

Medford Small Business Guide



Prepared By:
Planning, Development, & Sustainability

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WELCOME FROM THE MAYOR

Dear Business Owner:

We are thrilled that you have decided to develop your business here in Medford. Our diverse community and wealth of cultural and historical values make Medford a great place to work and to grow your business, and we're excited you're here.

Our City sits on the Mystic River and is approximately 3.2 miles northwest of downtown Boston. This proximity provides all the benefits of a major urban area, and easy access to Interstate 93 and other major routes connect us to the rest of Massachusetts and New England as well. Medford is home to over 57,000 residents, and approximately 285 businesses are already thriving here. The location, community, rich history, and bright economic future here make Medford a unique place for prospective growing business owners.

Medford has a very active Chamber of Commerce that is dedicated to advancing and improving the business climate, advocating on behalf of the members, and offering educational support for the entire community. The Office of Planning, Development, and Sustainability is the City's planning and development agency and is another great resource. This Office works to enhance the character and quality of the city's neighborhoods and preserve opportunities for healthy and sustainable environments that contribute to a high quality of life for all people who live, work and visit Medford. Read on for more information about how these offices and others can help you and your business flourish in Medford.

I hope that this directory will help be a useful roadmap for you as you grow your business here in Medford. Please do not hesitate to contact the City for additional assistance. I wish you and your business the most success moving forward!

Sincerely,

Breanna Lungo-Koehn
Mayor



BEFORE YOU BEGIN

The information in this packet outlines basic steps on how to open a business in Medford and is intended to give a broad overview of the various processes in the City of Medford, though all prospective business owners are encouraged to contact City Hall to be informed about all permits and processes specific to your business.

Before you get started, plan a visit to the **Building Department** at City Hall. This department will help you determine whether you need any special permits and to verify that your site is located in a zoning district that permits your proposed business use. Knowing these factors before you begin will help you plan and budget accordingly to make opening your business as quick and efficient as possible. See page 6 for more information about working with the Building Department.

The **Medford Chamber of Commerce** is also a valuable resource to local businesses. As you begin establishing your business in Medford, consider registering as a member of the Chamber to invest your ideas and time in the city's business community. Visit the Chamber of Commerce at www.medfordchamberma.com/.

The information in this packet is not intended to cover the essential steps needed on the state level or legal information about incorporation or financing. For helpful information about writing a business plan, obtaining financing, tax regulations, or registering your business with the state of Massachusetts, visit www.mass.gov/guides/starting-a-new-business.

We recommend that all prospective businesses consult an accountant, banker, lawyer, and insurance agent to obtain financial, legal, and other professional advice.



01 Obtaining a Business Certificate

WHAT IS A BUSINESS CERTIFICATE?

A business certificate is the public record of a business and is required for anyone conducting business in Massachusetts under any title other than their real name. This is commonly referred to as a D.B.A (Doing Business As). The purpose of the business certificate is to protect consumers and creditors by publicly providing information about who owns a business.

WHO IS REQUIRED TO GET A BUSINESS CERTIFICATE?

Massachusetts General Law Chapter 110 Section 5 states that anyone conducting business in the Commonwealth under any title other than the real name of the person conducting the business needs to file for a business certificate.

HOW DO I FILE OR RENEW A BUSINESS CERTIFICATE?

A business certificate can be obtained from the City Clerk's office and is also available online here. The Business Certificate is valid for 4 years and costs \$30.00. Signatures of all parties must be notarized. Notarization of business certificates is available in the City Clerk's Office with the parties present with photo identification.

Note, filing a business certificate in Medford does not trademark your name. To Trademark your business name, contact the Secretary of State's Office at www.sec.state.ma.us.

If you are conducting business in the city after a business certificate has expired, it must be renewed.

CITY CLERK

Adam Hurtubise, City Clerk

Medford City Hall, Room 103

85 George P. Hassett Drive

Medford, MA 02155

(781) 393-2425

ahurtubise@medford-ma.gov

02 Construction and Renovations

If doing construction, repairs, or alterations on your business's building, you must contact the **Building Department** to determine what permits and plans are necessary.

HOW DO I GET A BUILDING PERMIT?

If the Building Department requires a building permit, the applicant will need to have a licensed construction supervisor, registered architect, or professional engineer submit an application along with appropriate construction documents to the Building Department. These applications can be obtained online at www.medfordma.org/departments/building-department/ or in person at the Building Department, Room 115A, Medford City Hall.

The Massachusetts State Building Code requires construction documents contain sufficient detail to confirm compliance with the building code, zoning ordinance and all applicable life safety codes.

The building official reviewing the application has the discretion to require more specific documentation for projects of a more complex nature, and to modify the requirements for document submission for work that is of a minor nature. The building official has 30 days to review and take action on a building permit application.

