

TOWN HALL 3 EAST MAIN ROAD PERU, MA 01235

**SELECT BOARD / FINANCE COMMITTEE JOINT MEETING MINUTES:**

**Monday, March 16, 2026 @ 6:00 P.M.**

Town Hall Meeting Room

Verne Leach, Chair Selectman  
Samuel Haupt, Selectman/Fin Com  
Edward Munch, Selectman  
Terry Walker, Recording Secretary  
Justin Russell, Highway Superintendent  
Bruce Cullett, Police Chief/Finance Committee Chairman  
Brandon Mascolo, Finance Committee  
Paul Hickling, Finance Committee  
Jonathon Mejias, Assessor  
Valerie Bird, Board of Health

Public Attendees: N/A

**Item 1: Call to order:** 6:00 P.M.

**Item 2: Selectboard Roll Call:** Chairman Leach present, Selectman Haupt present, Selectman Munch present

**Item 3: State Recording status:** TA Walker recording, Selectman Leach recording for personal reasons under exemption E

**Item 4: Pledge of Allegiance to the Flag:** Led by Selectman Leach

**Item 5: Review and Approve BOS meeting Minutes for 3/2/2026:** Selectman Leach motion to approve minutes as written, Selectman Haupt second, 3-0, & Selectboard/Finance Committee joint meeting minutes 2/17/2026. TA Walker mentioned that the 2/17/2026 minutes were approved.

**Item 6: Update from Departments:**

**Emergency Management Director:**

EMD Cullett informed BOS that he would be attending the next quarterly EMD Meeting at MEMA and would be provided with more information about the EMPG grant. Cullett indicated that the EMPG guidelines were going to be more restrictive this year.

**Highway Department:**

Highway Superintendent Russell presented the BOS with a Memorandum of Understanding from CMR, Inc and the Town of Peru. CMRK Inc will be responsible for:

- Placing clothing donation bins on agreed upon locations
- Servicing bins on a regular scheduled basis will increase the frequency of pickups as needed
- Responding within one business day for any instance of dumping
- Paying \$250 per year, collected from bins placed on agreed-upon locations

- Sending annual checks from clothing donation bins
- Sending quarterly tonnage reports
- Annual report of collections from to the Town of Peru
- Providing monthly marketing materials that showcases our partnership

Selectman Haupt motion to ago with CRMK, Selectman Leach second, 3-0.

Justin will begin getting quotes for the paving project on South Road and Hickingbotham Road. Chapter 90 funds will be used for the paving project.

Justin mentioned that Tim Davis will be returning to work when he obtains a doctor’s note without any restrictions. The Board agreed that next week the three highway employees should take the recertification for their hoisting license.

**Assessors:**

Jonathon Mejias, Lead Assessor, mentioned that the assessors have been answering taxpayers’ questions, and scheduling visits for abatements. Assessor Mascolo has contacted Linda Bradley from DLS and he will be completing the 101 course. ATB Hearings are going well, and the assessors have drafted a letter for the BOS to review. Once BOS accepts the Assessor’s letter regarding reassigning house numbers the letter will be included in the tax bills.

**Town Administrator:**

TA Walker mentioned that the balance in Green Communities grant needs to be utilized by September 2026. A narrative with goals and energy reduction needs to be submitted and approved. The total grant was \$128,820 and the remaining balance to be used by September 2026 is \$17,020.

Vocational Transportation bid opening will be at the BOS meeting on March 30, 2026 at 6:30 p.m.

TA Walker contacted 3 auditing firms to complete an audit of the town’s finances. Eric Kinsherf’s Accounting firm recommended an audit since the last audit was in 2017.

Roselli, Clark and Associates	\$22,000
Abelson & Company	no response
Tom Scanlon and Associates	no response

TA Walker mentioned that the Systems Award Management, SAM # has been certified for another year. This is a mandatory requirement when receiving federal and state grants.

Trash issue: TA Walker brought contractor bags from home and doubled bagged all the trash in the town hall entrance. The bags were torn and trash was all over the floor. Ed Munch agreed to remove the trash from town hall.

Selectman Leach distributed 3 citizens petitions to the Selectman Haupt and Selectman Munch. Selectman Leach stated that the petitions were hand delivered to the Town Clerk by Bonny Tomasso and TA Walker. Selectman Leach mentioned that citizens’ petitions should be delivered to the Selectboard and not the Town Clerk. Selectman Leach mentioned that the BOS will discuss the citizens’ petitions at the next meeting.

**Transfer Station Attendant:**

Verne Leach mentioned that the Wednesday hours at the Transfer Station will be increased by half an hour.

**Item 7: Discussion on MGL C.40 sec. 21 (D), non-criminal citation fee with Valerie Bird:**

Valerie Bird, Board of Health Agent, mentioned that the Planning Board is updating the town by laws regarding camping in Peru. If the landowner does not comply with regulations, we do not have any way to enforce it. If MGL C.40 Sec. 21D non-criminal citation is passed, then the fine is enforceable in district court. If MGL C.40 sec. 21D is not passed, the town must go to housing court and utilize town council. Selectman Haupt stated that this needs to be approved at Annual Town Meeting. Chief Cullett mentioned that the unregistered vehicle by law does not have a mechanism to enforce it, therefore, no money has been recouped. The BOS agreed to place MGL C.40 sec. 21D on the Annual Town Meeting warrant for approval by the residents.

**Item 8: Discussion and possible vote on "Street Address Letter from the Board of Assessors to Residents:**

Police Chief Cullett asked if the Assessors would be assigning numbers to vacant lots and why 11 Curtin Road was changed to 9 Curtin Road. Assessor Mejias mentioned that if numbers are already assigned, they will not change. Chief Cullett mentioned that this is a potential issue when residents have had the same house number for 25 years and this will mean changing their mortgages, bank accounts, etc.

The BOS will go forward with assigning house numbers and accepting the letter presented by the Assessors. Unanimous yes vote by the BOS.

**Item 9: 6:30 p.m. Finance Committee Joint Meeting:** Finance Committee joined the joint meeting at 7:00 p.m.

**Item 10: Finance Committee roll call:** Chairman Cullett called the joint meeting to order, Branden Mascolo second, 4-0, Chairman Cullett present, Paul Hickling present, Branden Mascolo present, Doug Haskins absent Sam Haupt present

**Item 11: Discussion of Fiscal Year 2026 and Fiscal Year 2027 Budget:**

**Free Cash is Certification for FY 2026 is \$227,423.**

Fin Com Chairman Cullett mentioned that the Unreserved Undesignated Fund Balance is \$775,940 with Real Estate Tax Receivables of \$489,077 - once this is factored in the Free Cash is reduced drastically. It has been a recommendation to place the uncollected RE tax receivables in tax title. Other accounts that were an issue were Green Communities Grant where a journal entry was not made by June 30<sup>th</sup>.

Fin Com Chairman Cullett emailed the Fire Chief and Assistant Fire Chief with an invitation to the Fin Com meeting regarding submission of the Fire Department budget. The Budget requests were due in January, and several have not been received. Fin Com member Hickling noted the importance of presenting the fire department budget to the Finance Committee and Board of Selectmen.

Fin Com Chairman motion to place Town Clerk Budget request was place on hold, Fin com member Haupt second, 4-0. Emergency Management and Police Department:

Fin Com member Hickling motion to approve police and emergency management budgets, Fin Com member Haupt second, 3-0. Bruce Cullett recused himself.

Selectman Leach motion to approve Police and Emergency management budgets excluding wages, Selectman Munch second, 2-0.

Fin Com Chairman Cullett explained to the BOS the Highway budget was reviewed at the last Fin Com meeting. The Highway Budget was level funded except for Maintenance of vehicles, Private Roads account was removed and building maintenance account was added. Salaries were increased by 3%.

**FREE CASH WISH LIST:**

Highway:

Blower for tractor        \$7,209.00

Floor drains                \$4,524.82

Plows sandblasted and painted. \$10,609.25

Highway Superintendent requested a \$1,200.00 Reserve Fund Transfer to he could schedule to have the salt shed roof resurfaced. \$26,700 was voted from Free Cash at the June 2025 ATM. This year the cost was increased by \$1,200- due to weather conditions the roof could not be resurfaced last summer. Selectman Leach motion to approve \$1,200 quote for salt shed roof, Selectman Munch 2-0.

**Assessors:**

Jonathon Mejias, head assessor, is proposing 3% for assessors 2 and 3 and proposing 3 additional hours per week from 12-15 hours per week. This would increase the head assessor’s salary by \$5,000. Fin Com Chairman Cullett asked Jonathon what he would be pulling back from vendors and what will he be absorbing when he is completing Patriots duties. Jonathon stated that his responsibilities need to be increased in preparing for the possible elimination of Patriot’s properties. Fin Com Chairman Cullett mentioned that Jonathon could utilize the other two assessors. Fin com member Haupt felt that all three assessors he should utilize Patriots and salaries will be deliberated at a different meeting.

COA Director will be asked to clarify her budget and the next meeting.

Library Budget **\$23,256** which was level funded. Fin Com Chairman Cullett motion to approve the library budget, Fin Com member Haupt second, 3-0. Fin Com member Mascolo recused himself since he is employed at the library. Selectman Leach motion to approve Library budget of \$23,256 which was level funded, Selectman Munch second, 2-0.

Board of Health Expenses		\$14,000 increased
Public Health Nursing		<u>\$2,402 increased</u>
	<b>Total</b>	<b>\$16,402</b>
Water Testing removed	\$425.00	
Hog Weed removed	\$1,500.00	
Postage removed	\$100.00	town has postage account
Full Circle removed	\$1,390	

Fin Com Chairman Cullett motion to approve Board of Health’s revised budget, Selectman Haupt second, 4-0  
Selectman Leach motion to approve Board of Health’s revised budget, Selectman Munch second,2-0

Fin Com Chairman Cullett motion to approve MIIA Renewal of **\$43,553.00** which was a 2.3 % decrease from last year.  
Fin Com member Haupt second, 4-0.  
Selectman Munch motion to approve MIIA Renewal of \$43,553.00, Selectman Leach second, 2-0.

CRBSD budget placed on hold. Greg Boino and Superintendent will be invited to next joint meeting.

Fin Com member Haupt motion to approve Assessor’s Reserve Fund Transfer for \$400.00 to the Tax Map account, Fin Com Chairman Cullett second, 4-0. The contract for CAI Technonogies was increased after ATM.

Chairman Cullett motion to adjourn at 7:33 p.m. Fin Com member Haupt second, 4-0. Finance Committee meeting was adjourned at 733 p.m.

**Item 12: Discussion on description of Accounting Department:** Selectman Haupt mentioned that the financial team has a meeting at the end of the month and Eric may not resign as our Accountant. The updated job description needs an annual salary range before it can be advertised. Job description was placed on hold.

**Item 13: Discussion and possible vote on “Town Web” Website Company to host Peru’s website:** TA Walker mentioned that the contract for Town Web expired on February 28, 2026. She was able to reactivate the contract if she signed the new contract that day. Since the BOS had already voted on accepting Town Web as the town website, TA Walker signed the new proposal. Town Web extended the contract from 4 years to 5 years and kept the annual cost of \$1,500.00 per year. Town Web is ready to begin switching over from CivicPlus .

**Item 14: Discussion and possible vote to Re-Appoint Tina Barrington as Board of Registrar:** Selectman Munch motion to re-appoint Tina Barrington, Selectman Haupt second, 3-0.

**Item 15: Discussion and possible vote to Re-Appointment Sharon Greule as Assistant Board of Registrar:** Selectman Haupt motion to re-appoint Sharon Greule, Selectman Leach second, 3-0.

**Item 16: Review and Approve accounts payable, Treasury Warrants, Payroll Warrants:** V19-2026

**Item 17: Public Input:** N/A

**Item 18: Adjourn:** Selectman Leach made a motion to adjourn 3/16/2026 BOS Meeting, Selectman Haupt second, vote 3-0. The 3/16/2026 BOS Meeting adjourned at 7:55 P.M.

**Articles used:**

- 3/2/2026 minutes
- Warrant V19-2026
- MGL C.40, Sec 21(D)
- Letter from Assessors
- Budget requests
- Town Web contract
- Re-appointment letters for Tina Barrington and Sharon Greule
- FY27 Spreadsheet
- Titan Roofing, Inc new quote
- CMRK Inc, MOU
- FREE CASH Certification

*Terry Walker*  
*Recording Secretary*

Verne Leach, BOS Chairman

Samuel Haupt, Selectman

Edward Munch, Selectman

Date Approved: 3/30/26

Bruce Cullett, Chairman Finance Committee \_\_\_\_\_

Paul Hickling, Fin Com \_\_\_\_\_

Doug Haskins, Fin Com \_\_\_\_\_

Brandon Mascolo, Fin Com \_\_\_\_\_

Samuel Haupt, Fin Com \_\_\_\_\_

Date Approved: \_\_\_\_\_

Received 4-3-2026  
Kim Leach, Town Clerk

Commonwealth of Massachusetts  
William F. Weld, Governor  
A. Paul Cellucci, Lt. Governor

Massachusetts Executive Office  
of Communities & Development

**A GUIDE FOR USING  
NON-CRIMINAL DISPOSITION  
FOR BY-LAW ENFORCEMENT**

*This manual was initially produced under a cooperative arrangement between the Town of Canton, Massachusetts and the Incentive Aid Program of the Massachusetts Executive Office of Communities and Development. (revised edition - June, 1991)*

**A GUIDE FOR USING  
NON-CRIMINAL DISPOSITION  
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Commonwealth of Massachusetts  
William F. Weld, Governor  
A. Paul Cellucci, Lieutenant Governor

Executive Office of  
Communities and Development  
revised edition - June, 1991

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## APPENDICES

Appendix A	Text of MGL, Chapter 40, Section 21D
Appendix B	Interpretation of Non-Criminal Disposition Statute
Appendix C	Proposed Amendment to General Town By-laws Sample Amendment to Zoning By-law Sample Amendment to Board of Health Regulations
Appendix D	Non-criminal disposition citation form
Appendix E	Provisions subject to non-criminal enforcement (Concord, MA)
Appendix F	Procedures Guide for implementing non-criminal disposition
Appendix G	Citation Tracking Form

## INTRODUCTION

In 1977, legislation was adopted (c. 401: 1977) which inserted a new section into the General Laws (MGL, c. 40, s. 21D) authorizing cities and towns to provide for the "non-criminal disposition" of violations of ordinances, by-laws, rules and regulations.

