

# Staff Summary Report



Hearing Officer Hearing Date: 3/15/11

Agenda Item Number: 7

**SUBJECT:** This is a public hearing for a request by **PETSMART** located at 1180 West Elliot Road for one (1) use permit.

**DOCUMENT NAME:** 20110315cdsl05 **PLANNED DEVELOPMENT (0406)**

**COMMENTS:** Request by **PETSMART (PL110042)** (Michael Paddison/Petsmart, applicant; Pacific Castle Property Management, property owner) located at 1180 West Elliot Road in the PCC-2, Planned Commercial Center General District, for:

**ZUP11012** Use permit to allow overnight boarding in conjunction with a pet store.

**PREPARED BY:** Sherri Lesser, Senior Planner (480-350-8486)

**REVIEWED BY:** Steve Abrahamson, Planning & Zoning Coordinator (480-350-8359)

**LEGAL REVIEW BY:** N/A

**DEPARTMENT REVIEW BY:** Steve Abrahamson, Planning & Zoning Coordinator (480-350-8359)

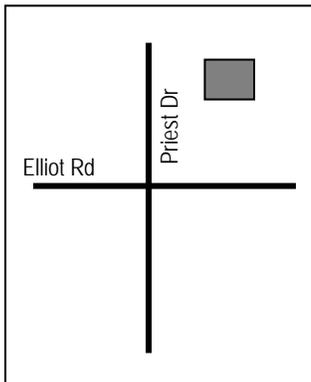
*SEA*

**FISCAL NOTE:** There is no fiscal impact to City funds.

**RECOMMENDATION:** Staff – Approval, subject to conditions

**ADDITIONAL INFO:**

The Petsmart currently located at 1315 West Elliot Road is relocating across the street to the Groves Shopping Center. The business operation requires a use permit for overnight boarding of animals. A use permit was granted to Petsmart for overnight boarding in June 2001; that use permit is not transferable to an address within a different shopping center. Staff recommends approval of the use permit. To date, staff has received no public input.



**PAGES:**

1. List of Attachments
2. Comments; Reasons for Approval;
3. Conditions of Approval; History & Facts/Description; Zoning & Development Code Reference

**ATTACHMENTS:**

1. Location Map(s)
2. Aerial Photo(s)
- 3-5. Letter of Intent
6. Site plan
7. Enlarged Site Plan
8. Floor plan
9. Staff Photograph(s)

## COMMENTS:

The Petsmart Store offers retail, grooming services, veterinary clinic, obedience training, adoption services and overnight boarding. Petsmart is requesting a use permit for a pet boarding use within their retail store located at 1180 West Elliot Road in the Grove Shopping Center. The proposed use is relocating from an existing store located across the street. The existing store has a pet boarding area of approximately 7000 s.f; the new store will have a reduced area of 4500 s.f. for the pet hotel service. The business hours of operation are 9 am to 9 pm daily with approximately 40 employees staffing at various times. The boarding facility is a completely indoor operation for Petsmart and is staffed 24 hours a day. To date, staff has received no public input regarding this request.

## Use Permit or

The Zoning and Development Code requires a use permit for overnight boarding of animals within the PCC-1 Zoning District. Staff finds the proposed request meets the Zoning and Development Code criteria for approval of a use permit. The business plan as proposed will not create a nuisance for the surrounding properties or businesses. The use is no more intense than other commercial businesses located in the center; there appears to be no nuisances arising from the emission of odor, dust, gas, noise, vibration, smoke, heat, or glare at a level exceeding that of ambient conditions.

Evaluating the use permit, the proposal appears to pass the use permit test listed below:

- a. Any significant increase in vehicular or pedestrian traffic in adjacent areas;  
*There will be no significant increase in vehicular or pedestrian traffic in adjacent areas.*
- b. Nuisance arising from the emission of odor, dust, gas, noise, vibration, smoke, heat, or glare at a level exceeding that of ambient conditions;  
*This is a commercial use, similar to others in the area; there should be no nuisance created by the business.*
- c. Contribution to the deterioration of the neighborhood or to the downgrading of property values which is in conflict with the goals, objectives or policies for rehabilitation, redevelopment or conservation as set forth in the City's adopted plans, or General Plan;  
*The proposed development would not contribute to neighborhood deterioration or downgrade property values.*
- d. Compatibility with existing surrounding structures and uses;  
*The proposed use appears to be compatible with surrounding structures and uses.*
- e. Adequate control of disruptive behavior both inside and outside the premises, which may create a nuisance to the surrounding area or general public;  
*The proposed use appears to have adequate control of disruptive behavior.*

## Conclusion

Staff recommends approval of the use permit.