New buildings and major projects such as those subject to site plan review will be reviewed at weekly development meetings. These projects require sign-off from several departments before a building permit will be issued.

Applications can be filed electronically through Citizen Serve. Steps to sign in are on the next page.

BUILDING DEPARTMENT

Medford City Hall, Room 115A
85 George P. Hassett Drive
Medford, MA 02155
(781) 393-2509



Construction and Renovations, continued

WHAT IS A SITE PLAN REVIEW?

A site plan review is a special permit process to review potential adverse impacts of major development. The Building Department will determine which projects require site plan review once a building permit application has been filed. The site plan review is conducted by one of three special permit authorities: the Medford City Council, Board of Appeals, and the Community Development Board. The Building Department will determine whether a project requires a site plan review and if so, which entity is the special permit grant authority.

Applications for site plan review special permits may be obtained at the **Office of Planning, Development, and Sustainability**, Room 308, Medford City Hall, or online at www.medfordma.org/departments/building-department/.

For more information, visit the Frequently Asked Questions page on the **Building Department** page of the City of Medford Website: www.medfordma.org/departments/building-department/frequently-asked-questions/.

Businesses may also require permits from the **Board of Health** to conduct construction and/or renovations. Information on permanent/temporary dumpster and portable sanitation unit permits can be found on page 9 of this guide. For a full list of Health Department permits please visit www.medfordma.org/departments/health-department/permits/.

Accessing Citizen Serve

1. Go to Medfordma.org
2. Scroll down to "Find it Fast"
3. Click on "Building Permits"
4. Click on "by submitting a request online, here"
5. Search for the permit on the Citizen Serve Portal



Construction and Renovations, continued

RODENT CONTROL AND PREVENTION

Controlling the rodent population in the City of Medford is of public health importance because rodents can be destructive pests that can contaminate food and preparation areas, cause structural damage, cause fires through the chewing of electrical wires, and, most importantly, be carriers of diseases. In November 2019, the City of Medford passed an ordinance outlining rodent control requirements for different business activities.

Businesses applying for permits for earth displacement and land clearing activities on residential and commercial properties will be subject to an additional fee for rodent control. Certain activities will require the implementation of an Integrated Pest Management (IPM) plan, which must be submitted to the Health Department at least 14 days before beginning construction activities.

Additionally, businesses applying for permits for street openings and utility installation may be required to pay a separate fee for rodent control and/or implement an IPM plan at least 14 days before beginning construction activities.

For more information regarding the activities subject to additional fees and implementation of an IPM plan, review Ordinance No. 858 in the City of Medford Municipal Code at bit.ly/medford-rodent-ord.

HEALTH DEPARTMENT

Sophie Antoine

Sanitarian

Medford City Hall, Room 115A

85 George P. Hassett Drive

Medford, MA 02155

(781) 475-5648

santoine@medford-ma.gov

03 Trash, Recycling, & Waste Disposal

DUMPSTER PERMITS

Businesses should apply for a temporary or permanent dumpster permit if waste disposal is necessary. Businesses may not place plastic trash bags on the curb over night. Trash must be placed in a receptacle.

Temporary dumpster permits for dumpsters placed on the street should be submitted through the **Department of Public Works**, while permits for temporary dumpsters located on private property should be submitted to the **Health Department**. Permanent dumpster permits should also be submitted to the Health Department.

For a list of licensed haulers and more information on applying for a dumpster permit, visit www.medfordma.org/departments/health-department/permits/.

WASTE REMOVAL AND DISPOSAL

Businesses that remove and transport trash or any type of waste for disposal are required to apply for a permit to Remove and Transport Trash and/or Septic, Offal, Medical Waste and Grease Rendering for Disposal through the Health Department. For more information on this permit, please visit www.medfordma.org/departments/health-department/permits/.

Department of Public Works

Tim McGivern Commissioner

Medford City Hall, Room 304
85 George P. Hassett Drive
Medford, MA 02155
(781) 393-2417
tmcgivern@medford-ma.gov

HEALTH DEPARTMENT

Sophie Antoine Sanitarian

Medford City Hall, Room 115A
85 George P. Hassett Drive
Medford, MA 02155
(781) 475-5648
santoine@medford-ma.gov

Trash, Recycling
& Waste
Disposal,
continued



Trash, Recycling, & Waste Disposal, continued

PORTABLE SANITARY UNITS

Businesses may apply for a portable sanitary unit permit for up to 30 days at a time. For information on this permit, please visit the **Health Department** website at www.medfordma.org/departments/health-department/permits/.

RECYCLING & COMPOSTING

Recycling is mandatory in the State of Massachusetts, while composting is highly recommended in Medford. For resources and information on recycling and composting in Massachusetts, visit www.mass.gov/info-details/recycling-waste-reduction-help-for-businesses.