This manual was first issued in 1987 as an outgrowth of a study conducted under an Incentive Aid grant awarded by the Massachusetts Executive Office of Communities and Development to the towns of Canton, Avon, Sharon, and Stoughton, to determine the feasibility of adopting the non-criminal disposition statute and to design a plan for its implementation. Attorney Michael Curran conducted the study for the four towns, and is the primary author of this manual.

During the course of that study, it became evident that the guidelines being developed had broad and general application to all Massachusetts cities and towns, and that the implementation procedures being developed would be useful to many communities.

This revised version is being issued in 1991 to address a major change in the law, allowing fines for non-criminal violations to be collected by cities and towns. Much of the original manual text advising communities on the process to follow in adopting the non-criminal process remains the same, with appropriate updating to reflect the change made by Chapter 470 of the Acts of 1990.

READER'S NOTE: In preparing this manual, rather than refer continuously to "by-law or ordinance," the term "by-law" is generally used. As the reader is doubtlessly aware, the actions of town or city councils are referred to as "ordinances." While use of one term or the other may serve to identify the legislative body adopting the measure, in all other respects, the enactments are of the same force.

#### ORGANIZATION OF THIS MANUAL

On the pages which follow, a series of questions are posed, and answers provided, which are designed to guide the reader through the statute and to those points of greatest interest.

Some readers may wish to start at the beginning and read the material through as presented, while others may find it more useful to their purposes to focus on their particular inquiries regarding the use of the non-criminal procedure. It is hoped that this format will best suit the needs of both types of readers.

## 1. WHAT DOES NON-CRIMINAL DISPOSITION MEAN?

Unless your community has accepted the provisions of MGL, c. 40, s. 21D, the method (with limited exceptions) by which your local 'laws' are enforced is through a **criminal complaint** procedure in the district court. This process is slow, cumbersome, and in the minds of many municipal officials, "more trouble than it is worth." As a consequence of this rather widely held view, municipal officials seek to enforce the provisions of local laws through court action only as a last resort, usually confined to cases of the most extreme, blatant, or offensive violation circumstances.

From the point of view of the judiciary, processing complaints for violations of municipal 'laws' must, unfortunately, compete with a myriad of other criminal and civil matters of varying complexity and severity. Court calendars are necessarily burdened by the broad scope of the judiciary's duties. The availability of the 'non-criminal disposition' process alleviates to a great degree the involvement of court personnel, thus enabling municipal officials to provide effective, consistent enforcement of their local by-laws.

'Non-criminal disposition' takes the stigma of the criminal complaint process out of the local enforcement effort, and obviates, in a majority of cases, the need to 'prove' a case in a trial setting. Instead, these local laws may be enforced by a process similar to that used for payment of parking fines, a process with which most people are familiar.

Use of the 'non-criminal' procedure allows a local enforcement person to write a 'ticket' which sets a specific sum of money to be paid as a penalty for the violation of the by-law. The penalty is paid to the city or town clerk\*, or the offender may request a district court hearing to be held on the matter. The request for a hearing must be made within twenty-one days following the date the ticket is issued.

The process is reduced in its complexity for all concerned -- the local enforcement person, the offender, and district court personnel. Fines paid by the offender are deposited in the municipal treasury.

## **2. WHAT IS THE AUTHORITY FOR THIS PROCEDURE?**

In 1977, the legislature inserted a new section "21D" into Chapter 40 of the Massachusetts General Laws, authorizing municipal governments to use a non-criminal procedure as an alternative method to enforce their local 'laws.' The statute set out in very specific terms the procedures to be followed, but does permit broad discretion on the part of the municipality to determine the number and variety of offenses which might be punished through this process. (For a complete text of the statute, see **Appendix A.**)

\* new payment procedure authorized by amendment of c. 40, s. 21D by Chapter 470 of the Acts of 1990, effective March 29, 1991.

### 3. WHAT IS MEANT BY THE TERM 'ENFORCING PERSON'?

The statute provides that 'enforcing persons' may be designated for specific provisions of local by-laws or regulations. For example, the dog officer would be designated an enforcement person for the purposes of the animal control by-law, the building inspector (zoning enforcement officer) would be designated an enforcement person for the purposes of the zoning by-law, and the health agent (or board of health members) would be designated as an enforcement person(s) for the purposes of regulations adopted by the board of health. In most cases, police officers would also be authorized to enforce the same provisions of local by-laws, rules and regulations by this method. Other appropriate personnel of the town would be designated as enforcement persons for those particular provisions of local by-laws, rules or regulations for which they have primary responsibility.

### 4. WHAT LOCAL 'LAWS' CAN BE ENFORCED BY THIS METHOD?

The statute provides that any ordinance or by-law, or any rule or regulation of any municipal officer, board or department, the violation of which is subject to a specific penalty, may be enforced by this method. Examples of local laws enforced by non-criminal disposition may be found in **Appendix E** of this manual, but there may be in any municipality special local laws which lend themselves to enforcement under these provisions.

## 5. ARE ANY OTHER STATE LAWS INVOLVED?

Yes. Three state laws now require cities and towns to have citations available for the non-criminal enforcement of violations relating to:

- o statutes governing the operation of bicycles (c. 85, ss. 11A & 11B)
- o state pedestrian control regulations (c. 90, s. 18A)
- o state "anti-littering" law (c. 270, s. 16).

## 6. HOW IS THE STATUTE IMPLEMENTED?

In order to take advantage of this non-criminal procedure, a city or town must first adopt a by-law or ordinance authorizing its use. The by-law must, in addition, specify if the use of the procedure is to be mandatory or only one option available. The by-law must also specify:

- o who the enforcing persons are to be; and
- o the specific penalty to be applied for violations of each provision.

A sample implementing by-law, which incorporates these requirements, is included in this manual as **Appendix C**.

Prior to the by-law's adoption, it will be necessary to secure approval of the state's District Court Department for the non-criminal citation form. In January, 1991, the District Court Department approved the sample citation form included as **Appendix D** of this manual.

These two steps:

- implementation of a by-law authorizing the non-criminal method of enforcement and specifying the penalties to be enforced for each by-law violation, and
- securing approval of the District Court Department for the citation form

must be completed before non-criminal disposition procedures can be implemented locally. A detailed process leading to implementation is described under **8. HOW DO WE BEGIN?** beginning on page 8 of this manual.

## **7. WHAT LOCAL 'LAWS' ARE MOST COMMONLY ENFORCED BY THIS METHOD?**

Communities are using the non-criminal process to enforce a variety of local laws and regulations ranging from trash disposal violations to failure to remove snow and ice from sidewalks. Coastal towns are enforcing shellfish regulations by this method. Other common areas of use include: animal control laws; 'police' regulations (e.g., false burglar alarms, public consumption of alcoholic beverages, littering); and violations of zoning by-laws (e.g., sign provisions, storage of 'junk' motor vehicles). Several communities with "no smoking" restaurant bans are enforcing this rule with establishment of a non-criminal fine.

The statute, appropriately, allows each community to determine for itself those local laws which are best enforced by this method.

## 8. HOW DO WE BEGIN?

a. Determination of Local Interest - The first step in the implementation process is to determine the extent of local interest in having this procedure available as an alternative method of enforcement. This fact should be stressed at any initial meeting held on "21D" implementation; if adopted, it will be another method to be used to secure enforcement of local by-laws. Making this method of enforcement available leaves in place all other existing enforcement methods; in no way is it to be construed as a substitute method which must be used instead of any other available method. If "21D" is implemented, it provides another option to be used at the discretion of the enforcing person.

It is recommended that a meeting be held which would include representation, at a minimum, from the police department, building inspector's office, board of health, conservation commission, the town counsel and the animal control (dog) officer. If in a shore community, the harbormaster, shellfish wardens, and wharfingers might also be invited. Any other local officials who might have special or unusual enforcement responsibilities should also be invited. The meeting should be used to review "21D" and make some determination as to whether or not the town sees any benefits in its adoption.

Perhaps these questions might be posed:

Are there local by-laws which are not being enforced because:

- they do not seem to merit citations as criminal offenses?
- the criminal procedure involved in prosecuting offenses is too complicated to justify its use except in extraordinary cases?
- municipal officials do not have the time to spend preparing a case and appearing in court to prosecute it, and still be able to perform their primary responsibilities?

If any of these are answered in the affirmative, they should serve as a beginning for the development of a list of offenses which might be specifically applicable to the "21D" enforcement procedure.

b. Identification of Sections - If the preliminary meeting on the subject has produced affirmative answers to the questions above, the meeting might adjourn with an agreement that each participant review the by-laws or regulations for which their office is primarily responsible, keeping in mind the matters discussed at the first meeting. After allowing time for each person involved to conduct this review and prepare a preliminary list of specific sections, along with a recommendation of the penalties to be imposed for violations, a second meeting should be held to review and compare the compiled lists.

This meeting should lead to some preliminary conclusions regarding the scope and variety of by-laws that might be included under the "21D" procedure, the penalties to apply, and identification of appropriate enforcing personnel.

c. Preliminary Draft By-law - The town counsel, or some other attorney chosen for the purpose, should be able to prepare a draft by-law incorporating all of the ideas and concepts discussed and decided upon at the previous meetings held on the subject. The counsel may also wish to speak individually with officials in departments who will have enforcement responsibilities, to assure complete understanding of all provisions to be included in the draft by-law.

d. Review Session - After the draft has been completed and circulated among all the affected departments and individuals, an additional meeting should be held for comment and criticism of the draft. It might be a good idea to open this session by special invitation to the finance (warrant or advisory) committee, in particular, and the public in general for comment. Time spent at this stage to explain the rationale behind the implementation of "21D" will be of immeasurable advantage when the matter is ultimately put to the town meeting for adoption.

At this point, it might be beneficial to consider if the by-law might be submitted for enactment in several stages, i.e., that only the portion relating to enforcing one or two segments (e.g., general 'police' regulations and/or health regulations) be adopted first, with other segments to follow as the town gains experience in the use of the procedure, and the public grows more aware of this new enforcement option.

e. Final Draft, Adoption - Following this meeting, a final draft of the proposed by-law should be prepared incorporating all of the relevant comments and criticisms raised at the review session. This draft should then be submitted to the town meeting, by appropriate warrant article, for enactment.

f. Post-Enactment Steps - Following adoption by the town meeting and submission to the department of the attorney general for its review, final details of the implementation should be worked out with the local enforcing persons and the city or town clerk, who will be collecting the fines. The proposed citation form should be prepared and submitted through the local district court to the chief justice of the district court (District Court Department) for approval. Other forms necessary for use in the town should be prepared and distributed for such use. At this point, the town could consider adoption of a public awareness program which would precede full implementation of the "21D" procedure. Enforcing persons could issue tickets during an initial period of thirty, sixty, or ninety days stamped with the word **WARNING** and not seek any 'real' enforcement until this "acquaintance" period is completed. However, pre-existing methods of enforcement, including the criminal complaint procedure, should continue to be used as situations warrant.

A training session for all personnel who are to be enforcing persons should be held to acquaint them with the procedures to be used. This is especially important for all non-police personnel who may have responsibilities under the program. A sample procedures guide is included as **Appendix F** and may be helpful in organizing a local training session.

## 9. ARE THERE SOME GUIDELINES ON FINES?

Yes. It appears that fines in the \$25.00 - \$50.00 range may be the most effective to apply under these non-criminal procedures. It is, generally, a large enough amount for the offender to notice, but low enough so that the offender will pay the ticket and not choose to contest it. One community, which had adopted fines in the range of \$100.00 for offenses, found that a majority of its citations were being contested. The use of an ascending scale for offenses may be considered, but local officials must recognize that a fine scale will require additional administrative duties to assure that each offender's record is kept up to date, and is available for access to determine the proper charge to be applied. In establishing fines, the town counsel and enforcing personnel should review state laws which impose maximum fines for certain offenses (See, for example, c. 85, s. 11C, \$50.00 maximum - bicycle violations; c. 90, s. 18A, \$2.00 maximum - pedestrian control violations; c. 140, s. 173A, \$50.00 maximum - dog violations; and c. 270, s. 16A, \$50.00 maximum - littering violations.)

## 10. WHAT TYPE OF FORMS DO WE NEED?

a. CITATION FORMS: The town will need citation forms to be used by the enforcing persons. A copy of the form approved by the state's District Court Department is attached as **Appendix D**. The statute requires that the forms be prepared in triplicate: one for the offender; one for the municipality; and

one for the district court. The municipality might want to have the town copy printed on card stock in order to facilitate the organization of a permanent file. Or, the town could have the forms printed in sets of FOUR, so that the enforcing person/department could also keep a copy. This approach would be useful if an "ascending fines" policy is adopted.

In addition to the description of the incident recorded on the citation form, enforcement persons (other than police officers) should be directed to keep their own notes or a memorandum concerning the incident. Should a hearing be requested by the person cited, these notes will be needed. The importance of a contemporary record of the events and circumstances leading to the issuance of the citation cannot be stressed too strongly.

