



TOWN OF NORTHBOROUGH

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February 26, 2021

Amazon Representatives

Brad Griggs, Senior Manager, Economic Development
Jeff Cleland, Manager, Transportation Policy
Muhammad Kasim, Site Lead, OWD5/9

RE: Follow up to the Northborough Board of Selectmen Meeting February 22, 2021

Dear Representatives of Amazon:

Thank you for your participation in the February 22, 2021 Board of Selectmen Meeting in Northborough. We appreciate your time and consideration in providing thoughtful responses to questions posed by board members, staff, and residents. Throughout the meeting, several topics were brought up which require further review by you and your team. Below is an outline of the items we anticipate further feedback or response on:

1. The permanent signage is scheduled to replace the existing temporary signage at the entrance to your facility on Bartlett Street by April 2021 at the latest. This new signage will be larger and will include lighting. If the planned installation schedule changes for any reason, we would appreciate timely notification from your team.
2. Your presentation on Monday evening indicated that while all Amazon drivers have access to the Amazon application "Relay", which includes the geofencing technology, they do not all utilize the Relay application when arriving and departing your facility, nor are they required to. You indicated that you and your team would review any existing data they had from both the use of application by drivers, and through the tracking mechanisms you have for trailers, to identify how often drivers are not adhering to the required routes. You also indicated that you would follow-up with the Town on whether there are repercussions for drivers who do not adhere to the route restrictions, and any other potential solutions that the application may provide as a resource for drivers.
3. In your presentation, you confirmed that Amazon employs a staggered shift approach when releasing staff at the end of their shift. Shifts with up to 100-200 employees are not all released at one time, nor do they arrive all at one time. You also confirmed that

there is no major shift change during peak High School pickup or drop off times. I do want to bring to your attention a modification to the existing High School start and end times that will go into effect in the Fall of 2021. Due to this change in schedule, we expect peak traffic to occur between 7:30-8:00am and 2:30-3:00pm. Please confirm that this change in schedule will not conflict with a major shift change for your employees at the facility.

4. We are grateful for your willingness to participate in a Post Occupancy Monitoring Study once the facility is fully occupied and operational. Given that your facility is now 80% operational, we encourage your team to begin any internal approval processes that are needed to ensure Amazon is prepared to begin the study in the coming months. Town staff is available should you have any questions regarding the scope and timing.
5. We understand that given the size of the Amazon organization, that mitigation requests take time to vet through the proper channels. We will continue to follow up with you and your team on the status of the request for mitigation improvements along Bartlett Street. Please keep in mind that any approvals would be most helpful if received in time for the spring construction season, so that improvements may coincide with the Amazon's plan to be fully operational.
6. Finally, a request was made at the meeting that Amazon install cameras at the exit from the facility so that enforcement of the permit requirements can be handled by Amazon directly. If Amazon agrees to install cameras, drivers can be monitored by the Site Manager and Amazon will have access to live data to confirm that drivers are following the appropriate routes. This solution will solve many of the concerns that residents have, and Amazon will have the ability to self-police their facility without interference from local public safety officials and residents. We hope to hear an answer on this request from you and your team soon and will continue to follow up on this matter until then.

Thank you for your time and patience in addressing the Town's concerns at the February 22, 2021 Board of Selectmen Meeting. We hope to hear from you soon regarding the above follow-up items and we will continue to maintain an open line of communication between town staff and your team.

Sincerely,

John W. Coderre

John W. Coderre
Town Administrator

CC: Board of Selectmen
Bill Lyver, Police Chief
Scott Charpentier, DPW Director
Kathy Joubert, Town Planner
Christina Fisher, Amazon Public Policy Manager, Northeast