RODENT CONTROL AND PREVENTION

Controlling the rodent population in the City of Medford is of public health importance because rodents can be destructive pests that can contaminate food and preparation areas, cause structural damage, cause fires through the chewing of electrical wires, and, most importantly, be carriers of diseases. In November 2019, the City of Medford passed an ordinance outlining rodent control requirements for different business activities.

Businesses applying for permits for dumpsters and waste removal and disposal will be subject to an additional fee for rodent control and must implement an Integrated Pest Management (IMP) plan, which must be submitted to the Health Department and updated annually.

For more information regarding rodent control requirements, fees, and Integrated Pest Management plans, review Ordinance No. 858 in the City of Medford Municipal Code at bit.ly/medford-rodent-ord.

Finally, there are many things businesses can do to control and prevent rodent activity before using poison. See the Board of Health's "Clean Up Seal Up" information at www.medfordma.org/rodent-prevention/.

04 Installing an External Sign

WHAT IS NEEDED FOR INSTALLING A SIGN?

If you are installing a sign, you will need to file a sign design review application. Information about the procedure for the design review can be found at www.medfordma.org/wp-content/uploads/2013/07/signdesigncert.pdf and the application for the sign design review can be found on Citizen Serve.

WHAT IF I AM DENIED?

This application will be reviewed by the Building Department and the Office of Planning, Development, and Sustainability for compliance with zoning. If the Building Department or the Office of Planning, Development, and Sustainability deny the design, then the business owner has 14 days to file an appeal with the City Clerk, at which point the appeal for design request will be heard by Medford City Council.



BUILDING DEPARTMENT

Medford City Hall, Room 115A
85 George P. Hassett Drive
Medford, MA 02155
(781) 393-2509

05

Serving Food at an Establishment

WHAT FOOD PERMITS DO I NEED AND HOW DO I GET THEM?

Before you get started, contact the **Health Department** to learn about what steps need to be taken to operate a restaurant in Medford. A list of all permits that food establishments should be aware of can be found at www.medfordma.org/departments/health-department/permits/.

If you are serving food from a food truck, commissary kitchen, residential kitchen, or need a temporary food permit, see the Special Food Permits section on page 16.

WHAT IS A FOOD PLAN REVIEW

A Food Plan Review lays out a comprehensive plan of all food operations, including delivery, dining experience, equipment, etc. The following food establishments are required to undergo a Food Plan Review:

- New construction of a restaurant or other food facility
- Establishments undergoing a change of ownership
- For all changes of menu with new equipment

The plan review requires the business to submit information such as a proposed menu, a site map of external layout and internal location of equipment, food handling procedures, and more depending on the project. The food plan review must be stamped by a Registered Sanitarian or a certified food safety consultant.

The ultimate goal of the Food Plan Review is to ensure that all food is being handled safely. The full application can be accessed here www.medfordma.org/departments/health-department/permits/.

HEALTH DEPARTMENT

Sophie Antoine
Sanitarian

Medford City Hall, Room 115A
85 George P. Hassett Drive
Medford, MA 02155
(781) 475-5648
santoine@medford-ma.gov

Serving Food
at an
Establishment,
continued



Serving Food at an Establishment, continued

WHAT COMES NEXT?

1. Once your Food Plan Review Application has been received, a meeting will be scheduled with the Health Department to go over any questions and necessary modifications.
2. Once any needed modifications are made to the Food Plan Review, the review will be approved by the Health Department.
3. Before the health inspector can complete a pre-operative inspection, you must apply for a food permit, which can be found at www.medfordma.org/departments/health-department/permits/.
4. When your facility is ready, a health inspector will do a pre-operative inspection.
5. If needed, corrections to the facility will be made before a final inspection.
6. Once the facility passes the final inspection, a food permit will be issued.

Are you Ready for a Pre-Operative Inspection?

This is what you need:

- Grease trap
- Pest control
- Ensure refrigeration meets standards
- Bodily fluids clean up plan

Serving food
at an
Establishment,
continued



Serving Food at an Establishment, continued

WHAT IF I CAN'T COMPLY WITH SOME OF THE CODES BEING ENFORCED?

All businesses are expected to comply with codes, but a variance can be requested if the business owner feels that the application of a particular code causes an unfair hardship. A variance will be reviewed by the Board of Health and either approved or denied.

WHAT IS A COMMON VICTUALLER LICENSE AND HOW DO I GET ONE?

New food establishments and food establishments under new ownership in the City of Medford with capabilities for cooking, preparing, and serving food are required to apply for a Common Victualler License. The application for this license can be obtained at the **City Clerk's Office** or found online at www.medfordma.org/departments/city-clerk/. The petition will be reviewed by various municipal departments and the Medford City Council, who will make the final determination on the license.

