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**TO:** CITY MANAGER **DATE:** 2006 July 19  
**FROM:** DIRECTOR PLANNING AND BUILDING **FILE:** REZ#06-17

**SUBJECT: REZONING REFERENCE #06-17**  
**3676 BAINBRIDGE AVENUE (WHISTLER WATER CO.)**  
**Public Hearing Issues**

**PURPOSE:** To respond to issues raised at the Public Hearing for Rezoning Reference #06-17

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**RECOMMENDATION:**

1. **THAT** a copy of this report be sent to the applicant and to area residents that raised issues at the Public Hearing for Rezoning Reference #06-17.

**1.0 BACKGROUND**

On 2006 June 26, a Public Hearing was held for Rezoning Reference #06-17. The purpose of the subject rezoning is for the bottling of alcoholic beverages within the existing Whistler Water bottling facility. The subject property at 3676 Bainbridge Avenue is occupied by an older industrial building constructed in 1961. The existing building currently accommodates four tenants including Christie Lights, Crossroads Industries, Snow Crest Packers and Whistler Water Co. which occupies the tenants space 3600 Bainbridge Avenue. Whistler Water Co. recently acquired Polaris Water, who had run a bottling facility at this location since 1994. The addition of bottling alcoholic beverages is not permitted within the existing M5 Light Industrial District, and accordingly the applicant has applied for rezoning to CD (M2 General Industrial District and M5 Light Industrial District). The proposed additional use would be accompanied by a minor expansion to the facility, including the addition of four storage tanks which would be attached to the existing building and completely enclosed.

At the Public Hearing, issues were raised by five area residents; two by mail who live directly southeast of Whistler Water on Lynndale Crescent, and three in person who live directly to the north on Bainbridge Avenue, directly to the southeast on Lynndale Crescent and one block east on Weston Court. The issues raised by these area residents include production and loading noise, the need for noise mitigation, hours of operation, traffic and parking. Council at its regular meeting of 2006 July 10 requested a staff report be submitted on these issues.

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## 2.0 PUBLIC HEARING ISSUES

### *Issue #1 – Excessive noise from bottling facility and associated truck traffic*

In order to address the issue of alleged excessive noise, the General Manager of Whistler Water has met with area residents after the Public Hearing on 2006 June 24 to address their issues and concerns. They have since been in contact with staff and are proposing specific noise mitigation strategies and have committed to continue dialogue with area residents to address any concerns that may arise in the future.

The applicant has indicated that Whistler Water Co. is currently undergoing extensive renovations to improve the former bottling facility at 3600 Bainbridge Avenue. However, the current noise from the bottling facility is not in relation to the subject rezoning, as they have yet to begin production of bottling alcoholic beverages. In their commitment to being “good neighbours” they have, and will be undertaking a number of mitigation strategies to both assess the impacts of noise on the surrounding neighbourhood and lessen the impact of this noise.

Brown and Strachan acoustical consultants have been retained. The consultants have tested the facility and have found it to be within the Council adopted sound criteria of the Noise Bylaw. Nevertheless, the consultants recommended a number of measures to improve the noise situation. These include the following:

- To address the issue of truck and loading noise, as well as to improve efficiency, Whistler Water is in the process of installation of two additional loading bays along the east side of the property. These additional bays will reduce the time necessary to complete the loading and unloading of trucks. They have indicated that with this improvement they can ensure that all loading and unloading in the rear of the property can be accommodated within regular business hours.
- To address the issue of truck and loading noise, Whistler Water has upgraded the existing loading dock on Bainbridge Avenue, in order to more suitably accommodate infrequent deliveries outside the regular hours of 7:00 a.m. to 6:00 p.m. This loading dock is shielded by the existing building from the single-family dwelling area to the east. They are also in the process of installing signage to inform truckers not to idle their engines while loading and unloading or waiting for gates to be opened at the start of the business day. Instructions have given by the General Manager of Whistler Water to his suppliers to restrict their delivery hours to between 7:00 a.m. and 5:00 p.m.
- To address excessive compressor and fan noise, Whistler Water has had their new fan and compressor outfitted with a temporary acoustical sound barrier. The company is in the process of replacing this temporary barrier with a more permanent acoustical structure that will fully enclose the exhaust fan.

