

Frequently Asked Questions

When should I call the LPD general phone number and when should I call 911?

911 should always be used in case of emergencies. Examples of emergencies include when you or someone else is in need of immediate medical attention or if there is a crime in progress.

The general number (978-937-3200) should be used in all non-emergency situations, including for general inquiries and to report past crimes.

Where is the LPD's Main Headquarters and how do I get there?

The address of the LPD Main Headquarters is:

50 Arcand Drive
Lowell, MA 01852

The building is part of the JFK Memorial Plaza next to City Hall (375 Merrimack Street). The main entrance is the set of doors located closest to City Hall. Metered street parking is available on Arcand Drive, Merrimack Street, and Moody Street. Please do not park in the City Employee or Library parking lots when coming to the police station.

How do I request a public record?

To request a copy of a public record, please visit <http://www.lowellma.gov/965/Public-Records>

The City will respond to your request in electronic format, unless you specify otherwise. Depending on the extent of your request, the City may charge a fee for the production of records. If this is the case, you will be sent an invoice to be paid before the records are produced. Many public records are available online through the City's website. Please look at the links provided on the Public Records page to see if the records you are requesting are already available.

I (or someone I know) was a victim of domestic violence. What should I do?

The LPD's Family Services Unit handles all domestic violence follow-up. In addition to investigating incidents, the Family Services Unit can connect victims with important services such as assistance in obtaining a restraining order, legal advocacy, and safe housing. The Family Services Unit can be reached at 978-674-4502. In an emergency, always dial 911.

How do I report a missing person?

Please dial 911 to report a missing person. The circumstances surrounding the missing person will dictate the response required. When reporting a missing person, please have a recent photo, clothing description, motor vehicle description and any other information that would be helpful in locating the person.

The noise level from a neighbor's home is disturbing me. What should I do?

Please call the LPD's non-emergency line at 978-937-3200.

I was in a car accident. How do I obtain a copy of the accident report?

Accident reports can be obtained from the LPD's Records Bureau, which is located at the LPD Headquarters at 50 Arcand Drive (next to City Hall in the JFK Memorial Plaza). Explain to the staff at the front desk that you were in an accident and would like to obtain a copy of the accident report and they can assist you. Any other questions regarding obtaining reports can be directed to the Records Division at 978-674-4508.

I received a traffic citation. What do I do?

All of the information you need is located on the back of the citation. Please read these instructions carefully. Full payment of the citation or a request for an appeal hearing must be returned to the Massachusetts Registry of Motor Vehicles (RMV) by the date provided on the back of the citation. Please note that you should NOT send the payment or request for a hearing to the police department that issued the citation.

My car was towed. How do I get it back?

If you believe your car was towed in Lowell, call the LPD general number, 978-937-3200 to confirm that it was towed and to find out where your car is located. Information on towing fees can be found [here](#).

If you are towed while in another town and you do not know the number for the local police department, you can dial 411 to get the number. Please do not dial 911 regarding a towed vehicle. However, if you believe your car was stolen, please dial 911.

What is the phone number for the Detention Section?

978-674-1939. Please call this number if you have questions relating to a family member or friend who is being held by the LPD following an arrest.

How can I hire a detail?

To hire a detail, please contact the Detail Office at 978-674-4503.

How can I get fingerprinted?

Lowell residents can come to the LPD Main Headquarters on Tuesdays between 8:45 and 11:00 am and inquire at the main desk. No appointment is necessary. The cost for fingerprinting is \$5, payable by check or money order (no cash).

How can I file a complaint or commend a member of the LPD?

There are several ways to file a complaint. You can come in to the LPD's Headquarters at 50 Arcand Drive to file a complaint in person. You can call the LPD's Professional Standards Division at 978-674-4507. Or you can fill out the following form and return it in person or via the mail to the Professional Standards Division:

<http://www.lowellma.gov/DocumentCenter/View/264>

To commend an officer, you can write a letter and send it to the LPD at 50 Arcand Drive, Lowell, MA. You can also send us a message on our social media paged such as [Facebook](#), [Twitter](#) or the MyPD app.

How can I find out if there are any sex offenders living near me?

You can search the Massachusetts Sex Offender Registry Board by visiting <http://www.mass.gov/eopss/agencies/sorb/> and clicking on the red "Search for Sex Offenders Here" button on the right hand side of the page.

Who will show up when I search the Sex Offender Registry Board?

The Sex Offender Registry Board provides the home and work addresses for all Level 2 and Level 3 sex offenders. The individuals classified at these levels have been determined to have a moderate (Level 2) to high (Level 3) probability of reoffending. The degree of dangerousness posed to the public is such that public safety is best served by public availability of registration information for Level 2 offenders and active dissemination of registration information for Level 3 offenders. Level 1 sex offenders have been determined to have a low probability of reoffending and therefore their registration information is not publicly available.

How can I obtain a Firearms Identification Card (FID) and/or License to Carry Firearms?

Information on obtaining a Firearms Identification Card and/or a License to Carry can be found [here](#). If you have any questions you can direct them to the Firearms and Licensing Bureau at 978-674-1879.

How do I become a police officer?

To become a police officer in Massachusetts, you must meet the following requirements:

- Be 21 years old or older
- Be a U.S. citizen
- Have no felony convictions
- Be of good moral character
- Have a high school diploma/GED
- Possess a valid Massachusetts driver's license

If you meet these requirements, the first step to becoming a police officer will be to pass the Massachusetts Civil Service Exam. Information on the Civil Service Exam can be found at the Civil Service Website. If you pass the Civil Service Exam you will be placed on an eligible list from which departments select individuals to participate in the interview process. If selected, you will participate in an interview

and background investigation followed by physical, medical, psychological, and drug tests. After passing these tests, you will attend Lowell Police Academy and upon graduation, you will be assigned to a 12-week on-the-job training program.

How can I volunteer with the LPD?

If you would like to volunteer with the LPD, please contact Sharon Callery at scallery@lowellma.gov or 978-674-1969.

Where can I find information about special events in the City of Lowell (Folk Festival, Winterfest, 4th of July Fireworks, Asian Water Festival, etc.)?

The City of Lowell regularly posts information on its website regarding the many special events hosted by the City each year. The City, as well as the LPD also posts information about events on social media sites such as Twitter and Facebook. Follow and/or Like the LPD and the City of Lowell to be kept up to date on events throughout the City. You can also find a calendar of events in Lowell at <http://www.likelowell.com/calendar> and information on the Lowell Folk Festival at <http://lowellfolkfestival.org/>