

Ref: 9161

April 22, 2022

Ms. Swaathi Joseph Zoning Project Planner City of Cambridge 344 Broadway Cambridge, MA 02139

Re: Traffic Response to Comments

Proposed Retail Dispensary – 1960 Massachusetts Avenue

Cambridge, Massachusetts

Dear Swaathi:

Vanasse & Associates, Inc. (VAI) is pleased to submit responses to comments contained in an April 4, 2022 email with respect to traffic questions issued from the Transportation Logistics Plan (TLP) prepared for the for the above-referenced project. For ease of review, we have listed the comments followed by our responses:

Comment 1: VA section is missing the Site Plan in the Appendix.

Response: The requested site plan has been included in the Appendix for the TLP.

Provide calculations for allowed/required off-street parking and allowed/required bike Comment 2: parking.

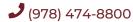
The requested information is indicated in the table below and in the updated Logistics Plan. **Response:**

Table 1 ALLOWED/REQUIRED PARKING SPACES

		Required								
			Total Parking	Total Parking						
	Parking Ratio	Size	Spaces	Spaces						
Land Use	Per Sf ^a	(ksf or units)	Required	Provided						
Vehicle Parking										
Vehicle parking	1 per 1400 sq. ft. 1 per 700 sq. ft	3,365	5	7						
	Bicycle	Parking								
Retail Long-Term	0.10 space per 1,000 square feet	3,365	1	2						
Retail Short-Term	0.60 space per 1,000 square feet	3,365	2	3						

^aCannabis Retail store – Business C – Section 6.36.5.S- Parking Quantity Requirements of the Zoning Ordinance City of Cambridge, Massachusetts







Ms. Swaathi Joseph Zoning Project Planner April 22, 2022 Page 2 of 5

Comment 3: The site plan and application must describe who uses the parking spaces against the wall

of the adjacent building at 1950 Mass. Avenue (Cambridge Masonic Hall) and if they

use the site as access for those spaces, including any easements.

The spaces located against the wall adjacent of the 1950 Mass Avenue (Cambridge **Response:**

Masonic Hall) building are located outside the project site (1920 Mass. Avenue) property line. Those spaces belong and are strictly used by the Cambridge Masonic Hall and the proposed Cannabis customers will not be allowed to use. At present, prohibits parking signs (" Parking for Masons Only") exist and will be remained as part of this project. The TLP Appendix contains a Site Locus Map from the City GIS as well as a parcel map from the City Assessors Department. These plans show the location of the property line through the parking lot for 1960 Massachusetts Avenue. Easement access will be discussed under

separated cover.

Comment 4: They should check with ISD, because I don't believe they can have a loading zone in a drive aisle and block parking spaces. They indicate on the dimensional form for the

Loading Bay, "No Change proposed", but this is not acceptable. They need to be clearer and either show a loading bay the meets zoning or indicate that there is no loading bay. Pag 13 indicates they will have a designated loading zone under constant video

surveillance, but the site plan does not show a "designated loading zone" as stated in the comment above.

Based on the Cambridge Zoning Ordinance section 6.36 and 6.83, Cannabis retail facility **Response:**

falls under the loading facility category B. Sites located under this category are required to have it first bay if the retail gross floor area is equal/above 10,000 sf. The proposed dispensary does not trigger a loading bay. However, as part of this project all loading will be handled utilizing a dual-purpose loading/rideshare space in the parking lot. All deliveries and loading will be conducted through the rear entrance of the building that is accessible by the parking lot behind the Property. The loading will occur in a standard sized passenger vehicle. The Applicant will schedule delivery times to occur when the dispensary

is closed.

It's also not clear if Project requires a loading bay – they left that field blank. Comment 5:

Response: See response to comment 4.

Comment 6: The customer queuing plan is not clear. How many customers can queue in the entry

foyer? They talk about customers queuing once they enter the display area of the store,

but it's not clear where the queue will be exactly and how it will be managed.

Response: The building has a maximum customer capacity of 7 customers in the waiting area and 48

> customers in the sales area. With COVID social distance restriction the sales area would support a total of 24 customers. However, the Applicant will utilize "Q-Less" appointment scheduling and queue management system designed to allow customers to schedule an appointment via mobile phone or website. The app will update customers via text message and then notify the customer when it is their turn. The interactive appointment software application will allow customers to visit other locations within the active retail

district on Massachusetts Avenue while waiting for an appointment.

Page 14 indicates they will provide a 65% MBTA T-Pass subsidy. That is not acceptable Comment 7:

because most other retail cannabis stores will be providing a 100% T pass subsidy to

Ms. Swaathi Joseph Zoning Project Planner April 22, 2022 Page 3 of 5

employees. Page 9 in the transportation study indicated 100% T Pass subsidy. The application needs to be consistent and corrected.

Response: As part of this project and as stated in the Transportation Logistics Plan the project

proponent will provide a 100 percent MBTA T-Pass subsidies to all employees, with a pro-

rated incentive for any part-time employees.

Comment 8: The Project Transportation Summary Sheet indicates they expect a peak customer

parking demand of 6 spaces and 2 employees are expected to drive to work. This equals 8 spaces, but they will only have 7. They should explain how they will address their

undersupply of parking.

Response: Mode share for retail employees working in Cambridge were developed from average

mode shares data based on PTDM monitoring reports from existing retail users. The data suggested that approximately 34 percent of the employees are expected to drive to work. However, the project applicant will require that no employee drive to work and will be

required to utilize non-driving commuting options such as transit or bike options.

Comment 9: The Transportation Summary Table indicates they expect 51 single occupancy customers during the evening peak hour, but with only 6 spaces, even if each space can

have a 15-minute turnover, that would be only accommodate 24 customers. The project

should explain their calculations.

Response: Transportation Summary item 37 was updated and the trip total of 52 single occupancy

vehicle customers are expected during the evening peak hour.

Overall, the cannabis dispensary is expected to generate a total of 54 (27 entering and 27 exiting) single occupancy vehicle (SOV) and ridesharing (HOV) customer trips during the weekday evening peak hour and 56 (28 entering and 28 exiting) SOV and HOV customer

trips during the Saturday midday peak hour.

During weekday evening, the proposed cannabis dispensary is expected to generate a total of 27 customers vehicles entering the facility during the peak hour. Based on the NETA transaction data¹, it can be expected that an approximately 55 percent of customers will use the express/ kiosk stations (15 customers) and 45 percent will use the Point of Sale (POS) stations (12 customers). It is projected that the average service time at this dispensary will be about 15 minutes or less for customers utilizing the five (5) POS stations and approximately 10 minutes or less for customers utilizing the express lane and the four (4) pre-order kiosks.

The 15 customers will spend approximately 10 minutes or less in the store. Typically, customers utilizing the express lane and pre-order kiosks are customers that do not require much knowledge of the product or ordered ahead and are at the store to pick up the product. These customers would require a total parking demand of 3 spaces².

¹ NETA facility – Traffic Monitoring Study, 160 Washington Street - Brookline, Massachusetts; November 29, 2021 ²(1 hour = 60 min.), (60min./10 min. customer = 6 customer per one space), (15 customer/6 = 2.5 parking spaces)

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> The 12 POS customers will spend approximately 15 minutes or less in the store. Typically, customers utilizing the POS station are likely to require some knowledge on the product which leads to a more human interaction and longer transaction times. These customers would require a total parking demand of 3 spaces³.

> The parking demand for the 15 express/kiosk customers will be 3 parking spaces and the parking demand for the 12 POS customers will be 3 spaces resulting in a total parking demand of 6 spaces during the weekday evening.

> During a typical Saturday midday period, the proposed cannabis dispensary is expected to generate a total of 28 customers vehicles entering the facility during the peak hour. Based on the NETA transactions it is expected that an approximately 15 customers will use the express/ kiosk stations and 13 customers will use the POS stations. The parking demand for 15 express/kiosk customers will be 3 parking spaces⁴ and the parking demand for the 13 POS customers will be 3 parking spaces⁵ resulting in a total parking demand of 6 spaces during weekday evening.

> Overall, it can be concluded that parking needs for the Project can be accommodated with the 6 parking spaces available on-site.

Comment 10: Page 4 in the transportation study indicates there will be 8 parking spaces on site available for customers. This is inconsistent with other sections of the application and should be corrected. It also says approximately 27 or 28 clients per hour will arrive at the site via private vehicle. This is also inconsistent with the Transportation Summary Sheet.

Response:

As part of this project 6 parking spaces will be provided on site with 1 additional space for loading/ridesharing vehicles. See response to comment 8 and 9 for explanation of the parking demand calculation.

Comment 11:

Table 7 in the Transportation Logistic Plan indicates in footnote b, an estimate of 6.4 customers per register during a weekday evening. This seems too low because a register is typically used much more than 6.4 times and hour. This assumption should be validated.

Response:

Based on the data provided by the Massachusetts Cannabis control commission open data portal⁶, there are approximately 32 cannabis facilities currently open within a threemunicipality area of greater Boston⁷. The data also indicated that there are approximately 36 other facilities with the licensing process underway or pending. As stated in the Transportation Logistics Plan, VAI believes that with the increase in supply of dispensaries now open within greater Boston areas, the numbers of peak-hour customers at each of these facilities have decreased.



 $^{^{3}}$ (1 hour = 60 min.), (60min./15 min. customer = 4 customer per one space), (12 customer/4= 3 parking spaces)

⁴ Ibid 2

⁵ (1 hour = 60 min.), (60min./15 min. customer = 4 customer per one space), (13 customer/4= 3.2 parking spaces)

⁶ Marijuana Establishment License and Applications – Approved - Cannabis control commission Open Data portal

⁷ Boston, Cambridge and Brookline.

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In order to validate the data, VAI compared the NETA facility data from a traffic count conducted by VAI in February 2021 with available NETA transaction data provided in the November 2021 traffic monitoring report⁸.

When comparing the February 2021 counts with November 2021 data, the November data showed a reduction in the number of customers during the peak hours of approximately 30 percent. It is important to note that during data collection NETA was operating by appointment, walk-in orders, and delivery service.

We trust that the above satisfactorily addresses the comments and if you should have any questions or require additional information, please feel free to contact either of us at sthorm.com or jconners@rdva.com to discuss any aspects of this letter.

Sincerely,

VANASSE & ASSOCIATES, INC.

Scott W. Thornton, P.E.

