



# Department of Planning and Community Development

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## PLANNING BOARD

Robert Harnais, Chair  
Erin V. Joyce, Vice Chair  
Darryl Mikami, Member  
James N. Downey, Member  
Phillip J. Baker, Member

### Braintree Planning Board – July 24, 2018 – Cahill Auditorium

Present:

Mr. Robert Harnais, Chair  
Ms. Erin Joyce, Vice Chair  
Mr. Darryl Mikami  
Mr. James N. Downey  
Mr. Phillip J. Baker

Christine Stickney, Director  
Melissa SantucciRozzi, Assistant Director

Chair Harnais called roll at 7:03 PM. Five (5) members are in attendance.

**APPROVED**

### CONTINUED PUBLIC HEARING

175 & 185 Campanelli Drive – File #18-11

Special Permit(s) and Site Plan Review

Amazon.com.dedc, Applicant

7:00 PM – Five (5) Planning Board Members participated.

#### **Present for the Applicant:**

Michael Giaimo, Robinson & Cole, Attorney for the Applicant  
Richard Borrow, Langan Engineering  
Dan DaSario, Langan Engineering  
Bruce Levine, Property Owner  
Frank Marinelli, Attorney for the Property Owner  
Dan Barrett, Local Amazon Representative

Chair Harnais opens the Hearing by stating he recognizes that this is a contentious issue; however, he asks the public to limit themselves from yelling, clapping and screaming because all you are doing is robbing yourself of time.

Michael Giaimo, Robinson & Cole, representing Amazon, states they had completed their presentation the last time they were before the Planning Board. The Board had indicated that they may have questions, and people from the Town had made some comments and statements. There is nothing new to present, but the Applicant is happy to answer questions.

Chair Harnais is going to open the discussion up to the public. He asks that speakers state their name and address.

Jay Hanflig, who owns 60-80 Campanelli Drive, where Amazon is looking to open their facility, felt compelled to speak tonight because of the last two meetings. When he saw the pain and distress that a lot of residents and businesses, who have lived or worked here for a long time, showed, it was sad to see this occurring. He would like to find a solution so that everyone can work things out. In this case, he has looked at the Amazon proposal carefully, and he thinks the situation could be a very bad situation that is irresolvable. He discusses the possibility of adding 2500 cars per day and wonders if that will solve the traffic situation. He has spoken to Bruce Levine, the owner of the property, and states that Bruce wants to do the best for the Town, his business and for other owners of the property. Mr. Hanflig is not opposed to Amazon; he feels they are probably as efficient a company as there is in the world. He believes property value is going to be lost.

He feels this will impact both residents and businesses, and if the Planning Board says “no” to Amazon, it is not going to impact Amazon because they will find another location. He feels that the residents and businesses on Campanelli Drive know more about traffic than what any Traffic Study will show. He discusses the difficulty of traffic exiting Campanelli Drive onto the main street. He has seen some accidents over the last four years, and feels adding that many new cars will make the problem worse.

Robert Taylor, 399 Pond Street – Riverbend Condominiums, states his biggest concern is a safety aspect, as there are a lot of children in his development. He wonders if Amazon has shown how they are going to improve traffic. What are we going to do to bring it to a better conclusion? He states it is a challenge exiting Campanelli toward Five Corners at all times of day. He feels if traffic is backed up, they are going to look for another avenue. They have had traffic come into their development, which is a closed area, thinking it is a “cut through”. Traffic from the high school is also in this area. He feels we have over-extended ourselves with the industrial park, and we have enough traffic. He feels we need a traffic study before we go forward.

Joe Moschella, 903 Granite Street, has lived there all his life. Traffic is so bad that in the mornings traffic is backed up into Randolph. In the evenings, it is backed up to the Plaza. If you add 2000+ vehicles every day, where are they going to put the traffic? He feels putting a police officer there will do no good, as there is nowhere to put the cars. He feels that the Traffic Study was done when school was on vacation and didn't reflect a true picture.

