

Appendix: Sample Comparative Analyses from Boston

Key

This key will help you understand which items were counted towards which metric.

- Fee
 - Agency involved
 - In-person activity
 - Form
 - Step
-
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Boston Comparative Analysis - Restaurant

We assume:

- The restaurant is a limited liability company (LLC)
- It will have 40 seats and 8 employees
- Spatial dimensions:
 - 1,000 sq. ft. Total
 - 600 sq. ft. for seating
 - 400 sq. ft. for kitchen/storage/preparation space
- The desired location is zoned commercial, and a restaurant is permitted by right
- A planned renovation involving structural interior changes of a space that was formerly a restaurant
 - Permits needed:
 - Building permit for \$180,000 of work
 - Mechanical permit for \$25,000 of work
 - Electrical permit for \$25,000 of work
 - Plumbing permit for \$25,000 of work
 - Sign permit
 - No other miscellaneous permits

These estimations are based on industry standards for calculating a restaurant's seating capacity and valuing renovation projects on a per-square-foot basis. Please note that the itemized lists below are not necessarily in chronological order nor are they required to be completed in a specified order.

Basic Process Mapping¹

Occupational licensing²

Register your business³

1. Choose entity type⁴
2. Register with the Massachusetts Secretary of the Commonwealth⁵
3. Determine name availability⁶
4. Appoint resident agent
5. File LLC Certificate of Organization online⁷
 - o Supporting information and documentation
 - o Cost: \$500⁸

Register for taxes⁹

6. File Form SS-4 online to obtain an FEIN from the Internal Revenue Service¹⁰
 - o Supporting information and documentation

Register with the Massachusetts Department of Revenue¹¹

7. Create online account
8. File online with MassTaxConnect¹²
 - o Supporting information and documentation

[OBJ]

9. Hire licensed professionals¹³

¹ <https://www.boston.gov/starting-business>.

² Licensing for restaurants looks to be handled by local health departments:
<https://www.boston.gov/departments/inspectional-services/how-get-food-service-permit#restaurants-already-built>.

³ <https://www.mass.gov/guides/starting-a-new-business>.

⁴ <https://www.sba.gov/business-guide/launch-your-business/choose-business-structure>.

⁵ <https://www.sec.state.ma.us/cor/corpweb/corllc/llcinf.htm>.

⁶ <https://corp.sec.state.ma.us/CorpWeb/NameReservation/SearchNameRes.aspx>.

⁷ <https://www.sec.state.ma.us/cor/corpdf/c156c512dllccert.pdf>.

⁸ <https://www.sec.state.ma.us/cor/corfees.htm#exp>.

⁹ <https://www.mass.gov/business-taxes>.

¹⁰ <https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online>.

¹¹ <https://www.mass.gov/how-to/register-your-business-with-masstaxconnect>.

¹² <https://mtc.dor.state.ma.us/mtc/>.

¹³ <https://www.boston.gov/boston-permits-and-licenses>.

10. Determine which permit applies to the project¹⁴
11. Upload supporting documentation online to the Boston Permits and Licenses portal
12. Create online account
 - Supporting information and documentation
13. Nominal fee letter
14. Copy of the agreement between homeowner and contractor
15. Homeowner **Waiver**
16. Proof of Workers' Compensation
17. Permission from property owner
18. Site plan
19. Floor plan
20. Certified plot plan
21. Submit **ISD Long Form Permit** **in-person** at **Counter 1 with the Building Division**
 - Supporting information and documentation
 - Cost: **\$1,850**¹⁵
22. Make any needed changes
23. Apply for **Electrical Permit** online
 - Supporting information and documentation
24. Electrician liability coverage
25. Workers' Comp Insurance **Affidavit**
26. Authorized agent permission
27. Electrician license
 - Cost: **\$270**¹⁶
28. Apply for **Plumbing Permit** online
 - Supporting information and documentation
29. Permission to act
30. Certificate of liability insurance
31. Workers' Comp Insurance **Affidavit**
32. Plumbing license
 - Cost: **\$270**¹⁷
33. Apply for **Gas Permit** online
 - Supporting information and documentation
34. Gasfitters license information

¹⁴ Some permits can be applied for online, but the main ones that involve major or structural work must be initiated at Counter 1 in person. We assume that the long-form permit is needed in this situation, since we're talking about a structural renovation. The website notes that the application process for a long-form permit can be started online but must be completed in-person.

