



December 18, 2020

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

Dear Town Administrator Coderre:

We are writing this letter responding to concerns that our operations have been disruptive to some members of the Northborough community. Thank you for the valuable feedback. It is Amazon's intent to be a good neighbor and we have heard your concerns.

We outlined an action plan and timeline for addressing the concerns and we look forward to continuing to learn and improve as we provide services to customers in our community.

Specifically, for an immediate mitigation, we have printed flyers with detailed instructions and they are currently being distributed by our Transportation Associates to all drivers departing the local facilities and our site. The flyers indicate that all drivers must turn right on Bartlett St when departing our site. We acknowledge this was a part of our original site plan and are working diligently to correct this with drivers. For a medium term solution, we will purchase permanent signage for the facility directing traffic along the correct route. We expect to have that completed within the next three weeks. For a long-term solution, we are working to introduce technology that will facilitate drivers to select the preferred routes through the local community.

We value our partnership with the community and local leadership and look forward to a continued, longtime presence as a member of Northborough.

Thank you,

Sincerely,

Asad Raja  
Site Leader  
Work hard. Have fun. Make history.