

**HOLLISTON BOARD OF SELECTMEN**

April 23, 2012  
7:30 P.M.

Selectmen's Meeting Room  
Town Hall

Present: Jay Marsden, Chairman; Kevin Conley, Clerk; Paul Le Beau, Town Administrator and Andrea Minihan, Administrative Assistant. Jay Leary, Vice Chairman arrived later.

**MR. CONLEY MOVED TO APPROVE THE FOLLOWING WARRANT:**

12-44	GENERAL WARRANT	\$ 42,369.10
	CAPITAL PROJECTS FIRE TRUCK (3900)	\$ 450.45
	PERFORMANCE DEPOSITS (801)	\$ 70.00
	AGENCY (890) VETERANS DISTRICT	\$ 1,058.07
	TOWN PAYROLL	\$1,007,050.46
	TOTAL WARRANT	\$1,050,998.08

**ACCOUNTANT'S NOTE:**

**ACCRUED DEDUCTION LIABILITIES NOT PAID**

\$ 194,710.88

**TREASURER'S NOTE:**

**WIRE TO HEALTH INSURANCE TRUST**

\$ 160,882.21

**THE MOTION WAS SECONDED BY MR. MARSDEN. TWO IN FAVOR. MR. LEARY WAS ABSENT.**

7:45 P.M., Mr. Conley read the street acceptance hearing for Deer Run

Mr. Le Beau said that the Selectmen's Office received correspondence from the Police Chief and the Fire Chief and they had no objections to the acceptance of Deer Run.

**AT 7:35 P.M., MR. CONLEY MOVED TO CLOSE THE HEARING. THE MOTION WAS SECONDED BY MR. MARSDEN. TWO IN FAVOR, MR. LEARY WAS ABSENT.**

**MR. CONLEY MOVED TO RECOMMEND THE ACCEPTANCE OF DEER RUN AS A PUBLIC WAY. THE MOTION WAS SECONDED BY MR. MARSDEN. TWO IN FAVOR, MR. LEARY WAS ABSENT.**

**BOARD BUSINESS:**

**MR. CONLEY MOVED TO APPROVE THE MINUTES OF JANUARY 30, 2012, AS WRITTEN. THE MOTION WAS SECONDED BY MR. MARSDEN. TWO IN FAVOR. MR. LEARY WAS ABSENT.**

**MR. CONLEY MOVED TO APPROVE THE EXECUTIVE SESSION MINUTES FOR APRIL 17, 2012, BUT NOT TO BE RELEASED. THE MOTION WAS SECONDED BY MR. MARSDEN. TWO IN FAVOR, MR. LEARY WAS ABSENT.**

**APPOINTMENT – CONSERVATION COMMISSION – REBECCA WEISSMAN**

Geoff Zeamer said that the Commission interviewed all seven applicants and they chose Rebecca Weissman. Mr. Marsden said that she has an impressive resume.

**MR. CONLEY MOVED TO APPOINT REBECCA WEISSMAN TO THE CONSERVATION COMMISSION. THE MOTION WAS SECONDED BY MR. MARSDEN. TWO IN FAVOR, MR. LEARY WAS ABSENT. THIS TERM WILL EXPIRE JUNE 2014.**

**ONE DAY ALCOHOLIC BEVERAGE LICENSE – KNIGHTS OF COLUMBUS**

**MR. CONLEY MOVED TO APPROVE A ONE DAY ALCOHOLIC BEVERAGE LICENSE FOR THE KNIGHTS OF COLUMBUS ON MAY 17, 2012, IN THE UPPER TOWN HALL FROM 7:00 P.M. TO 11:00 P.M. THE MOTION WAS SECONDED BY MR. MARSDEN. TWO IN FAVOR, MR. LEARY WAS ABSENT.**

**APPOINTMENTS – MEMORIAL DAY COMMITTEE**

**MR. CONLEY MOVED TO APPOINT ROBERT HOPKINS AND STAN FEINBERG TO THE MEMORIAL DAY COMMITTEE. THE MOTION WAS SECONDED BY MR. MARSDEN. TWO IN FAVOR, MR. LEARY WAS ABSENT.**

**ANNUAL TOWN MEETING WARRANT**

Mr. Le Beau said that they had a place-holder in for a possible article involving land acquisition by the Housing Trust. Mr. Le Beau said that the Housing Trust is planning on using Community Preservation funds to purchase the land. Mr. Le Beau said that they removed the place holder Article #29. Mr. Le Beau said that the Water Department also removed two articles last week. He said that we are down to 35 Articles.

