People and process first. Then technology.

FOIL rarely breaks inside a tool. It breaks at the handoffs between people. Settle ownership, deadlines and handoffs across all five steps, then put technology where it earns its place.

THE CLOCK, §89(3)(a)

5 days to respond or acknowledge

20 days to deliver after that, or a written date certain

	STEP	THE JOB	FIX THE PROCESS	THEN APPLY TECH
R1	**Receive** Intake	Log every request the day it lands. The clock starts at receipt.	One front door and one owner, even when a request lands at a department.	**A single intake form and log that sets every deadline automatically.**
R2	**Route** Handoff	Get the request to every office holding records, with a due date attached.	Named contacts per department, a sensitivity screen, and an agreed escalation path.	**Automatic routing rules, reminders, and a shared status board anyone can read.**
R3	**Retrieve** Search	Find responsive records in every system, legacy files and paper included.	Departments own the search. Agree on how records are named and filed.	**Rich search across every field, record type and date range, from one place.**
R4	**Review** Redact, sign off	Apply §87(2) exemptions, redact, and document every withholding.	A denial library tied to statutory citations. Counsel works in parallel, not last.	**AI-suggested redaction, with a person approving every mark.**
R5	**Release** Deliver, close	Deliver by the committed date, state the appeal route, close the file.	Standard response templates and a closed record for every request.	**Turnaround reporting, and a public portal for frequently requested records.**

Every clock needs one owner.

One owner and one record per request keeps every deadline visible and on time.

Measure before you buy.

A few months of clean request data turns a platform decision into arithmetic instead of a guess.

Make self-service the default.

Publish frequently requested records so residents can find them on their own, no request required.

Quantify helps New York counties fix FOIL from the process up. Start with a Foundations engagement and understand your 5R landscape.

hello@quantify-consulting.com · General guidance, not legal advice.