

Listening Post – February 25, 2026 Minutes

The Zoom recording is available for anyone who would like to review the full discussion.

Key Points Raised

- **Tracking complaints and follow-up actions** Participants emphasized the importance of consistently tracking complaints along with any warnings, citations, or follow-up steps. While the Police Department maintains these records, other departments—such as the Building Inspector’s Office—do not appear able to generate similar lists. Improving this capability would support transparency and accountability.
- **Clarifying responsibility for public works tasks** There is ongoing confusion about which entity is responsible for certain maintenance duties. For example: Who is responsible for keeping bus stops clear of snow or other barriers in areas like CVS or Golden Drive—the DPW or the MBTA? Clear guidance is needed.
- **Improving communication about town events and emergencies** Residents expressed a desire for more timely and coordinated communication regarding community events, emergency updates, and other important information.
- **Impact of 3A non-compliance on unrelated grants** A question was raised about whether the Commonwealth will continue to withhold consideration for grants unrelated to zoning—such as the Massachusetts Disability Grant—due to non-compliance with 3A. This grant requires a self-assessment of the town’s ability to meet disability access needs. How will the town meet this requirement? A suggestion was made for the Town Manager’s Office to contact Jeff Dugan at the Office on Disability for guidance (617-272-7440).

Event Ideas

- Community Triathlon
- Winter Farmers Market
- Activities connected to the Tall Ship event