**MR. CONLEY MOVED TO APPROVE AND TO SIGN THE ANNUAL TOWN MEETING WARRANT. THE MOTION WAS SECONDED BY MR. MARSDEN. TWO IN FAVOR, MR. LEARY WAS ABSENT.**

**WEB SITE UPDATE**

Mr. Conley said that they have been discussing the Web Site for some time. He said that the Committee went before the Selectmen and came in with two options. Mr. Conley said option A, would have an up-grade every four years that would be part of the maintenance contract. He said that option B, would be to pay someone to come in and redevelop the Town Web Site and we wouldn't be stuck with the same look. He said that the Web Site Committee prefers option A. Mr. Conley said that Chief Cassidy said that it would cost about \$7,000 for the Web Site. To do the redevelop of the Web Site it would cost about \$3,000. Mr. Conley said that the Web Site is the virtual front door to the Town. Mr. Conley said that he is hoping that this could go to the Special Fall Town Meeting. Mr. Marsden said that the Web Site could be used as a sales tool. Mr. Conley said that there are a lot of nice town Web Sites. Mr. Marsden said they may even be able to get

some funding. He said that he would talk to Karen Spilka. Mr. Conley said that he has spoken with Frank Chamberlain, of the Historical Society, and they have many old pictures that could go on the Web Site.

### **ROAD PAVING**

Mr. Conley asked Mr. Smith how the paving is coming? Mr. Smith said that it has been very wet out. They are planning on starting on Wednesday, April 25<sup>th</sup>. He said that they are paving part of Adams Street and part of Hanlon Road. He said that they will be graveled and then graded. He said that Lake Shore Drive and all the roads in that area are getting ready for paving. Mr. Smith said that rain has set them back a little.

Mr. Marsden said that Town Hall looks good and they are a little ahead.

Mr. Le Beau said that the revised list from the contractor said that they will be done by the middle of July. Mr. Le Beau said that is two months earlier than scheduled. He said that it would depend on the weather.

Paul Saulnier asked if they were going to change the Memorial Day Parade because of the construction at Town Hall? Mr. Marsden said no. Mr. Le Beau said that the contractor has a schedule of the events at Town Hall and they are going to work around them.

**AT 7:50 P.M., MR. CONLEY MOVED TO TAKE A TEN MINUTE BREAK. THE MOTION WAS SECONDED BY MR. MARSDEN. TWO IN FAVOR. MR. LEARY WAS ABSENT.**

### **8:00 P.M., - ECONOMIC DEVELOPMENT COMMITTEE**

Present: Fran Colantonio, Mary Greendale and Mark Ahronian.

Mr. Colantonio said that his biggest comment is that everyone who walks through the Town Hall doors, needs to be viewed as a customer. He said that they should be treated as a customer and we should treat them as we would like to be treated.

Mr. Marsden said that trying to find a better way to coordinate on projects with other departments would be helpful. Mr. Marsden said that there should be a pre-meeting with all the departments that will be involved with the project. Mr. Colantonio said a list of requirements would be helpful. Mr. Marsden said that several departments could be involved with just one project. Mr. Colantonio said that at an HBA meeting they discussed trying to make the Town more receptive to business.

Mr. Marsden said that they have to remember that many people already belong to the business community. He would like to have feedback from them as well. Mr. Marsden asked if the Economic Development Committee was planning a team meeting to complete the individual parts of the project, something like a pre-permit meeting.

Peter Barbieri said that most Towns have a sit down meeting with all the staff. He said that it saves the boards, committees and the applicant lots of time.

Mr. Ahronian said that the Town of Franklin has a Web Site that lists all the parcels of land that are available. He said that it also tells you what you can do on the lots. He said that Ms. Sherman is very busy in the office. He said that Holliston has a part-time planner and most towns have a full-time planner.