Principal, and

Jennifer/Conners

Senior Transportation Engineer

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Enclosure: Transportation Logistics Plan and Appendix

cc: J. Myrie, Healing Greene Massachusetts LLC

File





Cannabis Retail Stores Summary Form

	Project Site:	
1	Store Address.	1960 Massachusetts Avenue
2	Total floor area of store (including sales, back of house, other).	Total SF = 7,526 sf Ground Floor: 3,365 sf Mezzanine: 790 sf Basement: 3,371sf
3	Retail sales area (including customer waiting areas).	Retail Sales and Waiting Area = 2,085sf
4	Maximum customer capacity – sales area.	48 customers 24 customers (COVID Restriction)
5	Maximum customer capacity – waiting area.	7 customers
	Employees:	
6	Number of full-time employees (total).	Total employees: 3 Total employees: 3 (each day)
7	Number of part-time employees (total).	Total employees: 20 Total employees: 8-10 (each day)
8	Maximum number of employees on-site at one time.	11-13 employees on-site
	Employee mode shares:	Based on average data of Mode Shares of Retail Employees in Cambridge from PTDM monitoring reports from Twin City Plaza (2018-2019), 355 Fresh Pond Parkway (2017-2019), CambridgeSide (2018-2019), 88 Ames Street (2019) and Sira Naturals RMD (2018).
9	% single-occupancy vehicle (SOV) (including ride-hailing):	34.0%
10	% high-occupancy vehicle (HOV:	7.0%
11	% public transit:	46.0%
12	% walk:	4.0%
13	% bike:	9.0%
14	% other:	0.0%
	Customers:	
15	Number of customers per day.	1082 Daily Customers
16	Maximum number of customers expected at any one time.	13 Customers
	Customer mode shares:	Based upon NETA Brookline Survey October 2021(Adjusted to reflect MassAve4 project)
17	% single-occupancy vehicle (SOV) (including ride-hailing):	40%
18	% high-occupancy vehicle (HOV):	5%
19	% public transit:	31%
20	% walk:	10%
21	% bike:	14%
22	% other:	0%

	Transit Availability:	
23	List the public transportation services within ¼ mile of the site, including type (subway, bus, bike share), walking distance, and frequency.	 ■ MBTA Red line - Porter Station- 0.1 Miles South – 1-3 minutes – Frequency: 9 -16 minutes ■ 77 - Arlington Heights – Harvard - At site frontage – 13-18minutes ■ 83 - Rindge Avenue - Central Square - At site frontage – 15-20 minutes ■ 96 - Medford Square – Harvard - 190 ft west – 20-60 minutes ■ Bike Share (BLUEbike) ■ Mass Ave at Hadley/Walden – 0.1 miles north – 3-min walking – 19 Docks ■ Porter Square Station – 0.1 miles south – 3-min walking – 19 Docks ■ Lesley University – 0.2 miles south – 5-min walking – 15 Docks
24		Elm St at White St– 0.6 miles east – 6-min walking – (Temporarily removed) Subway
	List the duration and frequency of public transit services for weekdays and weekends.	 Weekday Frequency (Peak Hour): 9 minutes Off-Peak/Weekends Frequency: 12 to 16 minutes Bus Weekday Frequency: 13 to 60 minutes Saturday Frequency: 13 to 60 minutes
	Auto Parking Availability:	
25	List public parking facilities within 500 feet of site (with addresses/locations, distance, and number of spaces) and parking occupancy for minimum one weekday (e.g., minimum 10 am, 12 pm, 3 pm, 5 pm, 7 pm), and minimum one Saturday (e.g., minimum noon, 3 pm and 7 pm).	On Street Parking On Street Parking within 500 ft Radius (Metered) = 47 spaces Weekday 10:00 AM: 19 vacant spaces Weekday 12:00 PM: 20 vacant spaces Weekday 3:00 PM: 27 vacant spaces Weekday 5:00 PM: 24 vacant spaces Weekday 7:00 PM: 5 vacant spaces Saturday 12:00 PM: 31 vacant spaces
26	Estimated peak parking demand needed for employees.	Saturday 3:00 PM: 38 vacant spaces Saturday 7:00 PM: 22 vacant spaces 2 employees are expected to drive to work. As part of this project, all employees will be encouraged to utilize non-driving commuting options. A 100 percent
27	Estimated peak parking demand for customers.	MBTA T-Pass subsidies will be provided to all employees. 6
28	Number of employee parking spaces on-site.	0
29	Number of customer parking spaces on-site.	Customers peak demand of six (6) parking spaces is expected. It can be concluded that parking needs for Project can be accommodated with the 6 parking spaces available on-site.
30	Number of employee parking spaces off-site (describe location and distance from site).	Mode share for retail employees working in Cambridge were developed from average mode shares data based on PTDM monitoring reports from existing retail users. The data suggested that approximately 34 percent of the employees are expected to drive to work. However, the project applicant will require that no employee drive to work and will be encouraged to utilize non-driving commuting options such as transit or bike options
31	Number of customer parking spaces off-site (describe location and distance from site).	0

	Bicycle Parking Availability:							
32	Number of Employee long-term bicycle parking spaces on the Project site.	2						
33	Number of Customer short-term bicycle parking spaces on the Project site.	3						
34	Number of public bicycle parking spaces within 100 feet of the main entrance of the site.				et of the mai ke racks are		of the site vithin a 500-fo	oot radius)
	Loading and Delivery:							
35	Address of proposed Loading and Delivery Service Location (note whether it is on-street or off-street).	The dispensary intends to use dual purposed loading/rideshare parking space located in site parking lot for delivery of product, cash pick up, and refuse transfer. Product deliveries and cash collection are expected to occur two-three times per week. The Applicant will schedule all loadings and delivery times to occur when the dispensary is closed, although for security reasons the specific delivery times and dates will vary and will need to be kept confidential.						
36	List the types of loading and delivery trips that will service the site (e.g., product delivery, cash pick-up, refuse collection) and expected number of trips per week for each type.	Cash: Outs	-3 times per side business me per week	s hours	rns to the gro	w facility)		
	Project Trip Generation:							
37	Daily, Morning and Evening			Employees			Customers	1
	Peak Hour Employees and Customer trip generation by		Daily ^a	Evening ^b	Saturday ^c	Dailye	Evening	Saturday
	mode.	SOV	8	3	1	433	52	54
		HOV 2 0 1 54 6						6
		Transit 12 4 2 336 40 42						
		Walk	2	0	1	108	12	14
		Bike	2	0	1	151	18	20
		Other	0	0	0	0	0	0
		Total	26	7	6	1082	128	136

^aBased on number of employees each day (13 employees).

^bAssumed 30% of employees trip occurs on typical weekday evening peak hour. ^cAssumed 25% of employees trip occurs on typical Saturday midday peak hour.

^dPerson trips.

^eEstimated based on ITE trip rate comparison.

MEMORANDUM

TO: FROM: Scott W. Thornton, P.E. and Mr. Jamil Myrie

> Healing Greene Massachusetts LLC Jennifer Conners

19 Kris Court Vanasse & Associates, Inc. Newark, DE 19702

35 New England Business Center Drive

Suite 140

Andover, MA 01810-1066

DATE: April 22, 2022 RE: 9161

SUBJECT: Transportation Logistics Plan

Proposed Retail Dispensary – 1960 Massachusetts Avenue

Cambridge, Massachusetts

Vanasse & Associates, Inc. (VAI) has completed a Transportation Logistics Plan in order to determine potential impacts associated with the proposed cannabis dispensary to be located at 1960 Massachusetts Avenue in Cambridge, Massachusetts (hereafter referred to as "the Project"). The purpose of this memorandum is to identify available public transit options, evaluate parking supply, evaluate loading/delivery areas and the impacts on nearby streets, sidewalks, and surrounding neighborhoods, estimate traffic volumes expected to be generated by the proposed facility, and recommend a Transportation Demand Management (TDM) Plan for customers and employees, in order to minimize Project impacts. The general scope of this assessment is outlined in the City of Cambridge Transportation Logistics Plan Guidelines.

PROJECT DESCRIPTION

As proposed, the Project entails conversion of the existing 7,710± square foot (sf) prime retail space to a recreational marijuana dispensary. The proposed dispensary will provide six (6) parking spaces including one accessible space for customers. In addition, one (1) dual purpose space dedicated to loading and ridehailing services will also be provided. A total of six (6) bicycle parking spaces will be provided, including two (2) interior bicycle spaces for employees and three (3) short-term outdoor bicycle spaces for customers. The proposed facility will operate with six (6) Point of Sale (POS) stations of which one (1) will be an express lane for advance orders. A total of four (4) on-site kiosks will be provided for pick-up orders. The dispensary will be open seven (7) days a week from 9:00 AM to 10:00 PM, Monday through Saturday, and from 11:00 AM to 5:00 PM on Sunday. Vehicle access to the site will remain as existing with one entranceonly driveway from Porter Road and one right-turn exit-only driveway to Massachusetts Avenue. Figure 1 depicts the site location in relation to the local roadway network.

INTRODUCTION

As part of this study, a comprehensive field inventory of available public transit options, parking supply, loading zone, pedestrian, and bicycle facilities within the study area was undertaken in January 2022, including items within 500 feet and 0.25 miles of the site. Figures 2 and 3 graphically depict a survey of the inventory.

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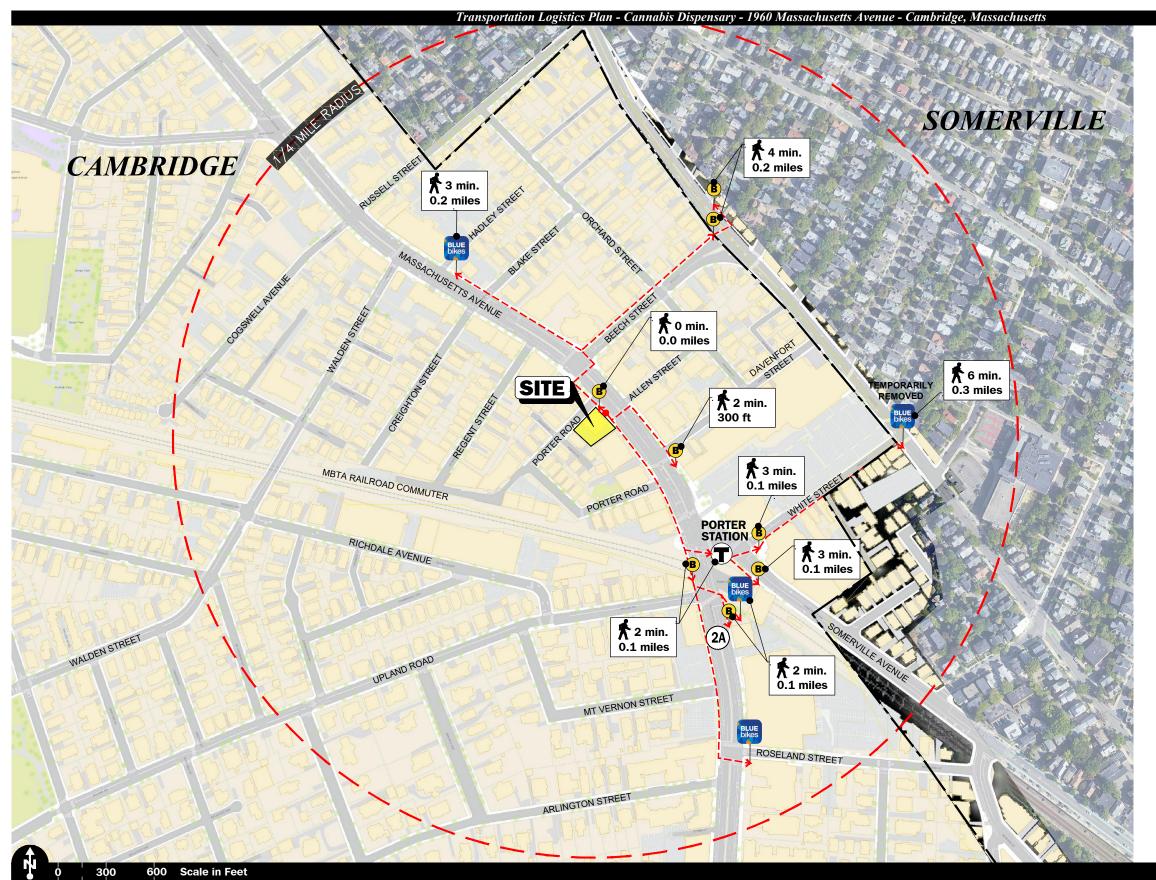