The list of provisions subject to enforcement under the non-criminal procedure and the schedule of fines to be applied for violations should be contained in the citations book for ready reference by enforcing persons. A sample of the list from the citation book used in the town of Concord is included as **Appendix E**.

b. INSTRUCTION SHEETS: A set of detailed instructions should be issued, particularly designed to guide the non-police enforcement personnel who will be authorized to issue citations. A sample set of such instructions, based on materials from several towns, is included as **Appendix F**. These instruction sheets, tailored to the needs of the town, while useful and desirable, should only be considered as a supplement to actual 'hands-on' training held prior to the implementation of the program and on an ongoing, periodic basis.

c. **DOCKET LISTING:** A list of all citations issued, the date of issuance, the date by which either the fine is payable or the offender has to request a district court hearing, and action taken, should be kept by one coordinator for the town. Regular communication between the city or town clerk, who is receiving the fines, and the local police prosecutor (who is usually in close contact with the district court) should be maintained. Tracking the citations is necessary for accurate follow-up. A sample of the form used for this purpose in Barnstable is attached as **Appendix G.**

This list will be used to note when a request for a hearing is made, and to arrange for the town's case to be ready on the date set for the hearing by the court. It will be used to note when payments have been made, thus disposing of the matter. It will also be used to keep track of those citations issued for which there is neither a request for a hearing on file, nor is payment made.

#### **11. WHAT OPTIONS ARE AVAILABLE TO THE OFFENDER?**

The citation which is issued contains on its face (see **Appendix D**) all of the information which the offender requires in order to avail himself of the options available to him.

Within 21 calendar days following the date the citation is issued, the offender may:

- appear in person at the city/town clerk's office to pay the fine; or
- pay the prescribed fine to the city/town clerk by mail (check, money order, or postal note); or
- request a hearing from the district court on the citation. This request must be made in writing.

#### **12. WHAT HAPPENS IF THE FINE IS PAID?**

Payment of the fine, either in person or by mail, operates as final disposition of the case. The city or town clerk is required to notify the district court when the fine is paid (see C. 470, Acts of 1990).

#### **13. WHAT HAPPENS IF THE OFFENDER HAS NOT PAID THE FINE OR REQUESTED A HEARING?**

Before seeking to issue a criminal complaint when there has been a failure to respond to the non-criminal process described above, and where the enforcement person is not a police officer, it is suggested that the enforcement person and police prosecutor (or designated local coordinator)

meet and review in detail the incident leading to the citation. The prosecutor (coordinator) might also want to consult with the police chief and/or the department head involved to determine if notes kept on the incident are sufficient to warrant follow-through as a criminal matter. If the community believes it has the necessary evidence to proceed, bringing the matter to court as a criminal action should follow. Depending on the volume of non-criminal citations issued, which are subject to a hearing requested by the offender or on which the town chooses to pursue a criminal complaint, it might be desirable to establish a schedule for holding such hearings with the district court, both for the court's convenience, and the convenience of municipal personnel who may need to attend the hearing(s).

#### **14. WHAT HAPPENS IF A HEARING IS REQUESTED?**

If a hearing is requested, it may be held before a judge of the court, the clerk magistrate, or an assistant clerk, as the court may determine in any particular case. If the court finds that the offense was not committed, or that the person appearing did not commit it, the matter will be dismissed. If the court finds that the offense cited was committed by the offender, such person may then pay the fine and the matter is still disposed of under these non-criminal procedures (no probation record kept of the proceeding). Should the offender still refuse to pay, the matter then must be pursued by the town as a criminal matter.

## **APPENDICES**

Appendix A - text; M.G.L., c. 40, s. 21D

Appendix B - Interpretation of Non-Criminal Disposition Statute

Appendix C - Sample Amendment to General By-laws  
Sample Zoning By-law Amendment  
Sample Amendment to Board of Health Regulations

Appendix D - Approved Citation Form

Appendix E - Provisions of Concord, MA by-laws subject to  
non-criminal disposition method of enforcement

Appendix F - Procedures Guide: Implementing Non-Criminal Disposition

Appendix G - Citation Tracking Form

## APPENDIX A

### TEXT OF MGL, CHAPTER 40, SECTION 21D; NON-CRIMINAL DISPOSITION STATUTE

#### **40:21D. Noncriminal disposition of ordinance, by-law, or municipal rule and regulation violations.**

Section 21D. Any town may by ordinance or by-law not inconsistent with this section provide for noncriminal disposition of violations of any ordinance or by-law or any rule or regulation of any municipal officer, board or department the violation of which is subject to a specific penalty.

Any such ordinance or by-law shall provide that any person taking cognizance of a violation of a specific ordinance, by-law, rule or regulation which he is empowered to enforce, hereinafter referred to as the enforcing person, as an alternative to initiating criminal proceedings shall, or, if so provided in such ordinance or by-law, may, give to the offender a written notice to appear before the clerk of the district court having jurisdiction thereof at any time during office hours, not later than twenty-one days after the date of such notice.

Such notice shall be in triplicate and shall contain the name and address, if known, of the offender, the specific offense charged, and the time and place for his required appearance. Such notice shall be signed by the enforcing person, and shall be signed by the offender whenever practicable in acknowledgement that such notice has been received.

The enforcing person shall, if possible, deliver to the offender a copy of said notice at the time and place of the violation. If it is not possible to deliver a copy of said notice to the offender at the time and place of the violation, said copy shall be mailed or delivered by the enforcing person, or by his commanding officer or the head of his department or by any person authorized by such commanding officer, department or head to the offender's last known address, within fifteen days after said violation. Such notice as so mailed shall be deemed a sufficient notice, and a certificate of the person so mailing such notice that it has been mailed in accordance with this section shall be prima facie evidence thereof.

At or before the completion of each tour of duty, or at the beginning of the first subsequent tour of duty, the enforcing person shall give to his commanding officer or department head those copies of each notice of such a violation he has taken cognizance of during such tour which have not already been delivered or mailed by him as aforesaid. Said commanding officer or department head shall retain and safely preserve one copy and shall, at a time not later than the next court day after such delivery or mailing, deliver the other copy to the clerk of the court before which the offender has been notified to appear. The clerk of each district court and of the Boston municipal court shall maintain a separate docket of all such notices to appear.

Any person notified to appear before the clerk of a district court as hereinbefore provided may so appear and confess the offense charged, either personally or through a duly authorized agent or by mailing to the city or town clerk of the municipality within which the violation occurred together with the notice such specific sum of money not exceeding three hundred dollars as the town shall fix as penalty for violation of the ordinance, by-law, rule or regulation. Such payment shall if mailed be made only by postal note, money order or check. Upon receipt of such notice, the city or town clerk shall forthwith notify the district court clerk of such payment and the receipt by the district court clerk of such notification shall operate as a final disposition of the case. An appearance under this paragraph shall not be deemed to be a criminal proceeding. No person so notified to appear before the clerk of a district court shall be required to report to any probation officer, and no record of the case shall be entered in any probation records.

Such hearing shall be held before a district court judge, clerk, or assistant clerk, as the court shall direct, and if the judge, clerk, or assistant clerk shall, after hearing, find that the violation occurred and that it was committed by the person so notified to appear, the person so notified shall be permitted to dispose of the case by paying the specific sum of money fixed as a penalty as aforesaid, or such lesser amount as the judge, clerk or assistant clerk shall order, which payment shall operate as a final disposition of the case. If the judge, clerk, or assistant clerk shall, after hearing, find that violation alleged did not occur or was not committed by the person notified to appear, that finding shall be entered in the docket, which shall operate as a final disposition of the case. Proceedings held pursuant to this paragraph shall not be deemed to be criminal proceedings. No person disposing of a case by payment of such a penalty shall be required to report to any probation office as result of such violation, nor shall any record of the case be entered in the probation records.

If any person so notified to appear before the clerk of a district court fails to pay the fine provided hereunder within the time specified or, having appeared, does not confess the offense before the clerk or pay the sum of money fixed as a penalty after a hearing and finding as provided in the preceding paragraph, the clerk shall notify the enforcing person who issued the original notice, who shall determine whether to apply for the issuance of a complaint for the violation of the appropriate ordinance, by-law, rule or regulation.

As used in this section the term "district court" shall include, within the limits of their jurisdiction, the municipal court of the city of Boston and the divisions of the housing court department of the trial court.

The notice to appear provided for herein shall be printed in such form as the chief justice of the municipal court of the city of Boston shall prescribe for said court, and as the chief justice of the district courts shall prescribe for the district courts. Said notice may also include notice of violations pursuant to section eleven C of chapter eighty-five, section eighteen A of chapter ninety, section sixteen A of chapter two hundred and seventy, and section one hundred and seventy-three A of chapter one hundred and forty. Any fines imposed under the provisions of this section shall enure to the city or town for such use as said city or town may direct. This procedure shall not be used for the enforcement of municipal traffic rules and regulations. Chapter ninety C shall be the exclusive method of enforcement of municipal traffic rules and regulations.

## Appendix B

### Interpretation of the Non-Criminal Disposition Statute:

Section 21D provides an alternative method to obtain compliance with the provisions of municipal ordinances, by-laws, rules and regulations. Without the non-criminal disposition procedure available, towns can enforce local by-laws only through the issuance of a criminal complaint in the District Court. To prosecute violators by this method undoubtedly has a certain stigma attached to it. The net result is that many violations are not pursued in towns because of: (1) the difficulties inherent in prosecuting under these procedures; (2) the time required to prepare and present the municipality's case; and (3) a reluctance to use the procedure because of the negative image invoked by a criminal proceeding.

Section 21D, in essence, consists of two parts: (1) authorizing the use of the non-criminal procedure by adoption of a local bylaw; and (2) describing in precise detail the steps municipal officers must follow to apply the non-criminal procedure.

### The Local By-law

A by-law or ordinance authorizing the use of the non-criminal procedure must be authorized by the town.

The by-law/ordinance must provide that a person is empowered to enforce each specific ordinance, by-law, rule, and/or regulation to be enforced by this method, with the application of a specific penalty for each violation. The non-criminal procedure is available as an alternative to initiating a criminal proceeding. Remember, the local by-law must state whether the non-criminal procedure is to be an alternative or exclusive method for by-law enforcement. A maximum penalty of \$300.00 is established in c. 40, s. 21D for non-criminal violations.

It is not sufficient to simply vote to accept the provisions of c. 40, s. 21D in order to secure the benefit of the non-criminal disposition alternative. Reasons for this are discussed below:

As a general rule, individual sections of municipal by-laws and ordinances do not provide specific penalties for violations of their

provisions. Prior to the insertion of section 21D in the state's laws, the penalty to be imposed for a violation would be determined by the court. Thus, many present by-laws provide only in a general way the penalty for violations. In Stoughton, for example, the by-law in effect in 1985 stated: "The penalty of any violation of these by-laws shall, when not otherwise provided for, be the forfeiture and payment for each offense of a fine not exceeding \$50.00." Similar language was found in several other towns, including Canton (\$20.00 maximum penalty); Sharon (\$50.00 maximum), and Avon (\$200.00 maximum).

(NOTE: It would seem desirable for each town to amend its provisions to permit imposition of the highest fine legally permissible and not to impose fines at limits which, in today's economic terms, are so low they fail to serve as an economic deterrent.)

As a general rule, individual sections of municipal by-laws and ordinances do not specify who is to be responsible for enforcing the by-laws' provisions. Although this may not be necessary when enforcement is always a criminal prosecution (and it is assumed it will be by police officers), for the purpose of the non-criminal procedure, the enforcing individual(s) must be specified. In some instances, the by-law might note any other officers and employees, in addition to the primary enforcing person, who are authorized to issue citations for violations of a particular by-law.

While the language of the statute is not crystal clear, it appears from the experience of communities using this procedure that it is best to specifically enumerate in each applicable by-law provision:

- if the non-criminal procedure is to be available;
- if the non-criminal procedure is optional or mandatory;
- which town officers and employees are designated as enforcing persons;
- the specific penalty to be applied for violations of the section.

For example:

"No person shall place, throw or deposit any trash, bottles or cans, refuse, scrap or other waste material of any kind on or in any public way or place within the town, or within twenty yards thereof. Violations of this section may be enforced, in the manner provided in MGL, c. 40, s. 21D, by any police officer, the building inspector, or by the health agent of the town. A penalty of \$25.00 shall be imposed for each violation of this section. Each day on which a violation exists shall be deemed to be a separate violation of this section."

As a practical matter, unless the town's by-laws are to be completely rewritten at the time the non-criminal disposition alternative is inserted, it will likely be more expedient to insert one new section into the town by-laws authorizing use of the procedure, and, by reference to existing sections, identify the enforcing persons and penalties to be applied. For example:

"Violation of the following by-law sections may be enforced in the manner provided in MGL, c. 40, s. 21D; for the purpose of this section, the specific penalty which is to apply for violation of each such section shall be as listed below and the municipal officers or employees whose titles are listed under each section shall be deemed to be enforcing officers for each such section."

Article 1, Section 1 - Smoking in a Public Place

Penalty: \$25.00

Enforcing Persons: Police Officers, Health Agent

Article 1, Section 2 - Zoning By-law

Penalty: \$100.00

Enforcing Persons: Building Inspector, Police officers

(etc.)

In certain cases, it may be deemed undesirable to ever use the criminal route for enforcing specific by-law provisions, and in such cases, it is suggested, that the word "shall" might be substituted for the word "may" in the first sentence as set out above. It should be noted, however, that such action may leave no way to enforce the law should the offender fail to respond to the non-criminal citation. (See the remedy provided in c. 90, s. 18A for failure to respond in those cases).

The main feature of section 21D addresses the specific procedures to be followed in order to use the non-criminal enforcement option. These provisions are summarized below:

1. A written notice is to be given to the person charged with the violation (the offender). Whenever practicable, the notice shall be signed by the offender. If it is not possible to give a notice to the offender at the time and place of the violation, it may be mailed to the person's last known address within the next fifteen days following the offense.
2. The notice shall direct the offender to appear before the municipal clerk at any time during ordinary office hours within the 21 days following the date of the notice.

