

ITEM 1
MANAGER'S REPORT NO. 11
COUNCIL MEETING 91/02/18

TO: MUNICIPAL MANAGER 1991 FEBRUARY 12

FROM: ACTING CHIEF PUBLIC HEALTH INSPECTOR

SUBJECT: PETITION RECEIVED BY COUNCIL 1990 NOVEMBER 05, CONCERNING NOISE FROM DAIRYLAND (ICE CREAM DIVISION) 4047 LOZELLS AVENUE, BURNABY.

PURPOSE: TO PROVIDE COUNCIL WITH A CHRONOLOGY OF COMPLAINTS, INVESTIGATIONS AND OPTIONS TO CONTROL NOISE FROM DELIVERY VEHICLES OPERATING AT THE DAIRYLAND PLANT. IN ADDITION, PROVIDE COUNCIL WITH RESULTS OF TRAFFIC COUNTS ALONG WINSTON STREET AND A VISUAL EVALUATION OF THE DIFFERENT TYPES OF VEHICLES USING THIS ROUTE.

RECOMMENDATION:

1. THAT a copy of this report be forwarded to Mr. V. Milosavljevic, 7580 Dorchester Drive, Burnaby, B.C., V5A 3G6 for circulation to all petitioners.

REPORT

INTRODUCTION:

At its regular Council Meeting held 1990 November 19, Council received the above subject Item #1, Municipal Manager's Report No. 71 and referred the same back to staff for a further report requesting a chronology of complaints, investigations and remedial actions and an analysis of options for mitigative measures to control noise from local and long haul delivery vehicles operating at the Dairyland Plant. Council further requested that staff conduct traffic counts along Winston Street and conduct a visual evaluation of the different types of vehicles using this route.

1.0 BACKGROUND:

Environmental Health files regarding the above subject premises date back to 1983 August 30 with the last entry being 1991 February 02. Provided below is a chronology of complaints with respect to noise as related to Dairyland Ice Cream Division.

The first recorded noise complaint received regarding Dairyland was 1984 June 06, a resident complained that garbage pick-up at 06:00 h was causing a problem. The company was contacted and the time for pick-up was rescheduled to better accommodate residents. There were no recorded complaints from that time on until 1989 June 12 at which time a complaint was received with respect to exhaust noise from delivery trucks at 04:00 h. Dairyland was advised by the Environmental Health Division and the following preventive measures were taken to ensure noise was kept to a minimum. Vehicles were turned off during loading, and staff were advised of residential noise concerns. The Environmental Health Division did not receive any further complaints until 1989 August 30. However, from that point until now have received 23 complaints from residents with respect to noise associated with activities at Dairyland; 19 from one resident and four from other residents in the area. The nature of the complaints were as follows:

- 7 rooftop fan noise,
- 6 reefer noise,
- 2 trucks unloading,
- 2 screeching noise,
- 7 early morning loading.

Environmental Health Division staff attended and noise readings were taken on each complaint. In each case Dairyland was in compliance with the Burnaby Noise or Sound Abatement Bylaw. On two occasions staff utilized its community noise analyzer at the request of residents to obtain 24-hour continuous noise readings. In all cases Dairyland showed continued compliance with the requirements of the Burnaby Noise Bylaw. It should be noted that all complaints registered against Dairyland have been between 22:00 h and 07:00 h.

2.0 CURRENT STATUS:

Following the regular Council Meeting of 1990 November 05 and Council's referral of the report back to staff for a further report, the following action has been taken. Environmental Health Division staff arranged a joint meeting with Mr. Walter Milosavljevic, resident, Mr. Randy Williamson, Regional Operations Manager, Dairyland Foods, and Mr. Ken Johnston, Acting Chief Public Health Inspector. The above meeting took place 1990 December 12 and all associated noise problems were identified by Mr. Milosavljevic and discussed by all parties. Listed below are problems identified and mitigative measures Dairyland is implementing to resolve residential concerns.

1. Rooftop Fans:

Make certain that fan blades are clear of guards when fans start up. There is sometimes belt slippage when wet due to rain. Dairyland is investigating the possibility of covering the belts to keep them dry. Engineers are to check fans at least every two days.

2. Fan Bearings:

Check on a regular basis for wear of the requirement for lubrication.

3. 24-Hour Operation and Related Problems with Loading:

Load all trucks as early in the evening as possible and make all employees aware of the noise problem.

4. Ammonia Tank Alarm:

Ammonia detection alarm system to sound internally only.