¹⁵ https://www.cityofboston.gov/images_documents/isd%20fee%20schedule_tcm3-31721.pdf.

¹⁶ https://www.cityofboston.gov/images_documents/isd%20fee%20schedule_tcm3-31721.pdf.

¹⁷ https://www.cityofboston.gov/images_documents/isd%20fee%20schedule_tcm3-31721.pdf.

35. Certificate of liability insurance
36. Workers' Comp Insurance Affidavit
37. Permission to act
 - Cost: \$270
38. Apply for a long form permit for signs
 - Supporting information and documentation
 - License information
 - Plans
 - Authorized agent
 - Cost: \$60
39. Schedule inspection
40. Pass inspection
41. Electrical inspection
42. Pass inspection
43. Plumbing inspection
44. Pass inspection
45. Gas inspection
46. Pass inspection

Zoning registration¹⁸

47. Use Zoning Viewer tool to verify the zoning of the property¹⁹
48. File Application for Use and Occupancy in-person with the Boston Inspectional Services Division²⁰
 - Supporting information and documentation
49. Original record of occupancy
50. File Short Form Permit online
51. Supporting information and documentation
52. Contractor licenses
53. Contractor agreement
54. Workers' comp affidavit
55. Insurance certificate
 - Cost: \$1,820
56. Pass inspection

¹⁸ <https://www.boston.gov/permitting-and-licensing-boston>.

¹⁹ <http://maps.bostonredevelopmentauthority.org/zoningviewer/>.

²⁰ This process is the equivalent of the certificate of occupancy. It actually should take place before getting the building permit.

https://www.cityofboston.gov/images_documents/APPLICATION%20FOR%20USE%20&%20OCCUPANCY_tcm3-36229.pdf.

57. Drop off signed documentation in person

Business licensing²¹

58. Determine permit type

59. File Food Service Permit Application in-person with the City of Boston Division of Health Inspections

- Supporting information and documentation²²

60. Food Manager Certification²³

61. Allergen Awareness Certification

62. Common Victualler License

63. Workers' compensation insurance

- Cost: \$200²⁴

64. Have at least one person obtain a Food Manager's Certificate²⁵

65. Go through an accredited program²⁶

- Cost: \$99²⁷

66. Pass test

67. Have someone obtain Allergen Awareness Certification

68. Watch online training

- Cost: \$10

69. Pass quiz

70. Schedule an appointment

71. Go in-person to have plans reviewed

- Supporting information and documentation

72. Site plans

73. Equipment specifications

74. Food Plan Review Worksheet Menu

75. Address any needed changes

76. Request pre-operational inspection

²¹ <https://www.boston.gov/departments/economic-development>.

²² Items that one needs in conjunction with applying for the permit are submitted in-person after the city has the chance to review the plans. But the filled-out permit application is part of documentation to submit during plan review.

²³ <https://www.boston.gov/departments/inspectional-services/food-manager-certification-program>.

²⁴ Assuming sit-down restaurant with take-out. In subsequent years, the fee is based on gross sales per year.

²⁵ <https://foodhandlerscardhelp.com/iowa-food-handlers-permit/>.

²⁶ <https://ia.foodprotectiontaskforce.com/resources1/restaurants-grocery-stores/#tab6>. And: <https://web-dfsr.s3-us-gov-west-1.amazonaws.com/iowa/assets/File/Final%20USA%20FS%2002%20CFPM%20Requirements%20Flowchart%20and%20Additional%20Information.pdf>.

²⁷ Estimation from one company that does a package of course with exam:

<https://www.360training.com/learn2serve/food-safety-manager-training?state=IA>.

