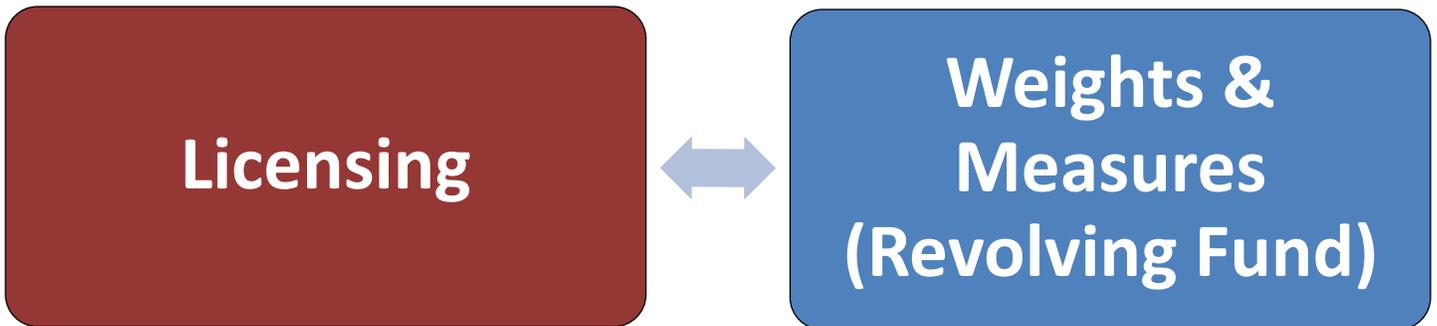


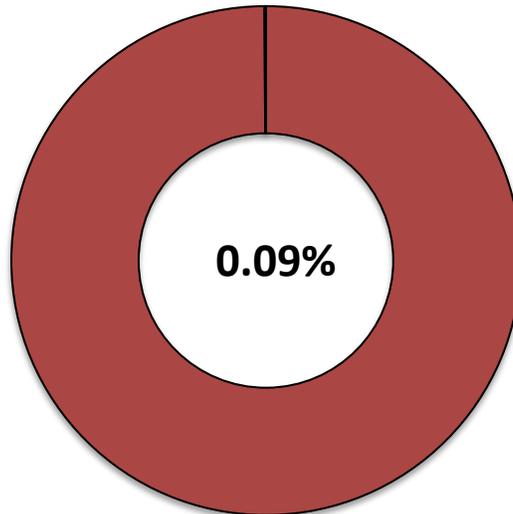
## LICENSING DEPARTMENT

### Department Purpose Statement

Keeping the Town's Mission Statement as our top priority, our collective purpose is to consistently provide administrative, statute, regulation, and code compliance services within Licensing and Weights & Measures capacity, to Town businesses, residents, and visitors ensuring a balanced approach towards the community's quality of life and equity in the marketplace.



Percentage of FY21 General Fund Budget



The Licensing Department comprises 0.09% of the overall General Fund budget.

## LICENSING DEPARTMENT

### Department Services Provided

Located at 200 Main Street, the Licensing Department provides a wide range of services for businesses the consumer and visitors of our community. Through enforcement of local and state regulations, the Licensing and Weights & Measures programs ensure that businesses operate within compliance to meet the standards, which protects consumers on a daily basis.

### Licensing Program

The Licensing program provides support to both the Licensing Authority and the Town Manager for permits issued by him. The Licensing program processes and holds public hearings for new licenses, changes to existing licenses, and renewal of existing licenses. These areas include alcohol and non-alcohol restaurants, package stores, inns, parking lots, cinemas/theatres, junk dealers, lodging houses, entertainment, sidewalk cafés, taxis and limos, fortunetellers, and mini-golf. Licensing coordinates all licenses for One Day Special Events involving Entertainment and Alcohol and maintains records of all licensing applications and show cause hearings held annually. The field staff provides inspection and enforcement activities in licensed establishments throughout the Town as well as education efforts to licensees. Staff assists applicants seeking to obtain a license, and in understanding their obligations under Massachusetts General Laws with respect to license terms and conditions (M.G.L. Ch. 138, 140, 148).

