Town of Sudbury
Public Records Request Guide

Massachusetts Public Records Law (M.G.L. c. 66 and 950 CMR 32.00)

1. Purpose

The Town of Sudbury is committed to conducting government in an open, transparent, and accountable manner. This guide is intended to help residents, businesses, and other members of the public understand how to request public records maintained by the Town in accordance with the Massachusetts Public Records Law (M.G.L. c. 66) and the regulations of the Secretary of the Commonwealth (950 CMR 32.00).

This guide outlines the process for submitting a public records request, explains what requesters can expect after a request is received, provides information regarding response times, fees, and appeals, and identifies the role of the Town's Records Access Officers in facilitating timely access to public records.

2. Records Access Officers (RAOs)

The following individuals have been designated as Records Access Officers (RAOs) for the Town of Sudbury and are available to assist the public with requests for public records.

Department	Records Access Officer	Address	Phone	Email
Town Clerk	Lisa Davis	322 Concord Road	978-639-3359	davisl@sudbury.ma.us
Town Manager	Andy Sheehan	278 Old Sudbury Road	978-639-3381	townmanager@sudbury.ma.us
Communications / Information Officer	Leila Frank	278 Old Sudbury Road	978-639-3380	frankl@sudbury.ma.us
Police Department	Julie Nichols-Scopa	75 Hudson Road	978-443-1042	nicholsj@sudbury.ma.us

Records Access Officers (RAOs) are responsible for coordinating the Town's response to public records requests in accordance with the Massachusetts Public Records Law. If you are unsure which department maintains the records you are seeking, you may submit your request through the Town's online Public Records Portal or contact the Town Manager's Office, and your request will be forwarded to the appropriate department.

3. How to Submit a Public Records Request

- Submit through the Town's NextRequest Public Records Portal.

- *Other Methods:*
  - Email
  - Mail
  - In Person
  - Telephone

- Please Include:
  - Description of records requested
  - Date range (if known)
  - Department (if known)
  - Preferred delivery method

4. What Happens After You Submit a Request

Request Received
↓
Assigned to Department
↓
Records Reviewed
↓
Records Produced / Redacted
↓
Request Closed

5. Response Time

- The RAO, if applicable, shall provide a written response within 10 business days following the receipt of request.
- The RAO may request a reasonable extension and shall identify a reasonable timeframe in that exemption, if the requestor agrees.
- Denial - If a denial is in order the RAO must provide written notice to requestor within

6. Fees

- A RAO may assess a reasonable fee for the production of a public record unless that record is readily available for public inspection.
- Municipalities with a population of 20,000 and under may assess a fee, including the first two hours, for time spent searching for, compiling, segregating, redacting and reproducing a requested record.
- A municipal records access officer may not assess a fee of more than $25 per hour for the cost to comply with a request for public records unless approved by the Supervisor through a petition discussed below.29
- Estimated fees shall be itemized in writing.
- A RAO may delay records until all fees are received.

7. Redactions

- The Massachusetts Public Records Law establishes a presumption that government records are public and available for inspection. However, state and federal laws recognize that certain information must be protected from disclosure to safeguard personal privacy, public safety, law enforcement activities, confidential business information, and other legally protected interests.
- When a record contains both public and exempt information, the Town will redact (remove or obscure) only the information that is exempt from disclosure and will provide the remainder of the record whenever possible. Each redaction will identify the applicable exemption under the Massachusetts Public Records Law or other applicable state or federal law.
- Examples of information that may be redacted include, but are not limited to:
    - Personal identifying information (such as Social Security numbers, driver's license numbers, and certain financial account information)
    - Medical or health information protected by law
    - Information that would constitute an unwarranted invasion of personal privacy
    - Active law enforcement or investigative information where disclosure is prohibited or could interfere with an investigation
    - Information specifically exempt from disclosure by state or federal statute
    - Security-related information that could jeopardize public safety or critical infrastructure
    - The Town is committed to providing the greatest possible access to public records while ensuring compliance with all applicable laws governing confidentiality and privacy. When records are redacted or withheld, the Town will provide a written explanation identifying the legal basis for the redaction or denial.

8. 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 her discretion conduct a hearing.

9. Contact Information

If you have questions or concerns regarding a public record request, please call 978-639-3381 or send an email to Records Access Officer at RAO@sudbury.ma.us.

Types of Public Records Maintained by the Town of Sudbury

The Town of Sudbury maintains a wide variety of public records. The lists below provide examples of record types and departments that maintain records.

General Record Types

General Record Types	General Record Types	General Record Types
Appeals	Licenses	Reports
Appointments & Resignations	Lists	Rules & Regulations
Approvals & Denials	Locations	Surveys
Books	Logs	Titles
By-Laws	Maps	Trusts
Certificates	Meeting Agendas & Minutes	Vital Records
Charters	Notices	Warrants
Declarations	Oaths	Releases
Deeds	Orders	
Forms	Ordinances	
Historic Records	Permits	
Indexes	Petitions	
Journals	Plans	
Layouts	Proceedings	
Ledgers	Publications	
Letters	Registrations	

Records Maintained by Town Departments

Departments	Departments	Departments
Accounting	Facilities	Planning & Community Development
Animal Control	Finance	Police Department
Assessor	Fire Department	Sudbury Public Schools
Building Department	Health Department	Select Board
Cemetery	Highway Division	Town Clerk
Conservation	Housing Authority	Town Manager
Council on Aging	Housing Trust	Treasurer/Collector
Department of Public Works (DPW)	Human Resources	Veterans' Services
Dog Officer	Information Systems (IT)	Park & Recreation
Engineering	Legal Counsel	Goodnow Library

Note: This list provides examples of the types of records maintained by the Town of Sudbury and is not intended to be an exhaustive inventory. Some records may be exempt from disclosure under the Massachusetts Public Records Law.