Because the departments that sign the Common Victualler's license will need to have issued all necessary permits before signing, this is typically the last step necessary before officially opening your business.

Pro-Tip: Prepare a short description of your business to share with City Council! They will enjoy hearing about your new venture.



Serving Food at an Establishment, continued

RODENT CONTROL AND PREVENTION

Controlling the rodent population in the City of Medford is of public health importance because rodents can be destructive pests that can contaminate food and preparation areas, cause structural damage, cause fires through the chewing of electrical wires, and, most importantly, be carriers of diseases. In November 2019, the City of Medford passed an ordinance outlining rodent control requirements for different business activities.

Businesses applying for permits to serve food will be subject to an additional fee for rodent control and must implement an Integrated Pest Management (IMP) plan, which must be submitted to the Health Department and updated annually.

For more information regarding rodent control requirements, fees, and Integrated Pest Management plans, review Ordinance No. 858 in the City of Medford Municipal Code at bit.ly/medford-rodent-ord.

Finally, there are many things businesses can do to control and prevent rodent activity before using poison. See the Board of Health's "Clean Up Seal Up" information at www.medfordma.org/rodent-prevention/.



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Special Food Permits

WHAT IS A SPECIAL FOOD PERMIT?

Special Food Permits include temporary food, seasonal food, event and farmers market vendor, commissary kitchen, residential kitchen, and mobile unit permits.

TEMPORARY FOOD PERMITS

Food service establishments or businesses operating up to two weeks may apply for a Temporary Food Establishment permit from the Medford **Health Department**.

If propane gas will be used, a Fire Permit must be obtained from the Medford **Fire Department**.

The application for the Temporary Food Permit can be found at www.medfordma.org/departments/health-department/permits/.

SEASONAL FOOD PERMITS

Food service establishments or businesses operating less than three months and more than two weeks may apply for a Seasonal Food Establishment permit from the Medford Health Department.

If propane gas will be used, a Fire Permit must be obtained from the Medford Fire Department.

The application for the Seasonal Food Permit can be found at www.medfordma.org/departments/health-department/permits/.

Special Food
Permits,
continued



HEALTH DEPARTMENT

Sophie Antoine
Sanitarian

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85 George P. Hassett Drive
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(781) 475-5648
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Special Food Permits, continued

EVENT AND FARMERS MARKET VENDOR PERMIT

Vendors operating at farmers markets, fairs, carnivals, celebrations, fundraisers, and/or restaurant food shows may need to obtain a temporary or seasonal food permit. The following activities require a permit:

- Preparing and selling food items such as hot dogs, grilled sandwiches, salads, kettle corn or popcorn, shaved ice, and roasted nuts;
- Selling commercially processed pre-packaged time/temperature control for safety (TCS) foods such as packaged ice cream products;
- Selling TCS beverages or beverages that contain TCS ingredients such as milk or juice;
- Conducting food preparation that involves cooking, cooling, reheating, hot holding, and/or specialized food processing methods that must be prepared pursuant to a Hazard Analysis Critical Control Point (HACCP) Plan.

More information on requirements for events and farmers markets can be found at www.mass.gov/info-details/food-establishments-at-events-and-farmers-markets-questions-and-answers#do-food-vendors-at-events-and-farmers-markets-need-a-permit?.



Special Food Permits, continued

COMMISSARY KITCHENS

Commissary kitchens are commercial kitchens that rent out their space to foodservice providers for food preparation and storage. Currently, commissary kitchen locations must be zoned as Industrial in Medford.

RESIDENTIAL KITCHENS

Residential kitchens are kitchens located in private homes where production of food for sale, either wholesale or direct to consumer, occurs. "Cottage Food Products", or shelf-stable foods that can be held safely at room temperature and do not require cold storage or heating, may be produced in residential kitchens. All foods prepared in residential kitchens must be labeled with ingredients, name and contact information of the residential kitchen, and a sell by date, if required.

A residential kitchen permit is not required for room temperature foods sold at a bake sale or foods donated to a charity. More information on residential kitchens can be found at www.mass.gov/info-details/residential-kitchen-questions-and-answers.

Special Food
Permits,
continued



Special Food Permits, continued

MOBILE UNITS

Mobile units include canteen, food, and ice cream trucks. Mobile units must submit an Application for a Permit for a Food Service Establishment to the Health Department. City Council approval is also required. Applicants must contact the **Office of Planning, Development, and Sustainability**.

The Food Service Establishment permit application can be found at www.medfordma.org/departments/health-department/permits/.

ICE CREAM TRUCKS

Ice cream trucks require a permit from the **Police Department** in addition to the Food Service Establishment permit from the **Health Department**.

