



311 CITY SERVICES
CITY OF CHICAGO

January 24, 2018

Elliot Ramos
WBEZ
Navy Pier
848 E. Grand Ave.
Chicago, IL 60611

[Via email:eramos@wbez.org](mailto:eramos@wbez.org)

Dear Mr. Ramos:

On behalf of the City of Chicago 311 City Services, I am responding to your Freedom of Information Act ("FOIA") request in which you requested the following. This office received your request January 17, 2018. An Extension Letter was sent January 24.

"Pursuant to Illinois's Illinois Freedom of Information Act, 5 ILCS 140 (), I hereby request the following records:

A data set of complaints for properties or person(s) for not having walkways, paths or properties shoveled for snow, which I believe 311 has under the category "Ice and Snow." I'm seeking records that go back from 2007 until year to date.

The data set should include the following:

- Address of complaint*
- Complaint Type*
- Date and Time of complaint*
- Narrative or description of complaint*
- Longitude and Latitude of location of complaint if available*

I'm requesting this information be returned in a machine-readable, electronic format. Ideally a CSV file or Excel file."

Attached is a document (Excel format), which contains the 311 City Services records found response to your FOIA request ("A data set of complaints for properties or person(s) for not having walkways, paths or properties shoveled for snow..."). While you mentioned "Ice and Snow" the records matching your request is "Snow – Uncleared Sidewalk or Bike Lane." The following fields are provided in the document: Block Address, Type, Date, Time, Longitude and Latitude of location.

Please note the following:

FOIA provides in 5 ILCS 140/3(g), that requests for all records falling within a category shall be complied with unless compliance with the request would be unduly burdensome for the complying body and there is no way to narrow the request and the burden on the public body outweighs the public interest in the information.

-Cont'd-

January 31, 2018

311 City Services FOIA Response - FINAL
Elliot Ramos, WBEZ

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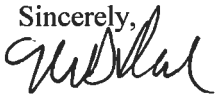
Your request generated 22,755 records. To reviews and make appropriate redactions to the description of each responsive record would take approximately 360 hours without interruption, human error or equipment failure. This calculation is based on the following formula:

Number of records = 22,755
1-minute review and/or redaction per record
 $1 \text{ minute} \times 22,755 = 360 \text{ hours}$

Thereby, the dedication of staff and/or resources would be unduly burdensome on the daily operations of 311 City Services to provide the "*Narrative or description of complaint.*"

To the extent that you consider this a denial of your FOIA request, you have a right of review by the Illinois Attorney General's Public Access Counselor, who can be contacted at 500 South Second Street, Springfield, Illinois 62706 or by telephone at (217)558-0486. You may also seek judicial review of a denial under 5 ILCS 140/11 of FOIA.

Sincerely,



M. D. Ward
Freedom of Information Act Officer

/Attachment

WBEZ Snow & Ice Complaints Data Request

1/24

Elliott Ramos <eramos@wbez.org>

Wed 1/17/2018 3:22 PM

To: 311FOIA <311FOIA@cityofchicago.org>;

Hello,

Pursuant to Illinois's Illinois Freedom of Information Act, 5 ILCS 140 (), I hereby request the following records:

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Under the Illinois Freedom of Information Act, 5 ILCS 140 the government is allowed to charge only the cost of copying materials. I am requesting that you waive all applicable fees associated with this request as I believe this request is in the public interest and is not for commercial use. Release of this information is in the public interest because it will contribute significantly to public understanding of government operations and activities. If you deny this request for a fee waiver, please advise me in advance of the estimated charges associated with fulfilling this request. Please send me a detailed and itemized explanation of those charges.

In the interest of expediency, and to minimize the research and/or duplication burden on your staff, please send records electronically if possible. If this is not possible, please notify me before sending to the address listed below. Since time is a factor, please communicate with me by telephone or this email address. I can be reached at (312) 893-2905.

Please contact me if you have any questions about my request.

Sincerely,

Elliott Ramos

Editor



WBEZ | wbez.org

Navy Pier

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Chicago, IL 60611

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