



TOWN OF FAIRFAX

STAFF REPORT

September 2, 2015

TO: Mayor and Town Council

FROM: Garrett Toy, Town Manager

SUBJECT: Discuss/consider resident complaint regarding truck noise at Good Earth

RECOMMENDATION

Discuss/consider resident complaint regarding truck noise at Good Earth.

DISCUSSION

At its August 5th meeting, the Council considered comments from the owners of Good Earth and a resident regarding truck noise emanating from Good Earth in the mornings. This discussion was in response to issues raised by a resident, Mr. Franks, during open time at several Council meetings.

After their discussion, the Council requested that this issue be agendaized for this evening's meeting and directed staff to monitor the situation. In response to the Council's direction, police officers have been making an effort, time permitting, to report their observations of Good Earth truck deliveries in the morning. Attached are 12 police reports covering the period from August 7th to August 26th. The observation period ranges between 5:30am and 6:30am. Only one report (August 7th) indicates a possible violation of the number of trucks prior to 6:00am. The other reports do not indicate any violations. The police log indicates no noise complaints were received regarding the Good Earth between August 5th and August 25th.

For your reference, attached is a letter and revised "receiving protocol" for trucks that Good Earth emailed to staff on August 4th, but was received too late for the Council packet.

FISCAL IMPACT

None

ATTACHMENTS

Police Reports
Receiving Protocol



FAIRFAX POLICE DEPARTMENT

CAD INCIDENT REPORT

1508070004

08/07/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL	Cross Streets PASTORI AV/PACHECO AV	City FAIRFAX
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Incident Type XPAT - EXTRA PATROL	Call Taker HUSSEIN, RAAZ	Dispatcher HUSSEIN, RAAZ
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Date 08/07/2015	Priority 2	Primary Unit 5K1	Beat	Fire Zone	Area DNTN	Map F5	Source O
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Caller Name	Caller Address	Caller Phone
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Dispositions Extra Patrol	Weapon	Alm Level	Case Number
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Vehicles	Associated Incidents
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Incident Times Received 05:29:54 Created 05:30:02 Dispatched En Route On Scene 05:30:02 Closed 05:32:52 Rcvd-Closed 02:58	Special Circumstances Persons Sex DOB Race DL
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Unit Times	Officers	Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear
5K1	Richardson, Rhonda			05:30:02	05:32:52	N/A	N/A	02:50	02:50

Incident Comments
Officers checked the area for town code violations.

TIME	#	EVENT	BY
05:30:02	1	5K1 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	R. Hussein
05:30:02	2	5K1 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	R. Hussein
05:30:53	3	5K1 1 semi arrived at the back of the loading dock and 1 small truck just arrived and	R. Hussein
	4	is parking in the parking lot.	
05:32:52	5	5K1 10-8.	R. Hussein
05:32:53	6	5K1 Closed - Disposition XP	R. Hussein



FAIRFAX POLICE DEPARTMENT

CAD INCIDENT REPORT

1508080008

08/08/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL	Cross Streets PASTORI AV/PACHECO AV	City FAIRFAX
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Incident Type XPAT - EXTRA PATROL	Call Taker HUSSEIN, RAAZ	Dispatcher HUSSEIN, RAAZ
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Date 08/08/2015	Priority 2	Primary Unit 5K1	Beat	Fire Zone	Area DNTN	Map F5	Source O
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Caller Name	Caller Address	Caller Phone
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Dispositions Extra Patrol	Weapon	Alm Level	Case Number
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Vehicles	Associated Incidents
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Incident Times Received 05:33:19 Created 05:33:28 Dispatched En Route On Scene 05:33:28 Closed 05:34:07 Rcvd-Closed 00:48	Special Circumstances Persons Sex DOB Race DL
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Unit Times	Officers	Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear
5K1	Richardson, Rhonda			05:33:28	05:34:07	N/A	N/A	00:39	00:39

Incident Comments
Officers checked the business parking lot for town code violations, i.e. trucks unloading.