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- At the present time, exterior access to the compressor unit is via a 12 by 14 foot overhead door that was prone to some vibration. As a temporary measure, the company has used acoustical insulation to lessen the noise seepage. They are in the process of filling in the overhead door area with concrete block and replacing the access way to the compressor room with a smaller 5 by 8 foot opening that would use a more solid and sound proof freezer door product. At the same time, they are constructing a concrete block enclosure to house the condenser for the compressor that will be equipped with a roof structure having an acoustical lining. Exterior wall vents on the north and east sides have been sealed and acoustically treated.
- To reduce facility noise, Whistler Water has implemented procedural changes to eliminate forklift trips to garbage facilities after 8:00 p.m. In addition, a second garbage/storage bin will be installed inside the facility in order to better control outside noise.
- To reduce facility noise, Whistler Water will be implementing new security technology to shut non-required access doors at all times, and to limit employee access to the Bainbridge Avenue entrance and away from residences to the north of the property.
- To reduce facility noise, Whistler Water will be installing an automatic roll up door on the entrance used by forklifts on the east side of the building. This will ensure the doors remain closed a majority of the time restricting the amount of noise that escapes through open loading doors. The automatic roll up door will only open when a forklift approaches the door and will automatically close after the forklift passes.
- To reduce facility noise, Whistler Water will be installing dock seals on all the loading bays to further reduce sound from escaping the building during production.

The General Manger of Whistler Water has expressed that interim production changes were made to maintain production during their improvements to the facility, which may have contributed some temporary disruptions and occasional noise increases. Now that the improvements are nearing completion, and noise strategies are being implemented, the disruptions and noise issues are expected to be significantly reduced.

*Issue #2 – Inappropriate hours of operation of bottling and processing facility*

The issue of inappropriate evening uses of the property was raised by area residents. To address this concern the hours of operation for Whistler Water are as follows: in the low season from October to March the typical production hours are from 7:00 a.m. to 3:30 p.m. In the high season from April to September typical production hours have been from 7:00 a.m to 2:00 a.m. As mentioned, shipping and receiving hours are consistent throughout the year from 7:00 a.m. to 5:00 p.m. and the General Manager of Whistler Water has instructed his suppliers to restrict their delivery hours to between these times.

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Representatives of the company have indicated their agreement to limit their operations to 10 p.m. at least until all of the noise attenuation measures have been put in place.

As noted in the above section addressing facility noise, Whistler Water will be improving its existing loading bays and will be installing two additional loading bays. The addition of two extra loading bays will result in shortened loading hours.

In response to issues of increased pollution, unpleasant odours and vapours, it is noted that Whistler Water will not produce the alcohol being bottled on-site. They will have the alcohol delivered, where it will be stored within the facility in air tight storage tanks until it is added to beverages. There is no distillation or fermentation on site that could produce air pollution, unpleasant odours or vapours. The processing of bottled water within the existing water bottling facility may vent some water vapour or steam from hot water cleaning during the purification process. However, this water vapour is odourless and does not contribute to air pollution.

#### *Issue #3 – On Street Parking*

To address the issues of on-street parking adjacent to existing residential properties, the tenant spaces at 3676 Bainbridge, including Whistler Water, are provided with 174 available parking spaces. As part of Whistler Water's tenant improvements, the owner has indicated that they will improve the demarcation of these spaces to ensure the maximum number of cars destined for 3600 Bainbridge can be accommodated on site. Furthermore, the Company will be instructing its employees not to park in front of any residential properties. Trucks over 8,000 pounds are prohibited from on-street parking.

### **3.0 CONCLUSION AND RECOMENDATIONS**

The current noise and traffic produced by Whistler Water's production facility at 3676 Bainbridge Avenue is not a result of the proposed bottling of alcoholic beverages, but a result of both normal production that has been undertaken on the site since 1994 and as a result of temporary production changes during facility improvements. It is also noted that the current levels of noise do not exceed the Noise Bylaw. However, it is recognized that the bottling facility is located adjacent to a single-family residential neighbourhood, and that Whistler Water is seriously pursuing specific sound mitigation strategies to maintain a "good neighbour" relationship.


Therefore, it is recommended that a majority of the sound mitigation measures noted above be undertaken and completed prior to Final Adoption, and that a written commitment by the property owner and the tenant Whistler Water be submitted for the implementation of measures including the installation of roll up doors and security technology within a reasonable time of Final Adoption. To ensure that these measures are taken, a consultants report will be required to document the installation and impacts of these improvements. The fulfillment of these measures will be noted in the memos regarding Third Reading and Final Adoption of the Bylaw.

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The Company has also indicated that it is prepared to continue meeting with the adjacent neighbours to help ensure that any continuing issues can be mitigated and that a good neighbour relationship can be nurtured.