Site Location Map

Transportation Logistics Plan - Cannabis Dispensary - 1960 Massachusetts Avenue - Cambridge, Massachusetts



Legend:

B Bus Stop

Public Parking Lot

Zipcar and Ride Share

T Train Station

Bluebikes Station

Pedestrian Route

x min. Walking Time from Site x.x miles Walking Distance from Site

Figure 3

Public Transit
Pedestrian/Bikes Route
1960 Massachusetts Avenue

PEDESTRIAN AND BICYCLE FACILITIES

The Project site is conveniently located in a pedestrian-friendly area and will be accessed by customers at the store's main entrance onto Massachusetts Avenue. Within the study area, sidewalks are provided along both sides of all streets with painted crosswalks provided at the intersections. Available public transit and bike facilities/stations are provided within less than a five (5)-minute walk. Approximately 18 public bike racks are available within a 500-foot radius of the site, providing a total storage capacity for 36 bicycles. It is important to note that three (3) BLUEbike_{SM} stations with approximately 53 bike spaces are available within the site's 0.25-mile radius zone which is within a five (5) minute walk.

As part of the City of Cambridge Cycling Safety Ordinance, Massachusetts Avenue is being redesigned to accommodate a separate bike lane (hereafter referred to as "MassAve4"). This project is still in early stages and is scheduled to undergo community engagement and design this year (2022). According to the MassAve4 Impacts Analysis report¹ of potential changes published on April 30, 2021, no concept design is expected in the area right in front of this project site. The closest design concept proposed is expected to occur north of this project site in the southbound direction of Massachusetts Avenue between Hadley Street to Beech Street. It shows replacing all the on-street spaces with a buffered bike lane.

PUBLIC TRANSPORTATION SERVICES

The Project site is conveniently located near the Massachusetts Bay Transportation Authority (MBTA) Porter Station. As such, a significant portion of employees and customers will utilize public transportation to access the site. Public transportation services are provided within the study area by the MBTA for bus and subway services. A description of the bus routes within the site vicinity is depicted on Figure 4. Tables 1 and 2 list the MBTA bus and subway services available within the study area.

Table 1 MBTA BUS SERVICE SUMMARY^a

Route	Service	Stop Closest to Site	Distance from Site	Distance Walking	Frequency ^b
77	Arlington Heights - Harvard	Mass Ave at Porter Road opposite Beech Street	At site frontage		Weekday - 13 to 15 minutes Saturday - 18 minutes
83	Rindge Avenue - Central Square, Cambridge	Mass Ave at Porter Road opposite Beech Street	At store entrance		Weekday - 15 to 20 minutes Saturday - 20 to 60 minutes
96	Medford Square - Harvard	Mass Ave at Porter Road opposite Beech Street	At store entrance		Weekday - 20 to 60 minutes Saturday - 30 to 60 minutes

^aBased on MBTA Transit Near Me website.

^bBased on MBTA bus arrival departure times effective August and December 2021.

¹MassAve4 Impacts Analysis Cambridge Community Development Department (CDD); Department of Public Works (DPW); Traffic, Parking, and Transportation Department (TP+T), April 30, 2021

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Transportation Logistics Plan - Cannabis Dispensary - 1960 Massachusetts Avenue - Cambridge, Massachusetts

MBTA Buses

Cambridge Public Transit Map

ARLINGTON

350

Table 2 MBTA SUBWAY SERVICE SUMMARY

Line	Stop Closest to Site	Distance from Site	Distance Walking	Frequency
MBTA Red Line Braintree/Alewife	Porter Station	0.1 mile south	1-3 minute	9-16 minutes

PARKING DEMAND

In order to identify existing on-street parking availability within the study area, a parking demand survey was conducted within a 500-foot radius of the site. The survey was conducted on a typical weekday (Thursday, January 20, 2022) at 10:00 AM, 12:00 PM, 3:00 PM, 5:00 PM, and 7:00 PM and on Saturday (January 22, 2022) at 12:00 PM, 3:00 PM, and 7:00 PM. The survey was performed while schools were in regular session and when weather conditions were generally clear and sunny. The site is served by 47 on-street, two-hour, metered parking spaces within a 500-foot radius. Figure 5 graphically depicts on-street parking inventory coded by regulation (e.g., metered two-hour parking, 15-minute parking, resident permitonly parking, handicap parking spaces, loading zones, etc.). Table 3 summarizes the public parking demand within a 500-foot radius of the site.

Table 3
PARKING DEMAND SURVEY – PUBLIC ON-STREET PARKING

				Vacant Spaces								
	S	upply				Weekday	7			Saturday		
Location (Regulation)	Spaces	НС	Total	10:00 AM	12:00 PM	3:00 PM	5:00 PM	7:00 PM	12:00 PM	3:00 PM	7:00 PM	
Mass Ave (2 Hours Metered)	32	2	34	16	18	22	22	3	22	29	11	
Porter Road (2 Hours Metered)	4	0	4	3	2	4	2	2	4	4	4	
Porter Road (No Regulations)	3	0	3	0	0	1	0	0	1	1	1	
Regent Street (No Regulations)	6	0	6	0	0	0	0	0	4	4	6	
Total	45	2	47	19	20	27	24	5	31	38	22	
	C	Occupa	ncy %	60%	57%	43%	49%	89%	34%	19%	53%	

As shown in Table 3, a total supply of 47 spaces is available within a 500-foot radius of the site along Massachusetts Avenue and Porter Road. The peak-hour demand during a typical weekday occurs at 7:00 PM when only 5 spaces were vacant and the peak-hour demand during a typical Saturday occurs also at 7:00 PM when 22 spaces were vacant. Additional on-street public parking is available outside of the 500-foot radius zone.

It should be noted that as part of the MassAve4 project, major changes to the street and curb regulations are



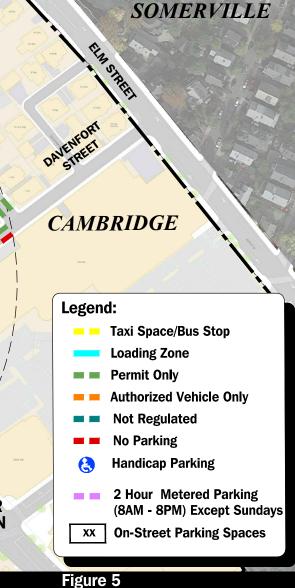
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MASSACHUSETTS AVENUE

Transportation Logistics Plan - Cannabis Dispensary - 1960 Massachusetts Avenue - Cambridge, Massachusetts

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Parking Alternative On-Street Parking 1960 Massachusetts Avenue expected. Based on MassAve4 Impacts Analysis² within the study area, the closest impacts are expected to occur in the southbound direction of Massachusetts Avenue between Hadley Street to Beech Street, north of the Project site, where approximately 11 spaces will be eliminated.

Due to the location of the facility, customers are expected to travel primarily by non-automobile modes (i.e., transit, walk, bike, and others). For customers that must drive, a total of six (6) parking spaces will be available on-site. During the peak-demand periods, it is anticipated that approximately 27 and 28 clients per hour will arrive at the site via private vehicle (discussion to follow) during typical weekday evening and Saturday peak-hour periods, respectively.

It is expected the average service time at this dispensary will be about 15 minutes or less for customers utilizing the five (5) POS stations and approximately 10 minutes or less for customers utilizing the express lane and the four (4) pre-order kiosks which would result in a peak hour parking demand of six (6) parking spaces³. Overall, it can be concluded that parking needs for the Project can be accommodated with the 6 parking spaces available on-site.

Although enough parking is provided on-site to accommodate customers' parking demand, the Project proponent will encourage measures such as online pre-ordering to minimize on-site duration for customers. It is important to note that on-site parking spaces will not be available for employees. All employees will be encouraged to use other sustainable means of transportation to reach the site including public transportation.

Most streets off Massachusetts Avenue in the vicinity of the Project are restricted to permit parking only. The dispensary customers will be instructed to not use residential parking along side streets. However, given the changes likely to occur along Massachusetts Avenue, parking regulations and current utilization of the residential permit space on the side streets was also surveyed. Table 4 summarizes the residential parking demand within a 500-foot radius of the site.

As can be seen in Table 4, the data shows that within business hours, the side streets operate at between 62 and 77 percent of capacity. During a typical weekday, the peak-hour demand occurs at 7:00 PM when a total of 35 spaces were vacant and during a typical Saturday, the peak-hour demand also occurs also at 7:00 PM when 37 spaces were vacant.

²Ibid 1.

³ Parking Demand calculations were based on the total number of vehicles generated by the facility (See table 7). The proposed cannabis is expected to generate a total of 27 customers vehicle trips entering the facility during the peak hour. Based on the NETA transaction it is expected that an approximately 55 percent of customers will use the express/kiosk stations (15 customers) and 45 percent will use the POS stations (12 customers). Base on that it was assumed that the parking demand for 15 costumers will be 3 parking spaces and the parking demand for the 12 customers will be 3 spaces resulting in a total parking demand of 6 spaces

Table 4
PARKING DEMAND SURVEY - RESIDENTIAL PARKING (PERMIT PARKING ONLY)

	S	upply			7	Weekday	1			Saturday		
Location (Regulation)	Spaces	НС	Total	10:00 AM	12:00 PM	3:00 PM	5:00 PM	7:00 PM	12:00 PM	3:00 PM	7:00 PM	
Allen Street	6	0	6	1	1	2	1	1	1	2	1	
Beech Street	12	0	12	2	5	3	2	3	3	3	3	
Davenport Street	10	0	10	3	0	3	2	1	2	4	1	
Orchard Street	34	0	34	8	6	4	6	7	8	9	8	
Porter Road	43	1	44	10	10	13	18	9	12	22	9	
Porter Road (Authorized Only)	16	0	16	4	4	6	6	7	7	6	7	
Regent Street	30	1	31	10	10	12	10	7	7	12	8	
Total	151	2	153	38	36	43	45	35	40	58	37	
	Oc	cupa	ncy %	75%	76%	72%	71%	77%	74%	62%	76%	

LOADING DEMAND

The dispensary intends to use the dedicated space in the site parking lot for delivery of product, cash pickup, and refuse transfer. Loading and deliveries are expected to occur in secure unmarked sprinter van/car vehicles and will occur at random times. The Applicant will schedule all loadings and delivery times to occur when the dispensary is closed, although for security reasons, the specific delivery times and dates will vary and will need to be kept confidential.