TIME	#	EVENT	BY
05:33:28	1	5K1 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	R. Hussein
05:33:28	2	5K1 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	R. Hussein
05:34:07	3	5K1 10-8. 1 box truck backed up to the dock and is unloading.	R. Hussein
05:34:08	4	5K1 Closed - Disposition XP	R. Hussein



FAIRFAX POLICE DEPARTMENT

CAD INCIDENT REPORT

1508100011

08/10/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL	Cross Streets PASTORI AV/PACHECO AV	City FAIRFAX
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Incident Type XPAT - EXTRA PATROL	Call Taker HUSSEIN, RAAZ	Dispatcher HUSSEIN, RAAZ
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Date 08/10/2015	Priority 2	Primary Unit 5L4	Beat	Fire Zone	Area DNTN	Map F5	Source O
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Caller Name	Caller Address	Caller Phone
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Dispositions	Weapon	Alm Level	Case Number
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Vehicles	Associated Incidents
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Incident Times Received 06:10:18 Created 06:10:51 Dispatched En Route On Scene 06:10:51 Closed Rcvd-Closed N/A	Special Circumstances Persons Sex DOB Race DL
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Unit Times	Officers	Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear
5L4	Peoro, Mario			06:10:51		N/A	N/A	N/A	N/A

Incident Comments
Officers checking the area for loading trucks in violation of town ordinance.

TIME	#	EVENT	BY
06:10:51	1	5L4 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	R. Hussein
06:10:51	2	5L4 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	R. Hussein
06:11:48	3	Three trucks were observed by the loading docks and all appeared to be unloading.	R. Hussein



FAIRFAX POLICE DEPARTMENT

CAD INCIDENT REPORT

1508110008

08/11/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL				Cross Streets PASTORI AV/PACHECO AV			City FAIRFAX		
Incident Type XPAT - EXTRA PATROL				Call Taker STEVENS, KATHLEEN			Dispatcher STEVENS, KATHLEEN		
Date 08/11/2015	Priority 2	Primary Unit	Beat	Fire Zone	Area DNTN	Map F5	Source O		
Caller Name				Caller Address				Caller Phone	
Dispositions Extra Patrol				Weapon		Alm Level		Case Number	
Vehicles				Associated Incidents					
Incident Times Received 06:14:37 Created 06:15:01 Dispatched En Route On Scene 06:15:01 Closed Rcvd-Closed N/A		Special Circumstances							
		Persons	Sex	DOB	Race	DL			
Unit Times	Officers	Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear
5L2	Peoro, Mario			06:15:01	06:15:06	N/A	N/A	00:05	00:05

Incident Comments
0615: 1 truck with engine off, unloading.

TIME	#	EVENT	BY
06:15:01	1	5L2 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	K. Stevens
06:15:01	2	5L2 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	K. Stevens
06:15:06	3	5L2 10-8. Freed	K. Stevens
06:15:06	4	5L2 Incident returned to pending status	K. Stevens
06:30:40	5	Closed - Disposition XP	K. Stevens



FAIRFAX POLICE DEPARTMENT

CAD INCIDENT REPORT

1508120006

08/12/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL	Cross Streets PASTORI AV/PACHECO AV	City FAIRFAX
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Incident Type XPAT - EXTRA PATROL	Call Taker STEVENS, KATHLEEN	Dispatcher STEVENS, KATHLEEN
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Date 08/12/2015	Priority 2	Primary Unit	Beat	Fire Zone	Area DNTN	Map F5	Source O
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Caller Name	Caller Address	Caller Phone
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Dispositions	Weapon	Alm Level	Case Number
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Vehicles	Associated Incidents
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Incident Times Received 06:10:04 Created 06:10:32 Dispatched En Route On Scene 06:10:32 Closed Revd-Closed N/A	Special Circumstances Persons Sex DOB Race DL
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Unit Times Officers	Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear
5L2 Peoro, Mario			06:10:32	06:10:38	N/A	N/A	00:06	00:06

Incident Comments
06:10 hrs - one truck, backing in, preparing to unload.

