

Community Meeting Minutes

Factor Facility – Resident Impact Discussion

Date: April 24, 2024

Location: Holiday Inn on Orchard and Sullivan

Facilitators: John Laesch (Mayor-Elect), FactorExecutives (Dan Seidel and Karl Gentles)

Meeting Purpose

To allow residents impacted by Factor facility operations to voice their concerns, hear updates from Factor representatives, and discuss paths toward mitigating the issues.

Key Updates from Factor

• Odor Mitigation:

- Installation of industrial liquid-based air scrubbers has been ordered.
- Permits are in progress; equipment will arrive around **September** and operational targeted by **November 2025**. These dates are contingent on manufacturing of the equipment and delivery, permit approvals, and installation.
- Interim efforts include moving high-odor recipes to other facilities.
- Building pressurization and upgraded ductwork are being implemented.

• Trailer Noise and Emissions:

- **Neighbors state** Refrigerated trailers ("reefers") running at dock doors cause significant diesel exhaust and noise pollution. **Factor will investigate** diesel and noise levels to ensure compliance with regulatory levels and possible adjustments to dock operations and flow to minimize impacts.
 - Factor will Test **Live loading** trailers to attempt to reduce idling time, target under one hour.
 - Factor will explore **shore power** as an alternate solution to reduce diesel

usage. Factor will also investigate building material flow changes to minimize use of minimize noise impact on the surrounding community.

- **Grease Interceptor Installation:**

- An easement has been secured to install a state-of-the-art grease interceptor to reduce sewer impacts. Factor will install the grease inceptor as part of our ongoing continuous improvement of our operations.

Engineering and design work underway; installation date pending.

Factor is actively working with Fox Metro to reduce frequency of jetting process near Greenfield & Shady Lane until grease interceptor installed

- **Lighting Issues:**

- Lighting audits will be repeated to address continued complaints of **light pollution** affecting residential properties.

- **Sound Barrier Concerns:**

- Will consider a plan to extend the sound wall barrier fence to connect with a planned City installed sound wall along Orchard Road.

- **Emergency Alarm Issues:**

- Alarms at the facility have been disruptive. Factor leadership committed to investigating and resolving the alarm system issues. Modified training and testing schedule to not occur after 7pm and evaluating external speakers and removing those not needed.

Resident Concerns Raised

- **Health Impacts:**

- Multiple residents reported developing respiratory conditions, headaches, thyroid issues, autoimmune diseases, and chronic migraines since the facility began operations.
- Residents concerned about long-term exposure to diesel emissions and potential cancer risks.

- **Quality of Life Impacts:**

- Residents stated severe odor, noise, and air pollution affecting daily living.
- Residents claimed vibrations from trucks and facility operations causing physical damage (shaking walls, furniture).
- Residents said property values believed to be negatively impacted.
- Residents unable to use yards or open windows.

- **Facility Operations and Zoning Issues:**

- Residents felt facility operations exceed what was presented during the special use permit approval.
- Allegations that the facility violates noise ordinances and zoning laws.
- Residents raised concerns that approval was rushed during COVID-19 without adequate public notice or input.

- **Lack of Trust:**

- Residents expressed skepticism about Factor promises, citing a history of broken commitments.
- Residents stated that relocation of the facility is the only true solution.

- **Communication Failures:**

- Residents felt that previous communications with Factor and city officials were either cut off or unresponsive.
- Residents demanded better, more consistent communication channels.

Requests from Residents

- **Permanent Relocation** of the Factor facility to a proper industrial zone.
- **Health Testing and Monitoring** for impacted community members.
- **Independent Environmental Testing** before and after equipment installations.
- **Noise Ordinance Enforcement** by the city.
- **Immediate Mitigation** while permanent solutions are developed.
- **Transparency** about timelines, testing results, and facility changes.
- **Financial Compensation** considerations for affected residents (housing depreciation, medical expenses).

Next Steps

- Factor will trial **live loading** of trailers immediately and monitor reductions in noise.
- Lighting audits will be repeated within **two weeks**.
- Factor will develop and share a **clear communication plan** for residents to report issues directly.
- A follow-up meeting will be scheduled to assess progress on these commitments.
- Residents encouraged to continue documenting health and property impacts.
- Meeting notes and relevant documents (zoning decisions, ordinances) will be shared publicly.

- Mayor-Elect John Laesch committed to advocating for stronger enforcement and ongoing resident involvement.

Closing Remarks

- Both residents and Factor executives acknowledged the gravity of the concerns.
- Residents emphasized that small mitigation measures are insufficient to repair the years of harm already done.
- Factor executives committed to taking immediate action and maintaining communication, though residents reiterated that **permanent relocation** remains the community's primary demand.