Product deliveries and cash collection are expected to occur two to three times per week. All regulated waste will be transported back to the cultivation facility from which it originated for approved disposal. All other trash will be disposed of per City regulations.

Although the dispensary intends to use the dedicated space in the site parking lot for loading, a loading area inventory and survey was also conducted during the same time and days as the on-street parking demand survey. The Project site is served by three existing on-street loading zones areas located on Massachusetts Avenue and Porter Road. The loading zones are available for exclusive use from the hours of 8:00 AM to 6:00 PM (Porter Road) and 8:00 AM to 8:00 PM (Massachusetts Avenue) except Sundays. Table 5 summarizes loading zone areas within a 500-foot radius of the site.

As can be seen in Table 5, loading area spaces are available within the study area during business hours. The survey indicated that two existing loading spaces located at Porter Road were available throughout business hours on weekdays and all spaces were available throughout business hours on Saturdays.



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Table 5
PARKING DEMAND SURVEY – LOADING

	Cunnly	Vacant Spaces							
	Supply		1	Weekda	y		Saturday		
Loading Location	Spaces	10:00 AM	12:00 PM	3:00 PM	5:00 PM	7:00 PM	12:00 PM	3:00 PM	7:00 PM
Mass Ave	1	0	0	0	0	0	1	1	0
Porter Road	2	2	2	2	2	2	2	2	2
Total	3	2	2	2	2	2	3	3	2
Occupancy %	6	33%	33%	33%	33%	33%	0%	0%	33%

DROP-OFF AREA

Some customers may arrive and depart the site using ride-hailing services such as Uber or Lyft. At present, site frontage along Massachusetts Avenue has a bus stop and a bicycle lane which could raise a concern about impacts of ride-hailing drop-off/pick-ups blocking the bus and bicycle lanes. To ensure that no drop-off/pick-up activity occurs on Massachusetts Avenue, drop-off/pick-up activities for customers will be encouraged to occur in the dual-purpose loading/rideshare parking space located in the site parking lot.

MODE SHARE

In accordance with the Transportation Logistic Plan guidelines, mode share assumptions were based on survey data of existing cannabis retail stores in Massachusetts and existing Parking and Transportation Demand Management (PTDM) data for retail uses in the Project area. Mode split survey data from similar facilities located in Brookline (New England Treatment Access (NETA)) was obtained⁴ and used to develop the customer's mode split. Mode share for retail employees working in Cambridge were developed from average mode shares data based on PTDM monitoring reports from Twin City Plaza (2018-2019), 355 Fresh Pond Parkway (2017-2019), CambridgeSide (2018-2019), 88 Ames Street (2019), and Sira Naturals RMD (2018).

As previously mentioned, bike lanes along Massachusetts Avenue in the vicinity of the Project will be improved or added as part of the MassAve4 project. Those improvements will improve overall bicycle safety which encourages people to use bikes as an alternative travel mode. In order to account for the bike improvements along Massachusetts Avenue, a small adjustment to the customer's bike mode split percentage has been made. Table 6 summarizes the estimated Project mode share percentage.

It is important to note that employee trip data showed that approximately 41 percent of employees working in Cambridge travel using automobiles. As part of this Project, all employees will be encouraged to utilize non-driving commuting options. A 100 percent MBTA T-Pass subsidy will be provided to all employees.

Me

⁴NETA facility – Traffic Monitoring Study, 160 Washington Street - Brookline, Massachusetts; November 29, 2021.

Table 6 MODE SPLIT SUMMARY

	Custom	ner Trips	Employee Trips
	-		TTIPS
	NETA	Adjusted	
Mode Split	Brookline ^a	Mode Split ^b	Mode Split ^c
Single Occupancy Vehicle (SOV)	40	40	34
High Occupancy Vehicle (HOV)	5	5	7
Transit	41	31	46
Pedestrian	10	10	4
Bicycle	4	14	9
<u>Other</u>	0	0	0
TOTAL	100	100	100

^aNETA facility – Traffic Monitoring Study, 160 Washington Street - Brookline, Massachusetts; November 29, 2021.

PROJECT-GENERATED TRAFFIC

Unlike many other types of land uses, regulated marijuana dispensaries are a new use in the Commonwealth and standardized data regarding how comparable facilities operate is not yet available. In order to establish traffic characteristics for the proposed cannabis facility, empirical trip rates obtained from the NETA Brookline dispensary, which is a similar land use facility located within Massachusetts urban area, was used.

Customer counts at the NETA facility from June 2019 and February 2021 were evaluated in order to better understand current trip rates. When comparing the June 2019 to the February 2021 counts, a change in the weekday evening peak hour shows a decrease in the number of customers of approximately 32 to 50 percent. The peak hour in the 2019 data occurred at 4:00 PM, while the peak time in the 2021 data occurred at 1:00 PM. VAI also evaluated the November 2021 traffic monitoring report⁵ to confirm current trip rates. When compared with the February 2021 counts, the November data also showed an approximately 30 percent reduction in the number of customers during the peak hours. NETA is currently operating by appointment, walk-in orders, and delivery service.

VAI believes that with the increase in supply of dispensaries now open within greater Boston areas, the numbers of peak-hour customers at each of these facilities have likely decreased. In order to provide a more realistic analysis, trip rates from NETA collected in February 2021 were utilized to project future trips for the proposed facility. The estimation of the trips generated expected during weekday evening and Saturday midday peak hours are presented in Table 7 with background calculations contained in the Appendix.

7

AS

^bAdjusted to reflect bicycle improvements along Massachusetts Avenue.

^cBased on average data of Mode Shares of Retail Employees in Cambridge from PTDM monitoring reports from Twin City Plaza (2018-2019), 355 Fresh Pond Parkway (2017-2019), CambridgeSide (2018-2019), 88 Ames Street (2019) and Sira Naturals RMD (2018).

⁵Ibid 4.

Table 7
TRIP-GENERATION SUMMARY CANNABIS DISPENSARY

			Person Trip	S					
Time Period/Direction	Proposed Cannabis Dispensary (10 Registers) ^a	Drive- Alone Trips (40%)	Ridesharing Trips (5%)	Transit Trips (31%)	Pedestrian Trips (10%)	Bicycle Trips (14%)	Customer Vehicle Trips ^b	Employee Vehicle Trips ^c	Total Vehicle Trips
Weekday Evening Peak Hour: Entering Exiting Total	64 <u>64</u> 128	26 <u>26</u> 52	3 <u>3</u> 6	20 20 40	6 6 12	9 <u>9</u> 18	27 <u>27</u> 54	$\begin{array}{c} 2\\ \frac{1}{3} \end{array}$	29 28 57
Saturday Midday Peak Hour: Entering Exiting Total	68 <u>68</u> 136	27 <u>27</u> 54	3 <u>3</u> 6	21 <u>21</u> 42	7 _ 7 14	10 10 20	28 <u>28</u> 56	2 <u>0</u> 2	30 28 58

^aBased on customer counts conducted at existing cannabis dispensaries in Brookline on February 12, 2021. Projection of 6.4 customers per register during a weekday evening and 6.8 customers per register during a Saturday midday.



^bDrive-alone plus rideshare person trips divided by vehicle occupancy ratio of 1.09 persons per vehicle per Census Tract 3547, Middlesex County, Massachusetts.

Based-on the number of employees each day (13 employees). Assumed 30 and 25 percent of employee trips occur on a typical weekday evening and Saturday midday peak hour, respectively.

As can be seen in Table 7, the cannabis dispensary is predicted to generate approximately 56 vehicle trips (29 entering and 27 exiting) during the weekday evening peak hour, and 57 vehicle trips (29 entering and 28 exiting) during the Saturday midday peak hour.

It should be noted that up to 55 percent of customer peak-hour trips will be via transit, pedestrian, and bicycle; although 41 percent of employees are expected to travel to the site by vehicle. As part of this Project, all employees will be encouraged to utilize non-driving commuting options. A 100 percent MBTA T-Pass subsidy will be provided to all employees.

CROWD AND CUSTOMER MANAGEMENT LOGISTICS

The Applicant is committed to developing operational procedures to ensure that customer visits are short in duration and will not result in lines, congestion to enter and exit the facility, or other congestion onto Massachusetts Avenue or exceedance of the occupancy limits. The following initial opening measures are proposed:

- Additional Staff: There will be additional security/concierge specifically focused on managing crowds and ensuring that the 30-person indoor limit is not exceeded. The concierge is expected to primarily focus their efforts outside of the building to enforce crowd control. The additional staff will also orient/advise customers waiting at the dispensary's front door to schedule an appointment using the app to minimize congestion along the site frontage. These additional staff members will serve as concierges and will not replace the required security and check-in personnel as required by the Cannabis Control Commission (CCC) regulations.
- Crowd Management Software/Technology: The Applicant will utilize "Q-Less" appointment scheduling and queue management system designed to allow customers to schedule an appointment via mobile phone or website. The app will update customers via text message and then notify the customer when it is their turn. The interactive appointment software application will allow customers to visit other locations within the active retail district on Massachusetts Avenue while waiting for an appointment.
- *Coordinate with Cambridge Police:* In advance of its opening day, Healing Greene will coordinate with the Cambridge Police Department to arrange for the appropriate details, discuss any potential logistics for crowd management, and share any industry information the police may find useful.

BICYCLE PARKING

As part of this Project and following Cambridge bicycle requirements, a total of two (2) long-term bicycle parking spaces will be provided inside the building for staff and a total of three (3) short-term bicycle parking spaces will be provided for customers at the parking lot.

TRANSPORTATION DEMAND MANAGEMENT (TDM)

In order to minimize traffic and parking impacts generated by the Project, the Applicant is proposing a comprehensive TDM plan. The goal of the TDM plan is to advise and encourage employees and customers to travel in a healthy transportation choice, such as walking, bicycling, public transit, or carpooling. The



following measures will be implemented in an effort to reduce the number of vehicle trips generated and are consistent with retail cannabis stores in Cambridge:

- Provide 100 percent MBTA T-Pass subsidies to all employees, with a pro-rated incentive for any part-time employees. The program will be administered by Healing Greene through the MBTA Corporate Pass/Perk Program;
- Offer employees Gold-Level BLUEbikesm bike-share membership. The program will be administered by Healing Greene through the BLUEbikesm Corporate Program;
- Provide lockers in the breakroom for employees who walk or bike to work;
- Provide access to an air pump and bicycle repair tools for customers and employees when needed;
- Provide two (2) long-term bicycle parking spaces for use by employees who bike to work;
- Provide three (3) short-term bicycle parking spaces for use by customers;
- As an Economic Empowerment Applicant, provide a \$35,000 one-time transportation impact contribution to the city;
- Designate a Transportation Coordinator to develop and manage the implementation of a TDM plan and a transportation monitoring program, if required. The Transportation Coordinator will;
 - Post in a central and visible location (i.e., sales floor for customers and breakroom for employees) information on available non-automobile transportation services in the area, including but
 not limited to:
 - o Available pedestrian and bicycle facilities near the Project site;
 - o MBTA maps, schedules, and fares;
 - o "Getting Around Cambridge" map (available at the Community Development Department (CDD) office);
 - Locations of bicycle parking;
 - o BLUEbike_{SM} regional public bikeshare program;
 - Carpool-matching programs;
 - Other pertinent transportation information.
- Compile and provide to all employees up-to-date transportation information explaining all commuter options. This information should also be distributed to all new employees during orientation.
- Provide customers with sustainable transportation information to access the site.
- Provide and maintain information on Healing Greene public website, newsletters, social media, etc., on how to access the site by all modes of transportation, with an emphasis on non-automobile modes.
- Participate in any Transportation Coordinator training offered by the city or local Transportation Management Association.



