OFFICE OF MAYOR BRANDON JOHNSON

CITY OF CHICAGO

September 25, 2026

VIA ELECTRONIC CORRESPONDENCE
Jacob Schulz
jacob@jacobforcityclerk.com

RE: Notice of Response to FOIA Request
FOIA File No.: F151451

Dear Jacob Schulz,

On behalf of the City of Chicago Office of the Mayor, I am responding to your Freedom of Information Act request received by this department on September 11, 2026, requesting:

> *Pursuant to the Illinois Freedom of Information Act, 5 ILCS 140, I request electronic copies of the following existing aggregate, administrative, and management records concerning constituent inquiries and requests for assistance received by the Office of the Mayor.*
>
> *1. Constituent inquiry and case categories*
>
> *Please provide the current taxonomy, issue categories, case types, disposition codes, referral categories, status codes, queue names, or comparable existing records used to classify why residents contact the Mayor's Office and what happens to those contacts.*
>
> *This includes categories identifying:*
> *the subject of the inquiry;*
> *the City department, agency, program, or service involved;*
> *requests for constituent assistance;*
> *complaints or service-navigation problems;*
> *referrals or transfers;*
> *inquiries outside City jurisdiction; and*
> *the outcome or disposition of the contact, where tracked.*
>
> *Please also provide any current written guidance, workflow, standard operating procedure, routing protocol, or comparable record used to determine whether a resident inquiry is:*

handled directly by the Mayor's Office;
referred to Chicago 311;
referred directly to a City department or agency;
referred to another level of government or outside organization; or
escalated for additional review or follow-up.

2. High-volume constituent inquiry topics

For:

January 1 through December 31, 2024;
January 1 through December 31, 2025; and
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, City department, program, or comparable classification.

I am particularly interested in existing reports showing which City departments, services, or issues generate the highest volume of constituent contacts or requests for assistance.

3. Referrals, 311 routing, repeat contacts, and escalations

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

constituent inquiries referred to City departments or agencies;
the destination department or agency, where tracked;
constituent contacts referred by the Mayor's Office to Chicago 311;
the number or categories of matters referred from Chicago 311 or City departments to the Mayor's Office for escalation or follow-up, where tracked;

referrals to Cook County, State of Illinois, federal agencies, sister agencies, utilities, nonprofit organizations, or other outside organizations;
repeat contacts concerning the same issue;
cases reopened after closure;
cases requiring multiple referrals;
cases escalated because a constituent did not receive a response or resolution elsewhere;
inquiries determined to concern matters outside City jurisdiction; and
information-only contacts that did not result in a constituent-service case.

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

4. Constituent-service performance and resolution measures

For the same periods, please provide any existing aggregate report, dashboard, or management summary showing, to the extent maintained:

total constituent contacts;
requests for assistance;
cases opened;
cases closed or resolved;
pending or unresolved cases;
average or median response time;
average or median case-resolution time;
repeat contacts;
referrals;
transfers;
escalations;
first-contact resolution;
cases resolved without referral;
cases requiring referral to another department or agency;
constituent satisfaction measures; and

any comparable measure used to evaluate whether residents successfully received the information, assistance, referral, or resolution they sought.

5. Recurring resident-navigation problems

For January 1, 2022 through the date of this request, please provide any existing aggregate report, analysis, dashboard, presentation, memorandum, or management summary identifying recurring problems residents experience navigating City government, including, where tracked:

difficulty determining which department or agency is responsible;
residents contacting the wrong department;
residents being referred among multiple departments;
repeat contacts regarding unresolved issues;
difficulty obtaining a response from a City department;
difficulty following up after a referral;
confusion concerning applications, eligibility, documentation, permits, licenses, fees, or City processes;
matters repeatedly routed between 311, City departments, and the Mayor's Office; 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 case files, call recordings, transcripts, or other personally identifying information.

I am not requesting that the Mayor's Office create a new statistical analysis, calculation, or report if the requested information is not already maintained.

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

Please provide responsive records electronically, preferably in their existing spreadsheet, CSV, PowerPoint, or searchable PDF format.

As permitted by Section 5 ILCS 140/3(e) of the Act, the time was extended to conduct a thorough search for these records. Your request was reviewed by the undersigned in collaboration with the Administrative Services team.

In regard to the portion of #1 seeking, *any current written guidance, workflow, standard operating procedure, routing protocol, or comparable record used to determine whether a resident inquiry is: handled directly by the Mayor's Office; referred to Chicago 311; referred directly to a City department or agency; referred to another level of government or outside organization; or escalated for additional review or follow-up,* you are being provided with the Mayor's Office Front Desk Procedures — Standard Operating Guide. Please be advised that information has been redacted from the enclosed responsive records pursuant to 7(1)(v). Details of the redactions are set forth below:

Section 7(1)(v) protects from disclosure [v]ulnerability assessments, security measures, and response policies or plans that are designed to identify, prevent, or respond to potential attacks upon a community's population or systems, facilities, or installations, the destruction or contamination of which would constitute a clear and present danger to the health or safety of the community, but only to the extent that disclosure could reasonably be expected to jeopardize the effectiveness of the measures or the safety of the personnel who implement them or the public. Therefore, information that may compromise safety has been redacted pursuant to Section 7(1)(v).

Regarding the remainder of your request, please be advised that the Mayor's Office has no responsive records.

Moreover, note that each City department is a separate "public body" under Section 2 of FOIA. 5 ILCS 140/2(a); Duncan Publishing, Inc. v. City of Chicago, 304 Ill. App. 3d 778, 784 (1st Dist. 1999) ("Clearly, each of the individual departments are subsidiary bodies of the City and are 'public bodies' as defined by the FOIA."). A FOIA request must be directed to the Department that maintains the records you seek. It is suggested that you forward your request to the Office of Emergency Management and Communications (OEMC) for any 311 data.

You may submit a request at the following link:
https://www.chicago.gov/city/en/depts/oem/supp_info/oem_foia.html

You have the right to a review under 5 ILCS 140-9.5(a) by the Public Access Counselor (PAC) at the Office of the Illinois Attorney General, 500 South 2nd Street, Springfield, Illinois 62706, Phone: (877)299-3642, Fax: (217)782-1396, E-mail: public.access@ilag.gov. You may also seek judicial review of a denial under 5 ILCS 140/11 by filing a lawsuit in the State Circuit Court.

Sincerely,

Hibo Aden
FOIA Officer