



NAN BALMER  
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# TOWN OF WAYLAND

41 COCHITUATE ROAD  
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 #4**  
**Meeting Minutes**  
**January 31, 2017 at 1:30 p.m.**  
**Bent Park**  
**12 Bent Avenue, Wayland**

**Attendance:** Subcommittee member Mary M. Antes

**Absent:** Subcommittee member Lea T. Anderson

**Others in attendance:** Lynne Cavanaugh (facilitator), Carole Plumb

**Welcome and introductions** Facilitator, Lynne Cavanaugh, welcomed one member of the community to the fourth of nine Listening Sessions at 1:30 p.m. in the Bent Park apartments. She gave a brief statement of her background and asked the attendee to introduce herself. She explained that Selectman Mary Antes was there to listen and take notes for a summary report. She assured the attendee that no statements would be attributed to individuals in the report. L. Cavanaugh reviewed the ground rules.

**Questions and discussion** L. Cavanaugh led the discussion 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 3:00 p.m.

**Items Distributed for Information and Use by the Listening Session attendees at Listening Session #4 on January 31, 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 31, 2017 Listening Session**

There were none.

Respectfully submitted: Mary M. Antes

**LISTENING SESSION #4**  
**Tuesday, January 31, 2017**  
**Bent Park**

Facilitator: Lynne Cavanaugh  
Selectman: Mary Antes

1 attendee

**Question: What town services do you use and how well do they meet your needs?**

**Assessors**

- Helpful

**Conservation**

- Gardens

**Council on Aging**

- COA has been very helpful getting help for her mother
- Seniors don't get enough support

**DPW** Good job with snow plowing

**Board of Health**

- Difficult to find out what to do about septic system; ended up going to the Town of Sudbury's website; couldn't provide a list of contractors
- Vaccinations/shots

**Energy**

- Likes solar panels
- Would like dark sky

**Fire**

- EMTs good

**IT (Treasurer)**

- New payment system wasn't ready when rolled out
- Difficult to check to make sure payment was received
- Hacking causes concern
- Took a long time to hire IT director
- Works hard but processes are not up-to-date
- Need to plan better—store and access information

**Library**

- Big user, loves the library
- Would love to have access to more specialty data bases, such as scientific and medical, particularly at universities

### **Recreation**

- Uses beach but it closes too early

### **River's Edge**

- Supports River's Edge
- Doesn't think schools were apprised of the time line for moving buses
- Need better planning, coordination, decision-making, project management to execute well (applies to Town Center, Wastewater as well)
- Not sufficient for proponents to simply say we can solve this

### **Selectmen**

- Public Comment is more for complaints than time to ask questions to become a better informed voter
- Feels like a pest

**Town Meeting** Half-baked articles shouldn't come to TM, waste of time

### **Question: What would you like to see changed? What could be improved?**

- Planning across the board, long range plans/goals; goals help town set direction
- More forward thinking
- Scorecard—did we meet our goals
- More information: how to get information; map of voting precincts, list of available databases and how to access them; tax rate over a period of years; list of projects and what has been accomplished to date; overview of town departments' work; how to find the information you want/need

### **Communication**

- The Buzz is a good way to get information
- Website is a clunker; Sudbury's is much better
- Booklet for new residents: information about boards, town meeting, etc.
- Words and their meanings are important (financial terms)
- Some need exposure on how to be a good citizen, how to behave in meetings
- Has been to lots of meetings but hasn't been able to ask questions