Ice cream trucks must also submit an Application for a Permit to sell Milk, Cream, Ice Cream & Frozen Soft Serve to the Health Department, which can be found at www.medfordma.org/wp-content/uploads/2014/01/Application-for-a-Permit-to-Operate-Milk-Cream-Ice-Cream-Soft-Serve-Establishment.pdf.



Image source: Wikimedia Commons

07 Outdoor Dining

APPLYING FOR AN OUTDOOR DINING PERMIT

The Outdoor Dining season runs from April 1st - November 30th each year, during which applications are accepted on a rolling basis. More information regarding the Outdoor Dining program can be found at www.medfordma.org/business-resources/.

APPLICATION PROCESS

1. Submit an application to the Office of Planning, Development, & Sustainability.
2. Staff review committee reviews application. Business owner modifies application, if necessary.
3. Staff review committee makes a recommendation for license approval to the Mayor.
4. Mayor approves the Outdoor Dining License.
5. If planning to serve alcohol, the applicant applies for an Alteration of Premises License from the Medford License Commission.

Planning, Development, & Sustainability

Yvette Niwa

Economic Development Planner

Medford City Hall, Room 308

85 George P. Hassett Drive

Medford, MA 02155

(781) 393-2480

yniwa@medford-ma.gov



08 Selling Alcohol

WHAT TO KNOW FOR SELLING ALCOHOL

If you plan to sell beer, wine, or liquor at your establishment, your business will need to apply for a liquor license. The three different types of licenses are the Beer & Wine License, All Liquor License, and the Package Store License.

Applications for a liquor license can be found on the Alcoholic Beverages Control Commission (ABCC) website at www.mass.gov/abcc/.

Applications will be reviewed by the City of Medford Licensing Commission and then the ABCC before a license is granted.

If you have any questions about selling liquor at your establishment, contact Daria Tejera at the Mayor's Office at dtejera@medford-ma.gov or call (781) 393-2409.

Mayor's Office

Daria Tejera

Medford City Hall, Room 202
85 George P. Hassett Drive
Medford, MA 02155
(781) 393-2409
dtejera@medford-ma.gov



09 Doing Retail Transactions

WHAT TO KNOW FOR RETAIL

Certain types of retail items and processes require the involvement of the **Weights and Measures Department**, which enforces all Massachusetts general laws and regulations pertaining to weights and measures, and may consist of the regulation of trade, unit pricing, and price verification. Weighing and measuring devices used by local establishments include automatic check-out systems (scanners), taximeters, home heating oil truck meters, gasoline pumps, supermarket and deli scales, manufacturing and shipping scales, as well as apothecary and jewelry scales and troy weights.



WEIGHTS AND MEASURES

Michael Malerba

Medford City Hall, Room 115A
85 George P. Hassett Drive
Medford, MA 02155
(781) 393-2507
mmalerba@medford-ma.gov

10 Providing a Personal Service

WHAT TO KNOW FOR PROVIDING A PERSONAL SERVICE

Personal service businesses such as body art establishments, fitness centers, recreation camps, or swimming pools should contact the **Health Department** to learn about specific permits and requirements, which can vary from business to business. A full list of possible permits can be found at www.medfordma.org/departments/health-department/permits and on page 25-26 of this document. Businesses are encouraged to speak with someone in the Health Department to learn more about permits specific to the services you are providing.

Cosmetology businesses, including hairdressers, manicurists, and aestheticians, must seek approval from **Board of Registration of Cosmetology and Barbering**, which protects the public through regulation of the practice of cosmetology, barbering, and electrology in Massachusetts. The Board of Registration of Cosmetology and Barbering can be found at www.mass.gov/orgs/board-of-registration-of-cosmetology-and-barbering.

HEALTH DEPARTMENT

MaryAnn O'Connor

Director of Public Health

Medford City Hall, Room 115A

85 George P. Hassett Drive

Medford, MA 02155

(781) 393-2509

moconnor@medford-ma.gov



11 Plastic Bag Ordinance

PLASTIC BAG BAN

All food establishments and retail businesses are prohibited from providing thin-film plastic bags to customers as product or carry-out bags. Businesses should instead consider offering recyclable paper bags and reusable bags to customers.

For more information on the plastic bag ordinance visit medfordenergy.org/gogreen/medford-plastic-bag-ordinance/.

