



CITY OF CHICAGO



DEPARTMENT OF TECHNOLOGY AND INNOVATION

September 28, 2026

**VIA ELECTRONIC CORRESPONDENCE**

Jacob Schulz

[jacob@jacobforcityclerk.com](mailto:jacob@jacobforcityclerk.com)

U151554-091426

Dear Jacob Schulz,

On behalf of the City of Chicago Department of Technology & Innovation (DTI), I am responding to your Freedom of Information Act FOIA request dated **Monday, 9/14/2026 10:17:55 AM**. DTI requested an extension on **9/21/2026** of five business days to respond pursuant to **5 ILCS 140/3(e)** of FOIA. In your request, you seek and state the following:

***Record(s) Requested: Dear FOIA Officer:***

***Pursuant to the Illinois Freedom of Information Act, 5 ILCS 140, I request electronic copies of current existing records maintained by the Department of Technology and Innovation concerning the routing, reassignment, and retention of FOIA-related communications in the City's FOIA/public-records system.***

***I am seeking current operative policies, procedures, workflow documentation, system user guidance, field definitions, and retention documentation only. I am not requesting source code, individual FOIA case files, requester-specific records, or a general search of employee emails.***

***1. Routing of Replies to FOIA Emails***

***Please provide the current operative policy, procedure, workflow, user guide, or system documentation describing what occurs when a requester replies by email to a FOIA acknowledgment, response, clarification request, extension notice, or other FOIA-related message.***

***Please include existing documentation showing, where maintained:***

***what mailbox, queue, or system receives the reply;***

***how the reply is associated with an existing FOIA request;***

***how the responsible department is identified; and***

***whether routing is automatic, rules-based, or manual.***

***2. Misdirected Requests and Reassignment***

***Please provide the current operative policy, procedure, workflow, or system documentation describing how a FOIA request or requester communication is handled when it is received by the wrong City department or public body.***

***Please include existing documentation showing, where maintained:***

***whether the matter may be forwarded, transferred, or reassigned;***

***whether the requester must submit a new request to another department;***

***whether the original submission or receipt date is preserved;***

***whether separate tracking numbers are created; and***

***whether the requester is notified of the reassignment, transfer, or need to resubmit.***



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**3. Portal Assignment and Correction of Incorrect Assignment**

*Please provide the current operative system documentation or user guidance describing: how a FOIA request submitted through the City's online portal is assigned to a department; whether City personnel may change that assignment; and how an incorrect department assignment is corrected.*

**4. Retention and Audit History**

*Please provide the current records-retention schedule, system documentation, field definitions, or user guidance describing how the City's FOIA/public-records system records and retains: department assignment changes; transfers or reassignments between departments; timestamps for receipt, reassignment, transfer, or rerouting; and audit-history fields showing prior department assignments or handling history.*

*Please also provide existing documentation showing: how long such routing or reassignment history is retained; whether original submission and receipt timestamps are preserved after reassignment; and whether prior department assignments are retained in an audit history or overwritten.*

*I am not requesting individual audit logs, requester records, or a Citywide export of routing activity.*

**5. Absence of Responsive Documentation**

*If no responsive policy, procedure, workflow, system documentation, field definition, or retention record exists for any item above, please state that no responsive record was located or maintained for that item.*

*Where the absence of responsive records reflects that DTI does not currently maintain a documented process or policy governing that function, please indicate that no such documented process or policy is currently maintained.*

*I am not requesting that DTI create a new explanation, analysis, policy, workflow, or certification.*

**Format and Scope**

*Please provide responsive records electronically, preferably as searchable PDFs or in their existing native electronic format.*

*I am not requesting:*

*source code;  
cybersecurity-sensitive information;  
individual FOIA case files;  
requester-specific records;  
private personal information;  
drafts; routine correspondence; or a general search of employee email accounts.*

*If one record responds to multiple portions of this request, it need only be produced once.*



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*If responsive records are already publicly available, please identify the specific document or page sufficient for me to locate them. If any portion of this request would still be considered unusually burdensome, please contact me before processing that portion so I may narrow it further. If portions of responsive records are exempt, please redact only the exempt material and provide the reasonably segregable remainder.*

*Thank you,  
Jacob Schulz*

Your request was reviewed by a search of our records that was conducted based on the parameters provided.

1. **Routing of Replies to FOIA Emails** – DTI has no responsive records.
2. **Misdirected Requests and Reassignment** – Not a request for records, Therefore, DTI does not have any responsive records.
3. **Portal Assignment and Correction of Incorrect Assignment** – Not a request for records, Therefore, DTI does not have any responsive records.
4. **Retention and Audit History** – In response to this portion of your request, DTI has attached its records-retention schedule. With respect to the second portion of your request, DTI does not maintain an audit history responsive to your request and, therefore, has no responsive records.

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](mailto: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,

Yasmine S. Miranda

FOIA Officer  
Department of Technology and Innovation (DTI)  
312.744.0447