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December 17, 2020

John Coderre, Town Administrator
Town of Northborough
Municipal Office Bldg
63 Main Street
Northborough, MA 01532

RE: Trucks Using Bartlett Street in Westerly Direction
Delivered Via Email/PDF

Dear John,

Thanks for reaching out to me about some of our trucks observed using Bartlett Street in westerly direction from our Service Center located at 210 Bartlett Street in Northborough.

In response to your question during our call, I wanted to confirm that we do have a sign posted at the end of our driveway intersecting Bartlett instructing trucks to not make a left turn unless they have a local delivery.

While I do not know without truck unit numbers and dates/times whether the 5 different trucks observed had local deliveries that took them in this direction, please know that we absolutely want to be respectful of our commitment made in 2008 when we took up residence in your Town to only exit our drive to the left on Bartlett Street when a local delivery requires us to do so.

While we do not have much driver turnover at Pyle, we have grown and as such we have added new drivers to our ranks. In follow-up to our call on Wednesday, December 16th, I spoke with Michael Zaccaria, our Northborough Service Center Leader, shortly after our call concluded and he will have meetings with all of our drivers on Friday December 18th during which he will review the importance of adhering to our longstanding commitment to you and the Town of Northborough. Thereafter, Michael will see that this commitment remains high on The Pyle Team's radar screen.

One thing I do want to mention is that it is rare that trucks entering or leaving our Pyle Service Center are driven by anyone other than Pyle employee drivers. This is very different from some in our industry and warehouse operations that have third party carriers or independent contractors accessing their properties, who are much more difficult to control than your own fulltime employees.

Additionally, we have ample parking space in our facility to accommodate arriving equipment and all of our drivers have the gate lock codes for after hours access, so there should never be an instance of our drivers parking along community roadways pending access to our facility. I know this can be a problem with distribution facilities where third party carriers arrive during non-business hours.

Please accept our sincere apology if any of our drivers used Bartlett Street when they should not have, and rest assured we will be discussing this with all our staff in our Northborough Service Center.

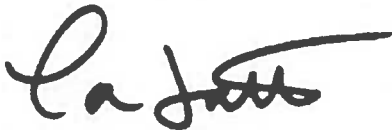
I know you and Michael spoke on the phone later in the day on Wednesday, and have exchanged contact information so that any further instances going forward can be directly and promptly addressed.

I believe we have had a consistent track record of being a good business resident of Northborough, and will continue to do so in the future.

John, you have all of my contact information, so please reach out to me with any concerns going forward.

I hope you and your family have a Blessed Christmas.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter Latta". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Peter Latta
Chairman & CEO