

April 26, 2019

Barbara G. L'Heureux, Chair  
Planning Board  
Town of Burlington  
Town Hall Annex  
25 Center Street  
Burlington, Massachusetts 01803

Re: Proposed Professional and Administrative Office ("Project")  
328-330 Cambridge Street, Burlington, MA ("Premises")  
Iconic Capital LLC ("Applicant")  
Special Permits – Increase in Parking and Discharge/Wetlands; Site Plan Review

Dear Madame Chair and Members of the Board:

Please recall the undersigned and this firm represent the Applicant regarding the captioned Project currently before the Planning Board ("Board"). This letter is submitted in response to comments made at the public hearing that traffic impacts for the proposed office use cannot be evaluated without the release of the identity of the proposed Tenant. Here, we note that this letter supplements our letter of April 12, 2019, which we incorporate by reference ("April 12 Letter").

In the spirit of collaboration and transparency, please note that the proposed Tenant is the Massachusetts Department of Children and Families ("Department"). The Department has several regional offices in communities throughout Massachusetts that provide support services for children and families, including foster care and adoption when indicated. For young adults, age 18 to 22, who are transitioning from Department placements to independent living, the Department furnishes appropriate assistance and counseling services.

Each of the Department's regional offices operates within a conventional professional, administrative office building. Like similar private offices, as conveyed in the April 12 Letter, the Department's offices are populated with trained, educated and licensed professional case workers, together with allied executive and administrative support personnel. Accordingly, the Project will function to provide executive, administrative and clerical support to the Department's professional case workers, and will be limited to office uses as defined in the Zoning Bylaw.<sup>1</sup>

Regarding the Project specifically, the following actual data has been provided by the Department.

- While seventy five (75) Department employees will be assigned to the Premises, on any given day, approximately 35% of those employees – professional case workers – will be off-Premises performing field work. When not off-Premises, this professional group is permitted

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<sup>1</sup> For example, **2.15.1 Office** A place in which functions such as directing, consulting, record keeping, clerical work, and sales (without the presence of merchandise) of a firm are carried on; also a place in which a professional person conducts his professional business. **4.2.4.3** Administrative, executive, and similar offices. **4.2.4.4** Public offices.

flexibility in arriving at and departing from the Premises within the hours of 7:00 a.m. - 10:00 a.m. for arrivals at the beginning of the work day and between 4:00 p.m. – 6:00 p.m. for departures at the end of the work day. Additionally, all professional staff are equipped with mobile devices with LTE connectivity and frequently work remotely even on days when they are not performing field work. Accordingly, the assumption discussed at the public hearing that all employees will be arriving and departing simultaneously does not portray accurately the Department's contemporary, professional, administrative office personnel patterns and practices. The proposed Department office here will be the smallest such office in the Commonwealth.

- Further, on any given day approximately 10% of the staff are absent due to sickness, personal day or vacation.
- Regarding visitors to the Premises, again as noted in the April 12 Letter, they are all scheduled in advance during normal business hours, Monday through Friday 9:00 a.m. – 4:00 p.m. No walk-in services are offered at Department offices. On a typical day there will be ten (10) visitors, rarely lasting more than one (1) hour, again spread over a full business day, and often arriving in the same vehicle. Some days no visits are scheduled.
- Some percentage of Department employees and visitors can be expected to use public transportation, ride-sharing services, or to carpool, further reducing average daily trips related to the Project.

In summary, the sensitive personnel and visitor practices employed by the Department directly address and clearly allay the concerns regarding traffic and tenant uses raised at the public hearing. While a varying group of Department staff will adhere to a so-called "9-5" schedule, many others will operate according to contemporary professional office concepts like flex time, staggered reporting schedules and remote-work capabilities. Similarly, the Department's visitor policies are highly developed, managed and predictable, all in keeping with a contemporary professional office environment.

It should now be clear that the Department's use is limited to and consistent with that of a conventional, professional, administrative office use as defined in the Zoning Bylaw, and nothing else. In this connection, please refer to the April 12 Letter for a complementary discussion.

Thank you for your consideration.

Very truly yours



William J. Proia

cc: Conservation Commission  
Board of Health  
Inspector of Buildings

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