



JAMES P. SARTELL  
CHIEF OF POLICE

## TOWNSEND POLICE DEPARTMENT

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## Records Access Officer

In accordance with the amended state public records law, Chapter 121 of the Acts of 2016, the Townsend Police Department has designated Administrative Assistant Trish Benoit-Rudden and Chief James Sartell, 70 Brookline Road, Townsend as the person(s) responsible for responding to public records requests.

Public records requests can be made in person, orally or in writing. Requests shall include a reasonable description of the requested record. Written requests may be delivered to the business address, in person, by mail or email. For Police Department records, please email your request to [records@townsendpd.org](mailto:records@townsendpd.org) or call us at 978-597-6214.

The duties of the Records Access Officer are established by statute and include:

- Coordinating Townsend's response to public records requests;
- Assisting individuals who seek records to identify the records sought;
- Assisting the custodian of records to preserve public records in accordance with the law;
- Preparing, posting online and periodically updating guidelines to enable the public to make informed public records requests; and
- Documenting, in compliance with c. 66 § 6A(e), specific information about each request made for public records.

The Records Access Officer (RAO) may suggest a reasonable modification of scope of the request if doing so would produce records more efficiently and more affordably.

In the case of an exception, the Records Access Officer will contact the requestor with an explanation for the delay and a good faith estimate of any fees that may be charged for the production of the records and a reasonable timeframe for when the records will be provided, which generally will not exceed 25 business days from the initial request.

Appeals shall be made to the Supervisor of Records within 90 calendar days of the date of response. The Supervisor shall issue a written determination within 10 business days. The Supervisor may at his/her discretion conduct a hearing.

Please refer to A Guide to the Massachusetts Public Records Law, as published by William Francis Galvin, Secretary of the Commonwealth.

<https://www.sec.state.ma.us/pre/pdf/guide.pdf>