Appendix B (continued)

3. In lieu of appearing before the municipal clerk, the offender may pay, by mail, the specific sum of money as stated on the notice as the penalty for that violation. Payment is the final disposition of the case.
4. As an alternative, the offender may request in writing a hearing on the violation within 21 days following receipt of notice of the violation. The hearing may be held before a judge, a clerk, or an assistant clerk, as the court may direct. If, at the hearing, it is found that the offender did commit the violation, the matter may still be disposed of by having the offender pay the set fine. If the finding is that the offense was not committed, or that the charged offender did not commit it, that finding is entered as the final disposition of the case.
5. If the offender does not appear, or does not pay the penalty, either by confessing, or, after a finding by the court, the court must notify the enforcing officer who wrote the original notice who must then determine whether to seek a criminal complaint.
6. The forms used are to be (at least) in triplicate:
  - 1 to the offender;
  - 1 to the department citing the violation;
  - 1 to the court.

The forms must be approved by the Chief Justice of the District Courts (see form attached as **Appendix D**). (Chief justices of the state's Housing Courts must approve forms to be used in that venue.)

The form is to contain space for:

- the name and address (if known) of the offender;
  - the specific offense charged;
  - time and place to pay fine or request hearing;
  - signature of enforcing officer;
  - signature of the offender.
7. At or before the completion of each work day (or at the beginning of the next one), the enforcing officer shall deliver to his department head copies of the notices he has written. One copy shall be kept by the issuing department and one shall be delivered to the district court.

NOTE: Provisions of other state laws allowing non-criminal disposition of violations include: state and local laws and regulations relating to the registration, equipment, and operation of bicycles (c. 85, s. 11C); local pedestrian control violations (c. 90, s. 18A); motor vehicle parking regulations (c. 90, s. 20A); and the state's "anti-littering" law (c. 270, s. 16A). Specific provisions of these laws should be reviewed to determine if the city or town is enforcing these laws by application of fines as determined by state law, etc.

APPENDIX C

PROPOSED AMENDMENT TO GENERAL TOWN BY-LAWS

ARTICLE I

SECTION 1 - ENFORCEMENT

a) Criminal Complaint

Whoever violates any provision of these by-laws may be penalized by indictment or on complaint brought in the district court. Except as otherwise provided by law and as the district court may see fit to impose, the maximum penalty for each violation, or offense, brought in this manner, shall be three hundred dollars.

b) Non-criminal disposition

Whoever violates any provision of these by-laws, the violation of which is subject to a specific penalty, may be penalized by a non-criminal disposition as provided in General Laws, Chapter 40, section 21D. The non-criminal method of disposition may also be used for violations of any rule or regulation of any municipal officer, board, or department which is subject to a specific penalty.

Without intending to limit the generality of the foregoing, it is the intention of this provision that the following by-laws and sections of by-laws are to be included within the scope of this subsection, that the specific penalties as listed here shall apply in such cases and that in addition to police officers, who shall in all cases be considered enforcing persons for the purpose of this provision, the municipal personnel listed for each section, if any, shall also be enforcing persons for such sections. Each day on which any violation exists shall be deemed to be a separate offense.

GENERAL BY-LAWS

Article X

Section 10	Fireworks, etc.	\$50.00
Section 12	Rude, indecent speech or behavior	\$50.00
Section 13	Loitering	\$50.00
Section 20	Curfew	\$50.00
Section 21	Dumping refuse on private property, without permission (Health Agent)	\$50.00
Section 22	Anti-noise regulations (Health Agent)	\$50.00

Section 23	Junk Automobiles, etc.	\$20.00
Section 25	Invasion of Privacy	\$50.00
Section 26	Numbering of Buildings (Building Inspector, Fire Chief, Health Agent)	\$50.00
Section 27	Distribution of commercial advertising materials	\$50.00
Section 28	Discharge of firearms	\$50.00
Section 29	Public consumption of alcoholic beverages	\$50.00

Article XV

Snow and Ice removal (Fire Chief)	\$25.00
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Article XVI

Regulation of Boating (Harbormaster)	
1st offense	\$ 20.00
2nd offense	\$ 50.00
3rd offense	\$100.00
4th and subsequent offenses	\$200.00

## SAMPLE AMENDMENT TO ZONING BY-LAW

## SECTION XIII: B. ENFORCEMENT

(2) Non-criminal disposition - In addition to the procedures for enforcement as described above, the provisions of this zoning by-law may also be enforced, by the building inspector, by non-criminal complaint pursuant to the provisions of MGL c. 40, s. 21D. Each day on which a violation exists shall be deemed to be a separate offense. The penalty for violation of any provision of this by-law shall be: \$25.00 for the first offense; \$50.00 for the second offense; \$100.00 for the third offense; and \$200.00 for the fourth and each subsequent offense.

## SAMPLE AMENDMENT TO BOARD OF HEALTH REGULATIONS

CHAPTER XVII - Penalties - Board of Health Regulations

(a) Criminal Complaint - Whoever violates any provision of these rules and regulations may be penalized by indictment or on complaint brought in the District Court. Except as may otherwise be provided by law, and as the district court may see fit to impose, the maximum penalty for any violation of these provisions shall be \$300.00 for each offense.

(b) Non-criminal Disposition - Whoever violates any provision of these rules and regulations may, in the discretion of the Health Agent (members of the Board of Health), be penalized by a non-criminal complaint pursuant to the provisions of MGL chapter 40, section 21D. For the purpose of this provision the penalty to apply in the event of a violation shall be as follows: \$25.00 for the first offense; \$50.00 for the second offense; \$100.00 for the third offense; and \$200.00 for the fourth and each subsequent offense. Each day on which a violation exists shall be deemed to be a separate offense.

APPENDIX D

NONCRIMINAL DISPOSITION CITATION FORM AS APPROVED BY THE DISTRICT COURT\*

**CITY [or TOWN] OF [Name] NOTICE OF VIOLATION  
OF CITY ORDINANCE [or TOWN BY-LAW], RULE OR REGULATION**

DATE OF THIS NOTICE \_\_\_\_\_

NAME OF OFFENDER \_\_\_\_\_

ADDRESS OF OFFENDER \_\_\_\_\_

CITY, STATE, ZIP CODE \_\_\_\_\_ DATE OF BIRTH OF OFFENDER \_\_\_\_\_

MY OPERATOR LICENSE NUMBER \_\_\_\_\_ MY/VMA REGISTRATION NUMBER \_\_\_\_\_

OFFENSE: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TIME AND DATE OF VIOLATION \_\_\_\_\_  
(A.M.) (P.M.) ON \_\_\_\_\_ 19\_\_\_\_

LOCATION OF VIOLATION \_\_\_\_\_

AT \_\_\_\_\_

SIGNATURE OF ENFORCING PERSON \_\_\_\_\_ ENFORCING DEPARTMENT \_\_\_\_\_

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOREGOING CITATION

**X**

Unable to obtain signature of offender. Date Mailed \_\_\_\_\_

THE NONCRIMINAL FINE FOR THIS OFFENSE IS \$ \_\_\_\_\_.

YOU HAVE THE FOLLOWING ALTERNATIVES IN THIS MATTER:

*Either option (1) or option (2) will operate as a final disposition, with no resulting criminal record.*

(1) You may choose to pay the above fine, either by appearing in person or through a duly authorized agent, or by mailing a check, money order or postal note WITHIN 21 DAYS OF THE DATE OF THIS NOTICE to:

[City or Town Clerk]  
(Street Address)  
[City or Town, MA Zipcode].

(2) If you desire to contest this matter, you may do so by making a written request for a noncriminal hearing, and enclosing a copy of this citation, WITHIN 21 DAYS OF THE DATE OF THIS NOTICE to:

Clerk-Magistrate  
( Name ) District Court  
(Street Address)  
[City or Town, MA Zipcode]  
Attn: 21D Noncriminal Hearings.

(3) If you fail to pay the above fine or to request a hearing within 21 days, or if you fail to appear for the hearing or to pay any fine determined at the hearing to be due, a criminal complaint may be issued against you.

I HEREBY ELECT THE FIRST OPTION above, confess the offense charged, and enclose payment in the amount of \$ \_\_\_\_\_.

I HEREBY REQUEST A NONCRIMINAL HEARING on this matter.

Signature \_\_\_\_\_

\* approved by the state's District Court Department in January, 1991 for use on and after March 29, 1991 (effective date of C. 470, Acts of 1990)

APPENDIX E

TOWN OF CONCORD, MASSACHUSETTS: LIST OF PROVISIONS SUBJECT TO NON-CRIMINAL ENFORCEMENT PURSUANT TO MGL, c. 40, s. 21D

1. Bicycle Bylaw

Fine Allowed: \$1.00  
Enforcement Agent: Police Officers  
Fine Schedule: 1st offense and subsequent - \$1.00

2. Pedestrian Control Regulations

Fine Allowed: \$1.00 and \$2.00  
Enforcement Agent: Police Officers  
Fine Schedule: 1st, 2nd, 3rd offense - \$1.00  
4th, 5th, and subsequent - \$2.00

3. Taxi-cab rules and regulations

Fine Allowed: \$20.00  
Enforcement Agent: Police Officers  
Fine Schedule: 1st offense and subsequent - \$20.00

4. Smoking in Public Place By-law

Fine Allowed: \$25.00  
Enforcement Agent: Police Officers  
Fine Schedule: 1st offense and subsequent - \$25.00

5. Alcoholic Beverage By-law

Fine Allowed: \$50.00  
Enforcement Agent: Police Officers  
Fine Schedule: 1st offense and subsequent - \$50.00

6. Hunting By-law

Fine Allowed: \$50.00  
Enforcement Agent: Police Officers  
Fine Schedule: 1st offense and subsequent - \$50.00

7. Peeping By-law

Fine Allowed: \$50.00  
Enforcement Agent: Police Officers  
Fine Schedule: 1st offense and subsequent - \$50.00

8. Private Digging of Road By-law

Fine Allowed: \$50.00  
Enforcement Agent: Building Inspector  
Fine Schedule: 1st offense and subsequent - \$50.00

9. Unregistered Motor Vehicle

Fine Allowed: \$50.00  
 Enforcement Agent: Police Officers  
 Fine Schedule: 1st offense - warning;  
 2nd offense - \$25.00  
 30 days after notice; 3rd and  
 subsequent - \$50.00

10. Signs and Advertising Devices By-law

Fine Allowed: \$50.00  
 Enforcement Agent: Building Inspector  
 Fine Schedule: 1st offense - warning;  
 2nd offense - \$25.00 fine after 90  
 days notice;  
 3rd offense and subsequent - \$50.00

11. Zoning By-law

Fine Allowed: \$100.00  
 Enforcement Agent: Building Inspector  
 Fine Schedule: 1st offense - warning;  
 2nd offense - \$50.00  
 3rd offense and subsequent - \$100.00

12. Animals By-law

Fine Allowed: \$50.00  
 Enforcement Agent: Police Officers  
 Fine Schedule: 1st offense - warning;  
 2nd offense - \$25.00  
 3rd offense and subsequent - \$50.00

13. Cabins, Overnight, or Tourist By-law

Fine Allowed: \$50.00  
 Enforcement Agent: Building Inspector  
 Fine Schedule: 1st offense - warning;  
 2nd offense - \$25.00  
 3rd offense and subsequent - \$50.00

14. Conservation Land Rules and Regulations

Fine Allowed: \$100.00  
 Enforcement Agent: Police Officers  
 Fine Schedule: 1st offense - warning;  
 2nd offense - \$25.00  
 3rd offense and subsequent - \$50.00

15. Dog By-law

Fine Allowed: \$50.00  
 Enforcement Agent: Dog Officer and Police Officers  
 Fine Schedule: 1st offense - warning;  
 2nd offense - \$25.00  
 3rd offense and subsequent - \$50.00

16. Internal Combustion Engine on White Pond By-law

Fine Allowed:	\$50.00
Enforcement Agent:	Police Officers
Fine Schedule:	1st offense - warning; 2nd offense - \$25.00 3rd offense and subsequent - \$50.00

17. Motor Boat By-law

Fine Allowed:	\$50.00
Enforcement Agent:	Police Officers
Fine Schedule:	1st offense - warning; 2nd offense - \$25.00 3rd offense and subsequent - \$50.00

18. Outdoor Fire and Camping By-law

Fine Allowed:	\$50.00
Enforcement Agent:	Police Officers
Fine Schedule:	1st offense - warning; 2nd offense - \$25.00 3rd offense and subsequent - \$50.00

19. Public Parks, Ways, Playground, and Places

Fine Allowed:	\$50.00
Enforcement Agent:	Police Officers
Fine Schedule:	1st offense - warning; 2nd offense - \$25.00 3rd offense and subsequent - \$50.00

20. Snow and Recreational Vehicles

Fine Allowed:	\$50.00
Enforcement Agent:	Police Officers
Fine Schedule:	1st offense - warning; 2nd offense - \$25.00 3rd offense and subsequent - \$50.00

21. Snow and Ice By-law

Fine Allowed:	\$50.00
Enforcement Agent:	Police Officers
Fine Schedule:	1st offense - warning; 2nd offense - \$25.00 3rd offense and subsequent - \$50.00

22. Soliciting By-law

Fine Allowed:	\$50.00
Enforcement Agent:	Police Officers
Fine Schedule:	1st offense - warning 2nd offense - \$25.00 3rd offense and subsequent - \$50.00

## APPENDIX F

### PROCEDURES GUIDE: NON-CRIMINAL METHOD OF DISPOSITION FOR VIOLATION OF BY-LAWS, RULES, AND REGULATIONS

#### If issuing a citation for a non-criminal violation:

1. Explain to the offender that you believe a violation of a town by-law, rule or regulation has occurred.
2. Explain to the offender that in the exercise of discretionary power given to you as an enforcement officer for this specific provision that you intend to issue a non-criminal "ticket" (citation) rather than seek a criminal complaint.
3. Explain the procedures which are available to the offender under this process. Note that these procedures are printed on the citation form.
4. Pick up the lower end of one complete set of citation forms, and place both the cardboard cover and the metal cover beneath the set.
5. Using a ball point pen, press down hard (to assure that multiple copies are readable) and fill in the blank spaces:
  - name and address of offender
  - the designation of the specific section of the by-law, rule or regulation which was violated (e.g., Article 7, Section 7 - General By-laws). Refer to the cover of the citation book which contains a complete listing of all sections covered by non-criminal procedures.
  - enter the description of the act constituting the offense, as it is printed on the citation book cover (e.g., consumption of alcoholic beverages on public property).
  - enter the time, date, and place of occurrence
  - sign your name to the notice
  - request that the offender sign his/her name indicating receipt of a copy of the notice, explaining, if necessary, that the signature is not an admission of guilt.
  - if the offender refuses to sign, so indicate on the form.
6. Give the offender a copy of the citation, explain again the procedures to be followed; note that procedures are printed on the citation form.
7. If the offender refuses to accept the form, or if for any other reason you are unable to give a copy of the citation to the individual in person, you may mail or otherwise deliver a copy to them. (NOTE: The notice may be delivered or mailed by the enforcing person, the commanding officer, or the head of the enforcing person's department, within 15 days after the said violation to the last known address of the offender. A certificate

## Appendix F (continued)

of the person so mailing a copy shall be prima facie evidence of such mailing.)

