



March 8, 2021

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

Dear Town Administrator Coderre:

Thank you for allowing us the opportunity to speak at the February 22 Board of Selectman meeting. It is Amazon's intent to be a good neighbor to the Town of Northborough. We have heard your concerns and will continue to do our best to make improvements.

Below are our responses to your letter following up from the meeting:

1. Yes, we will inform you of any delays for the permanent signage. Right now, the design has been approved and we expect the signage in April. I will reach out once we have details that are more specific.
2. Amazon is committed to ensuring our drivers follow the appropriate traffic routes as agreed upon in the site plan. We are taking additional measures including markings on the driveway to better illustrate the appropriate direction to exit, verbal warnings to drivers as they exit the site, and additional and more visible signage at the exit. We are also continuing to explore ways to communicate with our drivers and how to address when drivers do not take the appropriate route from the site.
3. The change in shift will not impact the morning schedule and will only have a 15 minute overlap with the afternoon schedule. As we discussed at the Board of Selectman meeting, our shift changes happen in waves in order to minimize the traffic impact.
4. Amazon will work with the Town to do a post occupancy traffic study.
5. The funding for the \$79,890 infrastructure improvements has been approved and I will remain in touch with you to discuss timing for distribution of funds.
6. Amazon is continuing to explore all options to improve traffic flow at the site and will continue to have conversation about the installation of a camera near the exit.

Sincerely,

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