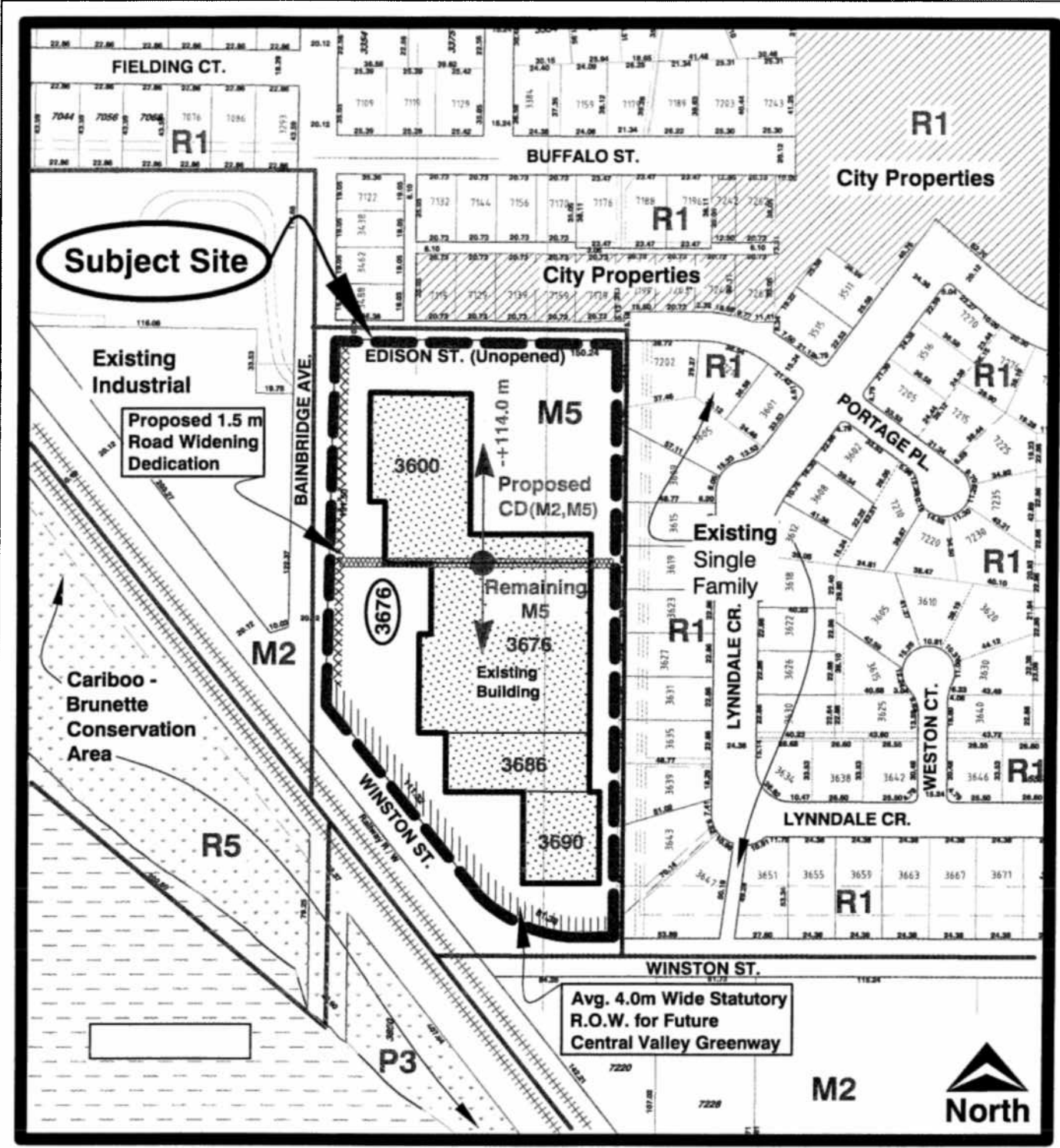
This is for the information of Council.



J.S. Belhouse  
DIRECTOR PLANNING & BUILDING

JBS/JSB:gk  
Attach

cc: City Clerk  
Director Engineering  
P:\Gulzar\Johannes\Rez 06-17\Report on Public Hearing Issues.doc



**Planning and Building Department**

Scale: 1 : 3000

Drawn By: J.P.C.

Date: July 2006

**REZONING REFERENCE # 06 -- 17**  
**3676 Bainbridge Ave.**

Sketch # 1