77. Pass inspection
78. Contact local neighborhood coordinator to schedule a meeting
79. Meet with the local Neighborhood Association
80. Contact local City Councilor
81. Meet with the local City Councilor²⁸
82. Get certificate in-person from the Inspectional Services Department²⁹
83. Apply for a Common Victualler License in-person from the Licensing Board for the City of Boston³⁰
 - Supporting information and documentation
84. Lease agreement
85. Floor plan
86. Personal Information Form
87. Criminal Record Information Form
 - Cost: \$140³¹
88. Attend a public hearing to get your license³²
89. Prepare for hearing
90. Prepare HACCP plan
91. File New Business Certificate Application in-person or by mail to the Office of the City Clerk³³
 - Supporting information and documentation
92. Copy of lease agreement; Valid picture ID; Other documentation as needed³⁴
 - 92. Get the application notarized
 - Cost: \$65

Boston Restaurant Metrics

- Cheaper
 - Total cost: \$5,554
 - Total number of fees: 12 Fees
- Faster
 - Total number of agency interactions: 9 Agencies involved

²⁸ This and the above are what is supposed to be done before the hearing.

²⁹ This may be the same thing as one of the pieces of supporting documentation for plan review or food service permit. If the capacity is for more than 50 people, a Place of Assembly permit would be needed from the Fire Department.

³⁰ At least two weeks before opening so that the Board has time to review before the vote:
<https://www.boston.gov/departments/licensing-board/how-get-common-victualler-license> and
https://www.cityofboston.gov/images_documents/cv%20app_9-3-14_tcm3-18708.pdf.

³¹ \$100 plus \$1 per seat.

³² "If your address doesn't already have a Licensing Board-approved restaurant, you need to attend a public hearing to get your license."

³³ <https://www.boston.gov/departments/city-clerk/how-apply-business-certificate>.

³⁴ For example, the restaurant has to bring all the permits and required items.



- Minimum in-person agency visits or steps required: 17 In-person steps
 - Total number of forms: 22 Forms
- Simpler
 - Total number of steps: 92 Steps

Boston Comparative Analysis - Retail Bookstore

We assume:

- The bookstore is a limited liability company (LLC)
- It will have 2 employees
- Spatial dimensions:
 - 1,000 sq. ft. total
- Desired location is not permitted by right, but doesn't need to be rezoned, either— instead, requires conditional approval
- Previous space was not a bookstore, but no structural changes or renovations are involved
- Permits needed:
 - Conditional use permit³⁵
 - Sign permit
 - No other miscellaneous permits

Basic Process Mapping³⁶

Occupational licensing³⁷

Register your business³⁸

1. Choose entity type³⁹
2. Register with the **Massachusetts Secretary of the Commonwealth**⁴⁰
3. Determine name availability⁴¹
4. Appoint resident agent
5. File **LLC Certificate of Organization** online⁴²
 - a. Supporting information and documentation
 - b. Cost: **\$500**⁴³

Register for taxes⁴⁴

³⁵ That is, any kind of permit or process the entrepreneur must go through because the property isn't allowed by right.

³⁶ <https://www.boston.gov/starting-business>.

³⁷ None required.

³⁸ <https://www.mass.gov/guides/starting-a-new-business>.

³⁹ <https://www.sba.gov/business-guide/launch-your-business/choose-business-structure>.

⁴⁰ <https://www.sec.state.ma.us/cor/corpweb/corllc/llcinf.htm>.

⁴¹ <https://corp.sec.state.ma.us/CorpWeb/NameReservation/SearchNameRes.aspx>.

⁴² <https://www.sec.state.ma.us/cor/corpdf/c156c512dllccert.pdf>.

⁴³ <https://www.sec.state.ma.us/cor/corfees.htm#exp>.

⁴⁴ <https://www.mass.gov/business-taxes>.