HEALTH DEPARTMENT

Sophie Antoine
Sanitarian

Medford City Hall, Room 115A
85 George P. Hassett Drive
Medford, MA 02155
(781) 475-5648
santoine@medford-ma.gov



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Permit and Licensing List

MOST BUSINESSES WILL NEED

Business Certificate | City Clerk

Permanent Dumpster Permit | Health Department

Building Permit for New Construction, Alterations, or Repairs | Health Department

Commercial Gas Permit | Building Department

Commercial Plumbing Permit | Building Department

Electrical Permit | Building Department

BUSINESSES COMPLETING RENOVATIONS WILL NEED

Temporary Dumpster Permit | Health Department

Sidewalk Occupancy, Curb Cuts, Driveway Work Permit | Engineering

Site Design Certificate | Building Department

Trash, Septic, Offal, Medical Waste, and Grease Removal and Transport | Health Department

Water and Sewer Sub-Metering Certification | Health Department

Well Permit | Health Department

FOOD SERVICE ESTABLISHMENTS AND RETAIL BUSINESSES MAY NEED

Alcohol License | Mayor's Office

Beer/Wine License | Mayor's Office

Catering Permit | Health Department

Common Victualler License | City Clerk

Fire Permit | Fire Department

Farmers Market Vendor Permit | Health Department

Food Establishment Permit | Health Department

Food Plan Review | Health Department

Ice Cream Manufacturing Permit | Health Department

Milk and Ice Cream Sales Permit | Health Department

Mobile Food Approval | City Council

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Permit and Licensing List

FOOD SERVICE ESTABLISHMENTS AND RETAIL BUSINESS PERMITS CONTINUED

Seasonal Food Permit | Health Department

Temporary Food Permit | Health Department

Type II Retail/Food Service | Health Department

Type III Retail/Food Service | Health Department

Type IV Retail/Food Service | Health Department

BODY ART AND BEAUTY ESTABLISHMENTS MAY NEED

Body Art Apprenticeship Establishment Application | Health Department

Body Art Apprenticeship Practitioner Application | Health Department

Body Art Establishment Application | Health Department

Body Art Plan Review | Health Department

Body Art Practitioner Application | Health Department

Tanning Facility Operation | Health Department

RESIDENTIAL AND LODGING BUSINESSES MAY NEED

Certification of Fitness Permit | Health Department

Lodging Facility Permit | Health Department

OTHER PERMITS

Construct/Renovate/Repair/Demolish a Building Other than a One or Two-Family Dwelling |
Building Department

Portable Sanitation Permit | Health Department

Recreational Camp for Children | Health Department

Swimming Pool Operation | Health Department

Tobacco Sales/Location Permit | Health Department

Trench Permit | Engineering

Vacant/Foreclosing Property Registration | Building Department

13 Permits and Fees

CITY CLERK

Business Certificate	\$30
Common Victualler License	\$75

BUILDING DEPARTMENT

Application fee	\$35
Building permits for new buildings, alterations, or repairs	
Per \$1,000 of estimated construction cost	\$15
Certificate of Occupancy, existing commercial or retail	\$150
Plus each 1,000 square feet	\$50
Commercial gas permit (other than fireplaces, hot water heaters, and storage tanks)	\$50
Each additional appliance	\$25
Roof top units	\$50
Gas tests	\$40
Gas piping	\$40
Commercial plumbing permit, first five fixtures	\$150
Each additional fixture	\$25
Electrical Permit, minimum fee	\$100
Rodent Control Fee	
Commercial Projects	\$250
Residential Projects	\$100

Sign design certificate	
Sign design review application (for review by the Office of Planning, Development, and Sustainability - additional building permit fees will apply)	\$25
Sign re-inspection fee (every 3 years)	\$25

HEALTH DEPARTMENT

Bed & Breakfast	\$150
Body art apprenticeship establishment	\$300
Body art apprenticeship practitioner	\$150
Body art establishment (annual)	\$300
Body art practitioner (annual)	\$150
Body art plan review	\$150
Each additional review	\$50
Catering	\$150
Certificate of sub-metering of water	
per address	\$50
per unit	\$20
Dumpsters	
Permanent	\$100
Temporary	\$50
Farmers market participation	\$75
Fitness certificate	\$75
Food plan review	\$150
Each additional review	\$50

Permits and Fees

HEALTH DEPARTMENT, CONT.

Ice cream manufacturing	\$50
Milk and ice cream sale	\$40
Mobile unit	\$150
Lodging facility	\$100 +\$5/room
Portable Sanitation Permit	
7 days or less	\$15
30 days	\$25
Re-inspection (after second)	\$50
Recreational camps for children	\$100
Residential kitchen	\$150
Rodent Control Fee	
Food establishment, food processing, or storage facility	\$25
Landfill, transfer, recycling facility	\$250
Offal Business	\$100
Dumpster	\$50
Swimming pool operation	
Outdoor	\$150
Indoor	\$300
Swimming Pool Plan review	\$150
Each additional review	\$50
Tanning salons	\$200
Tanning salon review	\$150
Each additional review	\$50
Temporary food permit (per day)	\$35
Tobacco sales permit (annually)	\$150

HEALTH DEPARTMENT, CONT.

