



The Commonwealth of Massachusetts

General Court

Via Electronic Mail

September 28, 2026

Tareq Wafaie
Economic Development Policy Manager
Amazon Inc.

Dear Mr. Wafaie:

On Wednesday, September 23, hundreds of concerned citizens attended Amazon's community meeting on the proposed launch of Amazon Prime Air's commercial drone delivery service. As you heard directly, the overwhelming response of our constituents is one of serious concerns about the potential impacts commercial drone delivery operations will have on their community, including concerns related to noise, frequency of flights, flight path, operating hours, privacy, safety, drone cybersecurity, and environmental impacts. These are valid concerns. At this time, we request that Amazon pause implementation to fully address these concerns before moving ahead with their proposal.

While we appreciate that Amazon has made some efforts at outreach to share with both government officials and the public information about Amazon Prime Air's operations, that outreach itself has caused some confusion about the intended scope of Amazon Prime Air's operations. For example, questions remain about operating hours, flight paths, service range, and the number of drone flights per day. It is unfair to expect the community to fairly evaluate a proposal when key details remain undetermined.

We understand that Amazon is in the process of FAA permitting for its commercial drone delivery service. However, a federal permit does not reflect the community's trust and support. Amazon has a history in Westborough through the operation of its existing fulfillment center and robotics facility – all undertaken in partnership with the Westborough community.

More broadly, the approach undertaken by Amazon here will set the tone for future Amazon expansions in Massachusetts and the greater New England region. We urge Amazon to address these concerns raised by our constituents before moving forward.

Thank you for your attention to this critical issue.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael O. Moore".

Senator Michael O. Moore
Second Worcester District

A handwritten signature in blue ink, appearing to read "Hannah Kane".

Representative Hannah Kane
11th Worcester District

A handwritten signature in blue ink, appearing to read "Kate Donaghue".

Representative Kate Donaghue
19th Worcester District

cc:

Jonathan Greeley, Head of Economic Development, New England and Virginia, Amazon Inc.

Christina Fisher, Senior Manager, Public Policy, Northeast, Amazon Inc.

Kristi Williams, Town Manager, Town of Westborough

Westborough Select Board

Westborough Planning Board

Massachusetts Department of Transportation

Federal Delegation Members