Steve Illingworth, 41 Poulos Road, feels that an investment in a Town like Braintree from a company of that size should be substantial. He feels it should be larger than traffic studies and small investments in traffic infrastructure for public safety. He feels the company should make an investment in the community, schools and workers. He would like the company to sit down with the whole community and see an investment in our community. He hasn't heard any compelling reasons from speakers as to why the Planning Board would let this go forward without more negotiation, input, investment and commitment.

Valeen Duffy, 1265 Washington Street, has been a Braintree resident for 25 years and a school bus driver for ten years. She is here to represent the 40 bus drivers in Braintree. She feels the Planning Board needs to take into consideration the 40 buses that are working through the Town trying to get students to school on time on a three-tier system for high school, middle school and elementary. If one tier is late, they all become late. Not only are they trying to get the students there on time for classes, but they are trying to get them there on time for the breakfast program. A lot of times, the buses are late because of traffic.

Councilor Stephen O'Brien, District 4, Pilgrim Road resident, rises in opposition of this proposal largely because the voice behind him is speaking volumes, and he hasn't heard more than maybe one person that is in favor of this. He wants to thank the speakers that have come up because there has been a great education. He feels that fundamentally there is a traffic concern. He mentions that at certain hours of the day it is very difficult to get from one area of Braintree to another. It is a “flow-through” community. You have to plan ahead to get around. Ultimately, we have to be conscious with what we are doing, and that is why he is rising against this application. He feels this will add so many vehicles to the roadway. He disagrees with the business owner and states this is a transport facility; there will be a lot of stuff coming to the facility and leaving the facility. He mentions that the Uber and Lyft drivers might now have Amazon signs in their window. He mentions that the Petersen Pool/Rink will add a tremendous amount of traffic to this corridor. He rises in opposition solely because of the amount of traffic. Amazon is a good company, but these are not great jobs. Councilor O'Brien thanks the Planning Board for their service to the Town.

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John Connelly, 206 Franklin Street, agrees with Councilor O'Brien that there should be more site plan review of the traffic study; he feels safety of children, the elderly and disabled is not being taken into consideration. Five years ago he was hit by a car on the sidewalk. He feels there have been more and more accidents.

Christine Gavney, resident of Braintree, disagrees with the statement that Amazon is a good corporate citizen based on social media posted by Senator Bernie Sanders. Amazon restricts time limits on these workers, and they are monitored (possibly with wristbands). She looked specifically at traffic on Granite Street on the Mass. Department of Transportation's website. They have average annual daily trips for Granite Street for 2017 at 35,000 vehicles a day. If you take the trips that Amazon has published in the Boston Globe article for the peak hours and the rest of the day, she has calculated between a 7.5 to 15% increase in traffic, which seems like a significant impact. She would like the Planning Board to consider the impact for commuters and first responders in more extensive studies. If there are that many more vehicles on the road, minutes matter. That will affect anyone that lives in that immediate area. With an increase in traffic, there will be an increase in vehicle accidents, which will impact insurance premiums. This discussion does not include seasonal impacts of snow and holiday traffic volume. One Bernie Sander's article regarding Amazon noted that truck drivers were overworked, were under trained and safety inspections were lacking. There have been increased accidents near the Dedham facility, and Amazon responded by stating they would install telematics in the vehicles to track drivers, but she is not sure how they are monitoring that.

Dan Jacobsen, 23 Whittier Road, works on Campanelli Drive, and every day he drives from Campanelli to East Braintree. He doesn't dare drive through Five Corners. He has a child on the way, and there are three daycare facilities in Five Corners. He plans to use one of them, and is already planning to leave work 30 minutes early to make sure he gets to the daycare center by their deadline for pickup time. He acknowledges that traffic is a problem, but the other thing that is most important is the people working at this facility are not the ones programming all the amazing things that Amazon does. This is not the direction that we want to continue building Braintree. There are tech jobs coming to Braintree. The last thing we want to do is take up real estate from an opportunity where we could have better jobs for Braintree.