### Department Recent Accomplishments

#### Licensing Program

- Conducted On-Site inspections of all new and altered licensees upon approval;
- Worked with other departments on Special events procedure for alcohol and entertainment;
- Represented Licensing in Site Plan and mini-site plan review meetings;
- Worked with Town Manager on special projects and support of Town Manager applications and hearings on flammables, liveries and taxi permits, and;
- Conducted compliance verifications with the ABCC and with various businesses throughout the year.

#### Weights & Measures Program

- All certified inspectors received required Continuing Education Credits for 2019;
- Assisted Division of Standards with seafood survey to check random samples of salmon at random locations and on delinquent motor fuel licenses;
- Continued Certification of Measurement Assurance Compliance test unit by Division of Standards Meterologist and Compliance Office of DPW. Highway Division;
- One inspector selected as President of the Massachusetts Weights and Measures Association and focused on proper procedure on issuing citations, unit code inspections and handling and certification of equipment, and;
- Completed 98.6% of compliance work required of over 4200 devices in 10 towns served and addressed 41 complaints.

**Department Goals and Objectives - Town Council's Quality of Life Strategic Plan (SP)**

**Short-Term:**

**Licensing Division (Goals and Objectives)**

1. Continue to incorporate old database into the new ePermitting system for easier access to lists and renewals. **(SP: Regulatory Process and Performance, Communication)**
2. Finalize updated Boards and Commissions training manual to be presented to the Town Council. **(SP: Regulatory Process and Performance, Communication)**
3. Work with new Legal counsel on updating and streamlining outside dining patio process. **(SP: Regulatory Process and Performance, Communication)**



*Weights & Measures Vehicles*

**Weights & Measures Program (Goals and Objectives)**

1. Revise and update Inter-municipal Agreements with 10 towns served; add language and fees for full cost recovery. **(SP: Finance)**
2. Continued outreach to towns' businesses we serve to inform and report relevant information and to consolidate inspections for less frequency and overlap of visits. **(SP: Education, Communication)**
3. Increase communication of information and reporting to towns within district. **(SP: Education, Communication)**

**Long-Term:**

**Licensing Division (Goals and Objectives)**

1. Hold stakeholder meetings on recommendations with police department to revise Taxi regulations and reduce paperwork and consolidate departments input. **(SP: Regulatory Process and Performance)**
2. Work with the CAO and police to conduct year round alcohol compliance checks and investigations of underage customer identification. **(SP: Regulatory Process and Performance)**

**Weights & Measures Program (Goals and Objectives)**

1. Increase communication and public education on Town website and through public outreach programs. **(SP: Education, Communication)**
2. Continue to review vehicles and equipment maintenance and upgrades. **(SP: Regulatory Process and Performance)**
3. Continue to attend state and national trainings and conferences on up to date information. **(SP: Education)**

**LICENSING DEPARTMENT**

## Department Budget Comparison

Licensing Services Category	Actual FY 2019	Projected FY 2020	Approved FY 2020	Proposed FY 2021	Change FY20 - 21	Percent Change
Fees, Licenses, Permits	\$541,817	\$500,000	\$515,500	\$486,797	(\$28,703)	-5.57%
Interest and Other	150	100	3,000	-	(3,000)	-100.00%
<b>Total Sources</b>	<b>\$541,967</b>	<b>\$500,100</b>	<b>\$518,500</b>	<b>\$486,797</b>	<b>(\$31,703)</b>	<b>-6.11%</b>

Expenditure Category	Actual FY 2019	Projected FY 2020	Approved FY 2020	Proposed FY 2021	Change FY20 - 21	Percent Change
Personnel	\$142,558	\$151,017	\$154,086	\$154,334	\$248	0.16%
Operating Expenses	10,345	8,155	11,312	9,312	(2,000)	-17.68%
<b>Total Appropriation</b>	<b>\$152,903</b>	<b>\$159,172</b>	<b>\$165,398</b>	<b>\$163,646</b>	<b>(\$1,752)</b>	<b>-1.06%</b>

