



**TOWN OF HOLLISTON  
BOARD OF SELECTMEN**

**703 Washington Street  
Holliston, MA 01746**

**508-429-0608**

**BOARD OF SELECTMEN  
MEETING MINUTES  
HOLLISTON TOWN HALL  
MARCH 19, 2018**

Present: Kevin Conley, Chairman; Jay Marsden, Vice Chairman

Absent: Mark Ahronian, Clerk

Also present: Jeff Ritter, Town Administrator

- 1.) **Warrants**: J. Marsden read the Warrants and made a motion to approve the weekly vendor (expense) and payroll warrants in the amount of \$751,697.23. Second, K. Conley. Voted 2-0
- 2.) **Public Comment**: Three Girl Scouts were present. Hanna Kobbs, 14 Railroad Street; Kelly Joyce, 15 Skyview Terrace; and Catlin Phillipson, 17 Regency Drive. The Girl Scouts presented the Board of Selectmen illustrated cards thanking the Board for their service to the community. The Girl Scouts also gave to the Selectmen two (2) boxes of Girl Scout cookies. The Selectmen thanked the Girl Scouts.

Sharon Weaver, 69 Woodland Street was present and complained to the Selectmen that her recycling has not been picked up for four (4) weeks. K. Conley said Republic Services are on the Agenda this evening and there are representatives here who can address her questions.

J. Marsden thanked Bobby Blair (Mayor of Mudville) who was present for working on the St. Patrick's Day Breakfast which was held last Saturday at the Lutheran Church. It was an outstanding event and everyone had a great time. It was a great fund raising event for Holliston in Bloom.

K. Conley said there was another snowstorm on the horizon and everyone should stay safe.

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- 3.) **Report of the Town Administrator:** J. Ritter reported the 8 Arch Bridge project appears to be on schedule and on budget. He will be inviting in the Chairman of the 8 Arch Bridge Committee to meet with the Selectmen in a couple of weeks.

A new financial policy regarding the use of cannabis revenues has been drafted and sent to the Finance Committee for review and adoption. It will then be placed on a future Agenda for the Selectmen to review.

The Pinecrest deck project will be rebid this week. Russo Barr has determined the deck is solid and in good shape it is the railing and frame work that needs to be addressed. Instead of a \$50,000 project we are now looking at a \$20,000 repair and replacement project.

The Police Chief is currently working to fill one of the Lieutenants position that was created due to a retirement. An assessment center has been established and several candidates are going through the assessment center today. The Board will be in a position to interview candidates within the next couple of weeks.

The Town has received a strong field of candidates to fill the position of Director of Youth and Family Services. Interviews will be scheduled shortly and two (2) candidates will come before the Board in the next several weeks.

- 4.) **MAPC – Enhancing Local Democracy Project:** Laurie Zivkovich, Municipal Services Specialist with the Metropolitan Planning Council was present and reviewed a survey regarding Holliston's Town Meeting participation and operations.

The project "Enhancing Local Democracy in MetroWest," started in 2016 and was developed and funded by the MAPC at the request of the MetroWest Regional Collaborative (MWRC). The MWRC include the Towns of Ashland, Framingham, Holliston, Marlborough, Natick, Southborough, Wayland, Wellesley and Weston.

The project is designed to explore how communities can enhance local democracy. The four (4) areas of research include improving Town Meeting participation, interviewing boards and committees, electronic voting, and when elections are held. The survey is intended to be advertised locally and on the Town's web site. There will be standardized questions, the results will be compiled.

The MAPC represents 101 communities in the greater Boston area. K. Conley asked if the project is intended to explore best practices and share those identified with the participating communities. We have had discussions about electronic voting with surrounding communities.

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L. Zivkovich said there are pros and cons to electronic voting but it is one of the areas the project is exploring and gathering data about.

J. Marsden said he was on board with the project and it was discussed at a January meeting of the MWRC. He said it will be interesting to learn why some positions are appointed and some are elected such as the Town Clerk. He asked if the response time for the survey might be extended past the Town Meeting and local elections when residents have fresh memories of Town Meeting and elections. L. Zivkovich said that could be done and it was a good idea.

The Board thanks L. Zivkovich for her work and look forward to learning about the results.

- 5.) **Republic Services:** Adam Grier, General Manager and Dan Higgins, Area Municipal Manager were present to address the increasing number of calls and complaints about trash collection. A. Grier said that Republic is in a transition period and there appears to be gaps in communication. Republic will provide new contact information so it will be easier for residents and the Town to contact Republic.

K. Conley asked if residents and the Town can contact A. Grier directly with complaints or concerns we need to have an answer. A. Grier said no but Republic does have a call center and that is what should be used so they can track the complaints.

Sharon Weaver, 69 Woodland Street said she has contacted Republic several times and they said they would come to her address and they never do. This has been going on for four (4) weeks and her garage is now full of recyclables.

A. Grier said they would address her complaint tomorrow. The call center does not make return calls they only take incoming calls. The call center does not have the ability at this point in time to determine where the calls are coming from such as area code or zip codes but they are working on that.

K. Conley said he understands this is a very competitive business but call centers do not work for him. It is all about customer service and the call center is not working for Holliston. E-Mail is a much better solution that way there is a record about the specific complaints.

D. Higgins for the benefit of the public the call center number is 800-551-5584.

J. Ritter said the Selectmen's office is receiving too many calls from residents about missed trash collection missed recycling and that he personally takes about five (5) calls per week.

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D. Higgins said there are several reasons for the disruption in service but those are primarily weather related.

K. Conley said the Town needs to receive customer service reports because we are not getting specific data on the quality of service.

J. Marsden said he wants to know why S. Weaver's trash and recycling are not getting picked up. Her problem becomes my problem and now it is your problem he wants a commitment from Republic that these customer service complains will be addressed immediately.

**6.) Board Business:**

**Minutes of March 12, 2018:** J. Marsden made a motion to approve and release the regular session meeting minutes from March 12, 2018 and to hold for release the Executive Session Meeting Minutes. Second, K. Conley. Voted 2-0

**Request for DEP to Hold a Public Hearing on 157-165 Lowland Street:** J. Marsden noted the Conservation Commission, the Board of Health and residents have all requested the Board of Selectmen ask DEP to hold a Public Hearing regarding a permit that may be issued to American Recycled Materials, Inc. at 157-165 Lowland Street. The residents and the Town are entitled to be heard on this application. K. Conley made a motion to request DEP to hold a Public Hearing. Second, J. Marsden. Voted 2-0

**Annual Town Meeting Warrant:** J. Ritter presented the second draft of the Annual Town Meeting Warrant and said the Warrant is in pretty good shape and is scheduled to be signed by the Board on April 16<sup>th</sup>.

Work continues with Town staff reviewing and meeting with various vendors to introduce a proposal for a new web site.

**7.) Other Business: None**

**Adjourn:** J. Marsden made a motion at 7:48p.m. to adjourn the meeting. Second, J. K. Conley. Voted 2-0

Respectfully submitted,



J. Jeffrey Ritter  
Town Administrator