Bob Moschella, Granite Street, spoke at the last meeting and refers to something a member of the Planning Board said about traffic at Neponset. He has been involved in a number of traffic studies in the Town, working with Town Engineer Bob Campbell, such as the roundabouts on Pearl Street, 1515 Washington, Five Corners. In the 1980's he directed traffic in Five Corners. He feels that if you put an officer at Campanelli and Granite, the officer has nowhere to send the traffic. If you put a traffic light at Campanelli, there will be three traffic lights in a 2000 foot distance. Chair Harnais disputes the effectiveness of an officer because it is in "real" time, and an officer can see when things slow down and can push things forward. Mr. Moschella feels that a serious traffic study is needed, done at the right time of year and not school vacation.

Frank Akins, Business Agent from Local 103, is here with over 50 people, about 30 of which are Braintree residents. He also represents the South Shore Building Trades. They are opposed to this project. A few of these members would like to speak because they are on the roads that will be affected by this project, if it goes forward. Chair Harnais understands why they are opposed to the project; however, he states that the Planning Board has no control over whether a project goes to unions or not. Mr. Akins states he is glad that he didn't get the project because it is not good for the community, as he has 800 members in Braintree who have been asking him not to support this project. Chair Harnais states, to be fair, Mr. Akins bid on the project. Chair Harnais states he is a big union supporter, but he cannot force unions on projects.

Mike Struzik, 33 Pond Street, states this area is like a highway. People drive faster every day. Town Street is a cut through. He questions who is going to regulate these drivers. It is private contracting for drivers. He doesn't want them on the streets of Braintree. He feels like this is a bad idea.

Jimmy Fleming, 306 Pond Street, rises against this business. He states that the traffic on Pond Street is terrible, as it is. He has been at this address for 11 years. He moved here to raise his family because of the quality of life, but traffic is making that difficult. He is concerned with his children crossing the street to go to the store or walking to school. He feels it isn't safe to add all of these extra car trips with Amazon. He asks that this be taken into consideration.

Leo Rooney, 5 Royal Lake Drive, refers to the woman representing the school bus drivers. He feels that this is a bad idea for the Town of Braintree. He also has children.

John Hilton has family in Braintree and drives through Braintree every day. He loves Braintree and feels that it is a beautiful town. He feels that traffic has gotten a lot worse over the years. He feels that he could do his shopping in a town other than Braintree that doesn't have traffic issues. He is a Local 103 Electrician. He disagrees with the sentiment of "it doesn't matter what a job pays"; he feels people have to make a living. He feels people get the wrong impression of unions. Chair Harnais states he made the comment, but meant no disrespect to unions, as he has organized Local 103 in the past.

Councilor Charles Kokoros, District 1, has some concerns on the traffic issue. He lives off of Pond Street and states it is very difficult to get out onto Pond Street. He feels that there is a traffic situation now, and this will severely impact it. He is not sure the \$1Million is going to do the trick.

Gina Pagnotta is a resident at 623 Granite Street and also has a business in Braintree. She wants to point out a couple of things. One is the safety issue. There is no sidewalk on her side of the street. She has posted photos of teens walking along to Dunkin Donuts on the side without a sidewalk, while texting and holding a coffee cup. In the winter, it is even worse because they are walking out further into the street. She also lives by Sunrise Nursing Facility, and she is horrified that no one has mentioned this because the residents are outside in the wheelchairs going up and down the sidewalk. There have been many instances when the police or the ambulance has been unable to get in. She feels that there are so many businesses between the highway and the potential location for Amazon. She needs to leave 30 minutes early when she drives to her business in Braintree, and she states there have been a number of accidents at Five Corners. She feels businesses are being affected. She feels that it is both a traffic issue and a safety issue. She has a neighbor that goes for dialysis three times a week, and this neighbor needs someone to come along with her and stop traffic so she can get out of her driveway. She states that one of her part-time employees also works part-time for Amazon in Dedham. This individual states that there is a 30 minute wait to get in to pick up packages. She got the job over the phone and never met anyone. She picks up packages, delivers them and takes a photo. The more drop-offs she does, the more she makes; so she is in a rush. She is in line constantly at Amazon in Dedham. She feels that we should first care about our own businesses here that are going to suffer.

Mr. Moschella asks how many tractor trailer trucks are there in a 24-hour period. Assistant Director SantucciRozzi states the tractor trailer traffic is confined to the late evenings, and it is a total of 20 trucks and 40 trips. Mr. Moschella asks if they are coming from Fall River. The Assistant Director is not sure. Mr. Moschella asks what route they will take into town.

