



May 13, 2021

John W. Coderre  
Town Administrator  
63 Main Street  
Northborough, MA 01532

Dear Town Administrator Coderre:

Per your request, I am following up with information on steps Amazon has taken to improve traffic problems at OWD5/9.

1. Additional signage has been placed at the guard shack and Amazon is in the process of placing additional signage across the street from the exit.
2. Markings have been drawn in the left exit to remind drivers that trucks cannot make a left exit out of the site.
3. Amazon regularly monitors our traffic records and we provide coaching to drivers who do not comply. In an effort to improve our processes, we have talked with every driver about their driving habits – asking specifically why they made this turn to determine a pattern and see how and where we can make adjustments.
4. We are working on long term technical changes to our middle mile delivery. These changes include restricting access to any road that would allow drivers to inappropriately access Bartlett Street. This should work for both incoming and outgoing traffic from the site.
5. Amazon is currently seeking bids for a flagger to help direct traffic at the exit. We are working expediently to secure a local business to start working at the site as soon as possible.

Thank you for giving us the opportunity to share this update on the improvements being made at the site. We strive to be a good partner and will continue to ensure we are responsive and respectful of the community's needs.

Sincerely,

Muhammad Kasim  
Site Leader  
Work hard. Have fun. Make history.