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5. Outside Suppliers:

Trucks with reefer units have been advised not to run the units during the night. These trucks are large units from out of province and have been advised to time their arrivals to a.m. working hours.

6. Liquid Sugar Deliveries:

Schedule deliveries between 07:00 h and 16:00 h.

7. Sludge Cleaning, Power Washing:

Maintenance has been requested to schedule these activities during normal working hours.

8. 13 Local Delivery Trucks:

Security service personnel will make a tour of vehicles as part of their three times per night regular duties. Noise associated with slipping belts on the reefer units will then be addressed as soon as possible.

9. New Ice Builder:

Compressor for same is inside the building with no external noise.

10. Garbage Compactor:

Pick-up schedule will be reviewed.

11. Security Checks:

An automatic door closer will be installed on the north exit door from the processing room. When windy the door slams while closing.

During the months of December and January Environmental Health staff surveyed 44 homes in the immediate residential area adjacent to Dairyland Ice-cream Plant. Each resident was asked to identify noise problems if any in the area. They were asked to be very specific (i.e. nature, location, time, type) when they were bothered and any suggestions on how they would like to see the problem solved. Out of 44 homes, 15 residents did not respond, 18 were not bothered at all, 6 were bothered by traffic noise especially at rush hour, 1 resident was bothered by train noise, 1 resident was bothered by large reefer units parked on Winston Street and 6 were bothered by early morning commercial activity and the occasional whistling or air pressure release (see attached Appendix A for exact location of homes surveyed).

Environmental Health staff contacted Mr. R. Brown, Dairyland Plant Manager Ice Cream Division 1991 February 07 and were advised that they are currently working on having a noise baffle constructed on the roof to shield a large cooling fan. This particular fan faces Winston Street and has been identified by Dairyland staff to be a source of noise pollution because of the direction it faces.

3.0 ENGINEERING TRAFFIC COUNT:

Winston Street in this area is classified as a Major Collector (industrial/commercial) and is a designated truck route. Currently Winston Street carries approximately 12,000 - 13,000 vehicles per 24-hour week day (VPD). This volume has increased from approximately 10,000 VPD a decade ago. We believe that this increase can be attributed to new development tributary to the route.

NOISE FROM DAIRYLAND
4047 LOZELLS AVENUE
1991 FEBRUARY 12 ...4

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We observed truck movements during three 2-hour periods centered on the a.m. peak, noon, and the p.m. peak. During this 6-hour period we observed 600 trucks mixed with a total traffic stream of 7,900 vehicles. The truck traffic composition was as follows:

Classification of Winston Street Truck Traffic
(6 Hours 1991 January 16)

104

<u>Truck Type</u>	<u>Number</u>	<u>Proportion</u>
2 Axle 4 Tire	223	38%
2 Axle 6 Tire	195	33%
3 Axle	86	15%
4-5 Axle	77	13%
6+ Axle	<u>4</u>	<u>1%</u>
TOTAL	585	100%
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The 2 axle/4 tire vehicles are typically pickup trucks and light vans while 2 axle/6 tire vehicles are typically light box vans. Most if not all 2 axle vehicles would not be subject to the truck route provisions of the Burnaby Street & Traffic Bylaw. Similarly the majority of 3 axle (and greater) trucks would be subject to truck route provisions. There are few vehicles with 4 axles and vehicles with 5 or more axles are typically semi-trailers or some other articulated combination (e.g. dump truck and trailer).

Thus the "truck" component of the total traffic stream along Winston Street is estimated to be about 2%.

4.0 CONCLUSION:

Dairyland staff in cooperation with residents and Environmental Health Division staff have identified several noise concerns. The above mitigative measures have been implemented and all noise concerns are being addressed. It is my understanding while in discussion with Mr. Milosavljevic that he is satisfied as to the results of work to date by Dairyland. Notwithstanding our noise readings to date indicating compliance with the Burnaby Noise or Sound Abatement Bylaw, this Department will investigate any further complaints concerning noise. Should any violation be noted immediate corrective action will be ordered.

Mr. Milosavljevic has been advised of the contents of this report and the information contained within and has agreed to distribute copies to all petitioners.

K.C. Johnston, C.P.H.I. (C)
ACTING CHIEF PUBLIC HEALTH INSPECTOR

KCJ/g1

Attachment

cc: Medical Health Officer
Director Administrative &
Community Services
Director Engineering

501

- AREA SURVEYED
- RESIDENTS BOTHERED BY NOISE FROM DAIRYLAND AND/OR COMMERCIAL ACTIVITIES.
- RESIDENTS UNABLE TO BE CONTACTED OR DID NOT RESPOND.