- If requested by TP&T or CDD, Healing Greene will provide information on employee and customer travel modes and where they customarily park, as well as information on leading and delivery operations. Surveys of employees and customers will be designed and conducted in a manner approved by TP&T and CDD.
- Prior to the issuance of the building permit, the Applicant should provide a loading and service delivery management plan that includes all delivery activity to the TP&T for TP&T's approval

The above strategies will encourage non-auto travel by the employees and customers.

TRANSPORTATION MONITORING AND REPORTING PROGRAM

The transportation coordinator will implement an annual transportation monitoring program which will involve surveying employees and customers on their travel modes and where they customarily park (cars and bikes). This monitoring data should help to inform the development of future dispensary projects. The annual monitoring program shall be in place for 10 years following the issuance of the Project's occupancy permit at which a discussion with the TP&T will occur to determine if it would be beneficial to continue the monitoring program. The following measures will also be part of the program.

- The monitoring program should include observations of the loading spaces and loading activities on Massachusetts Avenue.
- All surveys shall be designed and conducted in a manner approved by the CDD.
- Approval of the form of any survey instrument or monitoring method should be approved before issuance of the Certificate of Occupancy.
- Surveying shall begin one year from the date of the first Certificate of Occupancy. If the Certificate of Occupancy is issued between September 1st and February 29th, the monitoring should take place during the months of September or October and be reported to the City no later than November 30th. If the Certificate of Occupancy is issued between March 1st and August 31st, monitoring should take place during the months of April or May and be reported to the City no later than June 30th.

CONCLUSIONS

VAI has completed a Transportation Logistics Plan of the potential impacts on the transportation infrastructure associated with the proposed cannabis dispensary to be located at 1960 Massachusetts Avenue in Cambridge, Massachusetts. Based on this assessment, we have concluded the following with respect to the Project:

- Parking needs for the Project can be accommodated with the six (6) parking spaces available onsite.
- The site is well serviced by public transit access. As part of the MassAve4 project, the area will become highly accessible for pedestrians and bicycles which will help reduce auto travel to the site and encourage transit usage.



- To ensure that no drop-off/pick-up activity occurs on Massachusetts Avenue, drop-off/pick activities for customers will be encouraged to occur in the dual-purpose loading/rideshare parking space located in the site parking lot.
- Public transportation is available in the immediate Project vicinity to accommodate both employees and customers.
- The Project proponent has committed to an aggressive TDM plan to reduce automobile travel to the site and promote transit, bicycle, and walking.

In consideration of the above, we have concluded that the Project can be accommodated within the confines of the existing transportation infrastructure in a safe and efficient manner.

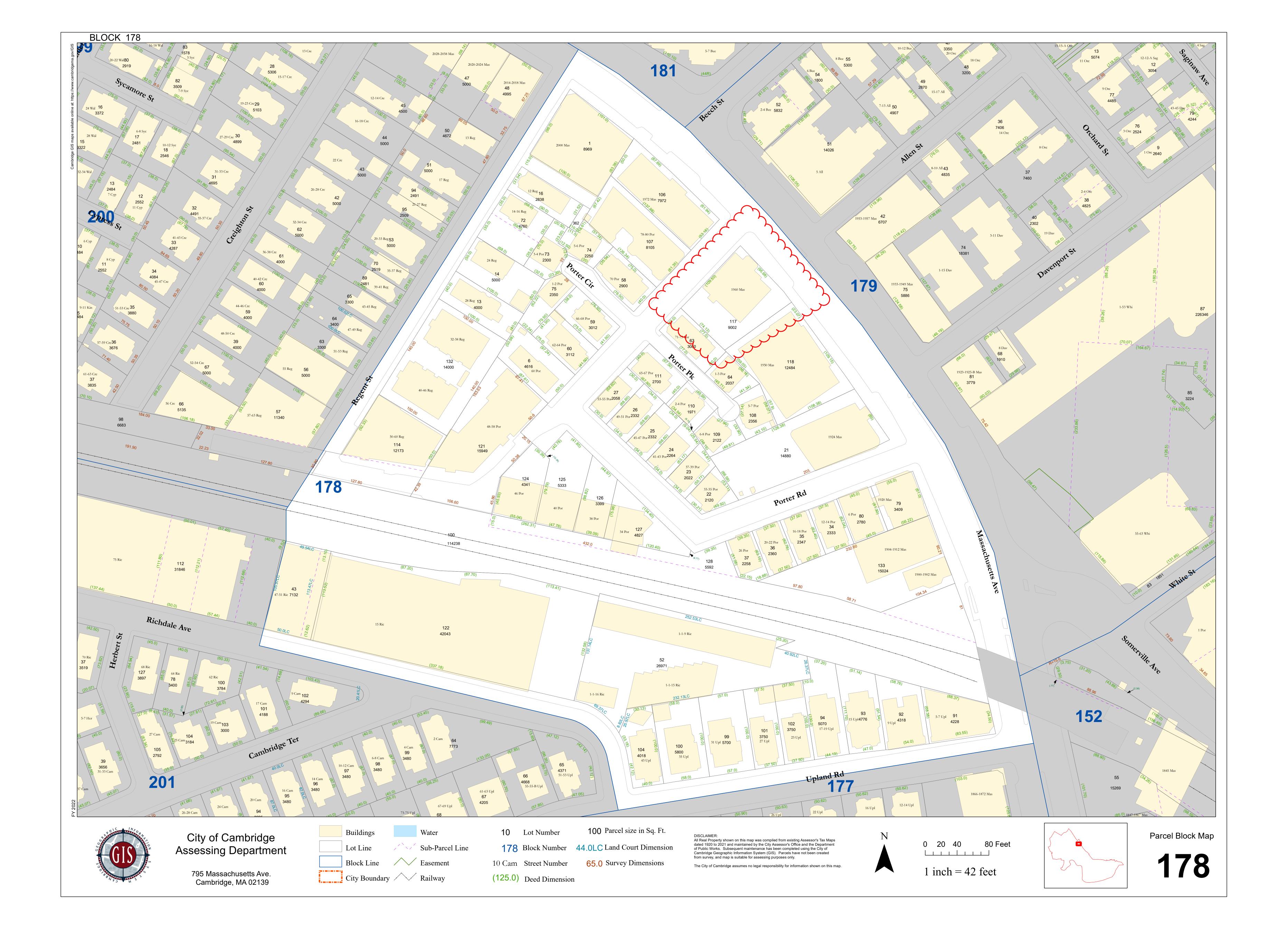
12

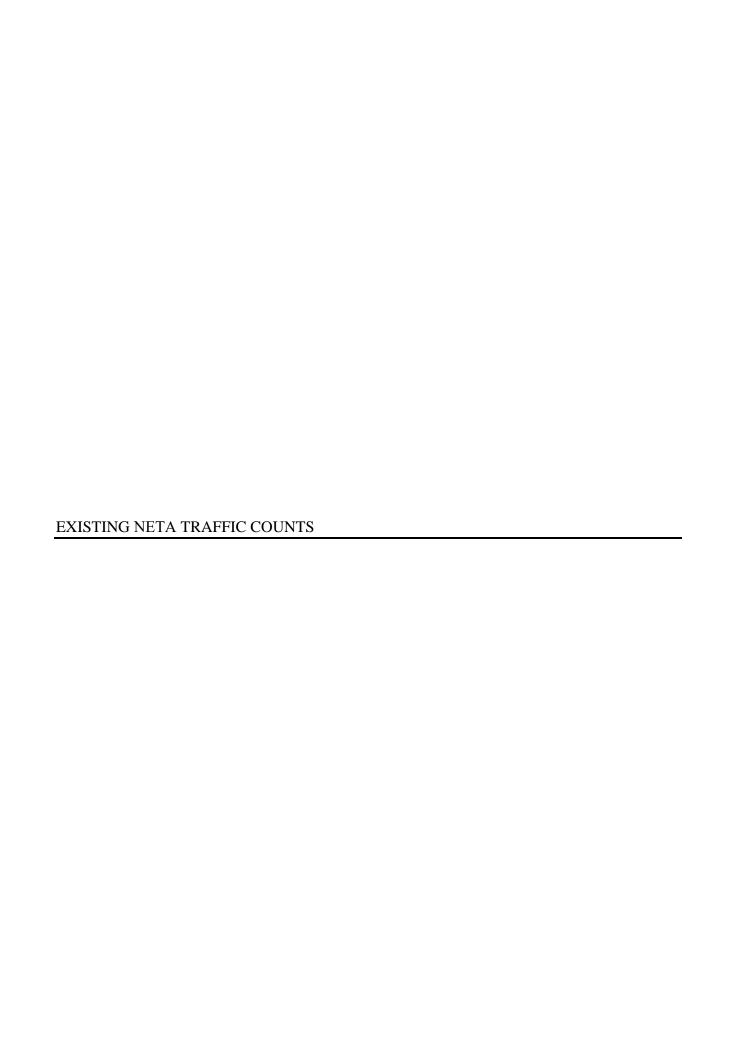


APPENDIX

SITE PLAN
SITE LOCUS MAP
EXISTING NETA TRAFFIC COUNTS
US CENSUS
MODE SPLIT
TRIP GENERATION CALCULATIONS







SUMMARY

NETA Register							
Cashier	11	Stations					
Pick-up orders	Pick-up orders 10						
Deliveryu AU	Veh						
Medical	5	Stations					
Delivery Medical	6	Veh					
Total Registers	26	Stations					

Customers Entering the Store Peak Hour										
	July 2019 Feb 2021		% from	Nov-21	% from					
	July 2015	Feb 2021	2019	NOV-ZI	feb 2021					
Weekday Midday Peak Hour		173		103	0.405					
Weekday Evening Peak Hour	338	166	0.509	120	0.277					
Saturday Peak Hour	259	177	0.317	128	0.277					

Customers counts NETA 2/12/21						
	Rate					
Weekday Midday Peak Hour	6.7					
Weekday Evening Peak Hour	6.4					
Saturday Peak Hour	6.8					

Neta has primarily an entrance door and a separate exist door. The below "in" count represent pedestrian entering. The out number was neglected and we assume the entering and exiting on volumes were equal.