## REASON(S) FOR APPROVAL:

1. No apparent nuisance resulting from noise, smoke, odor, dust, vibration, or glare.
2. No apparent hazards to persons or property from possible explosion, contamination, fire or flood.
3. Traffic generated by this use should not be excessive.
4. The use appears to be compatible with the building, site and adjacent property.
5. Approval of the use permit will not be materially detrimental to persons residing or working in the vicinity, to adjacent property, to the neighborhood or the public welfare in general.

**SHOULD THE HEARING OFFICER ELECT TO TAKE AFFIRMATIVE ACTION ON THE REQUEST, THE FOLLOWING CONDITIONS OF APPROVAL SHOULD APPLY.**

**CONDITION(S)  
OF APPROVAL:**

1. The use permit is valid for Job Fitness and may be transferable with approval from the Hearing Officer staff. Should the business be sold, the new owners must contact the Hearing Officer staff for review of the business operation.
2. All business signs shall be Development Plan Review approved and permits obtained.
3. If there are any complaints arising from the use permit that are verified by a consensus of the complaining party and the City Attorney's office, the use permit will be reviewed by city staff to determine the need for a public hearing to re-evaluate the appropriateness of the use permit.
4. Obtain all necessary clearances and permits for tenant improvement from the Building Safety Division.
5. All nonconforming building lighting shall be removed and replaced with compliant light fixtures. Details can be resolved during Building Safety Plan Review. Site lighting must remain on from dusk to dawn.

**HISTORY & FACTS:**

June 19, 2001.

The Hearing Officer approved a use permit for Petsmart for a pet hotel with overnight boarding, subject to conditions.

**DESCRIPTION:**

Owner – Pacific Castle Property Management  
Applicant – Michael Paddison/Petsmart  
Existing Zoning – PCC-2, Planned Commercial Center General District

**ZONING AND  
DEVELOPMENT  
CODE REFERENCE:**

Part 3, Chapter 2, Section 3-202  
Part 6, Chapter 3, Section 6-308





**PETSMART (PL110042)**

## **PROJECT DESCRIPTION**

PetSmart is currently negotiating with The Pacific Castle Groves LLC open a PetSmart store in at 1320 W Elliot Rd. This space is currently a vacant.

The 26,000 Square Foot PetSmart store is to be comprised of 20,000 Square Feet of retail sales area with accessory uses to include a 4500 SF PetHotel, an 1800 Square Foot veterinary health facility, a 750 Square Foot grooming facility, a 150 Square Foot pet adoption area, and a 250 Square Foot training area. The remaining 1,250 Square Foot area of the store is for offices and storage.

The store will operate during the hours of 9:00 am to 9:00 pm. It will be operated by approximately 35 hourly and five salaried associates.

We currently operate a 7000 SF hotel directly across the street. We believe that the smaller Hotel will not have an impact on vehicle or pedestrian traffic to adjacent properties.

PetSmart utilizes humiditrol control units in the Lennox Roof Top Units. These units serve to control the humidity in wet areas by removing the humid air, drying it and redistributing. This keeps odor contaminates heavily controlled. Pet Waste is shed through the sanitary sewer system through fixtures dedicated to pet waste only. Therefore, the PetHotel will not exceed ambient odor conditions.

PetSmart and the architect are working together to design a space with an exterior elevation that is complimentary to the existing center and the community as well.

## **TRAINING**

PetSmart offers affordable education for puppies or adult dogs. In addition to ensuring that pets are happy, well-behaved members of the family, the classes help solve obedience problems – the number one reason pets are turned over to shelters. Typical classes have an average of 5-7 pets and pet parents and are held in a 400 square foot (approximate size) class room within the store.

## **GROOMING**

PetSmart is the nation's largest provider of professional pet grooming. The grooming facility offers consistent quality and service to pets during regular store hours and is located at the front of the store.