Chair Harnais opens discussion up to the Planning Board.

Member Baker asks about the \$1 Million dollar contribution. Assistant Director SantucciRozzi asks to review her revised package before getting into the mitigation package and dollar amount. She highlights revised Condition 49, which is the mitigation condition. They have taken the Traffic Study data (the counts were done on April 5<sup>th</sup> and not during School Vacation, as she wouldn't accept that type of information). They took the updated data which accounted for all of the United Liquor traffic, which minimizes the impact on the peak hour.

They had MassDOT come down and walk the corridor with them, look at the equipment and look at the Pond and Granite Intersection. They spoke about Campanelli Drive, as well as Town Street and Granite Plaza intersection. The primary point of the discussion was what we need to do in this corridor to upgrade the intersections from an equipment standpoint and geometric standpoint, so that the system is going to be adaptive ready. MassDOT is putting out to bid this fall a project from the interstate interchanges all the way to Five Corners. All of the traffic interchanges will be upgraded for real-time, adaptive controls, which is the latest technology from a traffic signal standpoint. Staff has added to Condition 49 a \$1.2 Million mitigation package that is going to fully upgrade Five Corners to Pond and Granite and bring that up to speed with the level that the other side of Granite (from Five Corners to the Highway) will have. So, from the highway to Pond Street, it will be interconnected, and all of the signals will "speak to one another". To Member Baker's point, the \$1 Million has been increased to \$1.2 Million. Under Condition 49(c), it includes design permitting, equipment purchase, equipment upgrades, replacement, geometric reconfigurations, road restriping, ADA improvements, new signal head and any other associated work that may be required. The specifics of what needs to be done have not been ironed out yet. They have talked to MassDOT, who has provided some guidance. MassDOT has asked their on-staff consultant to start with the inventory. This is being looked at as a joint effort with the Town helping the Applicant and the property owner in moving through this process. Financial responsibilities are not the Town's, but it will be a team effort. This mitigation will be far-reaching, and anyone using Granite Street will benefit from it. Member Downey asks if this includes a light installed at Campanelli and Granite. The Assistant Director states it covers that. The three areas that the Applicant is required to look at and upgrade are: (1) Town and Granite; (2) Campanelli and Granite; (3) Pond, King Hill and Granite. Staff explains that the amount was increased based upon discussions with MassDOT.

Member Mikami wants to understand the strategy and asks the Applicant where are these packages currently being distributed from that might come to Braintree for Distribution. Attorney Giaimo explains the closest delivery facilities are in Dedham, Milford and Everett, but this is also accounting for growth and additional packages. Throughout the country, Amazon is installing delivery stations because the company is growing, people are using services more and demand has increased. The reason for this facility is to accommodate growth. Member Mikami asks what will be the service area for the Braintree facility. Attorney Giaimo states it is a 45 minute radius in any direction, based on Amazon algorithms. Member Mikami states, theoretically that could be from Boston to Plymouth. Member Mikami asks how long the drivers are out for. Are they out for the day? Or will they be coming back in? Attorney Giaimo states they are scheduled in waves; drivers of the DSP delivery vehicles will fill their vehicles and go out for the day. Member Mikami asks if there will be other delivery vehicles like UPS or the Post Office dropping off at the facility. Attorney Giaimo explains it is not a UPS or U.S. Post Office facility. Member Mikami feels that school buses should be treated like emergency vehicles, as they have our most precious cargo, and he asks how Amazon's process will allow the kids to get to school on time. Attorney Giaimo states this is addressed by the coordinated signal project that staff just described. The Applicant is aware that there is an ongoing issue with traffic, particularly with respect to students. Amazon is hoping to help solve that problem in order to allow their operation to function as it should and not place any additional burdens on the Town. Those conditions contain a performance standard, which is supposed to maintain level of service and not deteriorate level of service.

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Member Mikami asks for discussion about staffing that will help to managing traffic. Staff refers to the Yard Marshall. Attorney Giaimo states, when flights of vans go off every half hour, there is the ability to hold some or all of them for a period of time.

