

City of Lowell (MA)

Request Responsiveness Report

Start Date: Monday, March 10, 2025

Request Assignee: Filtered on 2488 users

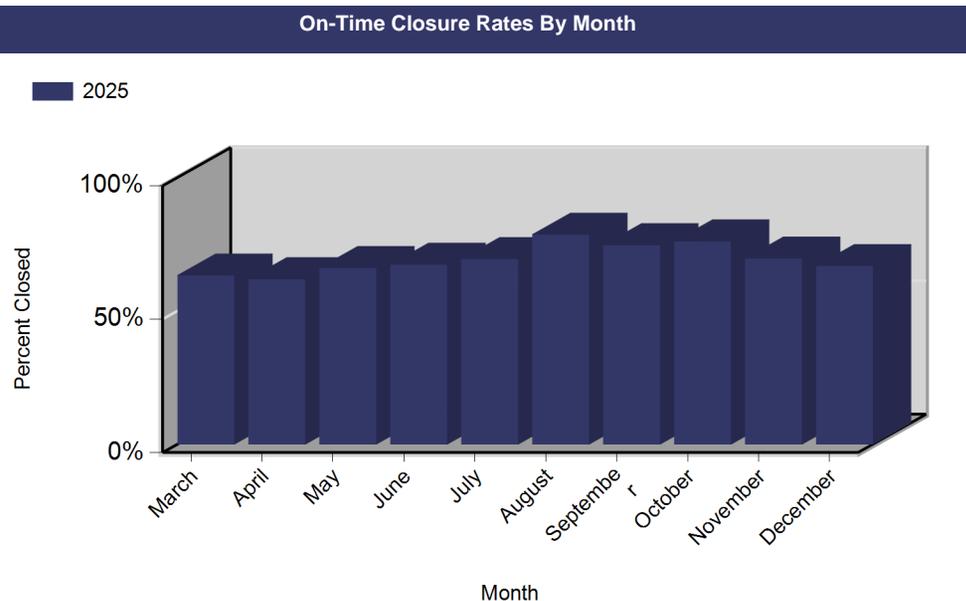
Department: Filtered on 43 departments

End Date: Wednesday, December 31, 2025

Category: Filtered on 11 categories

Type: Filtered on 75 types

Month	Opened	Closed On-time	Closed	Pct Closed	Avg Days Open
2025	6775	4658	6442	95%	14
March	711	450	689	97%	16
April	790	489	766	97%	28
May	1085	717	1053	97%	17
June	723	487	695	96%	16
July	690	479	662	96%	14
August	588	462	566	96%	8
September	615	459	589	96%	10
October	568	432	537	95%	7
November	402	280	373	93%	7
December	603	403	512	85%	4
Total	6775	4658	6442	95%	14



Department	Total Requests Opened	Total Requests Closed	Total Requests Remaining Open	Closure Percentage	Average Time to Close (Days)	
		178	153	17	86%	40
City Mayor (Dept)	9	9	0	100%	9	
City Auditor (Dept)	8	8	0	100%	4	
City Clerk (Dept)	15	13	1	87%	4	
City Manager (Dept)	26	26	0	100%	6	
Health (Dept)	61	61	0	100%	2	
Parking and Garages (Dept)	49	44	5	90%	28	
Development Services (Dept)	442	432	7	98%	6	
Police (Dept)	114	110	2	96%	19	
Electrical (Dept)	249	231	15	93%	12	
Lands and Buildings (Dept)	105	104	1	99%	10	
Parks (Dept)	187	170	7	91%	30	

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Solid Waste and Recycling (Dept)	3218	3204	12	100%	3
Streets (Dept)	1555	1362	162	88%	36
Water Utility (Dept)	137	115	8	84%	18
Wastewater Utility (Dept)	231	214	7	93%	18
Neighborhood Services (Dept)	116	114	2	98%	6
Traffic (Dept)	75	72	0	96%	7
Total	6775	6442	246	95%	14