APPENDIX "A"

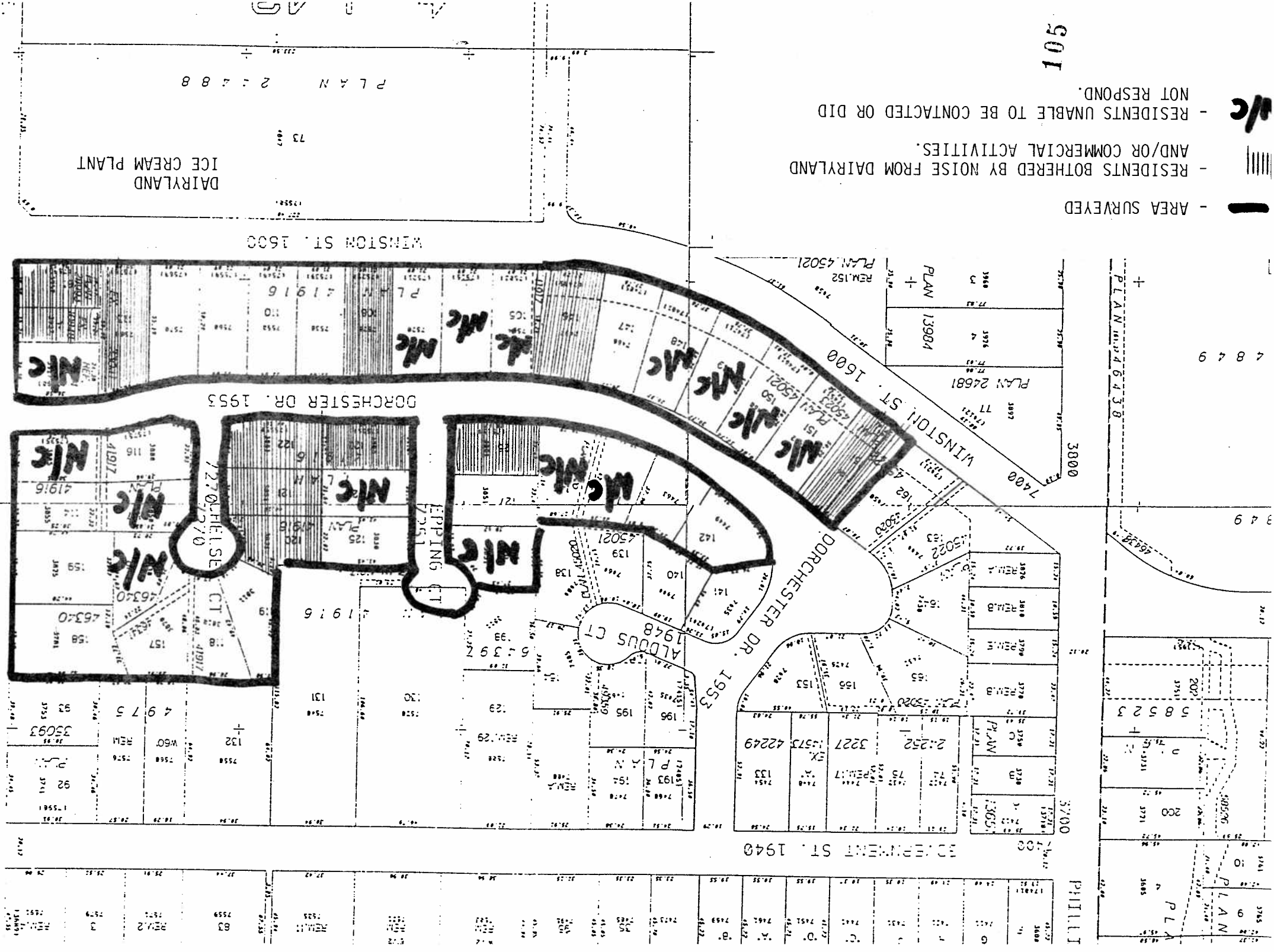
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DAIRYLAND ICE CREAM PLANT

73

PLAN 2:488

WINSTON ST. 1600

DORCHESTER DR. 1953

EPPING CT

ALDOUS CT 1948

PHILLIS ST. 1940

GOVERNMENT ST. 1940

PLAN 46438

PLAN 46438

PLAN 46438