6. File **Form SS-4** online to obtain a FEIN from the **Internal Revenue Service**⁴⁵
 - a. Supporting information and documentation
7. Register with the **Massachusetts Department of Revenue**⁴⁶
8. Create online account
9. File online with **MassTaxConnect**⁴⁷
 - a. Supporting information and documentation

Building permits⁴⁸

10. Hire licensed professionals
11. Apply for a **long form permit** for signs with **Inspectional Services**
 - a. Supporting information and documentation
 - b. Cost: **\$60**
12. License information
13. Plans
14. Authorized agent

Zoning registration⁴⁹

15. Use Zoning Viewer tool to verify the zoning of the property⁵⁰
16. File **Application for Use and Occupancy in-person** with the Boston Inspectional Services Division⁵¹
 - a. Supporting information and documentation
 - b. Cost: **\$50**
17. Original record of occupancy
18. File **Short Term Permit** online
 - a. Supporting information and documentation
 - b. Cost: **\$120**⁵²
19. Contractor licenses
20. Contractor agreement
21. Workers' comp **affidavit**
22. Insurance certificate
23. Pass **inspection**

⁴⁵ <https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online>.

⁴⁶ <https://www.mass.gov/how-to/register-your-business-with-masstaxconnect>.

⁴⁷ <https://mtc.dor.state.ma.us/mtc/>.

⁴⁸ None required.

⁴⁹ <https://www.boston.gov/permitting-and-licensing-boston>.

⁵⁰ <http://maps.bostonredevelopmentauthority.org/zoningviewer/>.

⁵¹ This process is the equivalent of the certificate of occupancy. It actually should take place before getting the building permit.

https://www.cityofboston.gov/images_documents/APPLICATION%20FOR%20USE%20&%20OCCUPANCY_tcm3-36229.pdf.

⁵² Assuming only \$10,000 of minor work.

24. Drop off signed documentation in person
25. Create account
26. File appeal online with Inspectional Service
 - a. Supporting information and documentation
 - b. Cost: \$150
27. Refusal letter
28. Attend public hearing with the Boston Zoning Board of Appeals
29. Prepare for hearing
30. Contact Boston Redevelopment Authority
31. Attend meeting so they can review your plans
 - a. Meet other conditions

Business licensing

32. File New Business Certificate Application in-person or by mail to the Office of the City Clerk⁵³
 - a. Supporting information and documentation
33. Copy of lease agreement; Valid picture ID; Other documentation as needed⁵⁴
34. Get the application notarized
 - a. Cost: \$65

Boston Retail Bookstore Metrics

- Cheaper
 - Total cost: \$945
 - Total number of fees: 6 Fees
- Faster
 - Total number of agency interactions: 7 Agencies
 - Minimum in-person agency visits or steps required: 6 In-person steps
 - Total number of forms: 9 Forms
- Simpler
 - Total number of steps: 34 Steps

⁵³ <https://www.boston.gov/departments/city-clerk/how-apply-business-certificate>.

⁵⁴ For example, the food truck has to bring all the permits and required items.

Boston Comparative Analysis – Food Truck

We assume:

- The Food Truck is a limited liability company (LLC)
- The truck does not have any employees
- Desired location is properly zoned commercial, permitted by right
- No renovations or structural changes are involved—the truck is already ready for use as a food establishment
- Permits needed:
 - No other miscellaneous permits

Basic Process Mapping⁵⁵

Occupational licensing⁵⁶

Register your business⁵⁷

1. Choose entity type⁵⁸
2. Register with the **Massachusetts Secretary of the Commonwealth**⁵⁹
3. Determine name availability⁶⁰
4. Appoint resident agent
5. File **LLC Certificate of Organization** online⁶¹
 - a. Supporting information and documentation
 - b. Cost: **\$500**⁶²
6. Register for taxes⁶³
7. File **Form SS-4** online to obtain a FEIN from the **Internal Revenue Service**⁶⁴
 - a. Supporting information and documentation

⁵⁵ The regulations are very strict. One must operate from a fixed licensed food establishment and report twice daily to such location for all food and supplies and for all cleaning and sanitizing of units and equipment. One must provide a letter on the food establishment's letterhead stating that one has permission to perform these duties from their establishment along with a current copy of their permit.

⁵⁶ Licensing for food trucks looks to be mostly handled by local health departments:

<https://www.mass.gov/info-details/mobile-food-establishment-questions-and-answers>.

⁵⁷ None required. Registering a trade name is done in conjunction with the Boston City Clerk's Business Certificate.

⁵⁸ <https://www.sba.gov/business-guide/launch-your-business/choose-business-structure>.