If it is reported that there is a problem in a certain area, those vans can be held back to allow the traffic flow to even out. It deals with departures from the site. There is also a communication plan where there will be the ability to access somebody at the facility in real time immediately to report on an issue if someone in the municipality, Police Department or community has an issue. Member Mikami asks if this technique is being used at other facilities currently. Attorney Giaimo states different facilities have different traffic management plans. This facility, because it is a single road, is more suited to having someone control departures to even out traffic.

Member Mikami asks what kind of preparation has been done for the holidays—taking into consideration the Plaza and weather. Dan DiSarrio, Langan, states that when the Plaza is full all the drivers will be out doing their routes; this facility is not going to generate traffic at the same time that somebody is trying to do their holiday shopping, such as Friday at 8:00 PM. In terms of traffic synergy, this facility is not going to generate a lot of traffic when retail activities are going on. The same control measures that the applicant is committing to, in terms of monitoring operations along Campanelli and adjusting the onsite operation to hold vehicles back, will continue throughout the year. Because that monitoring is committed to, there is not going to be an issue on the Granite Street corridor because any problem that may arise will be first noticed on Campanelli Drive with vans trying to get out. This will be addressed by traffic management and controlled by a police officer and eventually a signal.

Member Mikami asks how is this facility considered to be full; does it reach a natural limit? Will you put any additional square footage in? Attorney Giaimo states they would have to come back for approvals to do that. This facility is designed for a certain number of vans onsite. Member Mikami asks what would be a failure of the system. Attorney Giaimo states there is a condition that requires a traffic system with a particular level of service being maintained. If there was routinely a problem created by Amazon, this would be an enforcement opportunity and there would be some way to resolve that issue. Amazon would work with the Town to resolve that issue. If there was gridlock for any other reason, Amazon is going to be tied up the same way any other resident is tied up and is going to have to regulate their own business in order to enable themselves to go where they need to go. Member Mikami confirms with staff that we have a condition that, if level of service deteriorates to a point which is unacceptable, we basically ask Amazon to come back in to talk to staff and/or the Planning Board. Assistant Director SantucciRozzi explains there are quite a few conditions. The condition of the Yard Marshall ties back to level of service. The mitigation ties back to level of service. We have the monitoring, which at a minimum is required at their curb cuts, Granite and Campanelli, and we reserved the right to ask for additional monitoring at any other intersections that we feel are being impacted. They are closing several curb cuts at their property so that traffic won't be coming out of multiple driveways. They do the monitoring; they take the data from the monitoring and do the tables that we see in the traffic study. We are quickly able to analyze where the additional volumes are coming from and what we need to talk to them about restricting. Staff mentions that we have limited the number of white vans on the site to be less than the number of white van parking spaces. If the Town needs assistance in reviewing reports because it is beyond the scope of the Town Engineer/this Planning Board/Planning Staff, the Applicant will provide funds to address this need. Staff provides a detailed explanation of the monitoring and mitigation required in the conditions. Member Mikami confirms that the conditions contain a number of traffic related studies and triggers which will allow the Planning Board and staff to monitor performance and make changes where necessary, in addition to working with MassDOT. Attorney Giaimo reiterates that the traffic counts were not taken during school vacation week.

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Member Downey asks staff if there is a timeframe for the mitigation to be done on the intersections. Staff advises that the mitigation needs to be completed by April 1, 2019. Member Downey asks what kind of training Amazon provides to drivers for safety/caution. Attorney Giaimo states Delivery Service Provider (DSP) drivers will be provided instruction about the facility and the rules of the permit and the rules of the road. DSP drivers are required to be vetted and drug tested. There is on-site safety training for the drivers and basic safety training for the vehicles on the road.

Chair Harnais clarifies that you have DSP drivers as well as drivers that are contracted. Attorney Giaimo refers to them as Flex Drivers. Chair Harnais asks how does Amazon assure what their driving record is like, and will there be CORI checks, as they are going to people's houses. The local Amazon Manager, Dan Barrett, explains the background checks are handled through Seattle, and the DSP's submit the background checks.

