

# City of Lowell (MA)

## Request Responsiveness Report

Start Date: Tuesday, July 1, 2025

Request Assignee: Filtered on 2332 users

Department: Filtered on 42 departments

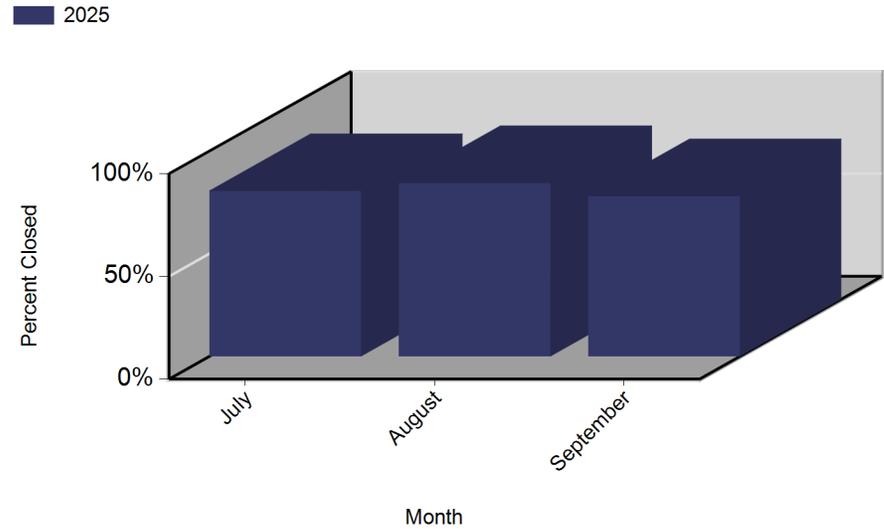
End Date: Tuesday, September 30, 2025

Category: Filtered on 11 categories

Type: Filtered on 86 types

Month	Opened	Closed On-time	Closed	Pct Closed	Avg Days Open
<b>2025</b>	<b>2586</b>	<b>2099</b>	<b>2508</b>	<b>97%</b>	<b>7</b>
July	1080	871	1050	97%	8
August	811	685	788	97%	5
September	695	543	670	96%	8
<b>Total</b>	<b>2586</b>	<b>2099</b>	<b>2508</b>	<b>97%</b>	<b>7</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	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)	1273	1272	0	100%	2

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Streets (Dept)	745	704	39	94%	9
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>2586</b>	<b>2508</b>	<b>60</b>	<b>97%</b>	<b>7</b>