

Town Council Meeting

July 17, 2025

Enforcement Update



QOL TEAM MEMBERS

Andy Clyburn, Assistant Town Manager

Peter Burke, Hyannis Fire Chief

Jeanne Challies, Police Chief

Brian Florence, Building Commissioner

Lynne Poyant, Director of Communications

David Anthony, Director of Asset Management

Jim Kupfer, Director of Planning and Development

Karen Nober, Town Attorney

Allison Cogliano, Assistant Town Attorney

Derek Lawson, Director of Marine and Environmental Affairs

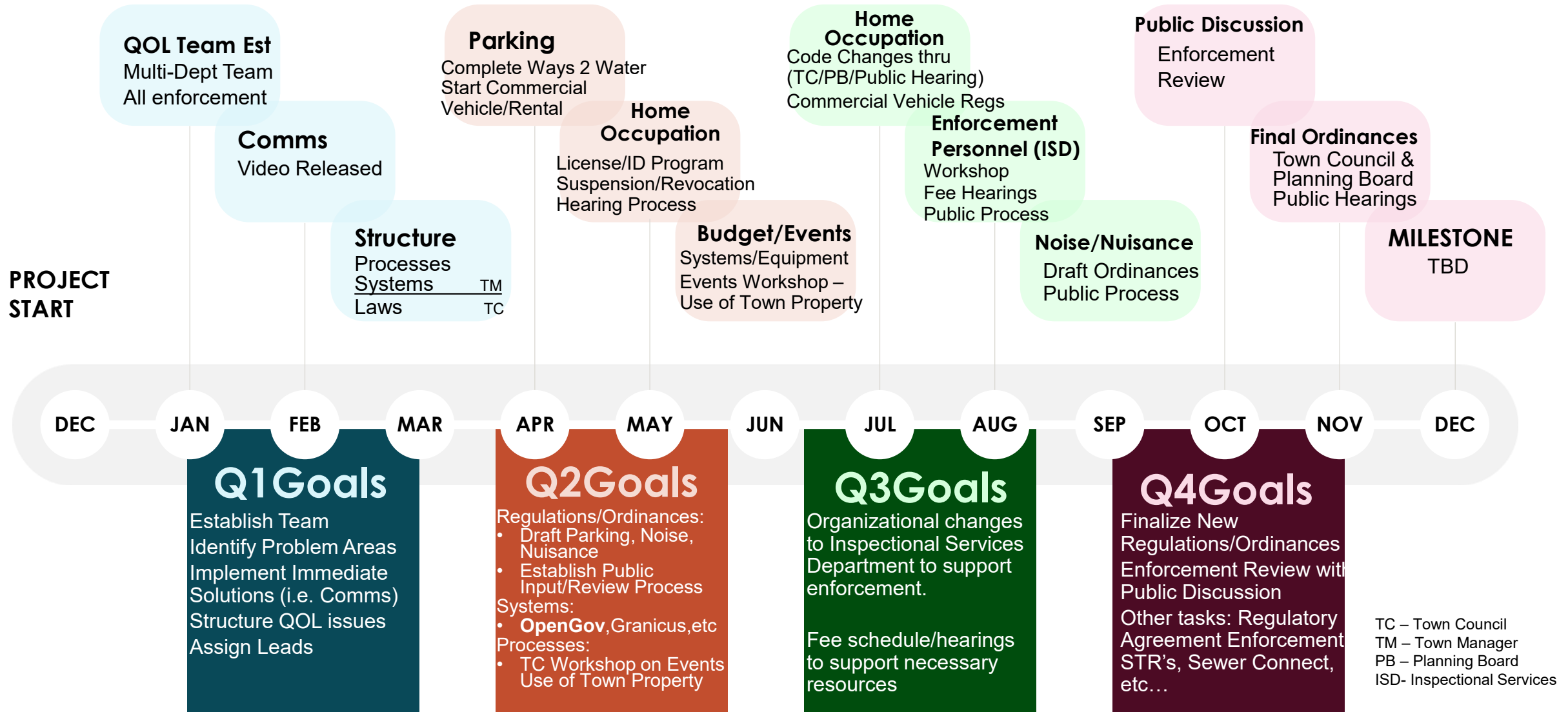
Alicia Messier, Assistant Director of Information Technology