Chair Harnais is asking about the Flex Drivers. The local Amazon Manager explains that when the driver applies, that back-ground check is submitted and reviewed by the team in Seattle and it is verified whether or not the driver is eligible to operate. Chair Harnais asks to obtain the written standard used by Amazon to make sure the drivers have a good driving record and that determines if someone is eligible to operate. Attorney Giaimo states that is something they have to look into and get back to Planning Board on. Chair Harnais understands resident's concerns about safety with the Flex Drivers. Chair Harnais asks if the driving history is reviewed on a yearly basis. The Flex Team in Seattle needs to provide an official answer. Chair Harnais asks the Applicant to provide information on the standard before being hired as Flex Drivers, what the review policy is and what is the frequency of review for both driving and CORI. Attorney Giaimo states they will provide this information through the Planning Office and clarifies that the Flex Drivers are paid on a shift and not package-by-package assignment.

The Assistant Director mentions that Condition 41 requires the Applicant to provide us the rules and conduct that relate to the drivers. It must be provided to the drivers verbally, hard copy and electronically. If we feel that something needs to be added, we can add to the standard we want drivers to be held to. Chair Harnais explains his concern is that drivers may have speeding issues after getting the job, and how would Amazon know this unless they periodically check driving records. Attorney Giaimo states having a local contact that can respond in "real time" would address any issues with drivers that might be witnessed.

Member Downey asks if the Flex Driver vehicles are marked – similar to Uber and Lyft. Attorney Giaimo states it is not like Uber or Lyft. Member Downey states that is the point; if someone is speeding and they don't have a marking on their vehicle, how do we know they work for Amazon. Member Downey asks about the percentage increase in traffic. Dan DiSarrio, Langan, explains that 1400 vehicles would come in and 1400 would exit on a daily basis. Assistant Director SantucciRozzi clarifies that the 35,000 vehicle number is north of Five Corners and south of Five Corners it is more in the ballpark of 20,000. A lot of the people on Granite stay on Route 37. Director Stickney explains the 20,000 figure is consistent with the information provided in the Petersen Pool study done within the last year, as well.

Member Joyce clarifies that the DSP Drivers and Flex Drivers will be the two main avenues for delivery from the facility. Member Joyce asks if all of the vans used for DSP drivers are owned by Amazon. Attorney Giaimo clarifies that Amazon contracts for the DSP services with companies that own the vans, provide the drivers and make the deliveries. Member Joyce asks if all the vans are marked with Amazon logo. Attorney Giaimo does not believe that they are automatically marked with Amazon logo, but he supposes they could be. He also mentions that a DSP driver could use the vans somewhere else. Member Joyce asks, for today, what facility, what service and what methods are currently used to deliver Amazon packages to Braintree residents. Attorney Giaimo assumes all methods including U.S.P.S., FedEx, Flex Drivers and DSP Drivers are currently

used. He explains that typically the Dedham Amazon Facility is currently the closest facility for DSP Drivers. Member Joyce asks how the Braintree facility will compare in size to other local Amazon facilities. Dedham, an older facility, is smaller than the proposed Braintree facility; the Braintree facility is similar to what the current generation of the Amazon facility is. Member Joyce asks, for the Greater Boston area, will Braintree be Amazon's largest distribution facility. Attorney Giaimo could not answer this. Member Joyce asks if Amazon would also continue to use U.S.P.S., FedEx and all methods available. Attorney Giaimo could not say for sure but explained that this is a company that will use the most efficient method to get their packages to customers. Assistant Director SantucciRozzi clarified that at the Braintree Facility they will only be using DSP and Flex Drivers. Member Joyce feels that one thing that would be prudent, perhaps to include as a Condition, would be some way to identify Amazon Vehicles for both DSP and Flex Drivers. Whether or not the facility comes to Braintree, she feels this is important, as a resident, to be able to identify vehicles that are being driven, similar to Uber and Lyft.