Accurate Counts 978-664-2565

N/S Street : Entrance to NETA

E/W Street: Boylston Street

City/State : Brookline, MA

Weather : Clear

File Name : 82740001
Site Code : 82740001
Start Date : 677/2019
Page No : 1

S Printed-Peds
North From South
OUT IN Int. Total

From South 2 IN 82 91 73	13 5	Start Time 04:00 PM
82 91	13 5	
91	5	04:00 PM
73		04:15 PM
	9	04:30 PM
92	8	04:45 PM
338	35	Total
61	6	05:00 PM
72	2	05:15 PM
88	4	05:30 PM
92	7	05:45 PM
313	19	Total
851	54	Grand Total
		Apprch %
	D)	Total %
72 88 92		2 4 7

Neta has primarily an entrance door and a separate exist door. The below "in" count represent pedestrian entering. The out number was neglected and we assume the entering and exiting on volumes were equal.

> **Accurate Counts** 978-664-2565

Groups Printed-Peds

N/S Street : Entrance to NETA E/W Street: Boylston Street City/State : Brookline, MA Weather : Clear

File Name 827400S1 Site Code 82740001 Start Date 6/8/2019 Page No : 1

	From North	From South	*
Start Time	OUT	IN	
11:00 AM	3	70	73
11:15 AM	1	55	56
11:30 AM	5	73	78
11:45 AM	2	51	53
Total	11	249	260
		2	
12:00 PM	3	66	69
12:15 PM	6	69	№ 259 75
12:30 PM	0	63	63
12:45 PM	3	47	50
Total	12	245	257
01:00 PM	0	71	71
01:15 PM	1	58	59
01:30 PM	2	69	71
01:45 PM	Ĭ	56	57
Total	4	254	258
	,		
Grand Total	27	748	775
Apprch % Total %	100 3.5	100 96.5	
Total 70	0.0	30,3	

01 10 06

Accurate Counts 978-664-2565

N/S Street: Entrance to NETA E/W Street: Boylston Street City/State: Brookline, MA Weather: Clear

File Name: 827400\$1 Site Code: 82740001 Start Date: 6/8/2019 Page No: 2

	From Nor	From North From East		From Sou	th	From West	
Start Time	OUT	App. Total	App. Total	IN	App. Total	App. Total	Int. Tota
Peak Hour Analysis From 11:00 AM to 12:45 PM	- Peak 1 of 1						
Peak Hour for Entire Intersection Begins at 11:30	AM (
11:30 AM	5	5	0	73	73	0	-
11:45 AM	2	2	0	51	51	0	70 50
12:00 PM	3	3	0	66	66	0	69
12:15.PM	6	6	0	69	69	0	75
Total Volume	16	16	0	259	259	0	275
% App. Total	100			100		2500	
PHF	667	.667	.000	.887	.887	.000	.881

Accurate Counts 978-664-2565

N/S Street : Entrance to NETA E/W Street : Boylston Street City/State : Brookline, MA Weather : Clear

IIII, MA

File Name : 88720001 Site Code : 88720001 Start Date : 2/12/2021 Page No : 1

Groups Printed- Peds

Start Time		From North	From South	
12:00 PM 12:15 PM 2	Start Time			Int Total
12:15 PM	12:00 PM		50	
12:30 PM				
12:45 FM				
Total				
01:00 PM				
01:15 PM 4 38 42 01:30 PM 3 46 49 01:45 PM 2 40 42 Total 11 173 184 02:00 PM 4 38 42 02:01 PM 0 36 36 02:30 PM 0 37 37 42 02:45 PM 0 37 37 Total 9 148 157 03:00 PM 4 39 43 03:15 PM 4 31 35 03:30 PM 1 38 39 03:45 PM 1 39 40 Total 10 147 157 04:00 PM 5 46 43 04:15 PM 6 43 43 04:30 PM 3 35 38 04:45 PM 3 32 35 Total 17 156 173 05:00 PM 3 30 33 05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 <t< td=""><td>Total</td><td>111</td><td>154 </td><td>103</td></t<>	Total	111	154	103
11-15 PM	01:00 PM	2	49	51
01:30 PM	01:15 PM	4		42
O1:45 PM				
Total		2		42
02:00 PM	Total			184
O2:15 PM				
02:30 PM				
O2:45 PM				36
Total 9			37	42
03:00 PM 4 39 43 03:15 PM 4 31 35 03:30 PM 1 38 39 03:45 PM 1 39 40 Total 10 147 157 04:00 PM 5 46 51 04:15 PM 6 43 43 04:30 PM 3 35 38 04:45 PM 3 32 35 Total 17 156 173 05:00 PM 3 30 33 05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 Grand Total 78 925 1003 Apprch % 100 100				37
03:15 PM	Total	9	148	157
03:15 PM	00 00 PM	1		
03:30 PM				43
1 39 40 Total 10 147 157 04:00 PM		1		35
Total 10 147 157 157 167 167 167 167 167 167 167 167 167 167 167 167 167 167 167 160 167		- 1	38	
04:00 PM 5 46 51 04:15 PM 6 43 Total 166 49 04:30 PM 3 35 38 04:45 PM 3 32 35 Total 17 156 173 05:00 PM 3 30 33 05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 Grand Total Apprich % 78 925 1003				
04:15 PM 6 43 Total 166 49 04:30 PM 3 35 38 04:45 PM 3 32 35 Total 17 156 173 05:00 PM 3 30 33 05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 Grand Total Apprich % 78 925 1003 Apprich % 100 100	Total	10	147	157
04:15 PM 6 43 Total 166 49 04:30 PM 3 35 38 04:45 PM 3 32 35 Total 17 156 173 05:00 PM 3 30 33 05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 Grand Total Apprich % 78 925 1003 Apprich % 100 100	04:00 PM	5	46	51
04:30 PM 3 35 38 04:45 PM 3 32 35 Total 17 156 173 05:00 PM 3 30 33 05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 Grand Total Apprich % 78 925 1003 Apprich % 100 100	04:00 T W	9	43	Total 166
04:45 PM 3 32 35 Total 17 156 173 05:00 PM 3 30 33 05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 Grand Total Apprich % 78 925 1003 Apprich % 100 100 100			35	10111100
Total 17 156 173 05:00 PM 3 30 33 05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 Grand Total Apprch % 78 925 1003 Apprch % 100 100 100		3	33	
05:00 PM 3 30 33 05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 Grand Total Apprch % 78 925 1003 Apprch % 100 100		17		172
05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 Grand Total Apprch % 78 925 1003 Apprch % 100 100	Total	17	150	173
05:15 PM 6 37 43 05:30 PM 8 33 41 05:45 PM 3 47 50 Total 20 147 167 Grand Total Apprch % 78 925 1003 Apprch % 100 100	05:00 PM	3	30	33
05:30 PM 8 33 41 105:45 PM 3 47 50 167 1				
05:45 PM 3 47 50 Total 20 147 167 Grand Total Apprch % 78 925 1003 47 925 1003 100 100 100				
Total 20 147 167 167 Grand Total 78 925 1003 100				
Grand Total 78 925 1003 Apprch % 100 100				
Apprch % 100 100				
Apprch % 100 100 Total % 7.8 92.2				1003
Total % 7.8 92.2	Apprch %			
·	Total %	7.8	92.2	

	From No	rth	From S	South	
Start Time	Exit	App. Total	Entrance	App. Total	Int. Total
Peak Hour Analysis From 12:00 PM to 05	:45 PM - Peak 1 of 1	• •		• •	
Peak Hour for Entire Intersection Begins a	at 01:00 PM				
01:00 PM	2	2	49	49	51
01:15 PM	4	4	38	38	42
01:30 PM	3	3	46	46	49
01:45 PM	2	2	40	40	42
Total Volume	11	11	173	173	184
% App. Total	100		100		
PHF	.688	.688	.883	.883	.902

Accurate Counts 978-664-2565

N/S Street : Entrance to NETA E/W Street : Boylston Street City/State : Brookline, MA Weather : Clear

File Name: 887200S1 Site Code : 88720001 Start Date : 2/13/2021 Page No : 1

Groups Printed- Peds

	•		
	From North	From South	
Start Time	Exit	Entrance	Int. Total
11:00 AM	6	36	42
11:15 AM	4	38	42
11:30 AM	5	37	42
11:45 AM	1	48	49
Total	16	159	175
12:00 PM	3	44	47
12:15 PM	1	29	30
12:30 PM	0	39	39
12:45 PM	4	34	38
Total	8	146	154
01:00 PM	5	48	53
01:15 PM	3	49	52
01:30 PM	3	31	34
01:45 PM	3	49	52
Total	14	(<mark>177</mark>)	191
Grand Total	38	482	520
Apprch %	100	100	
Total %	7.3	92.7	

	From Nor	rth	From So		
Start Time	Exit	App. Total	Entrance	App. Total	Int. Total
Peak Hour Analysis From 11:00 AM to 01	:45 PM - Peak 1 of 1				
Peak Hour for Entire Intersection Begins a	at 01:00 PM				
01:00 PM	5	5	48	48	53
01:15 PM	3	3	49	49	52
01:30 PM	3	3	31	31	34
01:45 PM	3	3	49	49	52
Total Volume	14	14	177	177	191
% App. Total	100		100		
PHF	.700	.700	.903	.903	.901

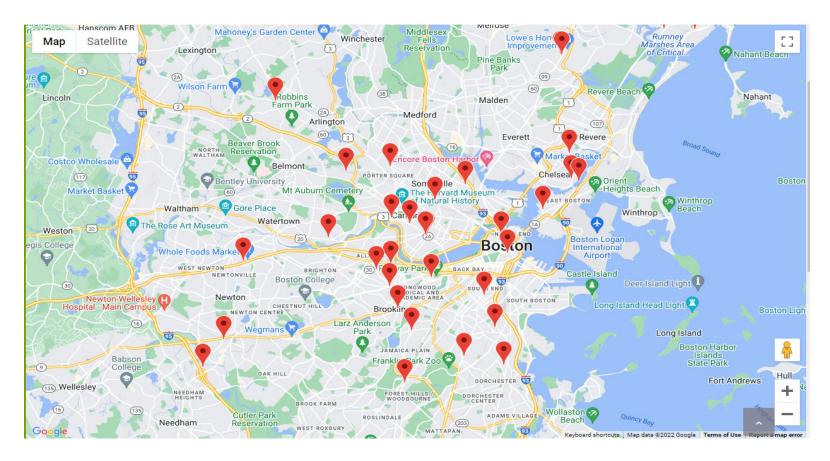
NETA Transactions

		9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	Totals
2021-10-13															-
In-Store Orders															
	Medical		12	10	7	18	13	17	12	10	7	14	14		134
	Adult Use		15	22	26	15	25	25	16	15	23	36			218
Pick-Up Orders															
	Medical			22	20	27	30	31	25	31	30	26	37	20	299
	Adult Use			21	19	29	25	30	21	29	39	44	32	1	290
Total		0	27	75	72	89	93	103	74	85	99	120	83	21	941
2021-10-14															
In-Store Orders															
	Medical		5	9	5	9	10	4	6	6	3	3	13		73
	Adult Use		19	21	23	32	21	22	27	32	20	30	3		250
Pick-Up Orders															
	Medical		6	12	15	6	7	8	7	13	13	10	9		106
	Adult Use		20	22	28	24	23	21	39	56	41	33	_		307
Total		0	50	64	71	71	61	55	79	107	77	76	25	0	
2021-10-16															
In-Store Orders															
	Medical	3	4	4	5	9	14	8	6	8	6	7	9	1	84
	Adult Use	J	22	37	27	33	35	39	37	27	30	37	3	_	327
Pick-Up Orders	duit osc			37	-/	33	33	33	3,	_,	50	37	3		327
op 0. aci3	Medical	4	8	9	8	12	16	15	7	7	10	4	6		106
	Adult Use	4	46	45	37	62	63	53	45	46	45	32	U		474
Total	Addit Ose	7	80	95	77	116	128	115	95	88	91	80	18	1	991