At 8:15 p.m., Mr. Leary joined the meeting.

Franklin has a full-time Planner and Holliston has a part-time Planner. He said that Ms. Mr. Marsden asked if technology could help. Mr. Ahronian said that technology could help. He said that they would need investment in the Town's Web Site. He said that an intern could do all the leg work. Mr. Marsden asked if there was a blue print for what you want to see per applicant.

Mr. Barbieri said that there can't be one application. Each department would have to have their own. Mr. Colantonio said that they were hoping to help develop a standard check list to help the departments. And Geoff Zeamer said that it would help the applicant. He said that each Board should prepare a small (how to) for the applicant. He also said to have the applicant make appointments with the staff. He said that if all departments put a list together, all the information would be available. He said that it could also be delivered to the Selectmen to look over. Richard Maccagnano said every Board should have a guideline. He said that there should be at least one person to review the application so that the applicant does not have to repeat it over and over.

Mr. Colantonio said that some Towns have a mentoring system and the person becomes the applicant's liaison for the project. He said that it is very successful. Mr. Marsden asked if the liaison attended all the Board meetings? Mr. Zeamer said the mentoring prospect could be seeing people within the Committee and have a meeting with the staff. He said that staff is in the building during the day. He said that most Committees meet at night. He said that the Selectmen could establish a mentor from the five Committees that would all work together. Mr. Barbieri said that if a project gets bogged down then the mentor could come in and go over it. Fred Carnes said that the homeowners have no idea what to do. He said that when a business comes to Town they come with an Attorney to walk them through a project.

Mary Greendale said that we assume that everyone knows how Town Government works. She said that even the simplest things are not that obvious to everyone. She said if you move from Cambridge to Holliston that is a big change. Mr. Maccagnano said that the Board of Health has a lot of business that comes in to start new. He said that the first person that they meet at Town Hall has to be a good contact or they are going to walk out the door and go to another Town.

Kevin Conley said that he had a business in Holliston in 1994 on Lowland Street and the Town paved both residential ends of the street but never paved the commercial section. He said that Lowland Street was a mess at that time. Mr. Conley said that the Town was not business friendly. He said that if people come to us looking for permits and assistance they are the reason we have jobs. He said that we should serve them the best way we know how. Mr. Conley asked everyone in the audience to go around the room and have a say. Mr. Conley asked Bill Bernard about the application process. Mr. Bernard said that he is a

builder and a home owner and he has worked in many towns. He said that most communities have a check list, so that when you come into town you meet with every point person from each department and when you are through with each department, the point person signs off on the check list. He said that it makes for a smooth transition. Mr. Bernard said that the Town of Bellingham has a great check list. He said that the last person to sign off on the check list is the Building Inspector.

Robert Weidknecht said that guide lines from Town boards would be helpful. He said that there are a few conflicting regulations within the Town. He said Well Protection Act has storm water requirements in terms of guidelines and the Board of Health has its storm water requirements.

A Zoning Board of Appeals member said that the applicant does not always have what they need for Zoning. He said that they give the applicant a package on what needs to be filled out. He said that sometimes the applicant has to come back because they did not fill it out correctly or they did not follow the instructions. He suggested a check list. He said that if they decide to go with a mentor, that person would have to be educated by the Town so they would be knowledge about all the rules in each department.

Matt Varrell said that if someone new comes to Town to start a business, they should be treated as a customer. He did say that Holliston is at a disadvantage because we are far from the highway and there are no sewers. Mr. Varrell said that we should be customer friendly. He said that the office staff person should be on the same page as the department that they work for.

Tom Smith, Highway Superintendent, said that they have a booklet for driveway openings. He said that it explains the maximum width. He said that they also have a street opening permit that is usually used for a utility trench. Mr. Smith said that the utility company should be pulling the permit, not the resident. He said that after the work is done, he will go and inspect it. If they have followed the guideline, the bond will be released.

Fred Carnes said that he does not want the homeowners to be forgotten. He said that there are four thousand homes in Town and all we are talking about is businesses. Mr. Carnes said that the Conservation Commission has a fantastic staff.

