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TOWN OF WAYLAND

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WAYLAND, MASSACHUSETTS 01778

BOARD OF SELECTMEN

LEA T. ANDERSON
MARY M. ANTES
LOUIS M. JURIST
CHERRY C. KARLSON
JOSEPH F. NOLAN

Board of Selectmen Listening Session Subcommittee
Listening Session #1
Meeting Minutes
January 26, 2017 at 7 p.m.
Wayland Public Library, Raytheon Room
5 Concord Road, Wayland

Attendance: Subcommittee members Lea T. Anderson, Mary M. Antes

Others in attendance: Lynne Cavanaugh (facilitator), Katy Eyre, David Lang, Kathleen Lang, Doug Levine, Betsy Meindel, Debbie Tofias, Richard Turner, Molly Upton

Welcome and introductions Facilitator, Lynne Cavanaugh, welcomed eight members of the community to the first of nine Listening Sessions at 7:02 p.m. in the Raytheon Room of the Wayland Public Library. She gave a brief statement of her background and asked the attendees to introduce themselves. She explained that Selectmen Mary Antes and Lea Anderson were there to listen and take notes for a summary report. She assured the attendees that no statements would be attributed to individuals in the report. L. Cavanaugh reviewed the ground rules.

Questions and discussion L. Cavanaugh led the group through a series of questions:

- What town services do you use most often and how well do they serve your needs? How could they be improved?
- What are three things in Wayland Town Government that are working well and you don't want to see changed? What three things would you like to see changed?
- Do you participate in town activities and town-sponsored events? Why or why not?
- What would encourage you to take advantage of these activities and services?
- Many feel that Wayland taxes are high. What services might you be willing to forego in order to add new or additional services?
- What is the best way for the town to provide you with information on a regular basis?
- Do you have skills that you would be willing to share with the town on a short-term, one-shot, or regular basis? What is keeping you from joining a board or committee?
- Do you have concerns or comments that have not already been mentioned?

Feedback Notes on comments received are attached.

Adjourn The listening session ended at 8:30 p.m.

Items Distributed for Information and Use by the Listening Session attendees at Listening Session #1 on January 26, 2017

1. Handout from FY18 Recommendations on Budget Guideline dated August 2016 – charts ranking Wayland among peer towns
2. 2017 budget breakdown

Items Included as Part of Agenda Packet for Discussion During the January 26, 2017 Listening Session
There were none.

Respectfully submitted: Lea T. Anderson (2/15/17 amended minutes to include feedback)

Listening Session #1 Notes
Thursday, Jan. 26, 2017
Wayland Public Library

Facilitator, Lynne Cavanaugh
Selectmen, Mary Antes and Lea Anderson

8 attendees 7 of 8 attend Town Meeting regularly
 3 of 8 have served on town boards or committees
 7 of 8 regularly use town resources and activities

Question: What town services do you use most often and how well do they serve your needs? Or not serve your needs?

Veterans, DPW

- Veterans, DPW are both pretty responsive; would like to see veterans agent available all day (not just half); would like to see publicity about her being available in office and also by cell phone

Library

- Library is very good; need to improve facility; communication from library is very good
- Programming for young children at library should extend to weekends
- Community minded programs are excellent – speakers, workshops
- Excellent

Water Department

- Need proactive approach to water bans; see sprinklers on when they shouldn't be; Water Dept. made mistake and said watering was going on when it wasn't
- Private wells are a problem; still coming out of aquifer
- Need new water meters – maybe one for irrigation and one for house
- Questions for Water Dept:
 - What is the procedure for enforcement of water ban?
 - What is \$30 administrative fee on bill and why is it listed separately?

Health Department

- Flu shots are great

Assessors

- Exemption certificates should be sent to bank that handles payment of taxes
- Old bank stopped forwarding tax bill; need address on bill

Building and Zoning

- Not working; lack of confidence in boards; catalyst is 150 Main St.; boards seem to be listening and are respectful, but they don't care; letting their positions as public figures interfere
- Zoning Board needs stronger enforcement action related to storage trailer in neighbor's yard
- Friend who designed a house with private road based on input from Planning Board, then got conflicting input
- All land use offices need to improve; no way for individual to know which board he/she needs to go to; there should be one place to go instead of the "scavenger hunt" it is now; need a screener who has data at their finger tips
- Need a person or service who can guide you

Conservation

- Enjoyed the Mainstone process

Council on Aging

- Advocate for more space
- People who volunteer for SHINE are wonderful

Recreation

- Art class in Station 2 is in a terrible space for art
- Programs good

Town Clerk

- Good experience

Voc. Schools

- Why is this still in the budget?

DPW

- Enjoy the dump
- Landfill is great; they give dog treats
- Road projects like Old Conn. Path are good, but why didn't they do more at 5 paths intersection or Rte. 30/27 intersection?

Police

- Gas line replacement on Plain Rd. took 6 weeks; road was closed too far away from work; residents couldn't get to their houses; police said they didn't know because it was utility work
- Police have to let people know and keep them up to date on status of projects

Town Counsel

- Previous Town Counsel was unfamiliar with bylaws; TC needs a high level of knowledge; seems to be a correlation between zoning, planning, and town counsel, rubber stamp; unhealthy wedding of interest and partners

General statement

- Much of the trouble at 150 Main St. is that former BoS wanted to get more commercial; Wayland is residential; we should be improving quality of life
- Mindset was pushing commercial; Whole Foods plaza needs upgrade; it is low quality

Question: What 3 things in Wayland Town Government are working well and you do not want to see changed?

- Police and Fire
- Fire Dept.
- Elections, electronic voting
- Snow removal (one person disagreed)

Question: What would you like to see changed?

- Don't use so much snow melt/salt on roads
- Budget, tax bill
- Term of Town Moderator, find someone new

Question: What would you reduce, cut from the budget?

- Find efficiencies, coordination, consolidation
- Land Use Departments, Building Dept. records do not talk to Assessor records

- Do not see any place to cut
- Regionalize dispatch

Communication

What is best way to reach you?

- Where do I find answer to status on bike trail? I read Town Crier, but can't figure out what the status is. What is status of Glezen Lane turn restriction? Where do I find it? Do we study too much?
- Think reverse 911 was overused
- Use WaylandNews
- 6 of 8 subscribe to Town Crier
- 7 of 8 read WaylandNews
- Heard about this session several ways: letter, Town Crier, WVN, WaylandNews
- Facebook?; Town should figure out if it wants to spend money to aggregate info and push it out
- We don't want to get bombarded; try to figure it out
- Wants simplified meeting agendas available in one easy spot; doesn't want to have to go to each board's link; has to be "push" like WaylandNews

Town could clarify sources that they are utilizing. L.Cavanaugh

What does the BoS want citizens to do to be informed? L.Cavanaugh

Question: If you haven't served on a board or committee, why?

- Tone of contentiousness is discouraging; shout out to BoS and School Committee for what they have to do; it is offputting; love garden club and would rather spend time doing this
- Totally agree; years ago people were fighting over sidewalks
- Volunteers for other things with his/her kids; doesn't want to run for office; conflict of interest laws are too much

Anything else:

- Do an anonymous survey of employees on ways to save money

Thank you!