

# City of Lowell (MA)

## Request Responsiveness Report

Start Date: Tuesday, April 1, 2025

Request Assignee: Filtered on 2332 users

Department: Filtered on 42 departments

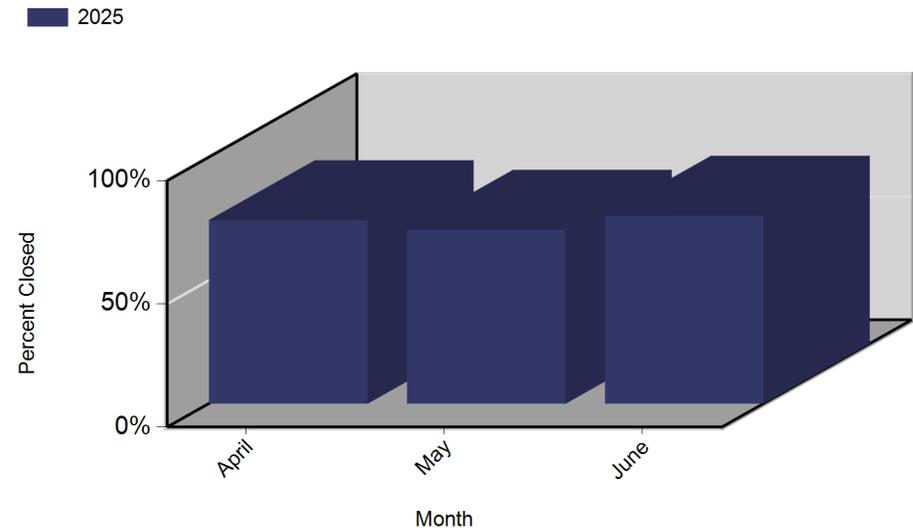
End Date: Monday, June 30, 2025

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>3397</b>	<b>2494</b>	<b>3313</b>	<b>98%</b>	<b>15</b>
April	1172	871	1148	98%	18
May	1241	874	1209	97%	14
June	984	749	956	97%	12
<b>Total</b>	<b>3397</b>	<b>2494</b>	<b>3313</b>	<b>98%</b>	<b>15</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)	
		118	108	7	92%	28
City Mayor (Dept)	4	4	0	100%	7	
City Auditor (Dept)	5	5	0	100%	7	
City Clerk (Dept)	7	6	0	86%	2	
City Manager (Dept)	9	9	0	100%	3	
Health (Dept)	21	21	0	100%	1	
Parking and Garages (Dept)	15	14	1	93%	32	
Development Services (Dept)	150	147	2	98%	5	
Police (Dept)	43	43	0	100%	14	
Electrical (Dept)	81	78	0	96%	11	
Lands and Buildings (Dept)	76	76	0	100%	10	
Parks (Dept)	106	102	0	96%	34	

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Solid Waste and Recycling (Dept)	1485	1484	0	100%	2
Streets (Dept)	1045	994	36	95%	33
Water Utility (Dept)	70	68	0	97%	11
Wastewater Utility (Dept)	103	96	3	93%	19
Neighborhood Services (Dept)	39	38	1	97%	6
Traffic (Dept)	20	20	0	100%	5
<b>Total</b>	<b>3397</b>	<b>3313</b>	<b>50</b>	<b>98%</b>	<b>15</b>