Moving towards the idea of the Yard Marshall, Member Joyce asks how communication would be arranged. For example, if school bus drivers were to have an issue with traffic, will there be a hotline number that can be used to get directly in touch with the Yard Marshall? Will this be applicable to traffic throughout Braintree or just the Granite Street corridor? Attorney Giaimo explains there would be a number where someone from the Town could reach out; he doesn't think that individual bus drivers could reach out to individuals at Amazon. It would be coordinated through the Town and through the Amazon employee at the facility who has authority to direct the Yard Marshall or others in real time. Member Joyce clarifies that, if bus drivers or Braintree residents have issue, they have to call the Town and the Town has to call the Amazon rep to figure out how to fix the situation. The Assistant Director feels that if there is an issue, such as an accident or erratic driving, she would hope that people would call the police, especially if it is a safety issue. She points out that there is a Condition that talks about Primary and Secondary points of contact with telephone and email, which will be shared with us; she would think that the primary contact for issues would be Braintree Police. Member Joyce clarifies that the Yard Manager would not be connecting with the citizens of Braintree directly; it would be more of a react to town departments. Member Joyce asks if there will be a general Amazon Hotline number. The Assistant Director states there will be, but it depends on the issue at hand. More urgent matters might be better suited to contacting Braintree Police. The Assistant Director feels that individual residents will not be contacting the Yard Manager directly. Attorney Giaimo states that the occupants/other businesses on Campanelli Drive will have the phone number for the manager of the facility and ability to reach out if they think there is an issue.

Member Joyce states, looking at how the facility operates, it seems like it is more manageable to control the sending out of delivery vehicles. Member Joyce asks what is the return vehicle communication and can the return vehicles be managed to stagger arrival times. Attorney Giaimo states that vehicles coming back to the site are more dispersed/distribute or spread out over time; however, if it became a problem, Amazon could monitor and determine how to create a fix. Member Joyce asks about delivery route for packages. Attorney Giaimo explains that the packages are organized in an order so that they are delivered in a particular order based on algorithms and a design that is the most efficient way to deliver those packages. Member Joyce asks if the algorithms take into account traffic or do they try to stick to main routes. Mr. Giaimo did not know that level of detail.

Member Joyce thinks that the mitigation package on the Granite Street corridor and the adaptive signals is awesome technology, and it stands to improve that corridor a great amount. It is great that Amazon is willing to contribute. Member Joyce is still concerned with how the DSP and Flex Drivers operate in our neighborhoods when they are not familiar with the addresses or are looking for addresses that are not well posted. Maybe they hurry to deliver packages; although they operate in shifts, if they can finish their day at 3:00 PM rather than 5:00 PM by speeding things up, how much control does Amazon have over that. Member Joyce asks how we



can ensure that people that aren't familiar with our neighborhoods are respecting them and being safe. It is much different that U.S.P.S. or UPS, who are familiar with the neighborhoods they deliver to. Attorney Giaimo explains that with the Flex Drivers the intent is that people can sign up for a route in their neighborhood, so they can be familiar with the route.

Chair Harnais acknowledges that Amazon wants to have safe drivers, but he is not sure how poor driving can be reported to Amazon if there is nothing marking the delivery vehicles with an Amazon label. He wonders if Amazon will require the vehicles to have something labeling them as an Amazon delivery vehicle. He feels strongly that Flex Drivers should have some labeling on their car that says they are Amazon drivers. Otherwise, the ability for residents to communicate with Amazon doesn't really matter. Attorney Giaimo states that certainly can be done. Dan Barrett, local Amazon Manager, mentioned there is not a standard approach to this yet. Chair Harnais states there will be a condition requiring this if the permit goes forward. Attorney Giaimo says that makes sense.