⁵⁹ <https://www.sec.state.ma.us/cor/corpweb/corllc/lcinf.htm>.

⁶⁰ <https://corp.sec.state.ma.us/CorpWeb/NameReservation/SearchNameRes.aspx>.

⁶¹ <https://www.sec.state.ma.us/cor/corpdf/c156c512dllccert.pdf>.

⁶² <https://www.sec.state.ma.us/cor/corfees.htm#exp>.

⁶³ <https://www.mass.gov/business-taxes>.

⁶⁴ <https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online>.

8. Register with the Massachusetts Department of Revenue⁶⁵
9. Create online account
10. File online with MassTaxConnect⁶⁶
 - a. Supporting information and documentation

Building permits⁶⁷

Zoning registration⁶⁸

11. Choose location for truck

Business licensing⁶⁹

12. Determine permit type⁷⁰
13. Find a commissary
14. Consult in-person with the Boston Police Headquarters to find out where you can vend⁷¹
15. Apply for Hawkers and Peddlers License in-person from the Commonwealth of Massachusetts Division of Standards⁷²
 - a. Supporting information and documentation
 - b. Cost: \$50
16. Go in-person for a background check from the Chief of Police to receive Certificate of Character⁷³
 - a. Cost: \$62
17. Schedule a plan review with Inspectional Services
18. Attend a review in-person with Inspectional Services for changes or updates to the truck
 - a. Supporting information and documentation
 - b. Equipment specifications
 - c. Food Truck Plan Review form
 - d. Menu
19. ServSafe Certificate
 - a. Cost: \$100
20. Schedule an Inspectional Services inspection
 - a. Supporting information and documentation⁷⁴

⁶⁵ <https://www.mass.gov/how-to/register-your-business-with-masstaxconnect>.

⁶⁶ <https://mtc.dor.state.ma.us/mtc/> /.

⁶⁷ On hold.

⁶⁸ <https://www.boston.gov/permitting-and-licensing-boston>.

⁶⁹ <https://www.boston.gov/departments/small-business-development/food-truck-lottery>.

⁷⁰ <https://www.boston.gov/departments/small-business-development/how-get-food-truck-permit>.

⁷¹ This is if one is vending on a public street. \$50 Use of Premises Permit for private property. https://www.boston.gov/sites/default/files/embed/u/updated_hawker_peddler_2019_0.pdf and <https://www.boston.gov/departments/small-business-development/how-get-hawker-and-peddler-license>.

⁷³ Conducts a background check of applicant's criminal history through fingerprints.

⁷⁴ Additional Use of Premises Permit to sell on a private site.

21. Pass inspection
22. Schedule a Fire Department inspection to receive a Fire Permit⁷⁵
23. Pass inspection
 - a. Cost: \$150
24. Have at least one person obtain a Food Manager's Certificate⁷⁶
25. Go through an accredited program⁷⁷
 - a. Cost: \$99⁷⁸
26. Pass test
27. Have someone obtain Allergen Awareness Certification
28. Watch online training
 - a. Cost: \$10
29. Pass quiz
30. Prepare HACCP plan
31. File Food Truck Permit Application online with the City of Boston Division of Health Inspections⁷⁹
 - a. Supporting information and documentation⁸⁰
32. Certificate of Liability Insurance⁸¹
33. Business plan⁸²
34. Written agreement from commissary
 - a. Cost: \$500
35. Address any needed changes⁸³
36. File New Business Certificate Application in-person or by mail to the Office of the City Clerk⁸⁴
 - a. Supporting information and documentation
 - b. Copy of lease agreement; Valid picture ID; Other documentation as needed⁸⁵
37. Get the application notarized

⁷⁵ An additional Open Burning and Cooking Operations permit is required if anything but an inline generator is used for cooking or to power one's truck.

⁷⁶ <https://foodhandlerscardhelp.com/iowa-food-handlers-permit/>

⁷⁷ <https://ia.foodprotectiontaskforce.com/resources1/restaurants-grocery-stores/#tab6>. And: <https://web-dfsr.s3-us-gov-west-1.amazonaws.com/iowa/assets/File/Final%20USA%20FS%2002%20CFPM%20Requirements%20Flowchart%20and%20Additional%20Information.pdf>.