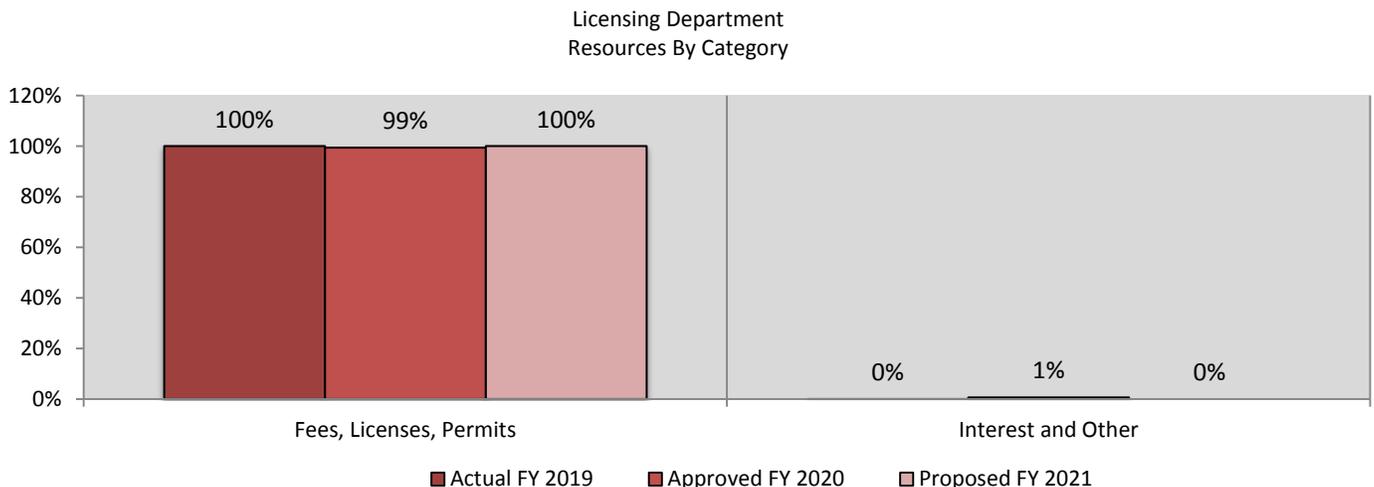
Job Title	FY 2019	FY 2020	FY 2021	Change
Administrative Assistant	1.00	1.00	1.00	-
Director of Licensing	0.75	0.75	0.75	-
<b>Full-time Equivalent Employees</b>	<b>1.75</b>	<b>1.75</b>	<b>1.75</b>	<b>-</b>

Budget Reconciliation	Personnel	Operating	Capital Outlay	Totals	FTE
<b>FY 2020 Approved Budget</b>				<b>\$165,398</b>	
Contractual Obligations Net of Staff Turnover	248	-	-	<b>248</b>	-
<b>FY 2021 Budget Changes</b>					
1. Lease Vehicles Budget Reduction	-	(2,000)	-	<b>(2,000)</b>	-
<b>FY 2021 Proposed Budget</b>	<b>\$248</b>	<b>(\$2,000)</b>	<b>\$0</b>	<b>\$163,646</b>	<b>-</b>

### Summary of Budget Changes

Licensing Services Department proposed FY 2021 budget is decreasing 1.06% from the approved FY 2020 budget. Contractual obligations attributed to the personnel cost increase while a reduction to lease vehicles accounts for the operating decrease.

- 1. Lease Vehicles Budget Reduction** – The operating costs for leased vehicles is being reduced as staff will use personal cars for day-to-day operations.