8. Two copies of the citation (one for the district court, one for the town's records) must be dropped off at the Police Department (or with the town's designated coordinator) within twenty-four hours. It is good practice, if at all possible, to leave all citations at the police department (with the coordinator) at the end of each working day.
9. An incident report summarizing the circumstances in which you have issued each citation must be prepared by you at the time the notice of the violation is prepared. Keep this summary available until you are advised that it is no longer needed. If the offender requests a hearing, or if a criminal complaint is later sought, it will be necessary to have this a contemporary record of what happened.



<b>Part IV</b>	CRIMES, PUNISHMENTS AND PROCEEDINGS IN CRIMINAL CASES
<b>Title I</b>	CRIMES AND PUNISHMENTS
<b>Chapter 265</b>	CRIMES AGAINST THE PERSON
<b>Section 43A</b>	CRIMINAL HARASSMENT; PUNISHMENT

Section 43A. (a) Whoever willfully and maliciously engages in a knowing pattern of conduct or series of acts over a period of time directed at a specific person, which seriously alarms that person and would cause a reasonable person to suffer substantial emotional distress, shall be guilty of the crime of criminal harassment and shall be punished by imprisonment in a house of correction for not more than 2 1/2 years or by a fine of not more than \$5,000, or by both such fine and imprisonment. The conduct or acts described in this paragraph shall include, but not be limited to, conduct or acts conducted by mail or by use of a telephonic or telecommunication device or electronic communication device including, but not limited to, any device that transfers signs, signals, writing, images, sounds, data or intelligence of any nature transmitted in whole or in part by a wire, radio, electromagnetic, photo-electronic or photo-optical system, including, but not limited to, electronic mail, internet communications, instant messages or facsimile communications.

(b)(1) As used in this subsection, the following words shall have the following meanings unless the context clearly requires otherwise:

"Digitization", the creation or alteration of visual material including, but not limited to, through the use of computer-generated images, in a manner that would falsely appear to a reasonable person to be an authentic representation of the person depicted.

"Distribute", give, sell, transfer, disseminate, publish, upload, circulate, broadcast or engage in any other form of transmission, electronic or otherwise.

"Identifiable", recognizable from the visual material itself or from information offered in connection with the visual material.

"Partially nude", the exposure of fully uncovered buttocks or all or part of the human genitals or the female nipple-areolar complex.

"Publish", (i) disseminate an image with the intent that it be made available by any means to any person or other legal entity; (ii) disseminate an image with the intent that it be sold by another person or legal entity; (iii) post, present, display, exhibit, circulate, advertise or allow access to an image by any means so as to make such image available to the public; or (iv) disseminate an image with the intent that it be posted, presented, displayed, exhibited, circulated, advertised or made accessible by any means so as to make such image available to the public.

"Visual material", a photograph, film, video or digital image or recording, whether produced by electronic, mechanical or other means, or any part, representation or reproduction thereof.

(2) Whoever knowingly distributes visual material, including visual material produced by digitization, depicting another person, who is either identifiable in the visual material or identified by the distributing person, who is nude, partially nude or engaged in sexual conduct and to whom the distribution causes physical or economic injury or substantial emotional distress, and distributes such visual material with: (i) the intent to harm, harass, intimidate, threaten, coerce or cause substantial emotional distress; or (ii) reckless disregard for: (A) the likelihood that the person depicted will suffer harm, harassment, intimidation, threat, coercion or substantial emotional distress; (B) the depicted person's lack of consent to the distribution of such visual material, including material produced by digitization; and (C) the depicted person's reasonable expectation that the visual material would remain private, shall be guilty of the crime of criminal harassment and shall be punished by imprisonment in a house of correction for not more than 2 1/2 years, by a fine of not more than \$10,000 or by both such fine and imprisonment. Nothing in this section shall preclude a prosecution under section 29C of chapter 272.

(3) For the purposes of this subsection, consent to the creation of visual material shall not constitute consent to the distribution of the visual material.

(4) This subsection shall not preclude other remedies available at law or in equity including, but not limited to, the issuance by a court of competent jurisdiction of appropriate orders to restrain or prevent the distribution of visual material in violation of this subsection.

(5) Visual material that is part of any court record arising from a prosecution under this subsection shall not be open to public inspection and, unless otherwise ordered in writing by the court, shall only be made available for inspection by court personnel to a district attorney, a defendant's attorney, a defendant or a victim connected to such prosecution; provided, however, that this paragraph shall not prohibit disclosure, inspection or other use of the visual material in the underlying prosecution or any related court proceeding in accordance with applicable evidentiary and procedural rules or a court order.

(6) This subsection shall not apply to: (i) visual material involving nudity, partial nudity or sexual conduct that is voluntary or consensual and occurring (A) in a commercial setting, or (B) in a place where a person does not have a reasonable expectation of privacy; (ii) distribution made in the public interest, including the reporting of unlawful conduct; (iii) lawful and common practices of law enforcement, criminal reporting, corrections, legal proceedings or medical treatment, including telemedicine; (iv) distribution of visual material that constitutes a matter of public concern; (v) interactive computer services as defined in 47 U.S.C. 230(f)(2) for content solely provided by another person; or (vi) information services or telecommunications services as defined in 47 U.S.C. 153 for content solely provided by another person.

(c) Whoever, after having been convicted of an offense under this section, commits a second or subsequent offense or whoever commits an offense under this section after having previously been convicted of a violation of section 43, shall be punished by imprisonment in a house of correction for not more than 2 1/2 years or in a state prison for not more than 10 years, by a fine of not more than \$15,000 or by both such fine and imprisonment.



**TOWN OF PERU**  
**ASSESSORS' OFFICE**

**3 EAST MAIN ROAD – SUITE 104 - PERU, MA 01235**

**TELEPHONE # (413) 655-8312 ext. 104**

*Date!*

Dear Taxpayer,

The Assessor's Office has recently completed an audit of the town's parcels. It is the Assessors' Office's responsibility to ensure that every parcel in Peru has been assigned an appropriate street number. Prior to this initiative, approximately 1 in 3 parcels in Peru did not have a designated street number.

The address on your enclosed tax bill is the street number we currently have on file. We encourage you to use this address going forward.

If you have any questions about your assigned street number, please contact the Assessors' Office.

Thank you,

The Assessor's Office

Town of Peru

# Online Solutions to Make Your Life Easier



 **TOWNWEB® Proposal for a  
Website & Communication Platform**

Prepared for  
TOWN OF PERU, MA

Delivered on: March 09, 2026 | Submitted by: Karl Pacheco, Town Web Design, LLC | Expiring on: March 14, 2026

Town of Peru, MA  
Suite 102  
Peru, Massachusetts, 01235

Dear Terry,

Thank you for reaching out to us regarding your new municipal website needs. We appreciate the opportunity to assist you in this important endeavor.

At your municipality, you and your staff are tasked with sharing important information with your local residents. You need to keep them informed and engaged.

A municipal website is **the tool to accomplish this**. You need something that is professional-looking, easy to use, and effective in communicating with your constituents. Town Web offers the perfect solution to achieve this!

By choosing Town Web, you can take advantage of a website that is also a powerful communication tool. It is a website and software platform designed specifically for local government.

Our platform makes it easy for you to post official news and notices, community & government events, along with other department-related data. This means the activities within your other departments, such as Public Works, Zoning & Planning, Parks & Recreations, etc. can also be communicated to your local constituents.

Three things that set our solution apart from other municipal web development companies you may be evaluating:

1. Our **sole focus** is to **make your municipal life easier**. We make it easy for you to go in and post things. We make it easy for your residents to get the information they need. While your residents can always find the information on our website, we go a step further.  
*We provide you with a Communication Platform.* This means your residents can have these posts and updates sent directly to them via email or text message. Plus, it can all be posted on social media...all without any extra effort on your side!
2. Our Digital Online Solution provides a **user-friendly digital platform** for citizens to interact with their government. This platform features electronic versions of your commonly used forms. It also comes with a citizens' payment portal. This way all of your municipal services and fees can be paid online with a credit card. This innovative solution streamlines the interaction between the government and its citizens, delivering the *level of service they expect and deserve* in a post-pandemic world.
3. With our **white glove service**, you will receive exceptional support from our dedicated and friendly team. They are available 24/7 to assist with both your website and communication tool. *This comprehensive service means you do not need to burden your IT staff.* You can rely on the Town Web staff. We handle the creation of forms, workflows, and payment portals for you. This provides you with a seamless and stress-free experience.

We would like the Town of Peru, MA to take advantage of the benefits of a professional, easy-to-use, and effective municipal website and communication tool. The following pages in this proposal will show you more about the benefits you and your staff will get from Town Web.

Discover how our platform can simplify your municipal life, streamline communication with your constituents, and provide a user-friendly digital platform for online services and payments!

We also provide a detailed quote for the cost to implement this solution for your municipality. Please contact us to answer any questions. We both would love to help you take the first step towards a more efficient and effective municipal website and communication tool.

Sincerely,

Karl Pacheco  
New Client Coordinator with Town Web Design, LLC  
karl@townweb.com | Toll-Free: 877-995-TOWN (8696) | Direct Line: 608-535-5388

## THIS PROPOSAL OUTLINES THE BENEFITS OF TOWN WEB FOR THE TOWN OF PERU, MA

The way municipalities communicate with their residents has drastically changed in the past two decades. Our team has interviewed many dozens of city administrators and town clerks.

We learned that it was easier to communicate the happenings and official notices of a municipality in the late 90s. By publishing the official notices in the local newspaper and running the loop of the video recordings on the local cable access television station, everybody would know what was going on. However, things have changed.

Newspapers aren't the primary source of news like they were in the 20th century. Municipalities needed to stay current with modern methods of communication. This includes using newer technology, like text messaging, emails, and various social media avenues.

The channels of communication have multiplied. The demographics of your citizens have become more diverse. Millennials prefer to consume information differently from the Baby Boomer generation.

The challenge of local government is to provide information to **ALL** their constituents. Even if they're considered "*digital dinosaurs*" and want everything on paper and want to write checks. Or if they're "*digital natives*" and want the same information, but accessible on their phone and paying with a credit card.

Or somewhere in between for the rest.

This is precisely the challenge that your website vendor needs to solve for you. Town Web is uniquely positioned to solve this problem in a way that saves you and your staff time. Plus, it provides an online citizen portal that your citizens deserve.

The current challenge facing many local governments is the difficulty of effectively communicating with their constituents. Many current municipal websites are outdated, difficult to navigate, and lack the necessary tools to keep the local residents informed and engaged.

We hear from countless others who also have problems maintaining a municipal website independently. It's cumbersome and overly complex. Still, many others do not get the type of support or assistance they expect to be successful in maintaining the website.

This problem is even more pressing in a post-pandemic world, where citizens are increasingly expecting digital services and communication from their government. The lack of an effective website and communication tool means that local governments are not able to effectively share news and notices, community and government events, and other department-related data. This has led to a decrease in the effectiveness of public services and an overall lack of engagement with local residents.

**THIS IS WHERE TOWN WEB'S ONLINE DIGITAL SOLUTION  
HELPS YOU AND YOUR STAFF TREMENDOUSLY**

# Project Scope

Below are the steps of the website and communication platform's project scope. Also included is an individual extra option for an **Elite Web Design package**. To make the process smooth and streamlined, we recommend that your organization appoint a single person to be our designated point of contact. This person should be the individual who we can work with for coordinating any meetings, and who has the authority to approve all design and project approvals for the project milestones.



## Estimated Timeline

Depending on the quantity of content and the chosen layout and style of the website, the project can take between eight to 12 weeks.

The timeline for the Elite Web Design package adds an additional three to eight weeks to the project, depending on how quickly design sign-off is provided by your app.

The timeline for our Online Digital Solution add-on can be an additional four to eight weeks, depending on the number of departments involved and the number of forms you wish to have implemented.

## TOWN WEB'S WEBSITE COMMUNICATION PLATFORM

We approach our projects in two distinct stages, each designed to address specific needs and deliver comprehensive solutions. The first stage focuses on the development of a website and communication platform, while the second stage revolves around the implementation of online modules to support government digitalization efforts. **Stage 1 includes:**

1. Designing and developing a website layout and user interface
2. Creating and integrating content such as text, images, videos, and other multimedia
3. Setting up and configuring website hosting and domain name (including a new dot.gov domain name)
4. Setting up and configuring new email addresses
5. Optimizing a website for search engine visibility
6. Setting up contact forms, analytics, and other interactive features
7. Writing custom scripts and code for specialized needs
8. Enhancing website security and protection from malware
9. Testing and debugging the website for usability, compatibility, and responsiveness
10. Website training
11. Go Live and website handoff

### PROJECT TIMELINE

Enjoy a new site in 8 to 12 weeks!