Neta Adult Use Orders									
	Weekday				Satur	day			
	2021-10-13 20		2021-1	2021-10-14 2021-10		1-10-16		assumed	
	total		total		total		verage	nns	
	Orders	%	Orders	%	Orders	%	A۷	asa	
In-Store Orders	218	43%	250	45%	327	41%	43%	45%	15 minuts
Pick-Up Orders	290	57%	307	55%	474	59%	57%	55%	10 minuts
total	508		557		801		100%	100%	

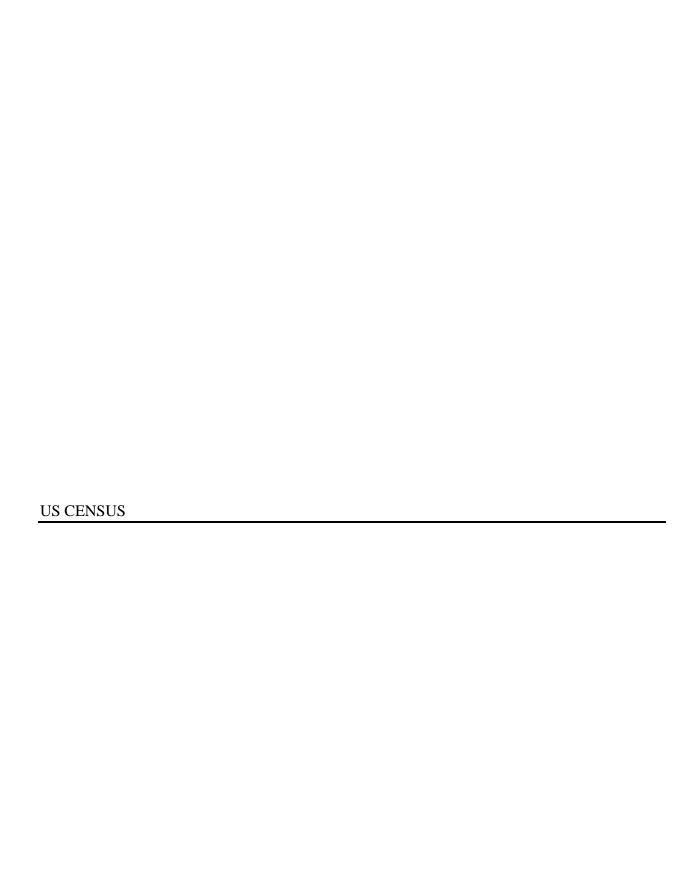
Existing opened cannabis retail in the Greast boston Area

business_name	dba_name	dba_registration_	approved_license_type	priority_applicant_type	license_type	establishment_address_1	establishment_city	
East Boston Bloom, LLC			PROVISIONAL LICENSE	Not a Priority Applicant	Marijuana Retailer	69-71 Maverick Square	Boston	
Team Green, LLC	Green Life	Boston	PROVISIONAL LICENSE	Economic Empowerment Priority	Marijuana Retailer	1292 Blue Hill Avenue	Boston	
Advesa MA, Inc.			PROVISIONAL LICENSE	Economic Empowerment Priority	Marijuana Retailer	966 Cambridge St.	Cambridge	
Cypress Tree Management Fenway, Inc.			PROVISIONAL LICENSE	Not a Priority Applicant	Marijuana Retailer	1112-1116 Boylston Street	Boston	
MedMen Boston, LLC			FINAL LICENSE	Not a Priority Applicant	Marijuana Retailer	120 Brookline Avenue	Boston	
Ascend Mass, LLC			FINAL LICENSE	Not a Priority Applicant	Marijuana Retailer	268-274 Friend Street	Boston	
Mission MA, Inc.			FINAL LICENSE	RMD Priority	Marijuana Retailer	1024B Commonwealth Avenue	Brookline	
Charles River Remedies LLC	Yamba Boutique	Cambridge	PROVISIONAL LICENSE	Economic Empowerment Priority	Marijuana Retailer	31 Church Street	Cambridge	
Core Empowerment LLC	Seed		FINAL LICENSE	Not a Priority Applicant	Marijuana Retailer	401A Centre Street	Boston	
Patriot Care Corp	Cannabist	Boston	FINAL LICENSE	RMD Priority	Marijuana Retailer	21 Milk Street	Boston	
Erba C3 Dorchester LLC		Boston	FINAL LICENSE	Not a Priority Applicant	Marijuana Retailer	43 Freeport Street	Boston	
Western Front, LLC			PROVISIONAL LICENSE	Economic Empowerment Priority	Marijuana Retailer	567-569 Massachusetts Ave.	Cambridge	
Sanctuary Medicinals, Inc.			FINAL LICENSE	RMD Priority	Marijuana Retailer	1351 Beacon Street	Brookline	
The Heritage Club, LLC			PROVISIONAL LICENSE	Not a Priority Applicant	Marijuana Retailer	116 Cambridge Street	Boston	
New England Treatment Access, LLC.	NETA	Brookline	FINAL LICENSE	RMD Priority	Marijuana Retailer	160 Washington Street	Brookline	
Massachusetts Citizens for Social Equity LLC			PROVISIONAL LICENSE	Not a Priority Applicant	Marijuana Retailer	561 Dudley Street	Boston	
HVV Massachusetts, Inc.			FINAL LICENSE	RMD Priority	Marijuana Retailer	220 William McClellan Hwy	Boston	
KG Collective LLC			PROVISIONAL LICENSE	Economic Empowerment Priority	Marijuana Retailer	1589 Columbus Ave	Boston	
Low key LLC		Boston	PROVISIONAL LICENSE	Economic Empowerment Priority	Marijuana Retailer	571B Washington st	Boston	
Mayflower Medicinals, Inc.	be	Worcester	PROVISIONAL LICENSE	RMD Priority	Marijuana Retailer	230 Harvard Avenue	Boston	
Nuestra, LLC	The Boston Garden	Cambridge	PROVISIONAL LICENSE	Economic Empowerment Priority	Marijuana Retailer	200 Monsignor O'Brien Highway	Cambridge	
Comm Ave Canna, Inc.	Comm Ave Canna	Brookline	PROVISIONAL LICENSE	Not a Priority Applicant	Marijuana Retailer	1030 Commonwealth Ave	Brookline	
Silver Therapeutics, Inc.			PROVISIONAL LICENSE	RMD Priority	Marijuana Retailer	717-721 American Legion Highway	Boston	
Pure Oasis LLC	Pure Oasis LLC	Boston	FINAL LICENSE	Economic Empowerment Priority	Marijuana Retailer	430 Blue Hill Ave	Boston	
KG Collective LLC			PROVISIONAL LICENSE	Economic Empowerment Priority	Marijuana Retailer	701-703B Mt. Auburn Street	Cambridge	
Verdant Reparative, Inc.			PROVISIONAL LICENSE	Not a Priority Applicant	Marijuana Retailer	150 State Street	Boston	
617 Therapeutic Health Care, Inc.			PROVISIONAL LICENSE	Not a Priority Applicant	Marijuana Retailer	144 Bowdoin St.	Boston	
Massachusetts Citizens for Social Equity LLC			PROVISIONAL LICENSE	Not a Priority Applicant	Marijuana Retailer	3995-3997 Washington Street	Boston	
BERKSHIRE ROOTS INC.			FINAL LICENSE	RMD Priority	Marijuana Retailer	253 Meridian Street	Boston	
Home Grown 617 LLC	Yamba	Cambridge	FINAL LICENSE	Economic Empowerment Priority	Marijuana Retailer	580 Massachusetts Ave	Cambridge	
Sira Naturals, Inc.	Ayr		PROVISIONAL LICENSE	Not a Priority Applicant	Marijuana Retailer	827-829 Boylston Street	Boston	
East Boston Local Roots LLC			PROVISIONAL LICENSE	Not a Priority Applicant	Marijuana Retailer	1006 Bennington Street	Boston	



Existing opened cannabis retail in the Greast boston Area

Massachussetts Cannabis facilities - Application status								
Count of APPLICATION_STA APPLICATION_STATUS								
ESTABLISHMENT_CITY	APPROVED	PENDING	REOPENED	Grand Total				
Boston	33	9	15	57				
Brookline	4			4				
Cambridge	6		1	7				
Grand Total	43	9	16	68				



COMMUTING CHARACTERISTICS BY SEX



Note: This is a modified view of the original table produced by the U.S. Census Bureau. This download or printed version may have missing information from the original table.

	Census Tract 3547, Middlesex Cour	nty, Massachusetts
	Total	
Label	Estimate	Margin of Error
➤ Workers 16 years and over	1,788	±220
✓ MEANS OF TRANSPORTATION TO WORK		
✔ Car, truck, or van	31.7%	±7.7
Drove alone	26.3%	±6.7
∨ Carpooled	5.4%	±3.0
In 2-person carpool	5.4%	±3.0
In 3-person carpool	0.0%	±1.9
In 4-or-more person carpool	0.0%	±1.9
Workers per car, truck, or van	1.09	±0.05
Public transportation (excluding taxicab)	37.9%	±7.5
Walked	11.6%	±4.7
Bicycle	6.9%	±3.8
Taxicab, motorcycle, or other means	1.7%	±1.5
Worked from home	10.2%	±4.0
➤ PLACE OF WORK		
✓ Worked in state of residence	98.9%	±1.2
Worked in county of residence	68.6%	±5.8
Worked outside county of residence	30.4%	±5.8
Worked outside state of residence	1.1%	±1.2
✓ Living in a place	100.0%	±1.9
Worked in place of residence	47.3%	±6.6
Worked outside place of residence	52.7%	±6.6
Not living in a place	0.0%	±1.9
✓ Living in 12 selected states	100.0%	±1.9
Worked in minor civil division of residence	47.3%	±6.6
Worked outside minor civil division of residence	52.7%	±6.6
Not living in 12 selected states	0.0%	±1.9
➤ Workers 16 years and over who did not work from home	1,605	±214
➤ TIME OF DEPARTURE TO GO TO WORK		

Table Notes

COMMUTING CHARACTERISTICS BY SEX

Survey/Program: American Community Survey

Year: 2019 Estimates: 5-Year Table ID: S0801

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates

When information is missing or inconsistent, the Census Bureau logically assigns an acceptable value using the response to a related question or questions. If a logical assignment is not possible, data are filled using a statistical process called allocation, which uses a similar individual or household to provide a donor value. The "Allocated" section is the number of respondents who received an allocated value for a particular subject.