Ann McCobb, Board of Health, said that the personal touch with a mentor is good. She said that it would be hard for a consultant to have all the skills for each department.

Ms. McCobb said in Hopkinton, they have a permitting guide that came out last November and she said that it has been very helpful. Ms. McCobb said that in most cases for the Board of Health, the resident has to hire an engineer. She said that she has been looking at Web Sites and there is a How do I and that it is a series of lists.

Mr. Maccagnano said that he would encourage all the board to take a look at their current regulations. He said that when he joined the Board of Health, they had to re-write some of the regulations. He said that he and Ms. McCobb sat down and take notes about the problems that have come up. He said that he is sure that they will be re-writing the regulations again. He said that every board has the ability to change their regulations.

Mr. Zeamer said that communication between the boards is so important. He said that having a check list would be helpful.

Chuck Katuska, Conservation Agent, said that the Commission has discussed the best way to make a positive response. He said that a check list was a great idea. He said that the Conservation Commission jurisdiction is not in books, it is on maps. He said that it is not always straight forward to identify where Conservation is needed.

Henry Dellicker said that a General Guide as to how each department works is something that would help. He said that a universal check list is a great idea. Mr. Dellicker said that those who come in with attorneys know the law. He said that the individual homeowner has no idea how Town government works. Mr. Dellicker said that when a resident applies for a variance, the Zoning Board gives the resident the application. On the application it says to give to the Town Clerk when it is completed. Mr. Dellicker said that if they did not have guidance in filling out the application it may not even be complete. He said that sometimes the applicant needs to come back. Mr. Dellicker said that communication is a big problem. He said that when they get a petition it is given to all departments and they do not always hear back from all of them. If they do, it is on the day of the hearing. The Zoning does not even have a chance on getting back to the applicant. Mr. Dellicker said that the By-laws are vague. He said that if they could identify the problems, they may be able to change or improve the By-laws.

Mr. Barbieri said the check list, the guide line and a pre-view meeting are all great things. He said that all our regulations have a grey area that could allow variances or waivers. He said that if it is a project that the Town wants, they have to find a way to make it work.

Greg Carey said that several good points and recommendations have been made and he is hopeful that we can move forward and put the pieces together to make the process better.

Mary Greendale said she would like to see the approach of let's see if we can make it work and if it does not work, at least we know that we have been fair.

Mr. Colantonio said that it is good to hear all the suggestions, but he thinks we need to push business friendly and it comes from the top down. He said that we have to treat everyone as a customer and they deserve respect. We have to reach out to them to help them in areas that they are not so sure of. He said that there are no big projects coming to Town that they can see, but they will be prepared when it does come.

Mark Ahronian said if you do not have a check list and you are at a permitting meeting and you find out that you missed something, it just sets the project back even further.

Mr. Ahronian said that they are all volunteer boards and committees and they only meet once or twice a month that is why it could take a long time.

Peter Tartakoff, Building Inspector, said that he gets involved the best he can with check lists and then passes the information off to Planning, Zoning, Conservation or the Board of Health. Mr. Tartakoff said that sometimes engineering is done on different projects.

He said that there should be a simple chart to follow or a check list for general permitting.

Mr. Tartakoff said that they do a lot of cross talk department wise, as all applicants come in to find out what departments will be involved.

He said that when an applicant comes back with an application and it is not filled out correctly or is missing things, they have to start over.

Paul Saulnier said that anything that we can do to be business friendly will help because our location is not the best. We are far from the highway.

Mr. Carnes said that he has read all the forms that were put together by the Economic Development Committee and he had a problem with the criticism of people serving on more than one Board. He said that the Conservation Commission works out very well. He said that when residents and business come in sometimes they misrepresent themselves by saying that they have already been to this board or that board, when they have not been to anyone. Mr. Carnes said that the Conservation works better with dual board members.

Mr. Marsden said that it sounds like a check list is the way to go. He said that it would give people a place to start.

Mr. Bernard said that if a check list was used, it would take a lot of frustration out of the permitting issue.