Town Web's Select Plus Package

#### Account set-up

- Contract Terms
- Sign Electronically
- Remit Payment
- Schedule Onboarding

#### Content Management

The Data Entry team will migrate over all of the existing content from an old site.

Municipal Representative will also send in any remaining content to be added via email, Dropbox, or Google Drive.

The Account Manager will follow up with any questions and check in with status updates.

#### Gather Feedback & Apply Changes

We will meet once again via Zoom to discuss any edits or additional content needed. You may email edits or a punch-list prior to the meeting so that most changes can be completed beforehand.

Set a date to go LIVE!

#### Launch

- After final approval
- Launch the site LIVE
- Receive login credentials
- Schedule live training
- Implement emails (add-on)
- Syndicate Facebook (add-on)
- Implement HeyGov (add-on)

#### Onboarding

Conduct a team meeting via Zoom between Account Manager, Project Manager & Municipal Representative.

- Discuss new or existing domain name + branded emails
- Choose a theme & color-scheme
- Discuss needs, features, existing & future content

#### Staged Website

Your Project Manager will stage the new website on the chosen theme to create a "staged website link." This is the beginning of organizing the content, navigation & menus. We follow best practices for municipal features and navigation.

When the project is 90% complete, the Account Manager will send you this link as a proof to review and schedule a "reveal meeting" via Zoom to discuss any edits needed.

#### Finishing Touches

Ensure that the site is optimized for SEO and mobile view. Make the site loading time as fast possible. Set Google analytics to show up on Google search.

- Enable ADA widget
- Translation widget (add-on)
- Advanced search (add-on)



## (OPTIONAL) TOWN WEB'S ONLINE DIGITAL SOLUTION

For projects that include Town Web's entire Online Digital Solution, a set of additional steps come into play. These steps are executed concurrently with the project scope mentioned above and are handled by our expert team. **Stage 2 includes:**

### **Building Customized Forms:**

- Create customized forms tailored to your municipality's specific services and needs
- Gather necessary information and enable online submissions for efficient processing

### **Reservation System Development:**

- Design and develop a reservation system for municipal facilities and parks and recreation amenities.
- Enable residents to easily book and reserve these resources through your website.

### **QR Code Generation:**

- Generate QR codes for remote payments, such as boat launch permits, facility rentals, and pool passes.
- Enable residents to make secure and convenient payments using their mobile devices.

### **Workflow Implementation:**

- Establish workflows for approvals, notifications, and tracking of each form submission.
- Automate processes to streamline internal operations and enhance efficiency.

### **Secure Payment System Integration:**

- Integrate a secure payment system and payment portal for online transactions.
- Ensure the confidentiality and security of residents' financial information.

### **Plugin and Widget Development:**

- Develop plugins and widgets to embed forms and payment portals seamlessly within your website.
- Enhance the user experience by providing easy access to online services.

### **Accounting and Billing Integration:**

- Connect the payment portal with your accounting and billing package.
- Streamline financial processes and facilitate accurate record-keeping.

### **Comprehensive Training and Support:**

- Provide comprehensive training to familiarize you and your team with the integrated solution.
- Ensure you have the necessary knowledge to manage and utilize the system effectively.

### **Seamless Integration:**

- Seamlessly integrate Town Web's Online Digital Solution within your new website.
- Ensure a cohesive and consistent user experience throughout your online platforms.

### **Ongoing Technical Support and Updates:**

- Offer continuous technical support to address any issues or questions that arise.
- Provide regular updates to keep the solution up to date with the latest features and security measures.

By separating our projects into two stages and offering the option of Town Web's Online Digital Solution, we provide a comprehensive approach to meet your municipality's evolving needs. Whether you require a professional website and communication platform or seek to leverage advanced digital modules, we have the expertise and dedication to deliver solutions that empower your government to thrive in the digital age.

## ELITE DESIGN PACKAGE

For municipalities that select the Elite Web Design Package, we provide additional steps in the project's scope of work. This includes more extensive branding and design work:

1. Branding and styling design
2. Selection of premium typography/fonts
3. Development of a UX/UI (User Experience/User Interface) style guide for desktop and mobile
4. Custom illustration or iconography
5. Custom page design for the homepage
6. Custom theme design for the department homepages
7. Custom image and illustration selection
8. Custom coding of the page and theme designs into website CMS

### Discovery

Week 1

Meet via Zoom with our Creative Director. We discuss in detail your target audience and website goals.

### Developing

Weeks 5-10

We send mockup files to our development team for development. Internal pages will be designed based on the homepage style. The inside pages share the same top navigation menu, background, style, and page footer. The Data Entry team will migrate over all of the existing content from an old site. We do theme-testing to make sure the design works across all platforms, devices and browser types.

### Staging

Weeks 15-19

Project Manager will stage the new website to create a "staged website link." This is the beginning of organizing the content, navigation & menus. We follow best practices for features and friendly navigation.

### Launching

Week 20

After final approval:

- Launch the site LIVE
- Receive login credentials
- Schedule live training

### Design

Weeks 2-4

We will create 3 high-fidelity mockups of the homepage. Designed with mobile and desktop layout in mind. We will incorporate ideas, colors, photographs and typography that was discussed in the initial design interview.

Included are three (3) rounds of small design changes to make your homepage look perfect. We work on the layout, colors and typography to ensure an intuitive, yet informative design. Once a mockup is approved, we code the custom theme based on the design.

### Feedback

Weeks 11-14

We will meet once again via Zoom to discuss any edits or additional content needed. You may email edits or a punch-list prior to the meeting so that most changes can be completed beforehand. Set a date to go LIVE, unless a set date is predetermined.

### Finishing

Week 20

Ensure that the site is optimized for SEO and mobile-view. Make the site loading time as fast as possible. Set Google analytics to show up on Google search.

- Enable ADA widget
- Translation widget
- Advanced search

# Design Concept and Approach

The design concept and approach for the new website for the municipality follow a user-centric design approach. Our goal is to create a website that is easy to use and understand for all users, regardless of their background or level of technical understanding.

The design will be modern and contemporary in its look and feel while remaining highly functional and organized. It will also be mobile-friendly since a sizable and growing chunk of your municipality's demographics will be Millennials. They will want to take advantage of a solution that is mobile-optimized.

Therefore our focus will be on creating a website that is aesthetically pleasing, while also being intuitive and easy to navigate, whether viewed on a desktop or on a mobile device or tablet. Plus, it will be ADA-compliant.

## WEBSITE AND COMMUNICATION PLATFORM

Our lowest cost option for a new website and communication platform is to select from one of our readily available themes. Each of these is already designed, which saves on the cost of development and deployment. They can each be customized for your municipality by applying a new color scheme to the template and adding photographs provided by your organization. Once the project is approved, you'll work with your Project Manager and Account Manager to select a theme.

## ELITE WEB DESIGN PACKAGE - OPTIONAL

For a bespoke web design option, you can select the Elite Web Design Package as an option. You will get the "full service" for a new custom web design. This means you will also be working directly with our branding team.

This extra work includes special meetings focused specifically on design. They also include facilitated Discovery and Branding exercises that you and your stakeholders are expected to attend to give their thoughts and inspiration.

These sessions are truly a lot of fun, with a lot of engagement both from our design and branding team and also from your side. It's considered a really enjoyable portion of the design portion of a new web design project.

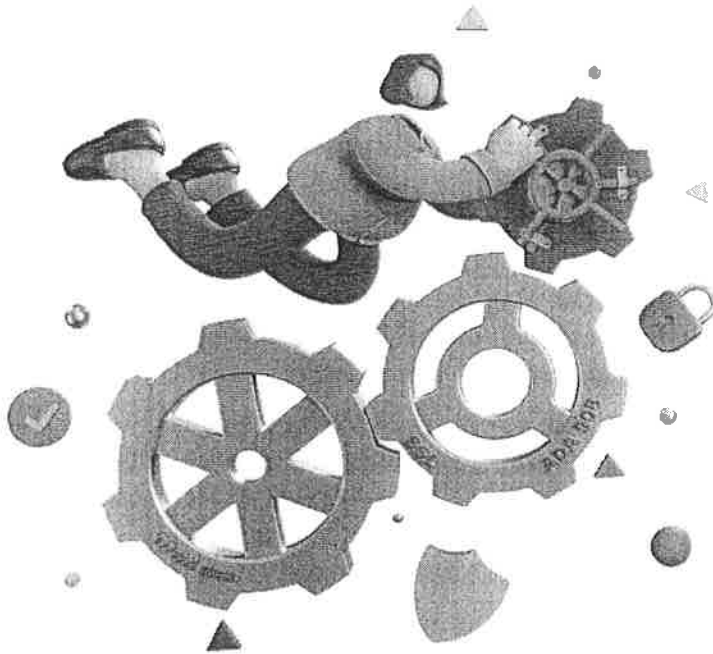
Many attendees have said time and time again "This was a lot more fun than I expected!"

These meetings guide the creation of your custom UX/UI (User Experience/User Interface) for the website. The same team will create a new style guide. The style guide will be used for the development of the desktop and mobile experiences of your new website. Our approach is an iterative process where you and your staff can provide feedback.

All work from the design and branding requires custom coding and theme development for the CMS.

# Technical Overview

One of the biggest advantages you have with choosing Town Web is that we take care of the technical needs. You don't need to consume the resources of your internal or contract IT staff. We manage and maintain the infrastructure for the service and products that we deliver to you.



## WEBSITE COMMUNICATION PLATFORM

We include all the hardware and software to manage your new Website and Communication Platform. The below list includes everything we manage and maintain on your behalf.

- Domain name management (including annual renewal)
- DNS (domain name service) service management, including MX (mail server) records
- Server maintenance (dedicated server or cloud servers)
- CMS (Content Management Service) Web hosting with a 99.9% uptime guarantee
- Database hosting
- Media file hosting (PDFs, images, and other related content)
- Site backups (including core website CMS files, media files, and database files) on a separate cloud server
- SSL (secure socket layer) certificates
- API (Application Programming Interface)

As part of our White Glove Service, you receive 24/7 Tier 1 technical support should any issues arise.

All of these requirements must be met in order to ensure that your new website is secure, reliable, and accessible to all users.

## (OPTIONAL) TOWN WEB'S ONLINE DIGITAL SOLUTION

Town Web's Online Digital Solution is a comprehensive suite of government tools designed to streamline municipal processes and reduce administrative workload. With our solution, we facilitate the transition from traditional paper-based systems to efficient online platforms, saving valuable time for municipal staff. Our platform acts as a centralized hub, connecting citizens, departments, and local businesses onto one digital platform for seamless information flow.

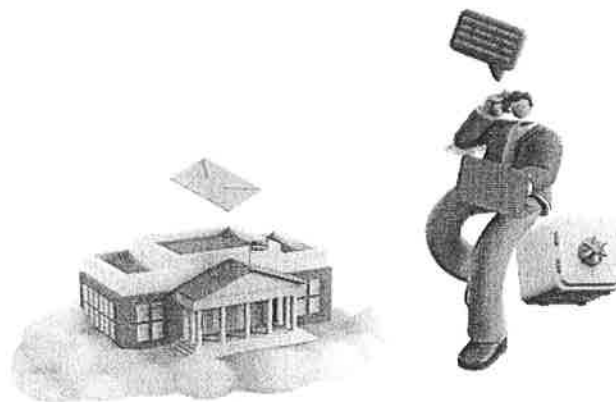
By utilizing Town Web's Online Digital Solution, you can digitize forms, licenses, and applications, eliminating the need for manual paperwork. The submitted information can easily and securely traverse your entire organization, improving communication and data accessibility. Moreover, our solution includes a convenient payment portal, enabling you to collect credit card payments for municipal fees and services online, in person, and remotely. To enhance user experience, the forms, licenses, and applications built with Town Web's Online Digital Solution can be seamlessly embedded within your website. This integration allows for streamlined data collection and provides a user-friendly interface for citizens and businesses to submit information and make payments. With our solution, you can consolidate these essential functionalities within your website, simplifying the online experience for your constituents.

Additionally, we offer the "White-Glove" Service as part of our comprehensive package. Our experienced team will provide personalized onboarding assistance and support, working side-by-side with your staff and department heads. This "Done With You Service" ensures a smooth transition and empowers your team to leverage the full potential of Town Web's Online Digital Solution.

With Town Web's Online Digital Solution, you gain a powerful toolkit to digitize processes, streamline communication, and optimize efficiency within your municipality. Our solution brings together the necessary components for effective online governance, empowering your municipality to thrive in the digital era.

### **Current Accounting and Utility Billing Integrations:**

- Banyon Data
- Caselle / CivicSystems
- GovPayNow
- MuniPay
- Workhorse Software



*Many Municipal Vendors and IT Staff have mentioned how open and easy-going it was to work with the Town Web tech team.*

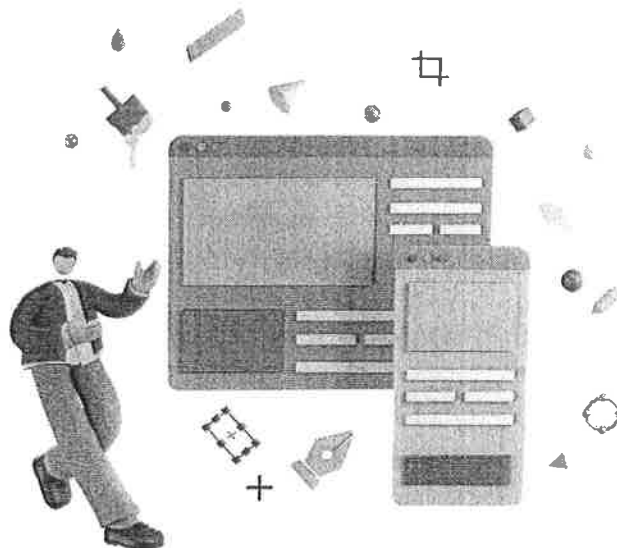
# Website and Communication Platform

## THE DASHBOARD

### (THE PART THAT YOU AND YOUR STAFF WILL ACCESS REGULARLY)

The Dashboard is the administration area of a municipal website. This is where you and your municipal staff can manage the content of your website. It contains all the easy-to-use elements required to keep your residents informed.

