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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 #2**  
**Meeting Minutes**  
**January 28, 2017 at 10:30 a.m.**  
**First Parish in Wayland (moved from library)**  
**50 Cochituate Road, Wayland**

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

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

**Others in attendance:** Lynne Cavanaugh (facilitator), Susie Keyes, Doug Levine, John Schuler

**Welcome and introductions** Facilitator, Lynne Cavanaugh, welcomed three members of the community to the second of nine Listening Sessions at 10:35 a.m. in the Stokey Library at the First Parish in Wayland. She gave a brief statement of her background and asked the attendees to introduce themselves. She explained that Selectman Lea Anderson was 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 12:00 noon.

**Items Distributed for Information and Use by the Listening Session attendees at Listening Session #2 on January 28, 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 28, 2017 Listening Session**

There were none.

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

**Listening Session #2 Notes**  
**Saturday, Jan. 28, 2017**  
**First Parish in Wayland**

Facilitator, Lynne Cavanaugh

Selectmen, Lea Anderson

3 attendees      3 of 3 attend Town Meeting regularly  
                         2 of 3 have served on town boards or committees  
                         3 of 3 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?

**Conservation**

- Use conservation land; can't think of improvements

**Library**

- Use library; can't think of improvements
- Library seems great, but there is room for improvement; would be good to have more study space; seems congested; New Weston Library is great
- Excited that new library is planned to be in Cochituate; current library too congested; would spend time at new library if there is tea and coffee
- Concerns about what to do with old library, given deed restriction; keep it as a branch library
- Agree that we should keep it as a branch; also space for meetings; specialty library stacks like antique books or science?

What is working well, not working well?

**Building Department**

- Communication was very difficult; because of water damage, built a new "fancy ranch" on existing foundation, completely compliant, no variances; filed in August, permit issued at Christmas (5 months); filled out paperwork, told we didn't have X; 9 rounds including engineering studies; process is not programmatic; in other towns can go to website and find list of documents needed; Wayland needs comprehensive list; tried to get architect to try too; once an application is made/accepted there is a time limit to respond; it seemed that the Building Dept. didn't want to start the clock by accepting the application; extremely disorganized; so frustrating
- My experience on smaller projects in my home was that there was no problem

**Fire and Police**

- Fire and Police were amazingly helpful on this building project; friendly, welcoming
- Met with Public Safety as part of my job and found it was very good
- No issues

**Water Department**

- Great

**DPW**

- Highway Dept. was very accommodating during repaving of Old Conn. Path; fixed a driveway problem and put stones back properly on a wall; very helpful and polite

- During work on Rice Spring Land and Happy Hollow Road, Highway Dept. went out of their way to help; dump people are very helpful

### **Planning Department**

- Disappointed about Town Center; what can we do to make it less cookie cutter, more useful to citizens? Concord Center is a pipe dream, but Cheese Shop is more than a store, it's a gathering place.
- We bent too many rules; developer made promises that weren't kept; didn't get the tax bonus we expected; now concerned about CVS – were rules followed?
- What was original plan at 150 Main St.?
- Finnerty's Restaurant site - why not subsidize something town wants; the gas station across the street is closed, what does it mean for that location? We are told town government is powerless to stop it
- Town government should have some role making voices of people known; EDC met with new owner to tell him what we want at Town Center; indoor playground, convening spaces? Like the Cheese Shop in Concord
- It'll never be Concord; when these decisions were made there were 4 developers on the BoS; we paid for Water Treatment Plant we didn't need; Glezen Lane turn issue because of a few people; Selectmen had conclusion already reached

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

- Look for selectmen to display wisdom, to be a guardian of what the town is and what it owns; we have a lot of land in conservation – people thought it would be good; BoS did not display wisdom in Town Center or Public Safety Building which flooded; current process of selling 8 or 9 acres of town land on Rte. 20 is not wise; it is the only industrial land we own; what will it cost every year to get rid of highway waste? Why can't school buses stay there? No one wants them; do we have to pay dispatcher if we put buses at multiple sites? How are we going to fuel buses legally?

### **Question:** How do you describe wisdom?

- I look ahead 30 or 40 years; former board unwise, biased, saw a great development opportunity
- Need principle-based decision making; acquire land for future municipal uses; long term planning process; BoS should step into role on a set of principles adopted by the town – over 5, 10, 20 years or more
- Wisdom takes looking ahead, maturity
- Think it is terrific to have listening sessions

### **Question:** Is there a long-range plan?

- Maybe Land Use, EDC, and Wayland Business Association; do we want more and more of our tax revenues to come from commercial?

### **Question Lynne wrote on flip chart:**

Does town have a long-range plan?

Economic development

Revenue plan/sources of revenue

Top priorities by time frame

Are our government boards designed to meet this plan?

### **Communication**

### **What is the best way (other ways) to reach you?**

- Inserts in Town Census
- Website should be interactive; should there be a selectmen's blog? There is no critical reporting in the Town Crier; the Town Meeting Warrant provides pro and con arguments for each article; there is no other place to read pro and con; want a news sharing organ; during town center negotiation, felt there were alliances of people running for office; didn't know what they were; trust in Wayland's public government went way down; want something that gives in depth information

### **What are obstacles to volunteering?**

- Fear of public castigation, being called a liar, cheat, no protection right now; worried that there are hidden agendas; need impressive resume to get elected; do not feel qualified
- Running for BoS; been involved in public service since high school; studied law and public policy; educated in Weston Public Schools
- Serve on Board of Health; disagree with how we base our judgments; bright people on BoH; time used to be limited, but that is changing

### **What would you reduce, cut from the budget?**

- Would have to know employment numbers; we need all these services; what could be automated?
- BoH includes school nurses, 1 administrator; lot of what they do is filing; can departments get electronic filing system; this was in the works, but nothing has happened

**Question:** What is included on the BoS line in the budget?

### **How should people be informed?**

- Public comment should be extended once a month to 45 minutes
- Budget is difficult to read in warrant, terminology, groupings; set up annotated version on website; group by function, by outcome; it is informative, but difficult to interpret
- Communications is a big issue

### **Anything else?**

- Worked in same business for 40 years, used to keep books by hand; 3 years ago we made a big step and set up data base for workers to access; hugely improved delivery of service to customers; think that data and technology exist to fix it in Wayland; should have one central office for paying bills; probably some 5 year plan
- BoH director said this is coming; biggest expense would be transferring data, clerical
- Communications is a big issue
- Hugely admire volunteers in town government; don't understand why Open Meeting Law is such a problem, disproportionate; seems that boards are hamstrung by OML

Thank you!