Mr. Zeamer said that Holliston needs a road map to Town Hall so that the business around 495 will grow as well.

Mr. Marsden asked how do we measure the out-come of this conversation?

Mr. Carnes said that there is a big consensus that does not want change. He said that if a McDonalds wanted to come to Town, it would have a hard time getting in. He said that residents like the small town look and feel.

Ms. Greendale said that we have created a little bubble around Town. She said that we can turn that into a positive thing. She said that we can represent the Town as a small and warm.

Mr. Colantonio said that it was not the intention of the Economic Development Committee to say we want to bring in Wal-Mart and other big stores. What they want to do is offer a friendly environment for business to come to Town. He said that they have to be cognitive about the business that do come to Town.

Mr. Marsden said that we have to make the most of every opportunity that comes along.

Mr. Barbieri said that if a business were to come to Town and want to set up in one of the industrial parks, they could get the permitting done quickly. He said that is new growth and will help with the residential tax burden.

Mr. Colantonio said that there are surrounding Towns that are willing to do incredible things to entice business. He said that they are not interested in doing that but to compete for the same dollar is difficult.

Mr. Zeamer said that we have to be creative.

Ms. Greendale asked about two local businesses that have been recognized in the newspaper. Did we send them a note of congratulations? She said that is how we reach out to those business that are already in Town.

Mr. Zeamer said that he has started his check list for Conservation.

Mr. Weidknecht said that each board will have its own check list

Mr. Zeamer said that a staff member could look over the check list and then pass it along to the committee or board.

Mr. Conley said that this is the direction we need to go in.

Mr. Leary asked if he was to build an addition on his house how would the process work. Mr. Zeamer said that you would see the Conservation Agent first. Mr. Zeamer said that most people show up with no drawings or plans. Mr. Zeamer said then they would send the applicant to the Building Inspector. Mr. Zeamer said that they have been trying not to jump into other's departments. Mr. Zeamer said that they need leadership from the Selectmen.

Mr. Marsden said when the applicant gets the check list let them know up front that all this may or may not apply to you.

Ms. Greendale said that out of all the people that they spoke with, they all got to do what they wanted.

Mr. Zeamer said that when Casella was looking for permits, it was a long process. He said that the community needed the protection of the boards.

Mr. Saulnier said that we are not going to make the regulations easier.

Mr. Leary said that all boards and committees should look into their rules and regulations and make them user friendly.

Mr. Maccagnano said that the Board of Health has made an environmental improvement with the regulations.

Mr. Chipman said that the Town of Northboro is changing their forms for the application process. He said that it would help the applicant get through each department. Mr. Chipman said that they are working with the State to change their wording.

Mr. Barbieri said that in the Town of Northboro all department heads get into the application process.

Mr. Zeamer said that we may need a receptionist to direct the applicants..

Mr. Barbieri suggested that all departments and committees check the fees to see if they are reasonable.

Mr. Leary said that we should have a follow-up meeting in September.

Mr. Ahronian asked what can the Selectmen do to help?

Mr. Leary said by getting the Economic Development Committee together, along with department heads and some of the businesses that are already in Town. He said that the first contact with an applicant should introduce them to the next department that think will be the next department on their check list. Mr. Leary said that it would be a goodwill gesture.

Mr. Leary said that nothing could be more frustrating than to get the volunteer board together and the applicant is not prepared.

Mr. Marsden said that if everyone is willing to share information and then direct the applicant to the next department it improves the process.

Mr. Colantonio said that it will be a hard commitment to become business friendly and to treat the visitors as customers.

Henry Dellicker said that the Zoning Board of Appeals is a five member Board and they only have three members. They are looking for two more members for a full Board.



**COMMENTS FROM THE BOARD**

Mr. Conley said that a Taste of Holliston was a great time. He said that there were all different types of food and drinks available.

Mr. Marsden said that the Senior Center is going to have Charlie Card Day on May 2, 2012. He said that the MWRTA is now accepting the Charlie Card.

Mr. Leary said that a Taste of Holliston was great. He said that there was a great turn out.

Mr. Leary also said that the PTSA Auction will be on April 27<sup>th</sup>.

