



NOTICE



The Southborough Police Department and Southborough Fire Department continue to monitor the COVID-19 Coronavirus, and are working closely with the Town Administrator, Superintendent of Schools, Emergency Management Director and local public health officials.

Public safety is our primary responsibility, and we will always respond immediately to 911 emergencies and urgent calls for service. In order to continue providing the best public safety services in the Town of Southborough and its citizens, the Police & Fire Departments will be limiting our face-to-face interactions when possible.

Officials are concerned with the health and well-being of our First Responders, as well as the public we serve. As this virus continues to spread, the main goal is to maintain a healthy police force and fire department to allow for the continuation of services without resorting to contingency plans.

Both the Southborough Police Department and the Southborough Fire Department, are curtailing walk-in services at the Public Safety Complex located at 32 Cordaville Road, Southborough, MA (as pertains to fingerprinting, soliciting registration, records requests, non-violent past offenses, medication drop-off, fire business, etc.).

We urge you to call ahead if you have any police or fire business.

The phone number for the Southborough Police Department is (508) 485-2121, and the website is <https://www.southboroughtown.com/police-department>. The phone number for the Fire Department is (508) 485-3232, and the website is <https://www.southboroughtown.com/fire-department>.

Records Requests: Please call or email the police department with your record requests. The Southborough Police Department's Records Division consists of Lieutenant Ryan Newell- rnewell@southboroughma.com, and Chief Kenneth Paulhus- kpaulhus@southboroughma.com.

Fire Records Requests and General Inquiries: Please call or email Alicia Porter at (508) 485-3235 x 1 or aporter@southboroughma.com.

Fire Prevention and Inspection Inquiries: Please call or email Lieutenant Christian Dano at (508) 485-3235 x 2 or cdano@southboroughma.com

Firearms Licensing: We will not be accepting any New or Renewal LTC/FID Firearms applications at this time. If your License to Carry is going to expire in 30 days or less, please email Lt. Ryan Newell: rnewell@southboroughma.com. You will receive an extension letter covering you during this hold period. For those that are renewing, most steps in the renewal process can be done online or through the mail.

Again, walk-in service for non-emergencies is being curtailed and we ask that you call the police or fire department instead. As a temporary change, non-emergency matters may be reported over the phone at (508) 485-2121, and an officer will be assigned to follow-up with you. This applies to a variety of less serious offenses that are NOT IN PROGRESS. In these cases, officers may utilize email for statements or photos needed for the report. As always, if reporting an emergency, please dial 911. If it is determined that a response by an officer is warranted, please understand that they are likely to keep a "safe distance" and unlikely to shake hands, etc. Again, this is out of an abundance of caution to keep our staff and the public safe and not an indicator of the officer's friendliness or willingness to help.

Rest assured that help is there for you, as you would expect. Only temporary changes are being made to the way that services are provided, while being committed to the same excellent service that our community deserves.