⁷⁸ Estimation from one company that does a package of course with exam: <https://www.360training.com/learn2serve/food-safety-manager-training?state=IA>.

⁷⁹ <https://www.boston.gov/departments/small-business-development/how-get-food-truck-permit>.

⁸⁰ Items that needed in conjunction with applying for the permit are submitted in-person after the city has the chance to review the plans. But the filled out permit application is part of documentation to submit during plan review.

⁸¹ <https://www.boston.gov/sites/default/files/embed/c/cori-sample.pdf>.

⁸² <https://www.boston.gov/departments/small-business-development/your-food-truck-business-plan>.

⁸³ When it comes to plan reviews, this should always be an extra step.

⁸⁴ <https://www.boston.gov/departments/city-clerk/how-apply-business-certificate>.

⁸⁵ For example, the food truck has to bring all the permits and other required items.

a. Cost: \$65

Boston Food Truck Metrics

- Cheaper
 - Total cost: \$1,536
 - Total number of fees: 9 Fees
- Faster
 - Total number of agency interactions: 9 Agencies
 - Minimum in-person agency visits or steps required: 7 in-person steps
 - Total number of forms: 12 Forms
- Simpler
 - Total number of steps: 37 Steps

Boston Comparative Analysis - Barbershop

We assume:

- The barbershop is a limited liability company (LLC)
- It will have 6 employees
- Spatial dimensions:
 - 1,000 sq. ft. Total
 - Desired location is properly zoned commercial, permitted by right
- A renovation involving structural interior changes of an existing space that was formerly a barbershop
 - Permits needed:
 - Building permit for \$75,000 of work⁸⁶
 - Mechanical permit for \$10,000 of work
 - Electrical permit for \$10,000 of work
 - Plumbing permit for \$10,000 of work
 - Sign permit
 - No other miscellaneous permits

Basic Process Mapping⁸⁷

Occupational licensing⁸⁸

1. Determine license type
2. Complete 1,000-hour barbering curriculum
3. Create account
4. Schedule exam
5. Pass exam
6. Pass practical exam
7. File Application for Barber License online from the Massachusetts Board of Cosmetology and Barbering Services Administration using ePLACE portal
8. Set up ePLACE account
 - a. Supporting information and documentation (mailed)
9. Criminal Offender Record Information Acknowledgement Form
10. Get Criminal Offender Record Information Acknowledgement notarized
 - a. Cost: \$165
11. File Barber Shop License Application online from the Massachusetts Board of Cosmetology and Barbering Services Administration using ePLACE portal
 - a. Supporting information and documentation
 - b. Cost: \$130

⁸⁶ This is based on a range of \$75 per sq. ft.: <https://www.evergreenbeauty.edu/blog/how-much-does-it-cost-to-start-and-operate-a-beauty-salon/>.

⁸⁷ <https://www.boston.gov/starting-business>.

⁸⁸ <https://www.mass.gov/how-to/apply-for-a-barbering-license>.

12. Photo of shop owner
13. Floor plan
14. Plumbing Inspection Form
15. Electrical Inspection Form
16. Criminal Offender Record Information Acknowledgement Form
17. Get Criminal Offender Record Information Acknowledgement notarized
18. Price list
19. Pass inspection

Register your business⁸⁹

20. Choose entity type⁹⁰
21. Register with the Massachusetts Secretary of the Commonwealth⁹¹
22. Determine name availability⁹²
23. Appoint resident agent
24. File LLC Certificate of Organization online⁹³
25. Supporting information and documentation
 - a. Cost: \$500⁹⁴
26. Register for taxes⁹⁵
27. File Form SS-4 online to obtain a FEIN from the Internal Revenue Service
 - a. Supporting information and documentation
28. Register with the Massachusetts Department of Revenue⁹⁶
29. Create online account
30. File online with MassTaxConnect⁹⁷
 - a. Supporting information and documentation

Building permits

31. Hire licensed professionals
32. Determine which permit applies to the project⁹⁸
33. Upload supporting documentation online to the Boston Permits and Licenses portal

⁸⁹ <https://www.mass.gov/guides/starting-a-new-business>.