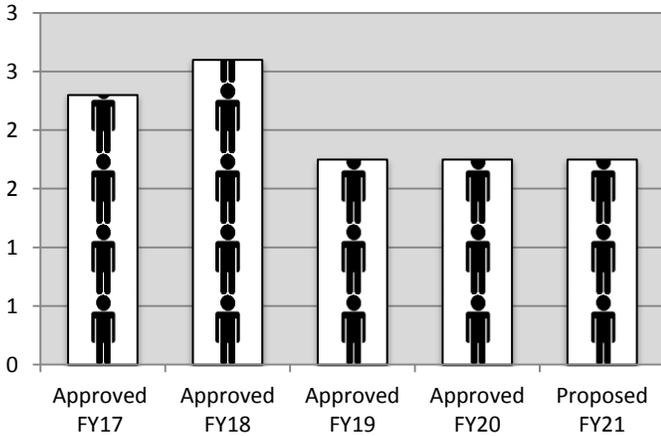
### Resources By Category Summary

Fees, licenses, and permits cover 99% of the total source of funding for the proposed FY 2021 budget.

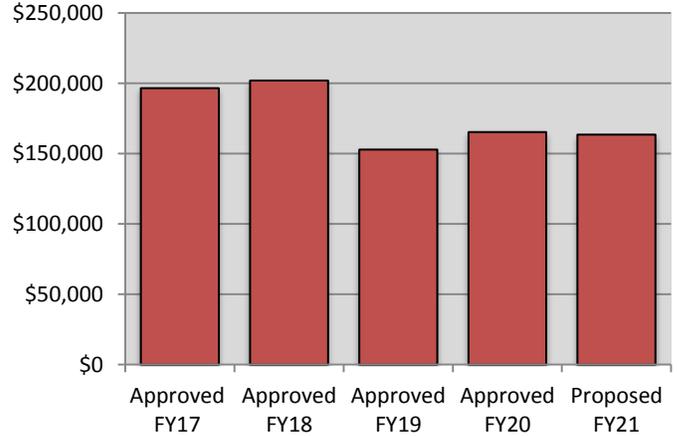
LICENSING DEPARTMENT

Department Budget History

Licensing Department Full Time Employee History



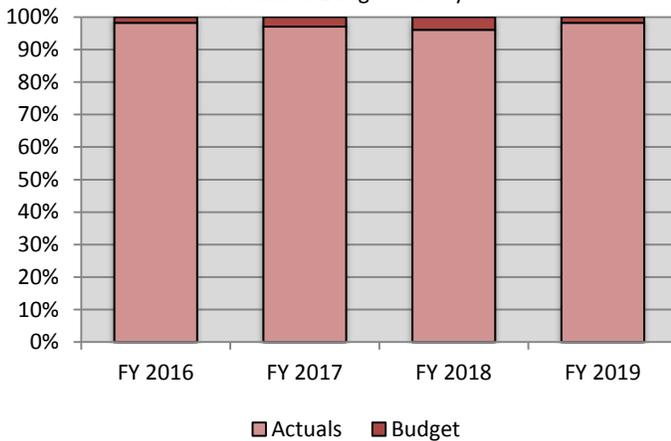
Licensing Department Budget History



The change in FY 2018 to FY 2019 is due to a reallocation of salary to the Weights & Measures Revolving Fund.

The department's budget has decreased 3.34% annually over the five-year period. The entire change in budget over the five-year period is due to salary reallocation to the Consumer Protection revolving fund.

Licensing Department Actuals to Budget History



Licensing Services actuals expenditures ranges 96% to 98% of the annually approved budgets.

**LICENSING DEPARTMENT**

**Weights & Measures Revolving Fund Services**

The Weights and Measures Program is a service of government to protect the interests of both buyer and seller of commodities. This service provides third-party verification of the accuracy of representations and measurements in the retail marketplace. Retail sales of commodities sold annually in Barnstable exceed \$400,000,000. Inspectors test devices used to determine accuracy such as scales, gasoline dispensers, home heating oil delivery vehicles, taximeters, pharmacy balances and others. Packaged products are inspected in retail stores to determine accurate measurement and compliance with labeling and advertising regulations. The Division annually inspects approximately 4,000 devices and 6,000 prepackaged commodities in Barnstable (M.G.L. Ch. 94-98.101). In addition, over 9,000 items were checked for Unit Price Code compliance and 41 complaints were investigated.

