

City of Lowell (MA)

Request Responsiveness Report

Start Date: Monday, March 10, 2025

Request Assignee: Filtered on 2488 users

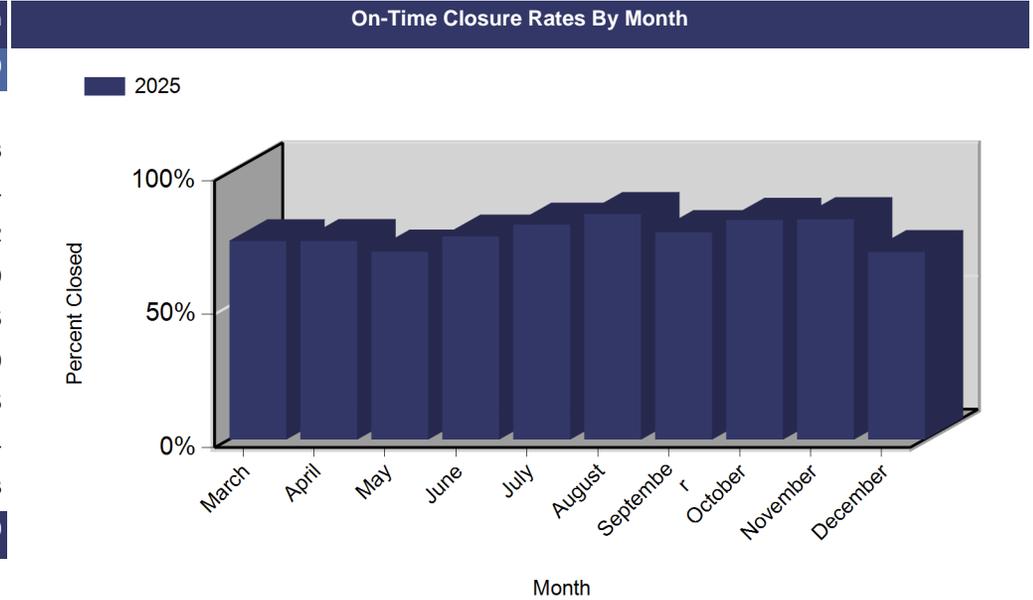
Department: Filtered on 43 departments

End Date: Wednesday, December 31, 2025

Category: Filtered on 11 categories

Type: Filtered on 86 types

Month	Opened	Closed On-time	Closed	Pct Closed	Avg Days Open
2025	9150	7031	8815	96%	10
March	1016	755	994	98%	11
April	1172	871	1148	98%	18
May	1242	874	1210	97%	14
June	985	749	957	97%	12
July	1082	871	1054	97%	9
August	811	685	789	97%	5
September	699	543	673	96%	9
October	767	631	736	96%	5
November	698	576	669	96%	4
December	678	476	585	86%	3
Total	9150	7031	8815	96%	10



Department	Total Requests Opened	Total Requests Closed	Total Requests Remaining Open	Closure Percentage	Average Time to Close (Days)
		178	153	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)	268	250	15	93%	11
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)	4282	4266	14	100%	2
Streets (Dept)	2847	2654	162	93%	19
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	9150	8815	248	96%	10