Erin Logan, Director of Licensing

Peter Bertling, Parking Program Manager

Quality of Life

Enforcement

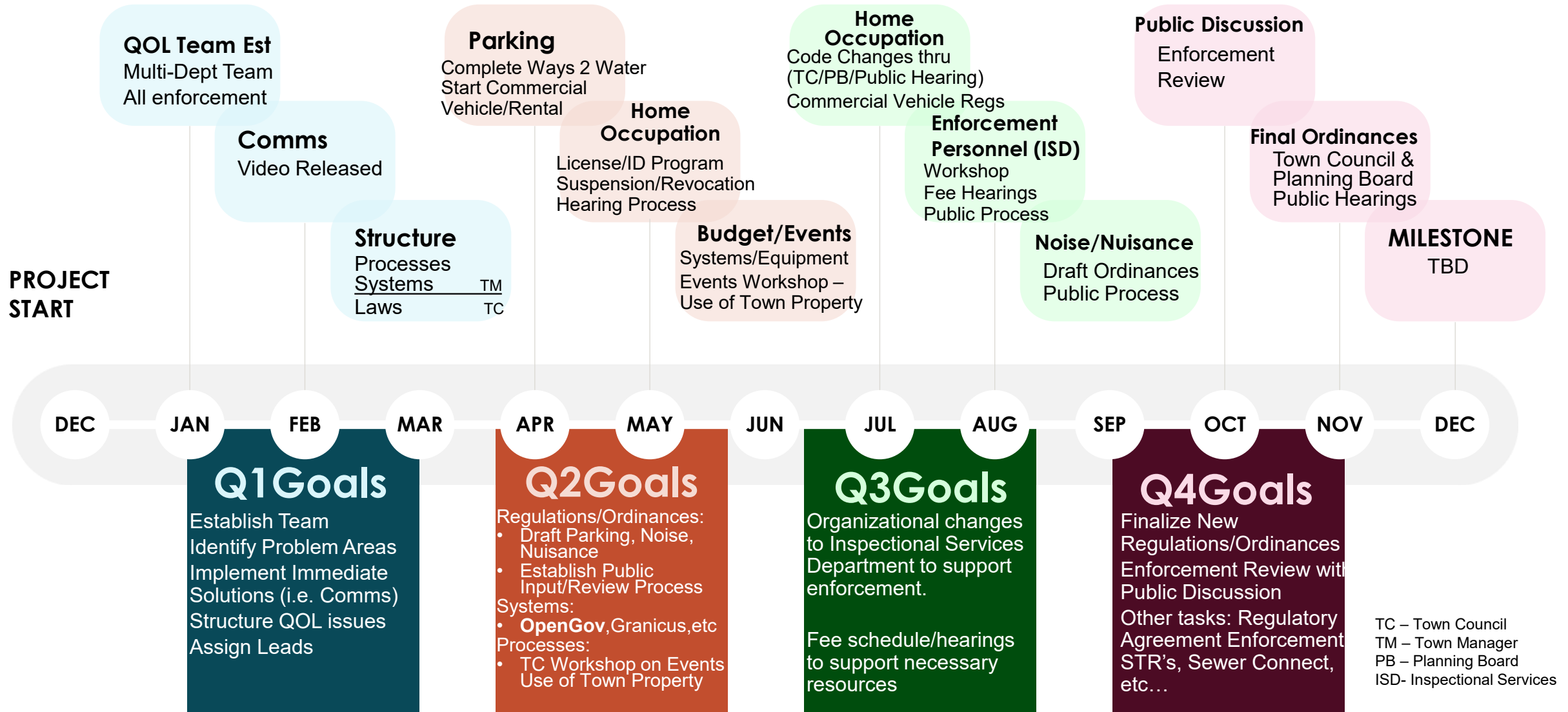


Q1 Goals (Jan-Feb-Mar 2025)