TIME	#	EVENT	BY
06:10:32	1	5L2 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	K. Stevens
06:10:32	2	5L2 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	K. Stevens
06:10:38	3	5L2 10-8. Freed	K. Stevens
06:10:39	4	5L2 Incident returned to pending status	K. Stevens



FAIRFAX POLICE DEPARTMENT

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CAD INCIDENT REPORT

1508140008

08/14/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL	Cross Streets PASTORIAV/PACHECO AV	City FAIRFAX
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Incident Type XPAT - EXTRA PATROL	Call Taker HUSSEIN, RAAZ	Dispatcher HUSSEIN, RAAZ
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Date 08/14/2015	Priority 2	Primary Unit 5K1	Beat	Fire Zone	Area DNTN	Map F5	Source O
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Caller Name	Caller Address	Caller Phone
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Dispositions Extra Patrol	Weapon	Alm Level	Case Number
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Vehicles	Associated Incidents
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Incident Times Received 05:52:05 Created 05:52:13 Dispatched En Route On Scene 05:52:13 Closed 05:54:35 Rcvd-Closed 02:30	Special Circumstances Persons Sex DOB Race DL
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Unit Times	Officers	Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear
5K1	Richardson, Rhonda			05:52:13	05:54:35	N/A	N/A	02:22	02:22

Incident Comments
Officers checked the area for illegal unloading of delivery trucks.

TIME	#	EVENT	BY
05:52:13	1	5K1 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	R. Hussein
05:52:13	2	5K1 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	R. Hussein
05:54:33	3	5K1 One truck backed up to the loading dock with truck door open, unsure if truck is	R. Hussein
	4	being unloaded.	
05:54:35	5	5K1 10-8.	R. Hussein
05:54:36	6	5K1 Closed - Disposition XP	R. Hussein

**FAIRFAX POLICE DEPARTMENT****CAD INCIDENT REPORT**

1508150012

08/15/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL				Cross Streets PASTORI AV/PACHECO AV			City FAIRFAX											
Incident Type XPAT - EXTRA PATROL				Call Taker HUSSEIN, RAAZ			Dispatcher HUSSEIN, RAAZ											
Date 08/15/2015	Priority 2	Primary Unit 5K1	Beat	Fire Zone	Area DNTN	Map F5	Source O											
Caller Name				Caller Address				Caller Phone										
Dispositions Extra Patrol				Weapon		Alm Level		Case Number										
Vehicles				Associated Incidents														
Incident Times		Special Circumstances																
Received 05:49:28		<table border="1"> <thead> <tr> <th>Persons</th> <th>Sex</th> <th>DOB</th> <th>Race</th> <th>DL</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>							Persons	Sex	DOB	Race	DL					
Persons	Sex								DOB	Race	DL							
Created 05:50:12																		
Dispatched																		
En Route																		
On Scene 05:50:12																		
Closed 05:50:17																		
Rcvd-Closed 00:49																		
Unit Times	Officers	Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear									
5K1	Richardson, Rhonda			05:50:12	05:50:17	N/A	N/A	00:05	00:05									

Incident Comments
Officers checked the area for illegal unloading of delivery trucks.

TIME	#	EVENT	BY
05:50:12	1	5K1 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	R. Hussein
05:50:12	2	5K1 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	R. Hussein
05:50:17	3	5K1 10-8.	R. Hussein
05:50:18	4	5K1 Closed - Disposition XP	R. Hussein
05:50:30	5	One truck parked on the street not unloading, second truck is parked in the loading dock and is unloading.	R. Hussein
	6		



FAIRFAX POLICE DEPARTMENT

CAD INCIDENT REPORT

1508170012

08/17/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL				Cross Streets PASTORI AV/PACHECO AV			City FAIRFAX		
Incident Type XPAT - EXTRA PATROL				Call Taker STEVENS, KATHLEEN			Dispatcher STEVENS, KATHLEEN		
Date 08/17/2015	Priority 2	Primary Unit 5L2	Beat	Fire Zone	Area DNTN	Map F5	Source O		
Caller Name				Caller Address				Caller Phone	
Dispositions					Weapon		Alm Level	Case Number	
Vehicles					Associated Incidents				
Incident Times		Special Circumstances							
Received	06:14:43								
Created	06:14:51								
Dispatched									
En Route									
On Scene	06:14:51								
Closed		Persons	Sex	DOB	Race	DL			
Rcvd-Closed	N/A								
Unit Times	Officers	Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear
5L2	Peoro, Mario			06:14:51		N/A	N/A	N/A	N/A
Incident Comments 0615: 1 truck, unloading, engine off.									