<b>Consumer Protection Revolving Fund</b>	<b>Actual FY 2016</b>	<b>Actual FY 2017</b>	<b>Actual FY 2018</b>	<b>Actual FY 2019</b>	<b>Projected FY 2020</b>
Charges for Services	236,026	223,858	248,696	239,413	184,072
Fees, Licenses, Permits	2,207	4,578	800	-	-
Fines, Forfeitures, Penalties	128,000	130,665	113,463	133,080	108,350
<b>Total Sources</b>	<b>366,233</b>	<b>359,101</b>	<b>362,959</b>	<b>372,493</b>	<b>292,422</b>
<b>Expenditure Category</b>					
Personnel	344,266	360,513	368,632	383,915	388,145
Operating Expenses	23,585	20,157	27,209	24,542	25,060
<b>Total Appropriation</b>	<b>367,851</b>	<b>380,669</b>	<b>395,841</b>	<b>408,456</b>	<b>413,205</b>
<b>Surplus/(Deficit)</b>	<b>(1,618)</b>	<b>(21,569)</b>	<b>(32,882)</b>	<b>(35,964)</b>	<b>(120,783)</b>
<b>Fund Balance</b>					
<b>Beginning Balance</b>	<b>\$ 235,618</b>	<b>\$ 234,000</b>	<b>\$ 212,431</b>	<b>\$ 179,549</b>	<b>\$ 143,586</b>
<b>Ending Balance</b>	<b>\$ 234,000</b>	<b>\$ 212,431</b>	<b>\$ 179,549</b>	<b>\$ 143,586</b>	<b>\$ 22,803</b>

**LICENSING DEPARTMENT**

**Department Workload Indicators**

**Weights & Measures Revolving Fund**

Barnstable Weights & Measures is responsible for the compliance of over 4,000 devices in 10 towns on Cape Cod. Barnstable Weights & Measures is responsible for the inspection of devices within the Town, as well as nine contract towns. In addition to this, the Division handles the sealing duties of vehicle tank meters for two additional towns. The figures for inspected devices may fluctuate year to year, but typically, it is approximately 4,000 devices. The Weights & Measures Division conducts annual inspections on gasoline dispensers and vehicle tank meters, or oil trucks. The same can be said of scale inspections of varying sizes, which can relate to net weight inspections conducted during the year. The Division conducts Item Price inspections at food stores and stores with food departments. The goal is to have the store meet compliance requirements for ticketing and pricing. Consumer complaints are investigated thoroughly to provide assistance by educating businesses and provide solutions to issues in the marketplace. Through the Citizen's Academy, 30 residents are educated about the Weights & Measures Program and the responsibilities of the Division.

