

# City of Lowell (MA)

## Request Responsiveness Report

Start Date: Wednesday, January 1, 2025

Request Assignee: Filtered on 2332 users

Department: Filtered on 42 departments

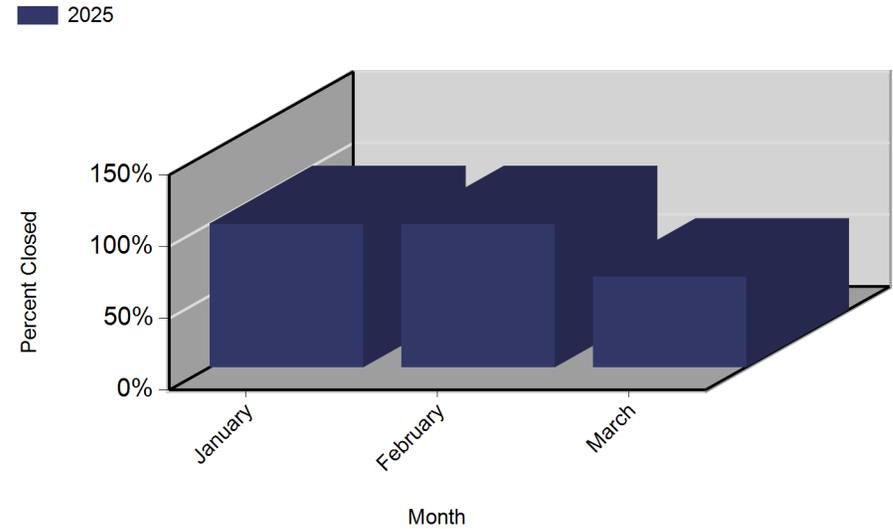
End Date: Monday, March 31, 2025

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>713</b>	<b>452</b>	<b>691</b>	<b>97%</b>	<b>16</b>
January	1	1	1	100%	0
February	1	1	1	100%	8
March	711	450	689	97%	16
<b>Total</b>	<b>713</b>	<b>452</b>	<b>691</b>	<b>97%</b>	<b>16</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)	
		21	20	1	95%	38
City Auditor (Dept)	3	3	0	100%	0	
City Clerk (Dept)	1	1	0	100%	0	
City Manager (Dept)	12	12	0	100%	0	
Health (Dept)	3	3	0	100%	1	
Development Services (Dept)	35	34	0	97%	6	
Police (Dept)	15	15	0	100%	2	
Electrical (Dept)	25	25	0	100%	5	
Parks (Dept)	13	9	0	69%	38	
Solid Waste and Recycling (Dept)	211	211	0	100%	5	
Streets (Dept)	334	321	4	96%	23	
Water Utility (Dept)	2	2	0	100%	12	

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Wastewater Utility (Dept)	27	24	1	89%	40
Neighborhood Services (Dept)	6	6	0	100%	0
Traffic (Dept)	5	5	0	100%	1
<b>Total</b>	<b>713</b>	<b>691</b>	<b>6</b>	<b>97%</b>	<b>16</b>