TIME	#	EVENT	BY
06:14:51	1	5L2 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	K. Stevens
06:14:51	2	5L2 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	K. Stevens



FAIRFAX POLICE DEPARTMENT

CAD INCIDENT REPORT

1508180011

08/18/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL				Cross Streets PASTORI AV/PACHECO AV			City FAIRFAX																															
Incident Type XPAT - EXTRA PATROL				Call Taker STEVENS, KATHLEEN			Dispatcher STEVENS, KATHLEEN																															
Date 08/18/2015	Priority 2	Primary Unit	Beat	Fire Zone	Area DNTN	Map F5	Source O																															
Caller Name				Caller Address				Caller Phone																														
Dispositions					Weapon		Alm Level	Case Number																														
Vehicles					Associated Incidents																																	
Incident Times		Special Circumstances																																				
Received	06:05:29	<table border="1"> <thead> <tr> <th>Persons</th> <th>Sex</th> <th>DOB</th> <th>Race</th> <th>DL</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>							Persons	Sex	DOB	Race	DL																									
Persons	Sex								DOB	Race	DL																											
Created	06:07:56																																					
Dispatched																																						
En Route																																						
On Scene	06:07:56																																					
Closed																																						
Rcvd-Closed	N/A																																					
Unit Times Officers		Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear																													
5L2	Peoro, Mario			06:07:56	06:08:05	N/A	N/A	00:09	00:09																													

Incident Comments
0607: 1 truck, unloading, engine off.

TIME	#	EVENT	BY
06:07:56	1	5L2 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	K. Stevens
06:07:56	2	5L2 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	K. Stevens
06:08:05	3	5L2 10-8. Freed	K. Stevens
06:08:06	4	5L2 Incident returned to pending status	K. Stevens



FAIRFAX POLICE DEPARTMENT

CAD INCIDENT REPORT

1508190011

08/19/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL				Cross Streets PASTORI AV/PACHECO AV			City FAIRFAX		
Incident Type XPAT - EXTRA PATROL				Call Taker STEVENS, KATHLEEN			Dispatcher STEVENS, KATHLEEN		
Date 08/19/2015	Priority 2	Primary Unit	Beat	Fire Zone	Area DNTN	Map F5	Source O		
Caller Name				Caller Address				Caller Phone	
Dispositions					Weapon		Alm Level	Case Number	
Vehicles					Associated Incidents				
Incident Times Received 06:09:34 Created 06:14:35 Dispatched En Route On Scene 06:14:35 Closed Rcvd-Closed N/A			Special Circumstances						
			Persons	Sex	DOB	Race	DL		
Unit Times Officers 5L2 Peoro, Mario		Dispatched	Enroute	On Scene 06:14:35	Clear 15:01	Disp-On Scene N/A	Enrt-On Scene N/A	On Scene-Clear 00:26	Disp-Clear 00:26
Incident Comments 0614 hrs : 1 truck, engine off, unloading.									

TIME	#	EVENT	BY
06:14:35	1	5L2 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	K. Stevens
06:14:35	2	5L2 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	K. Stevens
06:15:01	3	5L2 10-8. Freed	K. Stevens
06:15:02	4	5L2 Incident returned to pending status	K. Stevens

**FAIRFAX POLICE DEPARTMENT**

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CAD INCIDENT REPORT**1508210005**

08/21/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL				Cross Streets PASTORI AV/PACHECO AV			City FAIRFAX		
Incident Type XPAT - EXTRA PATROL				Call Taker HUSSEIN, RAAZ			Dispatcher HUSSEIN, RAAZ		
Date 08/21/2015	Priority 2	Primary Unit 5K1	Beat	Fire Zone	Area DNTN	Map F5	Source O		
Caller Name				Caller Address				Caller Phone	
Dispositions Extra Patrol				Weapon		Alm Level		Case Number	
Vehicles				Associated Incidents					
Incident Times		Special Circumstances							
Received	05:50:04								
Created	05:50:08								
Dispatched									
En Route									
On Scene	05:50:08								
Closed	05:51:35								
Rcvd-Closed	01:31								
Unit Times	Officers	Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear
5K1	Richardson, Rhonda			05:50:08	05:51:35	N/A	N/A	01:27	01:27
5K1	Richardson, Rhonda	05:54:12	05:54:12	05:54:12		N/A	N/A	N/A	N/A

Incident Comments
Officers checked the area for illegal unloading of delivery trucks.