2019 ACS data products include updates to several categories of the existing means of transportation question. For more information, see: Change to Means of Transportation.

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.

The 12 selected states are Connecticut, Maine, Massachusetts, Michigan, Minnesota, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, and Wisconsin.

Workers include members of the Armed Forces and civilians who were at work last week.

The 2015-2019 American Community Survey (ACS) data generally reflect the September 2018 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Explanation of Symbols:

An "**" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.

An "-" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution, or the margin of error associated with a median was larger than the median itself.

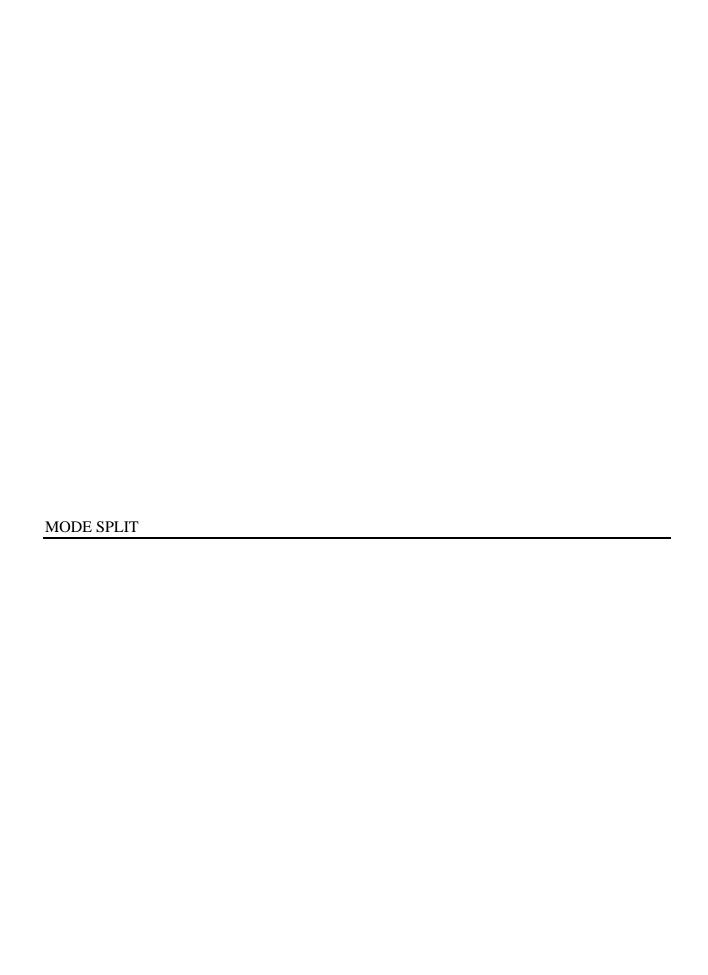
An "-" following a median estimate means the median falls in the lowest interval of an open-ended distribution.

An "+" following a median estimate means the median falls in the upper interval of an open-ended distribution.

An "***" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an openended distribution. A statistical test is not appropriate.

An "*****" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.

An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed





Ref: 9010

November 29, 2021

Ms. Nicole Heisler Quality Assurance Manager New England Treatment Access, LLC 160 Washington Street Brookline, MA 02445

Re: NETA facility – Traffic Monitoring Study

160 Washington Street Brookline, Massachusetts

Dear Ms. Heisler:

Vanasse & Associates, Inc. (VAI) is pleased to submit the results of the annual Traffic Monitoring Program for the New England Treatment Access, LLC (NETA) site located at 160 Washington Street in Brookline, Massachusetts. This document has been prepared to fulfill the Traffic Monitoring Program requirement specified in Condition 26.(C),¹ of the license to operate issued by the Town of Brookline. This monitoring study evaluates the site's performance with respect to transportation goals established in the latest Transportation Demand Management Plan (TDMP)² elaborated for this Project. The following summarizes the results of the post-development Traffic Monitoring Program

PROJECT STATUS AND BUILD-OUT

At present, the NETA Brookline facility is licensed to operate as a medical marijuana treatment center and as a recreational adult-use cannabis retail with delivery service. NETA provides 14 on-site parking spaces as well as six parking spaces at a parking lot directly across the street from the site. In addition, 25 reserved spaces are available for NETA customers at the Homewood Suites Hotel garage. Access to the NETA site is still provided by a single (right-in/right-out) driveway on the westbound side of Route 9, just west of the Washington Street intersection.

The current hours of operation for the medical dispensary are 10:00 AM to 9:00 PM, Monday through Friday and 9:00 AM to 9:00 PM, Saturday and Sunday. NETA's hours of operation for the adult-use establishment are 10:00 AM to 7:45 PM, Monday through Saturday and 12:00 PM to 5:45 PM on Sundays.

²Transportation Demand Management Plan – NETA Facility in Brookline, Massachusetts; VAI; February 3, 2020.



¹New England Treatment Access, LLC - Town of Brookline Select Board Marijuana Establishment License conditions for: Retailer and Medical Marijuana treatment Center; As voted by the select board on December 15, 2020 – License condition 26 (C).

Ms. Nicole Heisler November 29, 2021 Page 6 of 7

Table 3 MODE SPLIT SUMMARY

Mode Split	Wednesday, October 13	Thursday, October 14	Saturday, October 16	Average
Single Occupancy Vehicle (SOV)	38	39	43	40
High Occupancy Vehicle (HOV)	4	5	6	5
Transit/Pedestrian	55	53	46	51
<u>Bicycle</u>	_3	3	_5	4
TOTAL	100	100	100	100

Source: Survey conducted by NETA October 2021.

Results

The data collected during the post-development monitoring program was compared to the TDMP performance criteria to determine if remedial actions and a follow-up study would be required. Findings are summarized below in Table 4.

Table 4
TMDP PERFORMANCE MEASURES

Performance Measures	TDMP Goal	Observed	Units	TDMP Goal Met?
Peak-Hour Trip Generation:				
Weekday Midday	126	54-70	Vehicle Trips Per Hour	Yes
Weekday Evening Commuter	106	34-73	Vehicle Trips Per Hour	Yes
Saturday Midday	155	57	Vehicle Trips Per Hour	Yes
Peak-Parking Demand	23	11	Vehicles Parked	Yes
Queuing on Route 9	≤ 5	0	% Time Lane Blocked	Yes
Mode Split:				
Auto Mode	≤ 51	45	Percentage	Yes
Non-Auto Mode	≥ 49	55	Percentage	Yes

As shown on Table 4, none of the observed conditions exceeded any of the performance measures, so no remedial action is required.



Source: City of Cambridge 2018-2019 PTDM and Special Permit Monitoring Data

	p	7
Contact PTDM Officer Stephanie Groll with qu	uestions, sgroll@cambridgema.go	j
Retail Employee Mode Splits		
		ä

	a. # Davids at Name	Address		5 5	5014		COV TRANSIT		14/41/6		DIKE		HOV		OTHER		TOTAL			6
Proj	ct # Project Name	Address	Year	Survey Date	SOV		SOV TRANSIT		WALK		BIKE		HOV		OTHER		TOTAL		Response	Survey
					# trips	% trips	# trips	% trips	# trips	% trips	# trips	% trips	# trips	% trips	# trips	% trips	# trips	% trips	Rate	Count
F23	Twin City Plaza	165 Gore Street	2019	Sept. 30-Oct. 5	124	44.27%	60	21.36%	54	19.33%	13	4.55%	18	6.50%	4	1.38%	272	97%	69.06%	279
F23	Twin City Plaza	165 Gore Street	2018	Oct 1-6	139	48.53%	68	23.85%	37	13.01%	21	7.20%	13	4.41%	0	0.00%	278	97%	63.78%	287
F41	355 Fresh Pond Parkway	355 Fresh Pond Parkway	2019	Oct. 21-25	7	66.04%	3	28.30%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	10	94%	73.33%	11
F41	355 Fresh Pond Parkway	355 Fresh Pond Parkway	2017	Oct 24-31	7	45.33%	6	38.67%	0	0.00%	0	0.00%	2	13.33%	0	0.00%	15	97%	88.24%	15
PB6	CambridgeSide	100 CambridgeSide Place	2019	Sept - Oct	186	29.89%	323	51.94%	41	6.64%	16	2.65%	39	6.20%	2	0.40%	608	98%	69.03%	622
PB6	CambridgeSide	100 CambridgeSide Place	2018	Sept-Oct	267	28.29%	503	53.25%	57	6.05%	22	2.35%	71	7.55%	2	0.22%	922	98%	69.46%	944
PB2	4 88 Ames Street	88 Ames Street	2019	May 13-17	4	12.64%	22	61.49%	2	5.75%	3	8.62%	2	5.75%	0	0.00%	33	94%	100.00%	35
PB3:	2 Sira Naturals RMD	1001 Massachusetts Avenue	2018	Sept. 18-22	8	44.21%	2	10.53%	3	15.79%	1	6.32%	2	11.58%	0	0.00%	17	88%	100.00%	19
٠			Me	dian from PTDM properties	66	44.2%	41	33.5%	20	6.3%	8	3.6%	7	6.4%	C	0.0%	152	97.2%		
				Normalized Median		45.5%		34.5%		6.5%		3.7%		6.5%		0.0%		100.0%		
				Average From PTDM	93	39.9%	123	36.2%	24	8.3%	10	4.0%	18	6.9%	1	0.3%	269	95.5%		
				Total From PTDM	743	34.5%	986	45.8%	195	9.0%	76	3.5%	147	6.8%	8	0.4%	2155	100%		
				•				•	•		•	•	•		•		•			

Survey



Job 9161

Location 1960 Massachussetts Avenue

Calcularte: JC



Calculation

Cannabis Retail Store Summary Form Calculations

Item 15 - Number of customers per day.

ITE Marijuana Dispensary (882)

ITE Weekday Daily Rate 252.7 per SF

ITE Peak Hour Evening Rate 29.93 per SF PM Peak Hour Generator

Propose Facility 7,710 sf

weekday evening costumers

In 64 Out 64

Total 128 * See trip Generation table

Proposed Facility Trips = ITE peak hour rate

(X) = ITE daily rate

x = 1081

1082 Daily trips was assumed

Item 16 - Maximum number of customers expected at any one time.

Costumes entering	64	costumers per hour
Costumes entering	7	45% costumers per 15 min. (29 customers) 29/4=7
	6	55% costumers per 10 minutes (35 customers)35/6=6
total customers at one time	13	