Type I (pre-packaged potentially non-hazardous)	\$75
Type II (retail/food service <3,000 square feet)	\$175
Type III (retail/food service high risk menu)	\$300
Type IV (retail/food service supermarket)	\$600
Trash and/or septic/offal/medical waste, and grease rendering transport	\$250
Well permit	\$100

ENGINEERING

Sidewalk occupancy, curb cuts, driveway work	\$100
Trench permit	\$150

FIRE DEPARTMENT

Fire permit	\$50
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LAW DEPARTMENT

All alcohol license filing fee	\$450
Renewal fee	\$50
All alcohol license annual fee	\$2,000

Beer and wine license filing fee	\$350
Renewal fee	\$50
Beer and wine license annual fee	\$1,500

PUBLIC WORKS DEPARTMENT

Rodent Control Fee	
Utility Projects	\$1/sf (\$1,000 max.)

14 Business Resources

CAMBRIDGE COLLEGE RESOURCE LIBRARY FOR THE BUSINESS DEVELOPMENT PROGRAM

Cambridge College

www.cambridgecollege.edu/resource-library-business-development-program

The Business Resource Library connects consultants, technical assistance providers, and students to a variety of learning tools, including sample documents and industry trend topics.

CENTER FOR WOMEN AND ENTERPRISE

24 School Street, 7th Floor

Boston, MA 02108

(617) 536-0700 | www.cweonline.org | info.easternma@cweonline.org

CWE helps women-owned businesses and women entrepreneurs grow their businesses by providing greater access to resources, tools, and support, such as education and WBE certification.

COVID-19 MOBILE VACCINATION PROGRAM

Massachusetts Department of Public Health

www.mass.gov/info-details/covid-19-mobile-vaccination-program

The COVID-19 Mobile Vaccination Program brings on-site vaccination clinics to organizations.

COVID-19 SMALL BUSINESS STABILIZATION NETWORK

Empowering Small Business

www.empoweringsmallbusiness.org/sites/default/files/docs/2020-04/COVID-19%20Small%20Business%20Stabilization%20Network_0.pdf

The COVID-19 Small Business Stabilization Network is a list of organizations providing COVID-19 support to small businesses.

Business Resources



GRANITE STATE DEVELOPMENT CORPORATION

One Cate Street, Suite 3
Portsmouth, NH 03801
(603) 436-0009 | www.granitestatedev.com/

GSDC is a non-profit lender that assists businesses with financing through Small Business Administration ("SBA") loans.

MASS DEVELOPMENT

99 High Street
Boston, MA 02110
(617) 330-2000 | www.massdevelopment.com/

MassDevelopment offers bond financing programs, loans and guarantees, and technical assistance to help businesses grow their operations.

MASS GROWTH CAPITAL BUSINESS RESOURCES

19 Staniford Street
Boston, MA 02114
(617) 523-6262 | www.empoweringsmallbusiness.org/resources/small-business-resource-guide

MGCC assists small businesses through loan and SBA microloan programs and technical assistance grants.

MASS SAVE

www.masssave.com/en/saving/business-rebates/energy-saving-solutions-for-small-businesses?mc_cid=0e5b2398de&mc_eid=2617325aab

Mass Save provides free energy assessments to businesses interested in improving the energy efficiency of their facilities.

Business Resources



MASS WORKFORCE ASSOCIATION

40 Court Street, Suite 1150
Boston, MA 02108
(617) 263-3388 | www.massworkforce.com/

MWA advocates on the behalf of businesses, job seekers, incumbent workers, and youth throughout the Commonwealth.

MASSACHUSETTS DEPARTMENT OF REVENUE

100 Cambridge street, 2nd floor
Boston, MA 02114
(617) 887-6367 | www.mass.gov/dor/businesses

Massachusetts DOR provides information on filing and paying taxes in the State of Massachusetts, as well as other business tax obligations, such as verifying a sales and use tax resale certificate.

MASSACHUSETTS DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

19 Staniford Street
Boston, MA 02114
(877) 626-6800 | www.mass.gov/orgs/departments-of-unemployment-assistance

Massachusetts DUA oversees the unemployment insurance (UI) program, which provides temporary income assistance to eligible workers in Massachusetts.

MASSACHUSETTS EXECUTIVE OFFICE OF HOUSING AND ECONOMIC DEVELOPMENT

One Ashburton Place, Room 2101
Boston, MA 02108
(617) 788-3610 | www.mass.gov/hed

EOHED provides COVID-19, business, and housing resources for businesses.

Business Resources



MASSACHUSETTS EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT

One Ashburton Place, Room 2112
Boston, MA 02108
(617) 626-7100 | www.mass.gov/dlwd

EOLWD manages the State of Massachusetts' workforce development and labor departments, providing career services, workers compensation, and business resources.

MASSACHUSETTS OFFICE OF BUSINESS DEVELOPMENT

10 Park Plaza, Suite 3730
Boston, MA 02116
(617) 973-8600 | www.mass.gov/hed/economic/eohed/bd/

OBD provides business relocation and expansion resources through grant programs and technical assistance.