- ✓ Establish Team
- ✓ Identify Problem Areas
- ✓ Implement Immediate Solutions (i.e. Comms)
- ✓ Structure QOL issues
- ✓ Assign Leads

Quality of Life

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Q2 Milestones (Apr-May-Jun 2025)

Regulations/Ordinances:

- ☒ New Commercial Parking Ordinance
- ☒ Changes to Home Occupation Ordinance

Systems:

- ☒ Budget
- ☒ OpenGov Complaint Tracking

Processes:

- ☐ TC Workshop on Events Use of Town Property

Recent Accomplishments

- ✓ Legal / Inspectional Services collaboration on cases to compel compliance
- ✓ Barnstable Police Department Removal from Civil Service (Town Council vote on 5 June 2025)
- ✓ Special Legislation for Marine & Environmental Affairs Red Lights (Town Council vote on 15 May 2025)
- ✓ FY2026 Budget (Town Council vote on 5 June 2025):
New Positions in Conservation, Inspectional Services and Marine & Environmental Affairs

Pending Town Council Actions

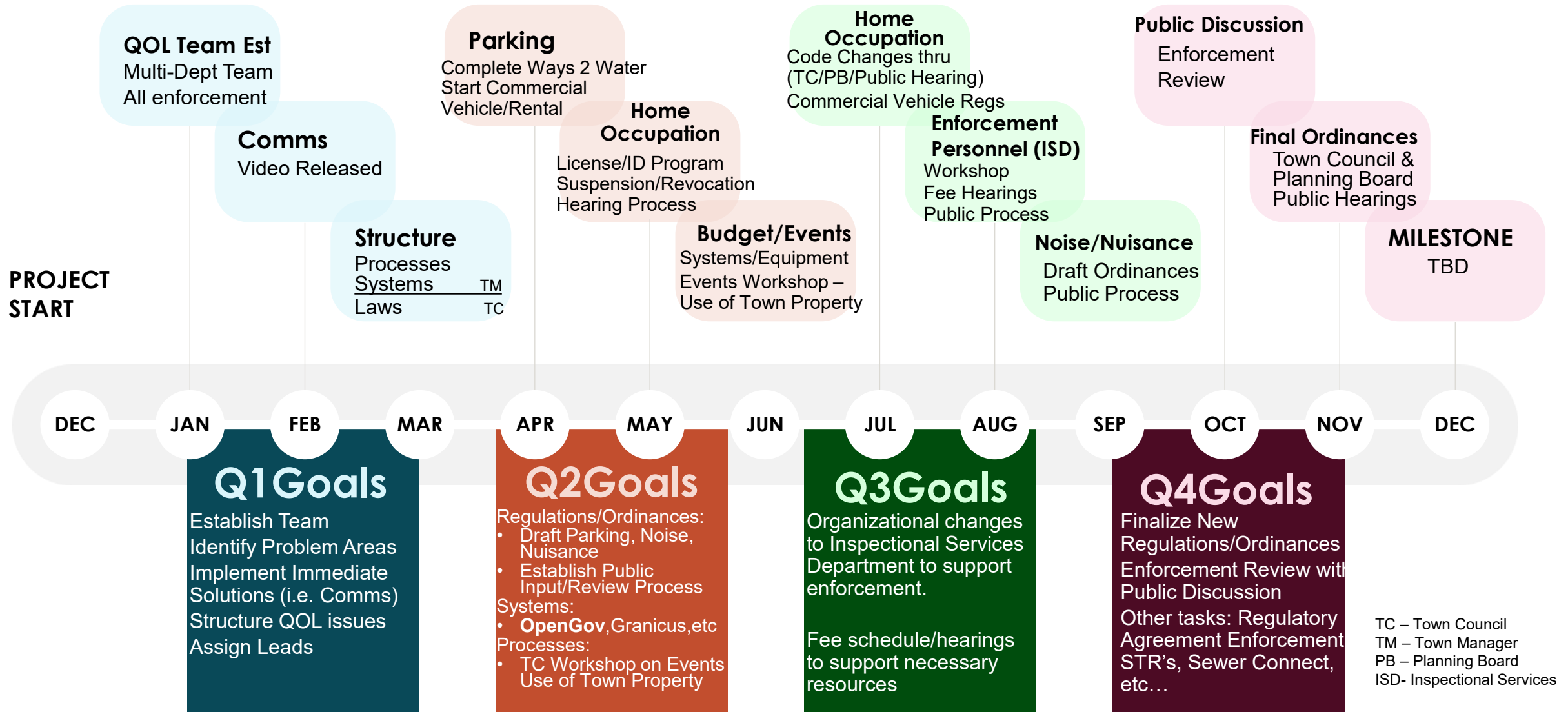
- ☐ Home Occupation ordinance
(first read at 17 July 2025 Town Council Meeting)
- ☐ Commercial Vehicle
(first read at 21 August 2025 Town Council Meeting)
- ☐ Use of Town Property / Special Events Workshop
(August/September Town Council Meeting)
- ☐ Inspectional Services Department Restructuring
New Enforcement Division (September Town Council Meeting)
Home Occupation License Program
- ☐ Under development: Noise/Nuisance ordinance

