





Barry Golner
Interim Superintendent

Mark LeBlanc
Deputy Superintendent

Gregory C. Hudon
Interim Deputy Superintendent

MEMORANDUM

TO: Thomas A. Golden, Jr., City Manager 

FROM: Barry Golner, Interim Superintendent 

DATE: March 28, 2023

SUBJECT: MOTION RESPONSE: – Councilor Mercier – Require the City Manager Report On Why Police Calls On The Main Number Can Not Be Answered By A Live Dispatcher In A Timely Fashion.

In June of 2022, the Lowell Police Department began looking into using an automated answering system to route and direct calls. Many area police departments currently use automated systems in an effort to increase efficiency and make it fast and easy for people to reach the department or person they are looking for. While trying to increase efficiency we did not want to lose the ability of people to directly connect to a live person in a timely fashion. By pressing “0” or “1” a caller will be sent directly to communications to speak with a call taker. For an emergency, callers are still asked to call “911”.

By using an automated system we are hoping to reduce the call volume coming into communications so the call takers and dispatchers can focus on higher priority calls for service and Officer Radio communications.

After several trial runs, the automated phone system was implemented on February 19, 2023. The automated system works when the 978-937-3200 line is called. This change was posted to the Lowell Police Department Social Media pages to alert residents to the new options.

New Auto Attendant System

The LPD would like to inform residents and visitors of a new auto attendant system. Starting on **Sunday, February 19th** at 9AM, residents and/or visitors calling the non-emergency line (978-937-3200) will receive the following message:

“You have reached the Lowell, Massachusetts Police Department; this call will be recorded. If this is an emergency, please hang up and dial 911. For all other calls, please listen to the following menu:

To speak with a Dispatcher in our Communications Center, Press 1.

For Records, press 2.

For Licensing, press 3.

For the Cellblock, press 4.

For the Traffic Unit, Press 5.

For the Detail Office, Press 6.

For Animal Control, Press 7.

To hear this menu again, press 9.”

Please note that pressing 0 will also direct individuals to a Dispatcher.