Violations	FY 2018 Actuals		FY 2019 Actuals		FY 2020 Projected	
	#	\$\$	#	\$\$	#	\$\$
# of violations by business	170	22,900	79	12,138	180	24,200
Supermarkets	120	24,925	128	25,545	130	26,200
Convenience/Gas Stations	66	10,600	193	26,600	100	20,000
Pharmacy	423	41,000	403	43,600	430	42,300
<b>Violation Totals</b>	<b>779</b>	<b>99,425</b>	<b>803</b>	<b>107,883</b>	<b>840</b>	<b>112,700</b>
Annual Device Inspections	FY 2018 Actuals		FY 2019 Actuals		FY 2020 Projected	
	#	\$\$	#	\$\$	#	\$\$
Retail Scales-Small, Medium & Large Capacity	1,399	93,775	1,425	94,200	1,435	94,600
Weights	233	1,885	238	1,925	240	1,940
RMFD/Retail Motor Fuel Dispensers	1,651	91,096	1,600	88,000	1,625	89,200
VTM	128	14,530	125	14,125	122	13,880
Taxi Meters	86	4,790	50	3,000	50	3,000
Reverse Vending	174	3,595	168	3,000	180	3,800
Bulk Storage Meters	11	1,935	14	2,465	14	2,465
Linear/Cordage Device	42	1,335	41	1,290	41	1,290
Vehicle Safety Inspections	103	5,450	92	4,600	92	4,600
Price Verification Scanner Inspections	835	25,695	865	23,850	880	24,800
Price Verification Fines	57	11,400	75	15,000	80	16,400
IP Inspection/Items Checked (Non-fee Based)	39,850	-	41,000	-	41,000	-
Item Price Inspection Violations	779	99,425	840	112,700	855	115,200
Device Fines	-	1,450	-	2,000	-	1,750
<b>Annual Device Inspection Totals</b>	<b>45,348</b>	<b>\$356,360</b>	<b>45,581</b>	<b>\$359,920</b>	<b>46,587</b>	<b>\$364,415</b>

**LICENSING DEPARTMENT**

**Department Workload Indicators**

Economic Impact	FY 2018 Actuals	FY 2019 Actuals	FY 2020 Projected
Savings to Consumer – Item Price Inspections	491,155	202,200	205,000
Savings to Consumer – Price Verification Inspections	122,122	17,400	18,500
<b>Total Economic Impact</b>	<b>\$613,277</b>	<b>\$219,600</b>	<b>\$223,500</b>

**Licensing Department**

This chart shows complaints to date (6 months only) for which show cause hearings have been held, or scheduled, complaints investigated, inspections conducted, trainings, or assists for licensees including restaurants, package stores, clubs, junk dealers, auto dealers, etc. The Licensing Authority has the power to cancel, suspend, revoke, or impose further conditions on licenses for many causes in an effort to preserve public good and protect consumers from any illegal action.

License Type	Complaint	Sanction
Annual All Alcohol Common Victualler	502-Ir&t Sale or delivery of an alcoholic beverage to a person under 21 years of age	TBD-Two day suspension with 1 day to be served and 1 day to be held in abeyance for 1 year.or Alternative penalties offered for CWOFF or charitable donation.
Annual All Alcohol Common Victualler	502-Ir&t Sale or delivery of an alcoholic beverage to a person under 21 years of age	TBD-Two day suspension with 1 day to be served and 1 day to be held in abeyance for 1 year. or Alternative penalties offered for charitable donation.
Annual Wine and Malt Retail Package Goods Store	502-Ir&t Sale or delivery of an alcoholic beverage to a person under 21 years of age	TBD-Two day suspension with 1 day to be served and 1 day to be held in abeyance for 1 year. or Alternative penalties offered for charitable donation.
Annual All Alcohol Common Victualler	502-Ir & t Sale or delivery of an alcoholic beverage to a person under 21 year of age	Five day suspension, with 2 days to be served and 3 day to be held in abeyance for 2 years; And 1 day to be served from previous violation
(2) Car Dealers (2)Taxi/Livery (2)Common Victualler	509-2- consumer complaints Town Manager Rules and Regs 504-2-Unlicensed premises	Investigated by CAO Town manager hearings; inspections; assists Fines issued; show cause hearing
Alcohol Establishments	502-1 and MGL c. 138- General Provisions	CAO- (4) assists for information; (5)walk throughs; (2) trainings; (38) underage compliance checks; (3) fake ID compliance checks; (4) complaints investigated

Licensing Income	FY 2017 Actual		FY 2018 Actual		FY 2019 Actual	
	Hearings	\$\$	Hearings	\$\$	Hearings	\$\$
Licensing Receipts	568	547,086	568	547,086	577	551,512
<b>Totals</b>	<b>568</b>	<b>\$547,086</b>	<b>568</b>	<b>\$547,086</b>	<b>481</b>	<b>\$536,188</b>