Q3 Goals (Jul-Aug-Sep 2025)

- ❑ Organizational changes to Inspectional Services Department to support enforcement.
- ❑ Fee schedule/hearings to support necessary resources

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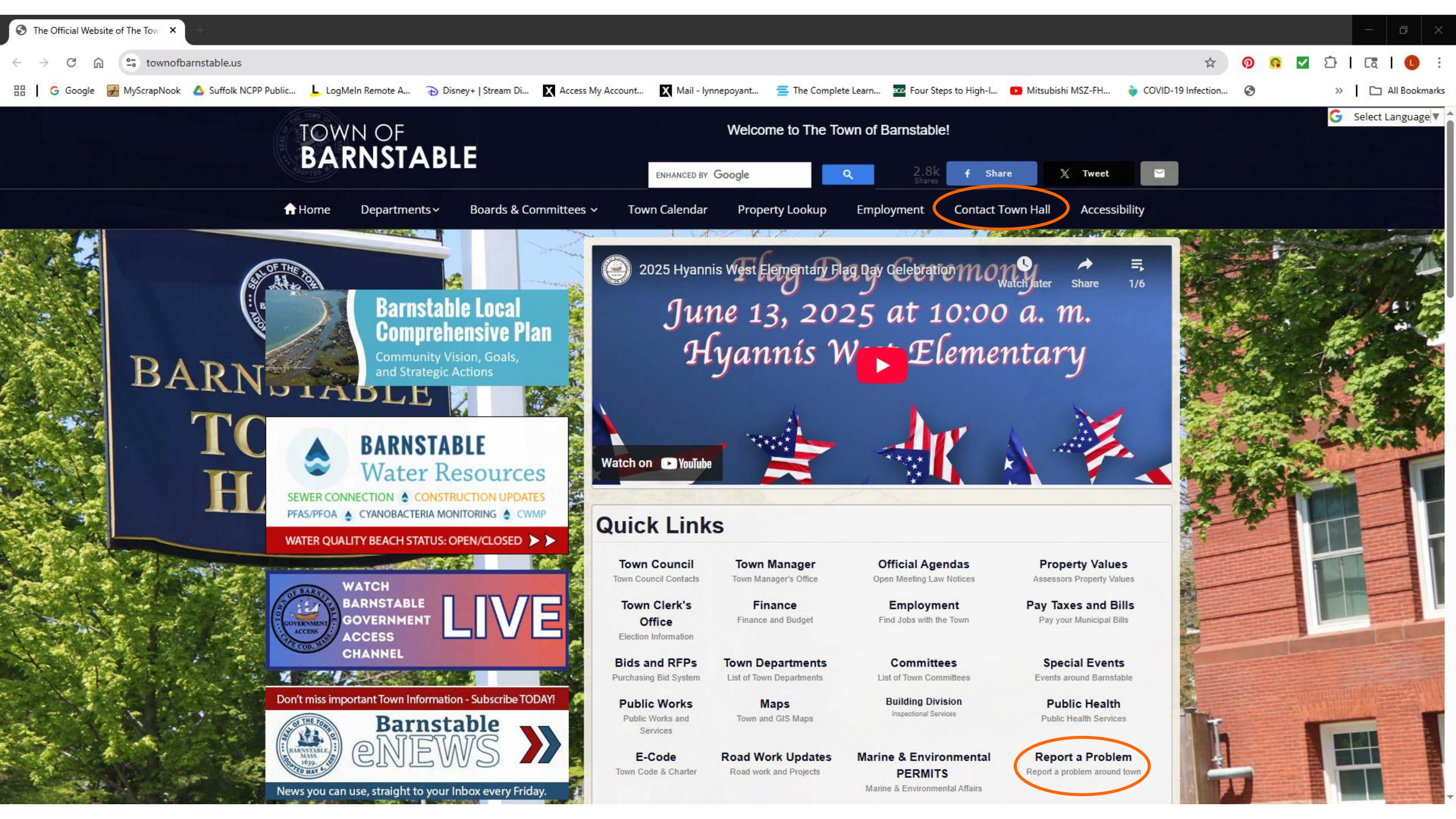


