

Licensing Department

Purpose Statement

While keeping the Town’s Mission Statement as our top priority, our collective purpose is to consistently provide administrative 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.

Recent Accomplishments

Licensing Program

- Implemented an on-line step-by-step guide for each license type for easier customer understanding and access.
- State Safety Building and Fire Certificate process streamlined via inter-departmental cooperation.
- Department held annual compliance meetings for liquor license holders that focused on liability and insurance issues.
- Department streamlined annual license renewal process for 100% compliance.
- Outdoor Dining review and approval process has been formalized with less paperwork and interdepartmental approvals.

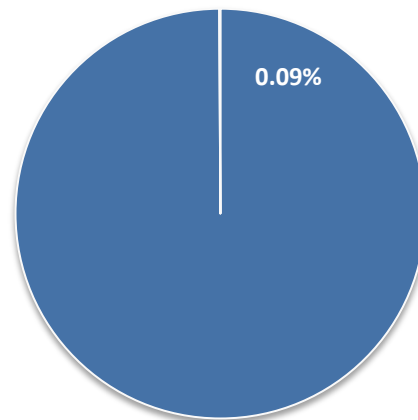
Weights & Measures Program

- Transitioned and trained a new Administrative Assistant who streamlined the billing and email process for establishments.
- Continued streamlining taxi permit inspections and license issuances, with the assistance from the Consumer Affairs Officer.
- Certification of Testing Standards.
- Implement use of Tablets for Field Inspectors.

Licensing

Weights & Measures
(Revolving Fund)

Percentage of FY20 General Fund Budget



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

Additional Recent Accomplishments

Weights & Measures Program

- One of our inspectors selected as President of the Massachusetts Weights and Measures Association.
- Continued to increase participation with farmer's market scale compliance.

Fiscal Year 2020 Goals and Objectives

(All Goals relate to the nine areas of the Town Council's Quality of Life Strategic Plan- See Introduction Section)

Short-Term:

Licensing Division (Goals and Objectives)

1. Streamline the seasonal license renewal process for 100% compliance and easier access by licensees. **(SP: Regulatory Process and Performance, Communication)**
2. Create uniform checklist for final walkthrough for on-site alcohol establishment inspections. **(SP: Regulatory Process and Performance, Communication)**
3. Provide training manual for commission members for instruction on process, laws, and regulations for hearings. **(SP: Regulatory Process and Performance, Communication)**

Weights & Measures Program (Goals and Objectives)

1. Continue consolidation of inspectors' schedules in order to provide service that is more efficient. **(SP: Finance)**
2. Enhance outreach programs to towns' charitable organizations. **(SP: Education, Communication)**
3. Increase communication of information and reporting to towns within district. **(SP: Education, Communication)**

Long-Term:

Licensing Division (Goals and Objectives)

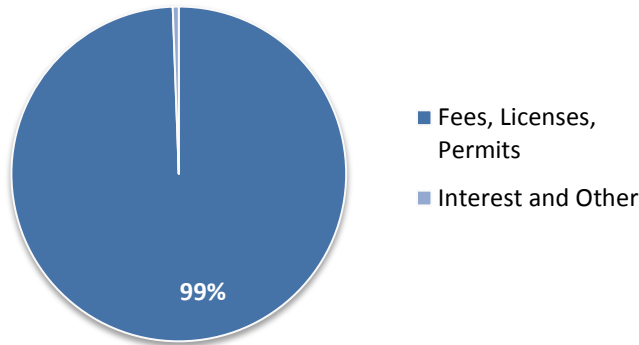
1. Continue working on recommendations with police department to revise Taxi regulations. **(SP: Regulatory Process and Performance)**
2. Continue process of including all Licenses into ePermitting via Viewpermit, and provide an on-line renewal and billing process. **(SP: Regulatory Process and Performance)**

Weights & Measures Program (Goals and Objectives)

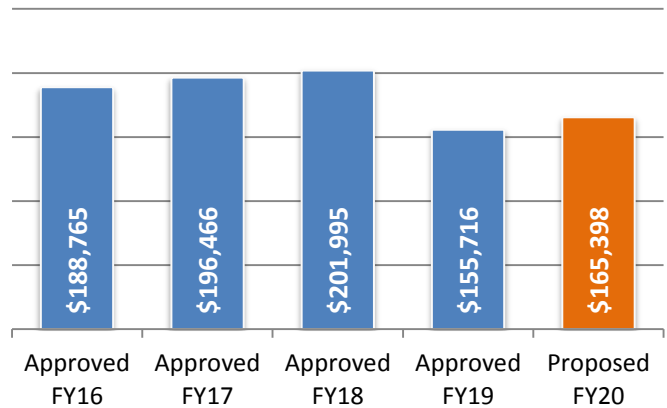
1. Increase communication and public education on Town website and through public outreach programs. **(SP: Education, Communication)**
2. Review and revise memoranda of understanding on services and associated costs provided to towns **(SP: Regulatory Process, Finance)**
3. Review vehicles and equipment maintenance and upgrades **(SP: Regulatory Process and Performance)**
4. Continue to attend state and national trainings and conferences on up to date information **(SP: Education)**

Licensing Department Financial Summary

FY20 Source of Funding



Licensing Department Budget History



Fees, licenses and permits deliver 99% of the total source of funding. No tax support is provided.

The department’s budget has decreased from \$188,765 in FY16 to \$165,398 in FY20 over the five-year period, or 2.48% annually.

Description of Division Services Provided

Located at 200 Main Street, the Licensing Department provides a wide range of services for both the consumer and visitor 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. 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, duckmobiles, fortunetellers, and mini-golf. Licensing coordinates all licenses for One Day Special Events involving Entertainment and Alcohol. Licensing also 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).