- **Content Management System (CMS):** A CMS allows you to create, edit, and publish content on the website. This includes posts, pages, images, files and other images.
- **User Management:** You'll be able to manage and assign roles to different users with varying levels of access to the administration area
- **Site Navigation:** A site navigation system allows staff to manage the website's menu structure and create new pages or sections as needed
- **Media Library:** A media library is a central repository for all media files used on the website, including documents and images
- **Meeting Repository:** This is a subset of the Media Library and it's focused specifically on storing documents for your municipal meetings. All agendas, agenda packets, and meeting minutes are contained in this section
- **Department & Personnel Management:** This is the "who's who" at your municipality. Each person can be a member of a department. You can easily manage a directory of your municipality by the department. It's like building an official org chart
- **Subscribers:** Your residents and interested parties can subscribe to get notifications of the topics and news that they're most interested in. They also get to choose how they want to receive notifications (as in text, email, or social media posts)
- **Calendar of Events:** Each meeting and its related documents can be linked and embedded in the day's calendar of that event. Likewise, community events and other notices can be added and viewable within the calendar. It's also possible to include facility rentals/bookings in the calendar through our Online Digital Solution
- **Emergency Alerts:** This is the specific section to use when there is the need for a specific department to make an immediate post that is delivered and visible to all residents
- **Social Media Integration:** There are many channels for people to stay notified about the happenings of your municipality. Our software makes it easy to draft a message and blast it out through various social media channels





Click the **rectangle** to play the embedded video in the online version of the proposal!

OR:

Scan the QR Code - it will take you to YouTube to see the video on your smartphone:



## THE WEBSITE

### (THE PART THAT YOUR RESIDENTS WILL VIEW)

The Web is the administration area of a municipal website. This is where you and your municipal staff can manage the content of your website. It contains all the easy-to-use elements required to keep your residents informed.

1. Your residents will have access to a modern website and communication platform
2. It will be built to be mobile-friendly and ADA compliant
3. One of the greatest advantages is that they can Subscribe to notifications
4. This lets the pick and choose the categories and topics they want to get notified about
5. They can also select how they get notified, either as a text message or email
6. Plus, these same notifications can be viewed on social media
7. With a Town Web website and Communication Platform, your residents stay informed

## ELITE WEB DESIGN PACKAGE

### THE DESIGN PROCESS

For a visually enhanced website, we'll work with you and your stakeholders on a new design. This starts with facilitated Discovery and Branding exercises which you and your stakeholders are expected to attend to give their thoughts and inspiration.

We will be working on the UX/UI (User Experience/User Interface) and branding it to your municipality's personality.

We work on the specific aspects of typography/fonts. We'll create custom illustrations or iconography to provide elements of more personality and uniqueness.

We create an appealing new design for your homepage. And also spend a great deal of time building your new pages for your department.

## Town Web's Online Digital Solution - Modules

Town Web's Online Digital Solution is a digital cloud-based software platform with a payment portal that offers various capabilities and services as described below. It's built to help municipalities reduce their workload and save time by moving their systems online. In order to make it more accessible and understandable to our customers, we've divided it into modules, and branded them all as "HeyGov"

A large benefit of Town Web's Online Digital Solution is how it connects various people, departments, and citizens onto one digital platform. At a basic level, it provides tools to draft, edit, and manage documents. The forms, licenses, and applications that are built with it can be embedded within your website. The forms can be tied to your payment system, allowing for seamless payments to be collected with each form and facilitating your bookkeeping.

### **HEYLICENCE**

HeyGov digitizes and implements a transfer and flow process of your paperwork. With the HeyLicense Module, you can receive, and process any type of municipal form, license, application, or other document such as dog licenses, building permits, operators licenses, boat launch permits, and land use applications. When your citizens and local businesses are all out for their forms, licenses, and other documents, their submitted information can more easily flow throughout your entire organization. The HeyGov solution means that your "paperwork" will now be digital. Information flows and routes efficiently through your organization will custom-built workflow rules.

### **HEYGOPAY**

You also get to use HeyGov's payment portal and start collecting credit card payments through the HeyGov Pay Module. Municipal fees and payments can be collected online, in person, and remotely. Collected payments can reconcile directly with your Utility Billing or Accounting software for easy reconciliation.

### **HEYRESERVE**

Should you wish to make your city more accessible for community or personal activities, HeyReserve Module allows your constituents and/or visitors to book city amenities such as park shelters and pavilions. Constituents and/or visitors are also able to review town rules, and policies, pay fees, and more.

### **HEY311**

Hey311 enhances communication between citizens and your city. The platform provides a user-friendly interface for citizens to submit service requests and report non-emergency issues to the city. Your city can manage and respond to these requests efficiently, ensuring that all requests are tracked, assigned, and resolved in a timely manner.

## THE ADMIN AREA

### (FOR YOU AND YOUR STAFF)

As administrative users of the HeyGov section, you'll be able to manage all of the below information from within the Admin dashboard viewable at <https://app.heygov.com>

- **Department Management:** You can add and manage different departments
- **User Management:** You'll be able to manage the user roles of staff members in their respective department
- **License & Form Management:** You can create, edit, and manage forms, licenses, and permit applications using a drop & drag editor
- **Workflow Management:** Each form, license, or application can have a custom workflow added
- **Bank Account Management:** You can manage which bank account is used for each department
- **Payment Logic:** You can set the fees for each form/application with various combinations (e.g. non-resident fees, deposit fees, etc.)
- **Licensing & Forms Portal:** View all license and form applications, from draft to in progress, to complete
- **Payment Portal:** You can view all bills generated and paid
- **Citizens Portal:** You can view a list of all personnel who have filled out forms, and applications, make payments, or submitted 311 issues
- **311 Issue Tracker:** You can view and manage all reported issues & questions submitted by residents



Click the rectangle to play the embedded video in the online version of the proposal!

OR:

Scan the QR Code - it will take you to YouTube to see the video on your smartphone:



## THE FRONT END

### (FOR YOUR RESIDENTS)

On the front end, your residents will have access to a widget that is embedded on your site for them to report any issues or ask questions as part of the "311" service.

Residents can also access the citizen services and payment portal from within your website. We embed each form, license, and permit application onto the relevant page(s) within your municipal website.

Furthermore, they also have access to their citizen portal by logging into their account at <https://app.heygov.com>. Plus they can also use the iOS or Android apps, which are downloadable from the App Store and Android Play Store, respectively.



**Click the rectangle above** to play the embedded video in the online version of the proposal!

**OR:**

**Scan the QR Code - it will take you to YouTube to see the video on your smartphone:**



## How we go the extra mile to make your life easier

We want to make you successful. We want you and your staff to get more done with less effort. We already provide you with White Glove Service. You and your team have access to 24/7 tech support.

You might be thinking, *"What else could we get that shows we go the extra mile?"*

I am so glad you asked. Because there is even more! I'll list what they are below each section.

### TOWN WEB'S ONLINE DIGITAL SOLUTION

#### **Content Migration is Done For You.**

When you choose to switch over to a Town Web, we'll do the entire content migration for you. You don't have to lift a finger! (or click a mouse, for that matter)

#### **Free Website Homepage Refresh Every Three Years.**

Technology changes. The design comes and goes out of style. We want to show we're committed to a long-lasting relationship with you. This means you'll get a digital facelift every three years. This is a tremendous value for you and your residents. It ensures you are continually updated with the latest design trends and functionality.

#### **Website Search.**

A big feature our customers love is having an on-page web search engine. It's so good that many of your residents can use it to find what they're looking for instead of calling you!

#### **Ability to Make Edits on Your Own.**

Another thing that many of our new clients like having is the ability to edit page content on their own. Apparently, other systems prevent them from editing their own website. We don't lock you out. You have the freedom to make the needed website edits. But of course, you can *always* depend on us to help you whenever you want, because that's what White Glove Service is for.

#### **Designing Pages for Tourism, Economic Development, and Business.**

Several of our clients are focused on tourism. Larger organizations have Economic Development. And many others want to provide a listing directory of all local area businesses. Working with Town Web, we make this possible. These sections are included when you choose Town Web as your local government website and communication platform vendor.

#### **Done-For-You Form Building.**

So many times while onboarding new clients, they tell us they were sold on the "done-for-you" form-building service we offer. After all, we feel it's our duty. We're committed to saving your time and reducing the burden that your IT staff would have in supporting a technology solution.

We decided early on to always help new clients get up and running right away. The way to do this is to build the forms for you. We know how to do it. We can do it quickly. And heck, if you want to see how we do it, we'll be happy to record a video walk-through of how we build each of your forms.

#### **Custom Integrations with your Accounting Package and/or Utility Billing Software.**

We don't agree with "vendor lockdown". We've seen this with several other companies. Our stance is to "play nice" with other municipal software vendors. We want you, after all, to save time. Because of this, we are committed to doing a 2-way API sync or file swap of payment details to/from Town Web to/from your Accounting Package or Utility Billing Software.

## Branded Email Addresses (optional)

Introducing our Branded Email Addresses, a comprehensive email solution powered by Google Workspace. As a Google Certified Partner, we are proud to offer this tailored service specifically designed for municipalities. In partnership with Jatheon, a trusted provider of email archiving solutions, we ensure seamless communication, data retention compliance, and enhanced productivity.

### RELIABILITY OF EMAIL SERVICE

Google Workspace is an enterprise-level solution of Gmail and is a leader in email services. It is known primarily for its reliable, uninterrupted email access to many millions of users worldwide. Its resilient infrastructure is trusted by numerous industries, including also government bodies. With Google Workspace, your municipality can rely on a consistent, high-quality service that guarantees seamless communication at all times.

### UNPARALLELED SECURITY AND SPAM FILTERING

Experience the unparalleled security and reliability of Google Workspace. Its advanced technologies offer robust data protection, including encryption and cutting-edge spam and phishing detection, to keep your municipality's sensitive information safe. With features like Safe Browsing and two-step verification, Google Workspace provides an all-inclusive secure platform trusted by governments worldwide.

### DATA RETENTION COMPLIANCE THROUGH JATHEON EMAIL ARCHIVING

Comply with data retention regulations effortlessly through our partnership with Jatheon. Their comprehensive email archiving solution captures, indexes, and securely stores all inbound and outbound emails. Simplify compliance with data retention requirements and easily retrieve archived emails when needed.

### AMPLE STORAGE FOR YOUR MUNICIPALITY'S EMAILS

Enjoy ample storage capacity for your municipality's emails and files with our Branded Email Addresses powered by Google Workspace. Say goodbye to storage limitations and have peace of mind knowing that you have generous storage space for your business-related data. Store, manage, and access your information efficiently and effortlessly.

### MOBILE ACCESSIBILITY FOR PRODUCTIVITY ON THE GO

Stay connected and productive from anywhere with the mobile accessibility of our Branded Email Addresses. Access your emails, documents, and calendars on any device, including smartphones and tablets. Remain responsive and productive, even when you are away from your desk or out in the field.



# Website and Communication Platform Pricing Details

## THE WEBSITE AND COMMUNICATION PLATFORM SETUP AND SUPPORT DETAILS

The setup is a one-time fee. It is the cost to build your site and is discounted with a three-year hosting agreement.

You will work with an Account Manager and Project Manager in real time for the design of your new municipal website. During the Onboarding Meeting, you will be shown all of our pre-built municipal themes from our design library. You get to select one, which we customize for you. We will customize the menu items, and the quick links and will custom design a banner based on the photographs you provide.

Included in your Website and Communication Platform setup fee:

- If you have an existing site, **we migrate all your old website content**
- You collaborate in real-time with a **dedicated Account Manager and Project Manager**

You can have:

- **Up to 50** web pages
- **Up to 10 department pages**
- A **dedicated elections page**,
- **Contact us** form
- Navigation menu **with dropdown**
- **Site search** option
- **Up to 4** Quick Links on the home page
- **Single-page** business directory
- **Unlimited** calendars
- **Unlimited** Minutes & Agendas categories
- News and Notices **with images**
- **Mobile-responsive** design
- Mass Notification System to
- Residents who **subscribe on the website, via email and/or text messaging**

The following are included in Town Web's hosting, maintenance, and support package:

- **24x7 Tech-Support** that is "All-You-Can-Eat"
- **"White-Glove" Customer Service** - Send us content, and **we will upload it for you! (Optional)**
- You also get your own login and password so you can make updates to the site on your own
- **24x7 website monitoring**
- Technical and security updates are applied automatically
- Weekly website backups stored off-site
- 3 months backup retention with immediate website restores (if ever needed)
- One-on-one quarterly training
- Access to our **free training and support library**

## Town of Peru, MA Proposed Pricing

Description	Price	Qty	Total
<b>Community Foundation</b>			\$1,500/year
<i>Includes:</i>			
• Standard Web Design			
• Hosting & Domain Management			
• Standard Support			
• Subscription Management			
• Emergency Alerts			
• Digital Forms (up to 5)			
<b>TOTAL ANNUAL FEE</b>			<b>\$1,500</b>
<b>TOTAL</b>			<b>\$1,500</b>

*The optional items, whose name starts with "opt", can be checked/unchecked in the online version of the proposal. We are providing a five year contract for the Town of Peru, MA*

## Town of Peru, MA Signature Page

At Town Web Design, LLC, we want to make sure that the Town of Peru, MA's new digital solutions be the last municipal digital solution that you'll ever need. You can be proud that your residents, tourists, and visitors will never say your municipal services are outdated.