Q4 Goals (Oct-Nov-Dec 2025)

- ☐ Finalize New Regulations/Ordinances
- ☐ Enforcement Review with Public Discussion
- ☐ Other tasks: Regulatory Agreement
Enforcement, Short Term Rentals (STRs), Sewer
Connect, etc.

Video “How to Connect with the Town of Barnstable” was released in February.





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Barnstable Local Comprehensive Plan
Community Vision, Goals, and Strategic Actions

BARNSTABLE Water Resources
SEWER CONNECTION CONSTRUCTION UPDATES
PFAS/PFOA CYANOBACTERIA MONITORING CWMP
WATER QUALITY BEACH STATUS: OPEN/CLOSED

WATCH BARNSTABLE GOVERNMENT ACCESS CHANNEL LIVE















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2025 Hyannis West Elementary Flag Day Ceremony
June 13, 2025 at 10:00 a. m.
Hyannis West Elementary
















Quick Links

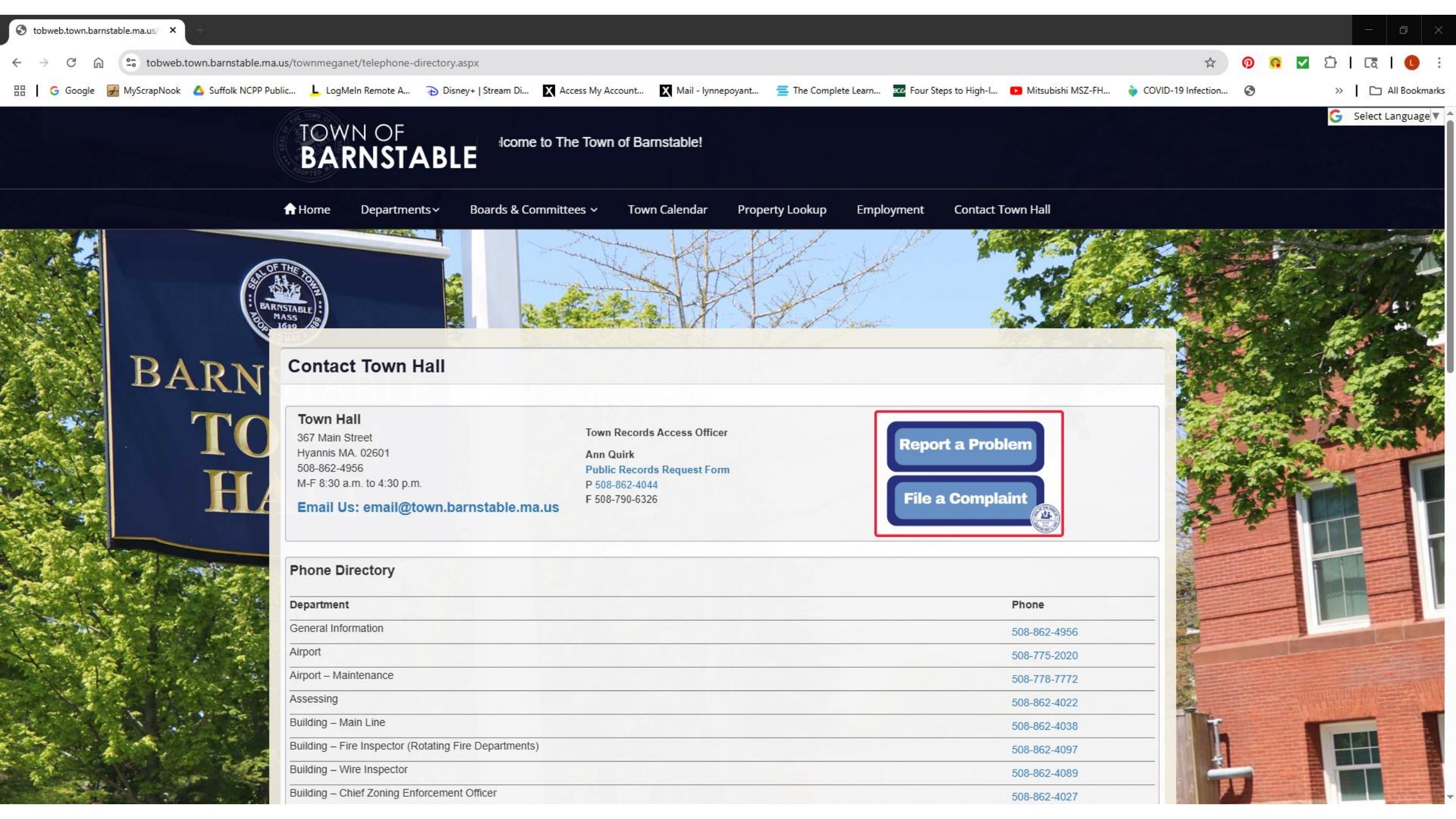
Town Council Town Council Contacts	Town Manager Town Manager's Office	Official Agendas Open Meeting Law Notices	Property Values Assessors Property Values
Town Clerk's Office Election Information	Finance Finance and Budget	Employment Find Jobs with the Town	Pay Taxes and Bills Pay your Municipal Bills