MASSACHUSETTS SMALL BUSINESS DEVELOPMENT CENTER NETWORK NORTHEAST REGIONAL OFFICE

Salem State University
121 Loring Avenue, Suite 310
Salem, MA 01970
(978) 542-6343 | sbdc.salemstate.edu

The Northeast Regional Office provides free and confidential business assistance to prospective and existing small businesses located in the North Shore and Merrimack Valley areas of the state. Services include financing assistance and business workshops.

MASSACHUSETTS RESTAURANT ASSOCIATION

160 East Main street, Suite 2
Westborough, MA 1581
(508) 303-9905 | www.themassrest.org

The MRA advocates on behalf of the restaurant and hospitality industry, in addition to providing professional development, training, and technical assistance to restaurant businesses.

Business Resources



PAYCHECK PROTECTION PROGRAM

U.S. Small Business Administration

<https://www.sba.gov/funding-programs/loans/covid-19-relief-options/paycheck-protection-program>

The Paycheck Protection Program helped businesses keep their workforce employed during the COVID-19 pandemic. Though the PPP program ended on May 31, 2021, existing borrowers may be eligible for forgiveness.

SCORE

140 Ferry Street

Malden, MA 02148

(781) 322-4500 | www.score.org/

SCORE provides training, mentoring, and education resources to small businesses.

SBA DEBT RELIEF

U.S. Small Business Administration

www.sba.gov/funding-programs/loans/covid-19-relief-options/sba-debt-relief

The SBA offers debt relief to existing SBA loan borrowers whose businesses have been impacted by COVID-19.

SMALL BUSINESS STRONG

support@smallbstrong.com | www.smallbstrong.com/

Small Business Strong provides COVID-19 Assistance for WBE/MBE small businesses, in addition to education, financing assistance, and general business support.

U.S. CHAMBER OF COMMERCE

1615 H Street, NW

Washington, DC 20062-2000

(202) 659-6000 | www.uschamber.com/coronavirus

The U.S. Chamber of Commerce represents companies across the country and provides COVID-19 support resources.

U.S. SMALL BUSINESS ADMINISTRATION RESOURCE HANDBOOK

English: www.sba.gov/document/support-national-resource-guide-english

Spanish: www.sba.gov/sites/default/files/2021-03/SBA-Spanish20-AAA_508_v6-508.pdf

The SBA Resource Handbook provides important information regarding starting a business, funding programs, and contracting.

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Contacts in City Government

Office of the Mayor

Medford City Hall, Room 202
85 George P. Hassett Drive
Medford, MA 02155

Breanna Lungo-Koehn
(781) 393-2409
mayor@medford-ma.gov

Office of City Clerk

Medford City Hall, Room 103
85 George P. Hassett Drive
Medford, MA 02155

Adam Hurtubise, City Clerk
(781) 393-2425
ahurtubise@medford-ma.gov

Building Department

Medford City Hall, Room 115A
85 George P. Hassett Drive
Medford, MA 02155

(781) 393-2509

Department of Planning, Development, and Sustainability

Medford City Hall, Room 308
85 George P. Hassett Drive
Medford, MA 02155

Alicia Hunt, Director of Planning, Development, and Sustainability
(781) 393-2480
ahunt@medford-ma.gov

Viktor Schrader, Director of Economic Development
(781) 393-2481
vschrader@medford-ma.gov

Licensing Commission

Office of the Mayor
Medford City Hall, Room 202
85 George P. Hassett Drive
Medford, MA 02155

Daria Tejera, Secretary
(781) 393-2408
dtejera@medford-ma.gov

Health Department

Medford City Hall, Room 311
85 George P. Hassett Drive
Medford, MA 02155

MaryAnn O'Connor, Director of Public Health
(781) 393-2560
moconnor@medford-ma.gov

Sophie Antoine, Sanitarian
(781) 475-5648
santoine@medford-ma.gov

Police Department

100 Main Street
Medford, MA 02155

John "Jack" Buckley, Chief
(781) 391-6409
jbuckley@medfordpolice.com

Fire Department

120 Main Street
Medford, MA 02155

John Freedman, Chief
(781) 396-9400

Fire Prevention Office

120 Main Street
Medford, MA 02155
(781) 396-9831

Department of Public Works

Medford City Hall, Room 304
85 George P. Hassett Drive
Medford, MA 02155

Tim McGivern, Commissioner of Public Works
(781) 393-2417
tmcgivern@medford-ma.gov

Engineering Department

Medford City Hall, Room 300
85 George P. Hassett Drive
Medford, MA 02155

Owen Wartella, City Engineer
(781) 393-2476
owartella@medford-ma.gov