City of Lowell (MA)

Request Responsiveness Report

Start Date: Wednesday, January 1, 2025

Request Assignee: Filtered on 2332 users

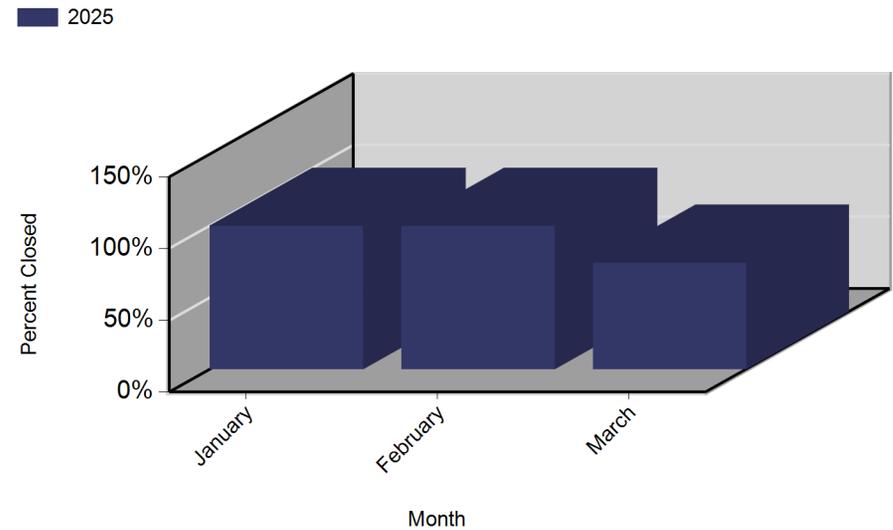Department: Filtered on 42 departments

End Date: Monday, March 31, 2025

Category: Filtered on 11 categories

Type: Filtered on 86 types

Month	Opened	Closed On-time	Closed	Pct Closed	Avg Days Open
2025	**1018**	**757**	**996**	**98%**	**11**
January	1	1	1	100%	0
February	1	1	1	100%	8
March	1016	755	994	98%	11
Total	**1018**	**757**	**996**	**98%**	**11**

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)	26	26	0	100%	4
Parks (Dept)	13	9	0	69%	38
Solid Waste and Recycling (Dept)	341	341	0	100%	3
Streets (Dept)	508	495	4	97%	15
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
Total	**1018**	**996**	**6**	**98%**	**11**