Bids and RFPs Purchasing Bid System	Town Departments List of Town Departments	Committees List of Town Committees	Special Events Events around Barnstable
Public Works Public Works and Services	Maps Town and GIS Maps	Building Division Inspectional Services	Public Health Public Health Services
E-Code Town Code & Charter	Road Work Updates Road work and Projects	Marine & Environmental PERMITS Marine & Environmental Affairs	Report a Problem Report a problem around town

Citizen Resources

-  Citizen Resource Line 508-862-4925
From your phone. You call, you ask, we answer.
-  Contact Town Hall
Contact Town Hall with questions or concerns.
-  NOTARY SERVICES
Notary Guidelines
-  Beach Stickers
Purchase Beach Permits
-  Yard Sale Permits
Yard Sale Permits Online
-  Rental Registration
Online Rental Registration
-  Rental Complaint Hotline
24/7 Complaint Hotline 508-504-9779
-  Transfer Station Permits
Transfer Station Permits Online
-  Transient Moorings/Dockage
Book Transient Moorings/Dockage
-  Pay Taxes and Bills
Pay your town bills online
-  Parking Management
Pay or appeal a parking citation
-  Road Work Notices
Road work updates from the Highway Division
-  Report a Problem
Report a problem you may see around town
-  Barnstable Fire Districts
There are 5 Fire Districts in Barnstable

