311 CITY SERVICES
CITY OF CHICAGO

September 18, 2026

Jacob Schulz
E-mail: jacob@jacobforcityclerk.com

RE: FOIA REF# F151441-091126

On behalf of the City of Chicago 311 City Services, I am responding to your Freedom of Information Act (FOIA) request received on September 11, 2026.

Dear FOIA Officer:

Pursuant to the Illinois Freedom of Information Act, 5 ILCS 140, I request electronic copies of the following existing aggregate records concerning resident inquiries and calls handled by Chicago 311 City Services.

Inquiry, call-reason, and disposition categories

Please provide the current list, taxonomy, data dictionary, call-reason codes, service-request categories, disposition codes, referral categories, queue names, or comparable existing record used to classify why residents contact Chicago 311 and what happens to those contacts.

This includes categories used for:
service requests;
information-only calls;
referrals;
transfers;
calls concerning matters outside City jurisdiction;
calls that do not result in a service request; and
the final disposition or outcome of the contact, where tracked.

High-volume resident 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 the number of resident calls or contacts by call reason, inquiry topic, service-request type, issue category, or comparable classification. Please include, where separately tracked, calls classified as "311 INFORMATION ONLY CALL" or any comparable information-only category.

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I am particularly interested in identifying the subjects that generate the highest volume of resident inquiries, including inquiries that do not result in a formal service request.

Referrals, transfers, and inquiries outside 311 jurisdiction
For the same periods, please provide any existing aggregate report showing:
calls or contacts referred to another City department or agency;
calls transferred to another City department or agency;
the destination department or agency, where tracked;
referrals to Cook County, State of Illinois, federal agencies, sister agencies, utilities, nonprofit organizations, or community organizations, where tracked;
calls determined to concern a matter outside City jurisdiction;
information-only calls; and
contacts that did not result in a City service request.

If Chicago 311 maintains referral, transfer, or disposition categories but does not maintain an aggregate report, please provide the current list of those categories.
Existing customer-service and call-center performance measures
Please provide any existing aggregate report, dashboard, or management summary for the same periods showing, to the extent maintained:
total incoming calls;
calls answered;
abandoned calls;
average speed to answer;
average wait time;
average handling time;
average hold time;
transfers;
repeat contacts or repeat callers;
first-contact or first-call resolution;
service level or percentage of calls answered within a target time;
calls that produce no service request;
information-only calls;
escalated calls; and
any comparable measure of whether the resident's inquiry was resolved during the initial contact.

Existing reports concerning repeat contact and resolution
Please provide any existing aggregate report, analysis, dashboard, or management summary concerning:
repeat calls or repeat resident contacts regarding the same or similar issue;
the percentage or number of contacts resolved without referral or transfer;
the percentage or number of contacts requiring referral or transfer;
first-contact resolution;
resident contacts that required escalation; and
any existing metric used by Chicago 311 to evaluate whether residents successfully obtained the information or service they were seeking.

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Scope
I seek existing aggregate and administrative records only.
I am not requesting call recordings, transcripts, resident names, addresses, telephone numbers, individual 311 case narratives, or personally identifying information.
I am also not requesting that Chicago 311 create a new statistical analysis if the requested information is not already maintained.
If responsive information exists in an existing dashboard, call-center reporting platform, Salesforce system, spreadsheet, database report, 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 or CSV format where available, or as searchable PDFs.
If any portion of this request would be considered voluminous or unusually burdensome, please contact me before processing that portion so I may narrow it further.
If anticipated fees exceed $25, please provide an estimate and obtain my approval before incurring those fees.

Thank you,
Jacob Schulz
Jacob@jacobforcityclerk.com
773-812-8992

At this time, I am seeking an extension of five (5) additional working days to respond to the request for one or more of the following reasons identified in 5 ILCS 140/3(e) of FOIA:

( ) the requested records are stored in whole or in part at other locations than the office having charge of the requested records;

( ) the request requires the collection of a substantial number of specified records and configuration of specified file format;

( ) the request is couched in categorical terms and requires an extensive search for the records responsive to it;

( ) the requested records have not been located in the course of routine search and additional efforts are being made to locate them;

( ) the requested records require examination and evaluation by personnel having the necessary competence and discretion to determine if they are exempt from disclosure under Section 7 of the FOIA or should be revealed only with appropriate deletions;

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(X) the request for records cannot be complied with by the public body within the time limits prescribed by 5 ILCS 140/3(d) without unduly burdening or interfering with the operations of the public body;

( ) there is a need for consultation, which shall be conducted with all practicable speed, with another public body or among two or more components of a public body having a substantial interest in the determination or in the subject matter of the request.

Sincerely,

M. D. Ward
Freedom of Information Act Officer
311 City Services
Submit FOIA request online