

# City of Lowell (MA)

## Request Responsiveness Report

Start Date: Tuesday, July 1, 2025

Request Assignee: Filtered on 2332 users

Department: Filtered on 42 departments

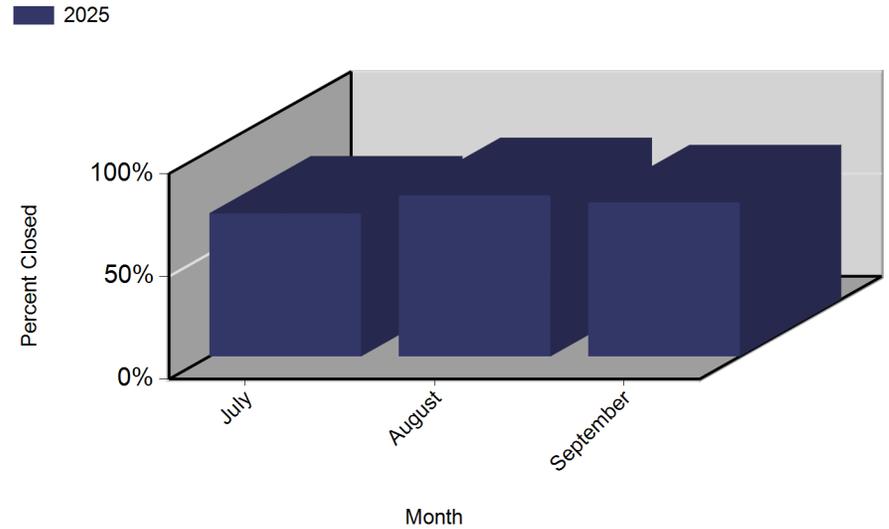
End Date: Tuesday, September 30, 2025

Category: Filtered on 11 categories

Type: Filtered on 75 types

Month	Opened	Closed On-time	Closed	Pct Closed	Avg Days Open
<b>2025</b>	<b>1887</b>	<b>1400</b>	<b>1809</b>	<b>96%</b>	<b>10</b>
July	688	479	658	96%	13
August	588	462	565	96%	7
September	611	459	586	96%	9
<b>Total</b>	<b>1887</b>	<b>1400</b>	<b>1809</b>	<b>96%</b>	<b>10</b>

On-Time Closure Rates By Month



Department	Total Requests Opened	Total Requests Closed	Total Requests Remaining Open	Closure Percentage	Average Time to Close (Days)	
		34	19	14	56%	49
City Mayor (Dept)	2	2	0	100%	6	
City Clerk (Dept)	4	4	0	100%	12	
City Manager (Dept)	5	5	0	100%	26	
Health (Dept)	19	19	0	100%	0	
Parking and Garages (Dept)	19	18	1	95%	40	
Development Services (Dept)	158	157	1	99%	4	
Police (Dept)	38	35	1	92%	34	
Electrical (Dept)	64	63	1	98%	15	
Lands and Buildings (Dept)	23	23	0	100%	10	
Parks (Dept)	53	48	3	91%	20	
Solid Waste and Recycling (Dept)	1044	1043	0	100%	2	

# City of Lowell (MA)

## Request Responsiveness Report

Start Date: Tuesday, July 1, 2025

End Date: Tuesday, September 30, 2025

Request Assignee: Filtered on 2332 users

Category: Filtered on 11 categories

Department: Filtered on 42 departments

Type: Filtered on 75 types

Streets (Dept)	275	234	39	85%	28
Water Utility (Dept)	31	27	0	87%	46
Wastewater Utility (Dept)	54	51	0	94%	17
Neighborhood Services (Dept)	36	36	0	100%	9
Traffic (Dept)	28	25	0	89%	14
<b>Total</b>	<b>1887</b>	<b>1809</b>	<b>60</b>	<b>96%</b>	<b>10</b>