## **ADOPTION**

In an ongoing effort to end euthanasia of stray animals, in lieu of selling dogs or cats PetSmart makes space available within each of our stores for our local adoption partners (i.e. human society, municipal shelters, and rescue agencies). This area of the store is to be used by the local adoption partners for housing and displaying dogs and cats available for adoption to qualified prospective pet parents. The cats and dogs maintained at the store by the local adoption partners are kept within their respective areas of the retail store not unlike the keeping and care of cats and dogs for sale at a typical pet store.

## **VETERINARY CLINIC**

The PetSmart veterinary clinic "Banfield" is a high quality, full service veterinary care facility located within PetSmart and operated by our Banfield licensed affiliate. The veterinary serves approximately 40 pets per day. Services are provided by licensed veterinarians and generally consist of outpatient care, routine examinations, vaccinations, pharmacy care, dental care, and some surgical procedures. All medical waste is properly contained and handled by experienced qualified operators in accordance with established policies and local regulations. Boarding or keeping of pets is not offered by the vet as a separate service; however, an overnight stay may be required for the safety and/or well being of a pet.

## **NOISE**

PetSmart has implemented many sound attenuating elements to the design of its space. These measures prevent sound from becoming a nuisance to our valued neighbors. All demising walls are full height, fully insulated; 6 inch metal stud framed interior partitions. The full height partitions in all of the demising walls break the space up into smaller isolated spaces. This enhances the sound deadening value of the dropped ceiling and exterior wall. The dropped acoustical ceiling creates an "air-gap between the "sound source" and the roof which is an excellent means of sound deadening.

## **PET WASTE:**

We have several procedures prescribed for the handling of pet waste. These are found in each store's manual of policies and procedures:

1. **Oops stations throughout the store and in the parking lot.** Oops stations are fixtures located throughout the store and the parking lot. They provide sanitary wipes and disinfectant spray to pet parents. Waste collected from these points is effectively "triple-bagged" prior to their arrival in the dumpster.
2. **Associates Surveillance.** As associates collect carts they are required to scan the parking lot and landscape islands for pet waste. Once detected, this waste is removed.
3. **Management Surveillance.** At shift-change the outgoing manager is required to leave a clean store, including parking lot, for the incoming manager.
4. **Trench drains.** The hotel has a system of screened trench drains to accommodate liquid pet waste and routine scrubbing & cleaning. Every pet room has a screened trench drain to facilitate frequent cleaning.

### **PETSHOTEL (OVERNIGHT BOARDING)**

1. The PetsHotel offers overnight boarding services incidental to the retail store operation. The PetsHotel is unlike most boarding facilities or kennels in operation today. The PetsHotel is an entirely indoor facility that is fully enclosed in a 5,000 square foot (approximate size) area within the PetSmart store. There are no outdoor activities or pet runs associated with the PetsHotel operations. From the time a pet checks in until it departs, the pet never leaves the PetsHotel facility.
2. The building design and operations incorporate measures to eliminate any nuisance caused by sound, odor and/or pet waste. The PetsHotel is fully air-conditioned and the air is filtered constantly. Separate ventilation systems are used in the cat and dog areas so that they can't sense each other's presence. This helps to minimize pet stress.
3. Special pet themed programming is broadcast into the rooms and suites, there are social hours for the pets and there is even a "Bone Booth" to allow pet parents to call and speak with their pet. The PetsHotel design even incorporates a "Pet Relief" room, i.e., a room with unique floor textures and odors designed to encourage pet waste to occur in this room. Nevertheless, regardless of where in the facility pet waste occurs, all pet waste is either flushed or washed directly into the sanitary sewer system. The PetsHotel will be open to the public during regular store hours but, for the security of the pets, will be staffed by trained associates twenty-four hours a day, seven days a week.