⁹⁰ <https://www.sba.gov/business-guide/launch-your-business/choose-business-structure>.

⁹¹ <https://www.sec.state.ma.us/cor/corpweb/corllc/llcinf.htm>.

⁹² <https://corp.sec.state.ma.us/CorpWeb/NameReservation/SearchNameRes.aspx>.

⁹³ <https://www.sec.state.ma.us/cor/corpdf/c156c512dllccert.pdf>.

⁹⁴ <https://www.sec.state.ma.us/cor/corfees.htm#exp>.

⁹⁵ <https://www.mass.gov/business-taxes>.

⁹⁶ <https://www.mass.gov/how-to/register-your-business-with-masstaxconnect>.

⁹⁷ <https://mtc.dor.state.ma.us/mtc/>.

⁹⁸ Some permits can be applied for online, but the main ones that involve major or structural work must be initiated at Counter 1 in person. We assume that the long-form permit is needed in this situation as it is a structural renovation. The website notes that the application process for a long-form permit can be started online but must be completed in-person.

34. Create online account
 - a. Supporting information and documentation
35. Nominal fee letter
36. Copy of the agreement between homeowner and contractor
37. Homeowner Waiver
38. Proof of Workers' Compensation
39. Permission from property owner
40. Site plan
41. Floor plan
42. Certified plot plan
43. Submit ISD Long Form Permit in-person at Counter 1 with the Building Division
 - a. Supporting information and documentation
 - b. Cost: \$800⁹⁹
 - c. Make any needed changes
44. Apply for Electrical Permit online
 - a. Supporting information and documentation
 - b. Cost: \$270¹⁰⁰
45. Electrician liability coverage
46. Workers' Comp Insurance Affidavit
47. Authorized agent permission
48. Electrician license
49. Apply for Plumbing Permit online
 - a. Supporting information and documentation
 - b. Cost: \$270¹⁰¹
50. Permission to act
51. Certificate of liability insurance
52. Workers' Comp Insurance Affidavit
53. Plumbing license
54. Apply for Gas Permit online
 - a. Supporting information and documentation
 - b. Cost: \$270
55. Gasfitters license information
56. Certificate of liability insurance
57. Workers' Comp Insurance Affidavit
58. Permission to act
59. Apply for a long form permit for signs
 - a. Supporting information and documentation
 - b. Cost: \$60
60. License information

⁹⁹ https://www.cityofboston.gov/images_documents/isd%20fee%20schedule_tcm3-31721.pdf.

¹⁰⁰ https://www.cityofboston.gov/images_documents/isd%20fee%20schedule_tcm3-31721.pdf.

¹⁰¹ https://www.cityofboston.gov/images_documents/isd%20fee%20schedule_tcm3-31721.pdf.

61. Plans
62. Authorized agent
63. Schedule inspection
64. Pass inspection
65. Electrical inspection
66. Pass inspection
67. Plumbing inspection
68. Pass inspection
69. Gas inspection
70. Pass inspection

Zoning registration¹⁰²

71. Use Zoning Viewer tool to verify the zoning of the property¹⁰³
72. File Application for Use and Occupancy in-person with the Boston Inspectional Services Division
 - a. Supporting information and documentation
73. Original record of occupancy
74. File Short Term Permit online
 - a. Supporting information and documentation
 - b. Cost: \$770
75. Contractor licenses
76. Contractor agreement
77. Workers' comp affidavit
78. Insurance certificate
79. Pass inspection
80. Drop off signed documentation in person

Business licensing

81. File New Business Certificate Application in-person or by mail to the Office of the City Clerk¹⁰⁴
 - a. Supporting information and documentation
82. Copy of lease agreement; Valid picture ID
 - a. Other documentation as needed¹⁰⁵
83. Get the application notarized

¹⁰² <https://www.boston.gov/permitting-and-licensing-boston>.

¹⁰³ <http://maps.bostonredevelopmentauthority.org/zoningviewer/>.

¹⁰⁴ <https://www.boston.gov/departments/city-clerk/how-apply-business-certificate>.

