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Just a bit of clarity:

1. Were small delivery vans and/or passenger vehicles included in your estimate of daily deliveries/pick-ups? **Yes but those numbers grow as our volume grows so we are probably closer to 35-40 deliveries M-F and we have 3-4 Semi deliveries between 5pm-9pm**
We have 18 wheelers during AM hours as well ... the 3-4 between 5pm-9pm are the only evening deliveries we have.



From: Janene Summerland (NC OCN)
Sent: Wednesday, April 03, 2019 9:59 AM
To: 'Amanda Leahy' <aleahy@kittelson.com>
Cc: Wietgreffe, Wade (CPC) <wade.wietgreffe@sfgov.org>; White, Elizabeth (CPC) <elizabeth.white@sfgov.org>; Adam Smith (NC NCC) <R.Adam.Smith@wholefoods.com>
Subject: RE: Loading Survey/Information Request

Good Morning,

1. Can you confirm the largest vehicle that uses the loading dock? You mentioned semi-trailers in the survey – what are the dimensions (length, specifically) of these trucks? **53 ft - 18 wheeler plus cab.**
2. Were small delivery vans and/or passenger vehicles included in your estimate of daily deliveries/pick-ups? **Yes but those numbers grow as our volume grows so we are probably closer to 35-40 deliveries M-F and we have 3-4 Semi deliveries between 5pm-9pm**
3. Do delivery/service vehicles currently use the garage, and would it be possible for smaller vehicles (e.g., vans) to use the garage, if needed? **Absolutely not – we never allow deliveries in the garage – 1 they are required to check in with the receiving office and 2 -we simply do not have enough space for customers. That said you should also know that any service or repair vehicles use the loading dock and Lee Street as well so that is probably 5-10 a week.**

Please let me know if you need any more information.
Thank you.



From: Amanda Leahy [<mailto:aleahy@kittelson.com>]

Sent: Wednesday, April 03, 2019 9:52 AM

To: Janene Summerland (NC OCN) <Janene.Summerland@wholefoods.com>

Cc: Wietgreffe, Wade (CPC) <wade.wietgreffe@sfgov.org>; White, Elizabeth (CPC) <elizabeth.white@sfgov.org>; Adam Smith (NC NCC) <R.Adam.Smith@wholefoods.com>

Subject: RE: Loading Survey/Information Request

Hi, Janene –

I have a few follow up questions/clarifications for you.

1. Can you confirm the largest vehicle that uses the loading dock? You mentioned semi-trailers in the survey – what are the dimensions (length, specifically) of these trucks?
2. Were small delivery vans and/or passenger vehicles included in your estimate of daily deliveries/pick-ups?
3. Do delivery/service vehicles currently use the garage, and would it be possible for smaller vehicles (e.g., vans) to use the garage, if needed?

Thanks!

Amanda

Amanda Leahy, AICP | Senior Planner | [Kittelson & Associates, Inc.](#)

Pronouns: she/her/hers

510.433.8058 (direct) | 415.798.1500 (cell)

From: Janene Summerland (NC OCN) <Janene.Summerland@wholefoods.com>

Sent: Tuesday, February 5, 2019 10:50 AM

To: Amanda Leahy <aleahy@kittelson.com>

Cc: Wietgreffe, Wade (CPC) <wade.wietgreffe@sfgov.org>; White, Elizabeth (CPC) <elizabeth.white@sfgov.org>; Adam Smith (NC NCC) <R.Adam.Smith@wholefoods.com>

Subject: RE: Loading Survey/Information Request

Good Morning,

Answers below.



From: Amanda Leahy [<mailto:aleahy@kittelson.com>]

Sent: Tuesday, February 05, 2019 10:07 AM

To: Janene Summerland (NC OCN) <Janene.Summerland@wholefoods.com>

Cc: Wietgreffe, Wade (CPC) <wade.wietgreffe@sfgov.org>; White, Elizabeth (CPC) <elizabeth.white@sfgov.org>; Adam Smith (NC NCC) <R.Adam.Smith@wholefoods.com>

Subject: RE: Loading Survey/Information Request

Thank you, Janene!

A few follow up questions for you:

- Do you have a loading activity log that you can share with us? This would help us better understand when vehicles are arriving and how long they stay to unload goods.
We don't have anything like that - we have invoices but we receive multiple per delivery so it would sku the numbers. We are busy with deliveries from 7am-1pm almost constantly - meaning there is someone in unloading or waiting for the dock and on Lee Street during those times. The PM deliveries are just 3 semis.
- You note in the table that these are scheduled deliveries, does the store receive advance notice when delivery vehicles will be arriving? Does the store have the ability to control arrival times? No we do not we have receiving times and the vendors come in-between those hours.
- What concerns do you have with current loading operations?
The largest challenge currently is that people do not see the dead end sign - they turn down Lee street and then get trapped in-between big rigs/vendors and cars exiting. This happens literally hundreds of times a day - we need to have parking control at the end of the street during holiday times and key delivery times to keep the flow moving.