### **DAY CAMP (DAYTIME BOARDING)**

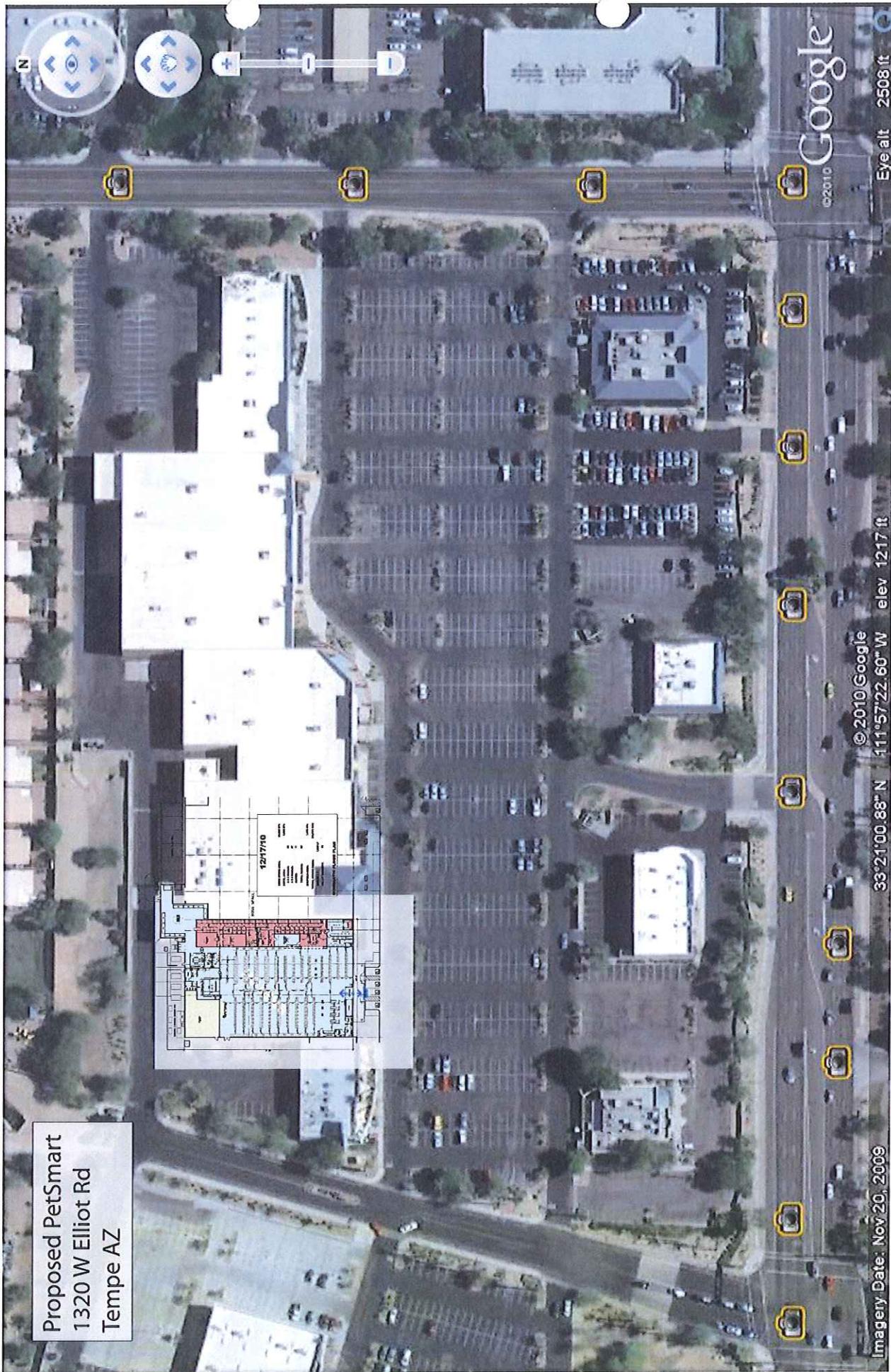
1. Doggie Day Camp represents yet another revolutionary new service being offered by PetSmart as part of the PetsHotel facility. Doggie Day Camp offers daytime play, exercise and socialization for dogs in one of our climate-controlled playrooms along with other dogs and PetSmart safety-certified associates. Camp is available during truncated store hours, currently Monday-Friday from 7am-7pm and Sunday from 9am-5pm. Pet parents can purchase a full-day or half-day of play for their dog. The Doggie Day Camp is an entirely indoor activity. Dogs will occasionally be kenneled in the event a pet needs to take a "timeout" or other break from the playrooms.

### **ADDITIONAL INFORMATION**

PetSmart currently operates approximately 1,100 stores in North America with annual sales exceeding five billion dollars and employs over 40,000 associates.