¹⁰⁵ For example, the food truck has to bring all the permits and other required items.

a. Cost: \$65

Boston Barbershop Metrics

- Cheaper
 - Total cost: \$3,300
 - Total number of fees: 10 fees
- Faster
 - Total number of agency interactions 6 Agencies
 - Minimum in-person agency visits or steps required: 15 in-person steps.
 - Total number of forms: 21 forms
- Simpler
 - Total number of steps: 81 Steps

Boston Comparative Analysis – Home-Based Tutoring

We assume:

- The home-based tutoring is a sole proprietorship
- It will have 0 employees
- Spatial dimensions:
 - 1,000 sq. ft. Total
 - Desired location is properly zoned residential, but no assumptions about whether the business is permitted by right or conditionally
- No interior or exterior structural renovations involved
- Permits needed:
 - No sign permit
 - No other miscellaneous permits

Basic Process Mapping¹⁰⁶

Occupational licensing¹⁰⁷

Register your business¹⁰⁸

Register for taxes¹⁰⁹

¹⁰⁶ <https://www.boston.gov/starting-business>. For zoning restrictions on home occupations, see: https://library.municode.com/ma/boston/codes/redevelopment_authority?nodeId=ART10ACUS.

Notable restrictions include:

- Non-resident employees are prohibited in residential districts, except for “nonresident assistants” where the HBB is a professional’s office (the numbers of which are restricted).
- Visible advertisements are prohibited in residential districts.
- Clients or customers cannot visit—the business cannot be open to the public.
- Accessory uses cannot occupy more than 25% of the floor area of the main buildings, the rear yard, or “unbuilt lot area.” (No front or side yards in residential districts.)
- For “an occupation for profit customarily carried out in a dwelling unit by a person residing therein”:
 - Has to be in the main building.
 - Can only use equipment “ordinarily incident to a dwelling unit.”
 - Non-resident employees are prohibited.
 - Can’t trade in merchandise.
- HBBs in single-family districts automatically need a conditional use permit.

¹⁰⁷ None required.

¹⁰⁸ None required. Registering a trade name is done in conjunction with the Boston City Clerk’s Business Certificate.

¹⁰⁹ Check to make sure this business wouldn’t need to register with the Department of Revenue as well.

1. File **Form SS-4** online to obtain a FEIN from the **Internal Revenue Service**¹¹⁰
 - a. Supporting information and documentation
2. Register with the **Massachusetts Department of Revenue**¹¹¹
3. Create online account
4. File online with **MassTaxConnect**¹¹²
 - a. Supporting information and documentation

Building permits¹¹³

Zoning registration¹¹⁴

5. Check with **zoning authorities** to determine if the zoning regulations allow for the business

Business licensing

6. File **New Business Certificate Application** by mail to the **Office of the City Clerk**¹¹⁵
 - a. Supporting information and documentation
 - i. Copy of lease agreement
 - ii. Valid picture ID
 - iii. Other documentation as needed¹¹⁶
 - b. Cost: **\$65**
7. Get **the application notarized**

Boston Home-Based Tutoring Metrics

- Cheaper
 - Total cost: **\$65**
 - Total number of fees: **1 fee**
- Faster
 - Total number of agency interactions: **4 agencies**
 - Minimum in-person agency visits or steps required: **1 in-person step**
 - Total number of forms: **3 forms**

¹¹⁰ <https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online>.

¹¹¹ <https://www.mass.gov/how-to/register-your-business-with-masstaxconnect>.

¹¹² <https://mtc.dor.state.ma.us/mtc/> / .

¹¹³ None required.

¹¹⁴ <https://www.boston.gov/permitting-and-licensing-boston>. Essentially, this depends on the zone. According to clerk research, if the HBB locates in a single-family district, a conditional use permit is required; if a general residential or apartment district, then it's allowed by right. It does not seem possible to open up this business in Boston— unless a variance is obtained.

¹¹⁵ <https://www.boston.gov/departments/city-clerk/how-apply-business-certificate>.

¹¹⁶ For example, the business has to bring all the permits and required items.



- Simpler
 - Total number of steps: 7 steps