TIME	#	EVENT	BY
05:50:08	1	5K1 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	R. Hussein
05:50:08	2	5K1 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	R. Hussein
05:50:46	3	1 semi parked by the loading dock, not unloading.	R. Hussein
05:51:35	4	5K1 10-8.	R. Hussein
05:51:36	5	5K1 Closed - Disposition XP	R. Hussein
05:54:08	6	Reopened	R. Hussein
05:54:12	7	5K1 ENRT. Good Earth Natural Foods, 720 Center Bl, Fairfax	R. Hussein
05:54:12	8	5K1 10-97.	R. Hussein
05:54:32	9	The semi just finished unloading and drove away.	R. Hussein



FAIRFAX POLICE DEPARTMENT

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CAD INCIDENT REPORT

1508260010

08/26/2015

Location GOOD EARTH NATURAL FOODS, 720 CENTER BL				Cross Streets PASTORI AV/PACHECO AV			City FAIRFAX																															
Incident Type XPAT - EXTRA PATROL				Call Taker STEVENS, KATHLEEN			Dispatcher STEVENS, KATHLEEN																															
Date 08/26/2015	Priority 2	Primary Unit	Beat	Fire Zone	Area DNTN	Map F5	Source O																															
Caller Name				Caller Address				Caller Phone																														
Dispositions					Weapon		Alm Level	Case Number																														
Vehicles					Associated Incidents																																	
Incident Times		Special Circumstances																																				
Received	06:11:15	<table border="1"> <thead> <tr> <th>Persons</th> <th>Sex</th> <th>DOB</th> <th>Race</th> <th>DL</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>							Persons	Sex	DOB	Race	DL																									
Persons	Sex								DOB	Race	DL																											
Created	06:11:44																																					
Dispatched																																						
En Route																																						
On Scene	06:11:44																																					
Closed																																						
Rcvd-Closed	N/A																																					
Unit Times Officers		Dispatched	Enroute	On Scene	Clear	Disp-On Scene	Enrt-On Scene	On Scene-Clear	Disp-Clear																													
5L2	Peoro, Mario			06:11:44	06:11:46	N/A	N/A	00:02	00:02																													

Incident Comments
0611: Two trucks, unloading, with engines off.

TIME	#	EVENT	BY
06:11:44	1	5L2 Incident initiated at Good Earth Natural Foods, 720 Center Bl, Fairfax 2	K. Stevens
06:11:44	2	5L2 10-97. Good Earth Natural Foods, 720 Center Bl, Fairfax	K. Stevens
06:11:46	3	5L2 10-8. Freed	K. Stevens
06:11:46	4	5L2 Incident returned to pending status	K. Stevens

PROTOCOL FOR 5AM RECEIVER ROLE

UPDATED Aug 4, 2015. Al B.

The one and only approach for a large semi-trailer and truck to drop products to Good Earth BEFORE 7:00 AM.

Drivers direction to Good Earth

Head west on Sir Francis Drake Blvd to Fairfax.

Drive PAST the store itself, DO NOT TURN LEFT ONTO Pastori Ave.

Go one block and turn left (just past the first gas station) onto Pacheco Ave.

(Pacheco Ave street sign isn't visible from SF Drake)

Your making a left turn off of SF Drake and essentially completing "the U-turn" back towards the Good Earth on Broadway.

Proceed East back towards the store.

Turn left into driveway, just past the store building itself.

Proceed toward loading dock by going thru parking lot the opposite direction of parking lot arrows (parallel to the store front), eventually putting the nose of the truck back towards the "Pastori Ave parking lot entrance- that you didn't use upon your original approach to the store.

Our receiver will help facilitate the backing up of trailer to the dock and its leveler.

Receiving Role 5:00 AM truck role

-In place Monday's thru Saturday's.