Also Mercy Housing was opened with 3 eating venues and no parking so customers naturally look for a place to stop in order to pick up food - they use Lee street for this.

For the future - There is constant activity crossing Lee Street - between our delivery areas and if that is the only entrance/exit into the Balboa Resv - it could get pretty dangerous - I would just suggest speed bumps and that would force people to slow down as approaching from either direction once Lee is broken through.

When Lee Street busts through we will need to relocate our City Trash and Recycling bins - those sit at that dead end now - it is not an issue, it is just something we will need to determine with the driver so that his forks can get in and under the bins quickly and as quietly as possible since they come before the community wakes up.

- What suggestions do you have to accommodate loading operations if curbside loading and storage for Holiday foods will not be available on Lee Ave?
Our sole goal with holiday operations is to NOT block traffic onto Ocean Ave - with only one lane and a Muni lane on Ocean Ave if we block traffic it shuts that road and Muni gets delayed.

Without access to Lee Street - in all honesty I am having a hard time imagining how we will function for the community. Without Lee Street vendors will be stacking up onto Ocean Ave daily between 7am and 11am and again that seems like it will last a few days before we get all get roasted by the community.

We have 2 - 53 foot bobtails that house our nearly 2000 turkeys and 1200 holiday meals so without Lee street we would need some additional space to park those so that deliveries could still happen. We're open to creativity.

Thanks again,
Amanda

Amanda Leahy, AICP | Senior Planner | [Kittelson & Associates, Inc.](#)
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From: Janene Summerland (NC OCN) <Janene.Summerland@wholefoods.com>
Sent: Monday, February 4, 2019 2:35 PM
To: Amanda Leahy <aleahy@kittelson.com>
Cc: Wietgreffe, Wade (CPC) <wade.wietgreffe@sfgov.org>; White, Elizabeth (CPC) <elizabeth.white@sfgov.org>; Adam Smith (NC NCC) <R.Adam.Smith@wholefoods.com>
Subject: RE: Loading Survey/Information Request

Here you go.
I want to make sure you understand something - this bottom section I did not break down the types of vehicles and where they park because they park wherever they can.

For the month of November Lee Street and the loading dock has storage units on it for Holiday foods.

On a regular day - the semi-trucks must pull into the aux dock then back across Lee Street into our loading dock. I just want to make sure that makes sense since it is my understanding that Lee Street will become the main thorough fare for the Balboa Rese community.

Lee Street is also where the parking structure for our parking lot exits.

Let me know if you need any further information and thank you for asking.
We are hoping to end some of the congestion on Lee Street with this new extension.

Please help us understand the loading and unloading conditions at your business.

Location	Type of Loading or Unloading	Type of Vehicle*	Approximate Address Where Vehicle/Truck Parks	Description of Where Vehicle/Truck Parks**	How Many Deliveries Per Day?	What Time of Day do Deliveries Occur?***	Do (C) W We
OFF STREET LOADING DOCK AUX DOCK ALONG LEE ST	Whole Foods Trucks (Example) Garbage (Example)	Semi-trucks and various other sized vehicles City comes daily	Whole Foods loading dock	Loading Dock Off-street loading facility all along LEE Street	Approx 25-30 deliveries M-Sat 8-12 deliveries on Sunday	Scheduled deliveries: 6:30-3pm 5pm-10:30pm 5:30-6:30am	Both
				Off Lee Street and in and out of the facility			



From: Amanda Leahy [<mailto:aleahy@kittelson.com>]

Sent: Monday, February 04, 2019 12:39 PM

To: Janene Summerland (NC OCN) <Janene.Summerland@wholefoods.com>

Cc: Wietgreffe, Wade (CPC) <wade.wietgreffe@sfgov.org>; White, Elizabeth (CPC) <elizabeth.white@sfgov.org>

Subject: Loading Survey/Information Request

Hi, Janene –

I received your contact information from Nora Collins and wanted to follow up with you on some questions regarding loading/delivery vehicle activity at the Whole Foods Market on Ocean. We are specifically interested in understanding the number and type of deliveries that the store receives, where unloading occurs and when, and what size/types of vehicles serve the store. I've attached a brief survey to help guide your responses and am also open to discussing over the phone if that would be easier for you. *Please note the survey form was initially created for the Better Market Street project and has been adapted for this effort. Please disregard the Better Market Street letterhead.*

We need this information by the end of the week (**Friday February 8**) to help guide the planning and project development of the Balboa Reservoir site and design of the Lee Avenue roadway extension.

Thanks in advance,
Amanda

Amanda Leahy, AICP | Senior Planner | Kittelson & Associates, Inc.

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