, referral categories, status codes, queue names, or comparable existing record used to classify constituent contacts or requests for assistance received by the Governor's Office.
>
> This includes categories identifying:
>
> the subject of the inquiry;
>
> the state agency, program, or service involved;
>
> requests for constituent assistance;
>
> requests for information;
>
> complaints or service-navigation problems;
>
> referrals to another agency or government office;
>
> inquiries outside the Governor's Office's jurisdiction; and

the outcome, disposition, or status of the contact, where tracked.

2. High-volume constituent inquiry topics

For:

January 1 through December 31, 2024

January 1 through December 31, 2025

January 1, 2026 through the date of this request

please provide any existing aggregate report, dashboard export, statistical summary, management report, or comparable record showing constituent contacts, inquiries, or cases by subject, issue category, state agency, program, or comparable classification.

If existing reports include geographic breakdowns for Chicago, Cook County, or other regions of Illinois, please provide those reports.

If no geographic breakdown is maintained, statewide aggregate reports are sufficient.

3. Referrals and transfers

For the same periods, please provide any existing aggregate report showing:

constituent inquiries or cases referred to an Illinois state agency;

the destination agency, office, program, or organization, where tracked;

referrals to local governments, counties, municipalities, federal agencies, nonprofit organizations, or other service providers;

inquiries determined to concern a matter outside the Governor's Office's jurisdiction;

cases requiring follow-up by another agency;

contacts referred elsewhere without a constituent-service case being opened; and

information-only contacts that did not result in further action.

If the Governor's Office maintains referral or disposition categories but does not maintain an aggregate report, please provide the current list of those categories.

4. Repeat constituent contacts

For the same periods, please provide any existing aggregate report, dashboard, analysis, or management summary concerning:

repeat contacts from constituents regarding the same issue;

multiple contacts associated with the same constituent-service matter or case;

cases reopened after closure;

contacts made because a constituent had not received a response from another agency;

cases requiring multiple referrals or escalations; and

any existing metric used to measure repeat contact or recurring requests for assistance.

5. Constituent-service resolution and performance measures

Please provide any existing aggregate report, dashboard, management summary, or performance report for the same periods showing, to the extent maintained:

total constituent contacts;

requests for assistance;

cases opened;

cases closed;

cases resolved;

unresolved or pending cases;

average or median response time;

average or median case-resolution time;

referrals;

transfers;

escalations;

repeat contacts;

first-contact resolution;

cases resolved without referral;

cases requiring referral to another agency;

constituent satisfaction measures; and

any comparable measure used to evaluate whether constituent inquiries or requests for assistance were successfully resolved.

6. Recurring resident-navigation problems

Please provide any existing aggregate report, analysis, dashboard, memorandum, management summary, or comparable record identifying recurring problems experienced by residents attempting to navigate Illinois government, including, where already tracked:

difficulty determining which state agency, office, or program is responsible;

residents contacting the wrong agency;

residents being referred among multiple agencies;

repeat contacts regarding the same unresolved issue;

difficulty receiving a response from another agency;

difficulty understanding application, eligibility, documentation, or renewal requirements;

difficulty navigating online systems or application processes;

problems following a referral from one agency to another; and

other recurring constituent-service or government-navigation barriers.

Scope

I seek existing aggregate, administrative, and management records only.

I am not requesting constituent names, addresses, telephone numbers, email addresses, individual correspondence, individual constituent-service case files, or other personally identifying information.

I am also not requesting that the Governor's Office create a new statistical analysis if the requested information is not already maintained.

If responsive information exists in an existing constituent-management system, CRM, dashboard, spreadsheet, database report, or business-intelligence tool from which an ordinary electronic export is available, an export of that existing report is sufficient.

Please be advised that, pursuant to 5 ILCS 140/3(e)(iv), this office is availing itself of an extension of five working days – through and including September 25, 2026 – to respond to your request.

To the extent you consider this response to be a denial of your FOIA request, you have the right to a denial reviewed by the Office of the Illinois Attorney General, 500 S. 2nd Street, Springfield, Illinois 62706, (877) 299-3642, public.access@ilag.gov.

If you choose to submit a request for review, you must do so within 60 days after the date of this response letter. The request for review must be in writing, signed by you, and include a copy of your FOIA request and this office's response. 5 ILCS 140/9.5(a). In addition, you have the right to seek judicial review of this response. 5 ILCS 140/11(a), (b).

If you have any questions or need additional information, please contact me.

Sincerely,

s/Andrew R. Garman
Andrew R. Garman, FOIA Officer
Office of Illinois Governor JB Pritzker