-Arrive no later than 4:55am.

-Be equipped with flashlight when needed.

-Open driveway on Center Blvd. (this will entail moving the A-Frames out of the way from entrance)

-Mandatory that the receiver is positioned on the ground in either full view of left or right side mirrors of Cab.

-Make sure no beeps are used! (follow up report required if they were used)

-No Air-brake noise is allowed. (the drivers will be told this ahead of time and follow up report required if they are used)

There are two sets of brakes. Trailer brakes ARE NOT required to be set if trailer is on level ground. The tractor air-brakes should be minimized greatly (they will be aware of the technique needed to accomplish this w/o causing noise, but we must enforce this and be sure to include describing in daily report if noise is caused.)

-Remain with driver until he/she pulls away from dock. Help facilitate the unloading of truck completely WITHOUT making ANY NOISE!

- No idling!
- No noise from Roll-up doors!
- No compressors left running!
- No radios!
- No loud voices allowed! (except in emergency-ha)

-No noise from placing of empty pallets being re-loaded back onto truck.
Did I mention that the goal is to literally cause no noise during the entire process?

-Drivers are allowed to leave the property out Pastori driveway and right onto SF Drake.
Please open and close the entrance to Pastori for the drivers.

Follow up at end of shift

- A written report daily on any issues that caused noise is required.
- Supervisor to receive daily.
- Continue to log all trucks pulling onto the parking lot before 7:00 am.
- Be aware of the fact that rogue drivers could be waiting in the surrounding neighborhood(s) for the clock to hit 7am. Please let supervisor aware if you know this to be happening.

August 4, 2015

To:
Garrett Toy, Town Manager
Fairfax Town Council

Cc: Jim Moore

From:
Al Baylacq, Partner
Good Earth

Memo: In regards to Mr. Franks recent claims

Firstly, we have NOT let our guard down on any aspect of the on-going effort to control noise in the early mornings around here. We devote valuable HOURS everyday of every week to uphold our agreements and have since we last had the chance to converse back in Feb of this year.

It comes as great surprise to see Mr. Franks so upset, as he visibly was at last Town Council meeting, towards us. We are aware of a couple of infractions on our part since February of this year (I recognize those below).

It is our position at this point that we need to keep to the actual facts on the ground as they relate to our ability to control truck drivers.

If there are any police reports that substantiate our inability to control the truckers or parking lots, I'd request that we be made aware of them.

The Big 3 large truck companies have full understanding of our situation and we have had nearly perfect record for months and months with all 3 of them. We have 100% buy-in from all three companies for; 1-time of delivery, 2- no use of air brakes, 3- no use of back up beeps. That said, I'm aware of the following breakdowns:

-July 1st, Veritable Vegetable Produce "new driver" showed up 15 minutes before 6am (we watched dock video), and with the support of the ownership of VV we fixed it immediately from happening again with this specific driver. (he even moved the gate himself to get in)

-On April 29th we had a beer truck with new driver pull into dock at 5am. Our receiver explained to him emphatically, that he needs to leave the premises.

The driver who already had offloaded his pallet, left it, and then took off without even leaving an invoice to our receivers' surprise. We don't know what happened to him, but we have not seen that driver back.

-Back in Feb. of this year, our main grocery distributor UNFI for two consecutive weeks sent 2 trucks for us on Friday mornings (because of the increased size of our weekend loads). The trucker that is "not our normal driver, but not a new driver for UNFI" missed the "delivery to GE FX" memo. Our communication with transportation manager resulted in changes that formalized the important notification for all deliveries to all drivers. We haven't had any issues prior to this event with UNFI for close to one year and not with UNFI trucks since.

We have added hours for our staff to accommodate managing the parking lots at evenings and mornings.

We built a nice fence, brought recycled water to the area in front of the fence and have established

No back up beeps continue to be the rule here along with no use of air-brakes.

Garbage and recycling are happening after 8am everyday.

I (we) really don't know what could be done to satisfy Mr. Franks, but it appears that he is the only person in our neighborhood still complaining about noise issues. Am I wrong?

Sincerely,

Al Baylacq, Owner
Good Earth Natural Foods.