Chair Harnais recognizes that there are standards by which to measure the Flex Drivers, and the DSP organization probably has standards for their drivers. However, he wants to make sure that the Flex Drivers live up to the same standards with regard to driving ability, driving record, CORI checks, etc., and a continuum occurs where there is an annual evaluation or review of these standards. Attorney Giaimo feels that they can provide that information; he feels that this is a relatively new program, but it is important to have common standards. Attorney Giaimo urges the Planning Board not to put in a special requirement but wait to get information from Amazon on the standard, and then the Planning Board could make sure that it satisfies their need. Chair Harnais states if they go the route of reviewing what Amazon provides he wants to have the ability to have input if it needs to be changed. He doesn't want to hear that the policy "is what it is". Chair Harnais wants to make sure that the Planning Board has some control over the standards for the drivers coming out of the Braintree facility. He feels the safety concern is very important. Attorney Giaimo understands. Chair Harnais asks if there is a peak day of the week for traffic coming in and out of the Amazon facility. Attorney Giaimo states there are more likely peak seasons rather than days of the week. Chair Harnais is asking because he saw in the conditions that on Thursdays and Saturdays numbers will be taken. Assistant Director SantucciRozzi explains this is for the monitoring on a day when general volumes are more of a peak; she states Mondays and Fridays are not good because a lot of people take those off. They tend to do Thursday, as it can be a higher volume of trips. Also, the peak hour on Saturday can be higher than the PM peak.

Chair Harnais asks, if there is traffic backing up in either direction on Granite Street, as cars are turning into Campanelli, will the Yard Manager know or will there be a mechanism to be able to tell him. Attorney Giaimo states that is the intent.

Chair Harnais acknowledges that people are against this, and he can understand their concern. He asks for a motion to enter correspondence into record.

Member Downey **MOTION** to accept correspondence from April 24, 2018 through July 23, 2018 into record; seconded by Member Mikami; voted 5:0:0.

Chair Harnais wants to be assured that he is going to get those policies with regards to training and continuum of monitoring of drivers.

Robert Taylor, 399 Pond Street, asks if Flex Drivers come under the same guidelines as CDL drivers, meaning they go for physical, drug and alcohol check, but most of all (being a former law enforcement officer) are the Flex Drivers being criminally checked. Mr. Taylor asks why this is being done here in Braintree rather than the

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distribution center in Stoughton, which is close by in proximity. He wonders what Amazon's response would be to this.

Joseph Weeks, 1265 Water Street, is also a business owner in Braintree. His biggest concern with the Flex Driver situation is that he also owns trucks in the Town of Braintree. He recognizes that you have to maintain a certain value in your license and a certain value of insurance. His business also does snowplowing in the Town. He is required to maintain a certain level of insurance. His concern is the level of insurance maintained by the Flex Drivers. Who is responsible for the insurance, Amazon or the Flex Driver?

Chair Harnais does not think that Flex Drivers will have CDL licenses. Attorney Giaimo states they will provide the information regarding level of insurance required. Chair Harnais asks if Amazon has a policy that the Flex Drivers need to notify their insurance carrier that they are driving for Amazon. Attorney Giaimo will check. Chair Harnais wants to see this as part of a policy and a certificate given to Amazon stating the Flex Driver's insurance company has been notified.

Assistant Director SantucciRozzi wants to clarify three points. One point was the marking of DSP and Flex Driver vehicles with a sign showing they are driving for Amazon (similar to Uber and Lyft). The second point that came up was driver record screening, how often that happens and what is that protocol. The third point that has come up is related to the insurance. She feels that these are all very good points, and if the Planning Board is looking to include those, they are most appropriately included in Condition 41. Condition 41 should also include a section on Planning Board "weighing in" on these matters.

Member Joyce states it sounds like we are looking for a sample agreement that Amazon would provide to their Flex Drivers, presumably covering the background checks, processes in which they are hired and the way in which insurance is structured. This document would be provided to the Town, and as part of Condition 41 the Town would be able to provide input. Assistant Director SantucciRozzi feels that these items are easy to accomplish for this use in Braintree. If you set a tone that this is a requirement of the Town of Braintree, then they will be more responsible. It is about communication, cooperation and sending the message of the requirements. This Board has no qualms with calling people back in if they are not fulfilling their requirements.

Member Joyce **MOTION** to close the Public Hearing; seconded by Member Downey; voted 5:0:0.

Member Downey **MOTION** that the Special Permit and Site Plan Review for **175 & 185 Campanelli Drive**, File #18-11, subject to the conditions discussed at this meeting, be approved; seconded by Member Joyce; voted 5:0:0.

Member Joyce **MOTION to adjourn** the meeting; seconded by Member Downey; voted 5:0:0.

The meeting adjourned at 8:55 PM.

Respectfully submitted,  
Louise Quinlan,  
Planning/Community Development

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