Town Entities

-  Barnstable Schools
-  Barnstable Police
-  Economic Development
-  Cape Cod Gateway Airport
-  Arts Barnstable
-  Kennedy Legacy Trail
-  Barnstable Adult Community Center
-  Hyannis Youth and Community Center
-  Recreation
-  Parking & Visitor Services
-  Sandy Neck Beach
-  Barnstable Golf
-  Starting a Business?
-  Water Supply
-  Barnstable Marine Environmental Affairs



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Contact Town Hall

Town Hall

367 Main Street
Hyannis MA. 02601
508-862-4956
M-F 8:30 a.m. to 4:30 p.m.

Email Us: email@town.barnstable.ma.us

Town Records Access Officer

Ann Quirk
[Public Records Request Form](#)
P 508-862-4044
F 508-790-6326

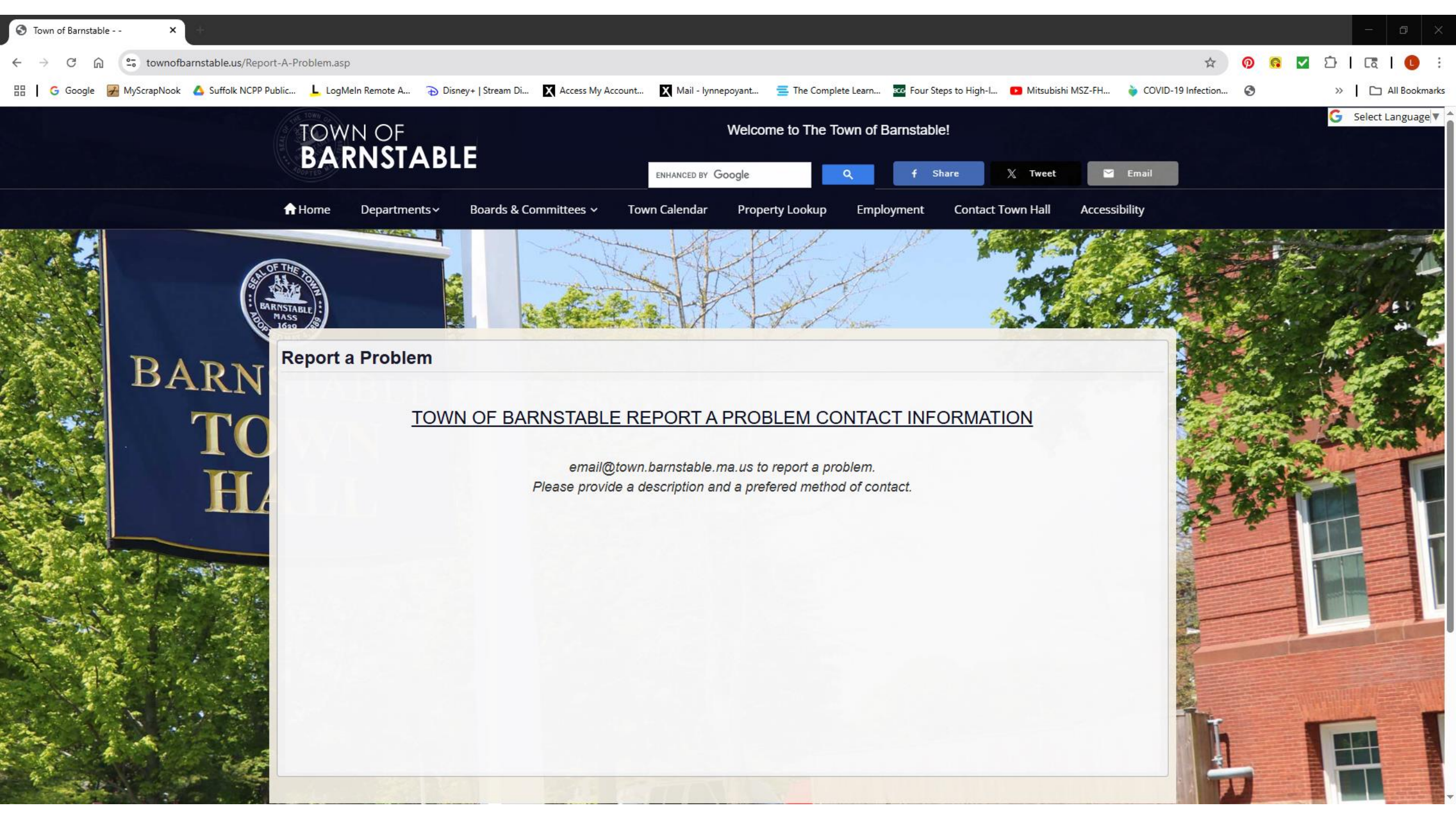
[Report a Problem](#)