Mr. Le Beau said that there was successful shredding event at the High School on April 22, 2012. He also said that there will be new Welcome to Holliston sign at the Sherborn Town line. Mr. Le Beau said that the Lions' Club is paying for the sign and the installation.

Mr. Leary asked Mr. Dowd asked about the article that he put in the Holliston Reporter about the Tax Payer Daily Double?

Mr. Leary said Mr. Dowd feels like he does not get the attention the he deserves. Mr. Leary said that after reading the article he has to comment that it was demeaning. Mr. Leary said that everyone works hard to do what they have to do. Mr. Leary said that he was surprised at the number of "pot shots" that he took at people. Mr. Leary said that Mr. Dowd is a regular at Selectmen's Meetings and he is always taking shots at the Board. Mr. Leary said that our Fire Department is one of the best around and it is the best value for the money. The City of Marlboro has a full time Fire Department yet they required the services of 12 or 13 other towns to fight a fire. Mr. Leary said that Mr. Dowd took a slap at the Holliston on-call Fire Department. Mr. Leary said that it was uncalled for. Mr. Leary said that they have been trying to increase the stipend for the Fire Department for many years. Mr. Leary said that the Selectmen offered to put the increased stipend amount as part of the override. The Fire fighters said no.

Mr. Leary also said that the comment's Mr. Dowd makes about himself, he takes with a grain of salt. Mr. Leary said that he has been on different sides of the fence and there is a lot of time and effort by every Board. Mr. Leary said that he is a taxpayer just like everyone in Town, and he wants to be reasonable. Mr. Leary said that we all love Holliston and his way of giving back is by volunteering.

Mr. Dowd said that at the April 2, 2012, meeting we talked about the proposed stipend. He said that it was a lengthy meeting and he and the Selectmen had a great conversation. He said that when the meeting ended, he had no indication as where the Board stood on the stipend issue.

Mr. Marsden said that he remembered Mr. Dowd stating that with the tight time frame he will proceed with the Citizens Petition to make sure that this Article was on the Warrant. Mr. Marsden said that comment was made after the meeting.

Mr. Dowd said that next he sent an e-mail to the Board and never got an answer back.

Mr. Dowd said that he did not realize that the Board was not going to address the Article until the meeting of April 17<sup>th</sup>. Mr. Dowd said that he contacted Mr. Conley and asked if his Article was on the agenda. Mr. Conley got back to Mr. Dowd and said that he would have to attend the next meeting and speak under Public Comment. He said that

at that point, he had no choice but to go and get signatures. He dropped them off the morning of April 17<sup>th</sup>. All he wanted was for someone to get back to him telling that this would be a go or not. He said that he was disappointed that no one got back to him. Mr. Dowd said that there was un-restricted local aid that the Town was going to get and then the Fire Chief asked for the funds to cover the stipend issue. Mr. Dowd said that he thought that the Selectmen would have come up with a spending plan for their department and then submit it to be considered by the Finance Committee. Mr. Dowd also said that when the Building Inspector presented his budget, the Selectmen said that they did not support part of it. Why was he able to go to the Finance Committee with the same budget?

Mr. Dowd said that the Building Inspector's budget should not have gone to the Finance Committee until it was approved by the Selectmen first. Mr. Dowd said that he was very concerned about that. Mr. Dowd also said that he is concerned about the Ambulance Budget. He does not believe that the Ambulance is self sustaining. Mr. Dowd said that he asked Chief Cassidy for back-up information on the ambulance. Mr. Dowd said that Chief Cassidy said that he did not have it.

Mr. Leary said that Chief Cassidy made a presentation to the board on how he was allocating the costs associated with the ambulance. Mr. Dowd said that Chief Cassidy did give him information on the expenses, utilities and dispatching. He wants to know how Chief Cassidy got to that number. Mr. Dowd said that whenever he asks for something from the Police Chief or the Fire Chief, they always get back to him.

**AT 10:15 P.M., MR. CONLEY MOVED TO ADJOURN. THE MOTION WAS SECONDED BY MR. LEARY. ALL IN FAVOR.**

Respectfully submitted,

Donna A. Muzzy

approved\_\_\_\_\_