FISCAL YEAR 2020 BUDGET

LICENSING DEPARTMENT

GENERAL FUND

Licensing Services	Actual	Approved	Projected	Proposed	Change	Percent
Source of Funding	FY 2018	FY 2019	FY 2019	FY 2020	FY19 - 20	Change
Fees, Licenses, Permits	\$ 521,619	\$ 510,500	\$ 545,264	\$ 515,500	\$ 5,000	0.98%
Interest and Other	3,675	3,000	50	3,000	-	0.00%
Total Sources	\$ 525,294	\$ 513,500	\$ 545,314	\$ 518,500	\$ 5,000	0.97%
Expenditure Category						
Personnel	\$ 184,911	\$ 144,404	\$ 149,976	\$ 154,086	\$ 9,682	6.70%
Operating Expenses	9,148	11,312	11,159	11,312	-	0.00%
Total Appropriation	\$ 194,059	\$ 155,716	\$ 161,135	\$ 165,398	\$ 9,682	6.22%
Employee Benefits Allocation:						
Life Insurance	\$ 18		\$ 21			
Medicare	2,413		1,895			
Health Insurance	15,051		14,201			
County Retirement	115,413		33,078			
Total Employee Benefits (1)	\$ 132,895		\$ 49,195			
Total Expenditures Including Benefits	\$ 326,955		\$ 210,330			

(1) Employee benefits are not included in the department's appropriation and are allocated for informational purposes only.

Summary of Significant Budget Changes

Licensing Services Department FY20 proposed budget is increasing \$9,682 or 6.22% over the FY19 budget. Personnel costs are increasing \$9,682 due to contractual obligations.

Full-time Equivalent Employees

Job Title	FY 2018	FY 2019
Administrative Assistant	1.00	1.00
Director of Licensing	-	0.75
Consumer Affairs Division Supervisor	0.75	-
Director Regulatory Services	0.85	-
Full-time Equivalent Employees	2.60	1.75

FY 2020	Change
1.00	-
0.75	-
-	-
-	-
1.75	-



WEIGHTS & MEASURES TRUCK

Weights & Measures (Revolving Fund)

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 4,500 prepackaged commodities in Barnstable (M.G.L. Ch. 94-98.101). In addition, over 7,000 items were checked for Unit Price Code compliance and 51 complaints were investigated.



Performance Measures / Workload Indicators

Consumer Services (Weights & Measures)

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. Each month, the Weights & Measures Division informs thousands of Town residents on ways to being a better consumer in the marketplace. The topics range from the purchase of gasoline, to which types of devices are inspected and to many other helpful tips.

Violations	FY 2018 Actual		FY 2019 Estimated		FY 2020 Projected	
	#	\$\$	#	\$\$	#	\$\$
# of violations by business	170	22,900	175	23,400	180	24,200
Supermarkets	120	24,925	125	25,700	130	26,200
Convenience/Gas Stations	66	10,600	70	11,000	80	11,400
Pharmacy	423	41,000	430	42,300	435	42,800
Violation Totals	779	99,425	800	102,400	825	104,600

Consumer Services (Weights & Measures) (Continued)

Annual Device Inspections	FY 2018 Actual		FY 2019 Estimated		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	75	4,125	75	4,125
Reverse Vending	174	3,595	178	3,700	180	3,800
Bulk Storage Meters	11	1,935	11	1,935	11	1,935
Linear/Cordage Device	42	1,335	42	1,335	42	1,335
Vehicle Safety Inspections	103	5,450	92	4,600	92	4,600
Price Verification Scanner Inspections	835	25,695	895	26,850	850	26,225
Price Verification Fines	57	11,400	75	15,000	80	16,400
IP Inspection/Items Checked (Non-fee Based)	39,850	-	40,000	-	41,000	-
Item Price Inspection Violations	779	99,425	825	102,400	835	104,600
Device Fines	-	1,450	-	1,725	-	1,750
Annual Device Inspection Totals	45,348	\$356,360	45,581	\$359,920	46,587	\$364,415

Economic Impact	FY 2018 Actual	FY 2019 Projected	FY 2020 Estimated
Savings to Consumer – Item Price Inspections	491,155	495,300	500,000
Savings to Consumer – Price Verification Inspections	122,122	125,000	130,000
Total Economic Impact	\$613,277	\$620,300	\$630,000

Licensing

This chart shows complaints to date for which show cause hearings have been held, or scheduled 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	Two day suspension with 1 day to be served and 1 day to be held in abeyance for 1 year.
Annual All Alcohol Common Victualler	502-Ir&t Sale or delivery of an alcoholic beverage to a person under 21 years of age	Two day suspension with 1 day to be served and 1 day to be held in abeyance for 1 year.
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	Five day suspension with 2 days to be served and 3 days to be held in abeyance for 2 years.
Annual All Alcohol Retail Package Goods Store	502-Ir&t Sale or delivery of an alcoholic beverage to a person under 21 years of age	Two-day suspension with 1 day to be served and 1 day to be held in abeyance for 2 years.
Annual All Alcohol Common Victualler	502-Ir&t Sale or delivery of an alcoholic beverage to a person under 21 years of age	Continued without a finding for one year. If a violation occurs and then a guilty finding with 2 day suspension, both to serve.
Annual All Alcohol Common Victualler	502-Ir&t Sale or delivery of an alcoholic beverage to a person under 21 years of age	Two-day suspension with 1 day to be served and 1 day to be held in abeyance for one year.

Licensing Income	FY 2016 Actual		FY 2017 Actual		FY 2018 Actual	
	Hearings	\$\$	Hearings	\$\$	Hearings	\$\$
Licensing Receipts	544	514,049	568	547,086	481	536,188
Totals	544	\$514,049	568	\$547,086	481	\$536,188