[File a Complaint](#)



Phone Directory

Department	Phone
General Information	508-862-4956
Airport	508-775-2020
Airport – Maintenance	508-778-7772
Assessing	508-862-4022
Building – Main Line	508-862-4038
Building – Fire Inspector (Rotating Fire Departments)	508-862-4097
Building – Wire Inspector	508-862-4089
Building – Chief Zoning Enforcement Officer	508-862-4027



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Report a Problem

TOWN OF BARNSTABLE REPORT A PROBLEM CONTACT INFORMATION

*email@town.barnstable.ma.us to report a problem.
Please provide a description and a preferred method of contact.*

Report a Problem/Complaint	Division	Contact Name	Contact Phone	Contact email
Building Code Violation	Building Division	Assigned upon receipt of complaint	508.862.4038	Please make initial contact via telephone
Dogs/Animal Control	Marine & Environmental Affairs	Charlie Lewis or Cindy Sherman	508.790.6274	animal.control@town.barnstable.ma.us
Drinking Water	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Electrical	Building Division	Assigned upon receipt of complaint	508.862.4038	Please make initial contact via telephone
Entertainment without a license	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Food Establishment Complaint	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Food Quality	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Gas/Plumbing	Building Division	Assigned upon receipt of complaint	508.862.4038	Please make initial contact via telephone
General Health Complaints	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Horse Stables	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Hotel/Motel	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Housing	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Junk Dealer/Second Hand Goods	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Lodging House Complaints	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
New or used vehicle complaint	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us

Noise Complaints	Barnstable Police Department	Assigned upon receipt of complaint	508.775.0387	Please make initial contact via telephone
Operating outside of business hours	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Operating without a license	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Outdoor Dining	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Parking Violations	Planning & Development	Terri McDonald	508.862.4771	terri.mcdonald@town.barnstable.ma.us
Pot Holes	Department of Public Works	Assigned upon receipt of complaint	508.790.6400	email@town.barnstable.ma.us
Private Parking Lot Complaints	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Refuse	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Restaurant Complaints (other than food)	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Sandy Neck - General Complaints	Marine & Environmental Affairs	Assigned upon receipt of complaint	508.790.6272	Please make initial contact via telephone
Serving alcohol without a license	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Sewage	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Shellfishing Violations	Marine & Environmental Affairs	Amy Croteau	508.790.6273	amy.croteau@town.barnstable.ma.us
Street Performer/Busker Complaint	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Swimming Pools	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Taxi complaints	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Tobacco	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Tree Removal	DPW - Tree Warden	Andrew Bernier	508.790.6330	andrew.bernier@town.barnstable.ma.us

Underage alcohol service	Licensing	Erin Logan	508.862.4774	erin.logan@town.barnstable.ma.us
Used Syringes Discarded Illegally	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Water Quality	Health Division	Assigned upon receipt of complaint	508.862.4644	Please make initial contact via telephone
Work without a permit	Building Division	Assigned upon receipt of complaint	508.862.4038	Please make initial contact via telephone
Zoning/Signage	Building Division	Assigned upon receipt of complaint	508.862.4038	Please make initial contact via telephone

Thank You!

Enforcement Update