**The term of the contract is for five years.**

**The 1st year's fee: \$1,500.00**

The 1st year's fee will be invoiced the day after the proposal is signed, and is due 30 days after invoicing.

**The 2nd year's fee: \$1,500.00**

**The 3rd year's fee: \$1,500.00**

**The 4th year's fee: \$1,500.00**

**The 5th year's fee: \$1,500.00**

By signing this quote, you will get everything listed in the Pricing Details section of the proposal.

The three big benefits to you include:

**1. Website and Communication Platform**

Your residents can gain 100% transparency in municipal decision-making by elected officials. They can stay up-to-date on topics that are important to them. They will be able to get instant notifications whenever categories they've subscribed to have new items posted.

**2. Payment Solution that Reduces Your Workload**

Town Web's Online Digital Solution is the world's most advanced payment platform for local government. It allows anything to be paid using any funding source through any device. Our solution is built to slash the administrative workloads of busy staff across America. Likewise, it provides the convenience that millions of demanding citizens want to have.

**3. 24x7 Technical Support that is "All-You-Can-Eat"**

Your municipal staff at the Town of Peru, MA will love having us as your website provider because they will be able to rely on us for anything related to your website. All it takes is a call, email, or chat message (including Facebook Messenger) and we can help them with their question or issue, and for no additional charges, we can even post or edit something on their behalf. This type of support will save you and your staff time and money.



2020-03-10 14:01:34 (ADT)

Terry Walker, Town of Peru, MA, Town Administrator

*To accept this quote, you can electronically sign it above, or sign and fax it to 321-600-9008. Once we have a signed copy, we will email you an invoice. Once the invoice is paid, your Account Manager, Aleksandra, will contact you to schedule your Onboarding meeting!*

Line Item Number	Budget Item	FY 24 Allocation	FY 25 Proposed	FY 26 Proposed	FY 27 Proposed	Increase/(Decrease)	% change
10111.00	Legal	\$ 9,000.00	\$ 9,900.00	\$ 9,000.00		\$ (9,000.00)	-100%
10122.00	Town Administrator	\$ 30,900.00	\$ 35,000.00	\$ 40,000.00		\$ (40,000.00)	-100%
10122.01	Selectmen's Salary	\$ 10,725.00	\$ 11,046.75	\$ 11,378.15		\$ (11,378.15)	-100%
10122.02	Selectmen Expenses	\$ 2,500.00	\$ 2,000.00	\$ 2,500.00		\$ (2,500.00)	-100%
10122.06	Recording Secretary	\$ 5,500.00	\$ 5,000.00	\$ 5,150.00		\$ (5,150.00)	-100%
10123.00	Continuing Ed	\$ 6,530.00	\$ 3,000.00	\$ 3,000.00		\$ (3,000.00)	-100%
10124.00	IT	\$ 24,500.00	\$ 24,000.00	\$ 21,000		\$ (21,000.00)	-100%
10124.02	Website	\$ 1,930.00	\$ 1,930.00	\$ 3,000.00	\$ 1,500.00	\$ (1,500.00)	-50%
10135.00	Accountant Services	\$ 31,800.00	\$ 31,800.00	\$ 35,100.00		\$ (35,100.00)	-100%
10135.01	Town Auditor	\$ 1.00	\$ 1.00	\$ 1.00		\$ 1.00	100%
10141.00	Assessor Salary	\$ 24,691.00	\$ 25,431.00	\$ 28,380.63		\$ (28,380.63)	-100%
10141.01	Assessor Expenses	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	\$ -	0%
10141.02	Assessor Services	\$ 25,000.00	\$ 25,000.00	\$ 25,000.00		\$ (25,000.00)	-100%
10141.04	Tax Map Maintenance	\$ 1,600.00	\$ 1,600.00	\$ 1,600.00		\$ (1,600.00)	-100%
10141.12	Assessor Computer	\$ 2,400.00	\$ 2,400.00	\$ 2,400.00		\$ (2,400.00)	-100%
10141.25	Assessor Utility Appraisal	\$ 3,500.00	\$ 3,500.00	\$ 3,500.00		\$ (3,500.00)	-100%
10145.00	Treasurer's Salary	\$ 12,730.80	\$ 13,112.72	\$ 15,600.00		\$ (15,600.00)	-100%
10145.02	Treasurer Expenses	\$ 1,500.00	\$ 1,500.00	\$ 1,500.00		\$ (1,500.00)	-100%
10145.03	Bank Charges	\$ 100.00	\$ 100.00	\$ 100.00		\$ (100.00)	-100%
10145.04	Treasurer Tax Title Exp	\$ 6,000.00	\$ 6,000.00	\$ 6,000.00		\$ (6,000.00)	-100%
10145.05	Annual Software	\$ 13,277.97	\$ 13,941.87	\$ 14,638.97		\$ (14,638.97)	-100%
10146.00	Tax Collector Salary	\$ 12,730.80	\$ 13,112.72	\$ 15,600.00		\$ (15,600.00)	-100%
10146.01	Tax Collector Expenses	\$ 1,500.00	\$ 1,500.00	\$ 1,500.00		\$ (1,500.00)	-100%
10146.02	Tax Taking Charges	\$ 1,500.00	\$ 1,500.00	\$ 2,000.00		\$ (2,000.00)	-100%
10146.05	Tax Coll Computer Support	\$ 10,867.78	\$ 11,411.17	\$ 11,981.73		\$ (11,981.73)	-100%
10161.00	Town Clerk Salary	\$ 10,300.00	\$ 10,609.00	\$ 15,000.00		\$ (15,000.00)	-100%
10161.01	Town Clerk Expenses	\$ 2,200.00	\$ 2,200.00	\$ 2,000.00		\$ (2,000.00)	-100%
10161.02	Asst Town Clerk Salary	\$ 2,730.00	\$ 2,811.60	\$ 2,500.00		\$ (2,500.00)	-100%
10161.03	Election & Bd of Reg	\$ 5,850.00	\$ 5,850.00	\$ 3,500.00		\$ (3,500.00)	-100%
10171.00	Conservation Comm	\$ 400.00	\$ 400.00	\$ 400.00	\$ 500.00	\$ 100.00	25%
10172.00	BRPC	\$ 693.00	\$ 710.30	\$ 728.05	\$ 746.26	\$ 18.21	3%
10173.00	Board of Appeals	\$ 100.00	\$ 100.00	\$ 100.00		\$ (100.00)	-100%
10175.00	Officer's Mileage	\$ 2,000.00	\$ 1,500.00	\$ 1,500.00		\$ (1,500.00)	-100%
10175.01	USPS	\$ 3,500.00	\$ 4,000.00	\$ 4,200.00		\$ (4,200.00)	-100%
10175.02	Office Supplies	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00		\$ (2,000.00)	-100%
20212.00	Police Dept. Expenses	\$ 7,085.00	\$ 7,450.00	\$ 8,250.00		\$ (8,250.00)	-100%
20212.02	Police Wages	\$ 39,000.00	\$ 39,000.00	\$ 28,525.00		\$ (28,525.00)	-100%
20212.04	Police Cruiser Maint	\$ 3,500.00	\$ 3,500.00	\$ 3,850.00		\$ (3,850.00)	-100%
20212.08	Police Chief Salary	\$ 67,500.00	\$ 69,525.00	\$ 80,000.00		\$ (80,000.00)	-100%
20217.00	Internet	\$ 6,700.00	\$ 7,000.00	\$ 7,200.00		\$ (7,200.00)	-100%
20212.13	Police CHUBB Insurance		\$ 8,300.00	\$ 7,358.00		\$ (7,358.00)	-100%
20218.00	Emergency Management			\$ 51,000.00		\$ (1,000.00)	-100%
20220.00	Police Continuing Ed	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00		\$ (3,000.00)	-100%



60002.06	Utilities Heating	\$ 16,500.00	\$ 19,000.00	\$ 17,000.00	\$	\$ (17,000.00)	-100%		
60002.07	Utilities Telephone	\$ 1,500.00	\$ 1,500.00	\$ 1,800.00	\$	\$ (1,800.00)	-100%		
60002.25	Town Building Maint: Salary	\$ -		\$ 6,000	\$	\$ (6,000.00)			
60002.4	Town Hall Cleaning	\$ 3,900.00	\$ 4,900.00	\$ 4,900.00	\$	\$ (4,900.00)	-100%		
60004.10	Town Green Park Mowing	\$ 6,450.00	\$ 6,500.00	\$ 6,600.00	\$	\$ (6,600.00)	-100%		
60006.00	Partridge Field Playground	\$ 1,500.00	\$ 1,500.00	\$ 1,500.00	\$	\$ (1,500.00)	-100%		
70750.00	Interest on Loans	\$ 1,000.00	\$ 1,000.00	\$ 15,000.00	\$	\$ (15,000.00)	-100%		
90206.00	Town Insurance	\$ 41,559.00	\$ 43,559.00	\$ 44,800.00	\$	\$ (1,247.00)	-3%		
90208.00	Town Report	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$	\$ -	0%		
90912.00	BCRS Assessment	\$ 58,841.00	\$ 62,960.00	\$ 63,800.00	\$	\$ 3,190.00	5%		
90913.00	Mass Unemployment	\$ 600.00	\$ 600.00	\$ 600.00	\$	\$ (600.00)	-100%		
90915.00	Medicare	\$ 7,700.00	\$ 6,300.00	\$ 6,700.00	\$	\$ (6,700.00)	-100%		
90919.00	Health Insurance	\$ 132,120.96	\$ 142,450.56	\$ 151,431.36	\$	\$ (151,431.36)	-100%		
95781.00	Reserve Fund	\$ -			\$	\$ -			
	<b>TOTAL</b>	<b>\$ 2,507,989.71</b>	<b>\$ 2,657,246.33</b>	<b>\$ 2,900,370.53</b>	<b>\$ 159,695.26</b>	<b>\$ (2,740,675.27)</b>	<b>-94%</b>		



# TITAN ROOFING, INC.

Main Office Phone (413) 536-1624  
Main Office Fax (413) 533-2560  
Estimating Fax (413) 533-1186

200 Tapley Street, Springfield, MA 01104-2827  
**MINORITY BUSINESS ENTERPRISE**  
**VETERAN BUSINESS ENTERPRISE**  
An Affirmative Action/Equal Opportunity Employer  
**An Employee – Owned Company**

Date: March 5, 2026

To: Town of Peru  
Address: 9 East Main Street  
City, State, Zip: Peru, MA

Bid #: 26-0209  
Project: Roof Coating on Salt Shed

Attn: Justin Russell

Email: [highwaydept@townofperuma.com](mailto:highwaydept@townofperuma.com)

***We propose to furnish all Labor and Material necessary to complete the installation of:***

1. Setup OSHA approved fall protection.
2. Power wash the entire roof with Karnak 799 Wash.
3. Coat all lap in the roof with Karnaflex and re-saturate material – 6" wide with 3" on each side of the lap.
4. Apply a second coat over the fleece at the top.
5. Coat the entire roof with 298 Alumin-R Coating.
6. Provide the owner with a 10-year Labor and Materials Warranty upon completion.

For The Sum Of: **\$ 27,900.00**

Accepted:

Yours Very Truly,

*George Brown*

Project Manager, Leak Remediator



15 Railroad Drive, Northborough, MA 01532  
508-351-9000

## Memorandum of Understanding CMRK Inc. and Town of Peru

This is a written memorandum of understanding between CMRK Inc. and Peru. Under this agreement, clothing donation bins will be placed on approved locations. The bins will be used to collect donations of clothing, shoes and other textiles. CMRK Inc. also provides free home pick-ups of clothing, textiles and household items. This agreement can be terminated in writing by either party and CMRK is responsible for removal of bins within 30 days of termination.

**CMRK Inc.** is responsible for:

- Placing clothing donation bins on agreed upon locations
- Servicing bins on a regularly scheduled basis and will increase the frequency of pickups as needed
- Responding within one business day for any instance of dumping
- Paying \$250 per year, collected from bins placed on agreed-upon locations
- Sending annual checks from clothing donation bins.
- Sending quarterly tonnage report
- Annual report of collections from your town
- Providing monthly marketing materials that showcases our partnership

**Agreed upon locations:**

- 
- 
- 

**Contact Name:**

**Email:**

**Phone Number:**

**Mailing Address:**

**Payee Information:**

The above partnership is agreed upon by all on this \_\_\_ day of \_\_\_\_ 2026\_\_.

---

Fawaz El Khoury, Chief Executive Officer

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**Free Cash Certification**  
**Free Cash Calculation - Fiscal Year 2026**

Begin:

Unreserved Undesignated Fund Balance 775,940.00

Subtract:

Personal Property Tax Receivable 1,022.00

Real Estate Tax Receivable 489,077.00

Other Receivables in Deferred Revenue

0.00

Total 0.00

OtherOther Receivables, Overdrawn Accounts, Deficits

Emergency Mgt Grant/Verizon 536.00

Emergency Mgt Grant 1,964.00

Green Communities Grant 32,587.00

Fire FY25 FF Safety Equipment Grant 10,104.00

Bldg.Insp. REV 53 E 1/2 285.00

Elect.Insp. REV 53 E 1/2 135.00

Fire Insp REV 53 E 1/2 237.00

Town Clerk's Fees 85.00

Police Detail 1,562.00

Mass Works 3,234.00

Elect. & Bd. of Reg. Expense 143.00

PP Variance 57.00

RE Varaince 2,883.00

TT Variance 4,606.00

Total 58,418.00

Free Cash Voted from Town Meeting Not Recorded 0.00

Add:

Circuit Breaker, Other Closed Accounts, Adjustments:

0.00

Total 0.00

Deferred Revenue (Credit Balance+, Debit Balance-) 0.00

Free Cash Calculation for 2025 227,423.00