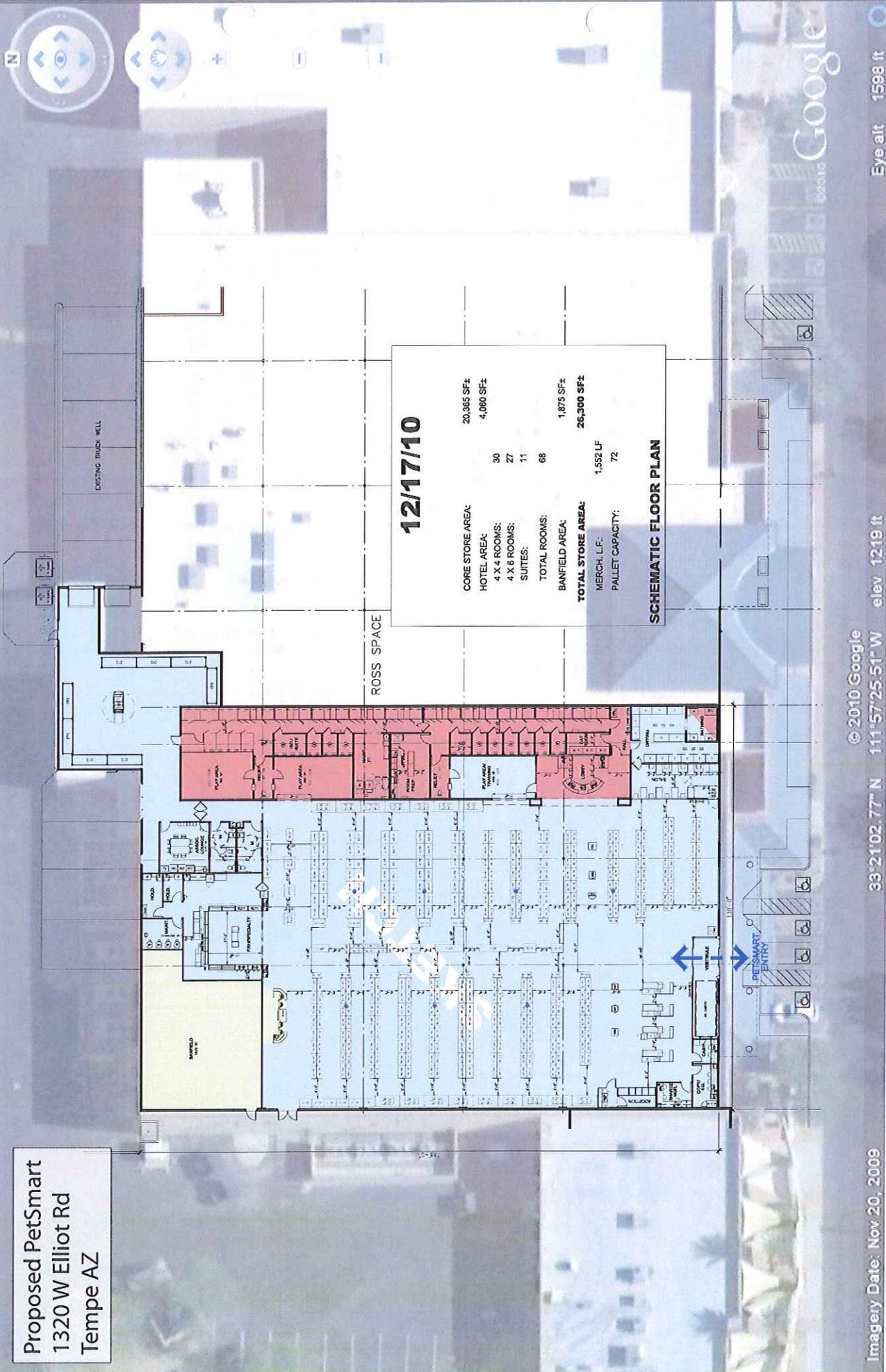
Founded in 1987, PetSmart is the leading worldwide operator of retail stores specializing in the sale of small pets, pet food, supplies, accessories, veterinary care, pet grooming, training, and boarding services.

PetSmart's goal is to be the preferred provider for the lifetime care of family pets. In this respect, PetSmart provides total services such as adoption, nutrition, health care, and proper pet & owner education. Relying on PetSmart to provide all of these needs to a family member requires trust. PetSmarts primary focus is to continually build on that trust – from the moment a pet joins a family, PetSmart provides the products, services and solutions to nourish and build the bond between pets and their parents.



Proposed PetSmart  
1320 W Elliot Rd  
Tempe AZ

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 1320 W Elliot Rd  
 Tempe AZ



**12/17/10**

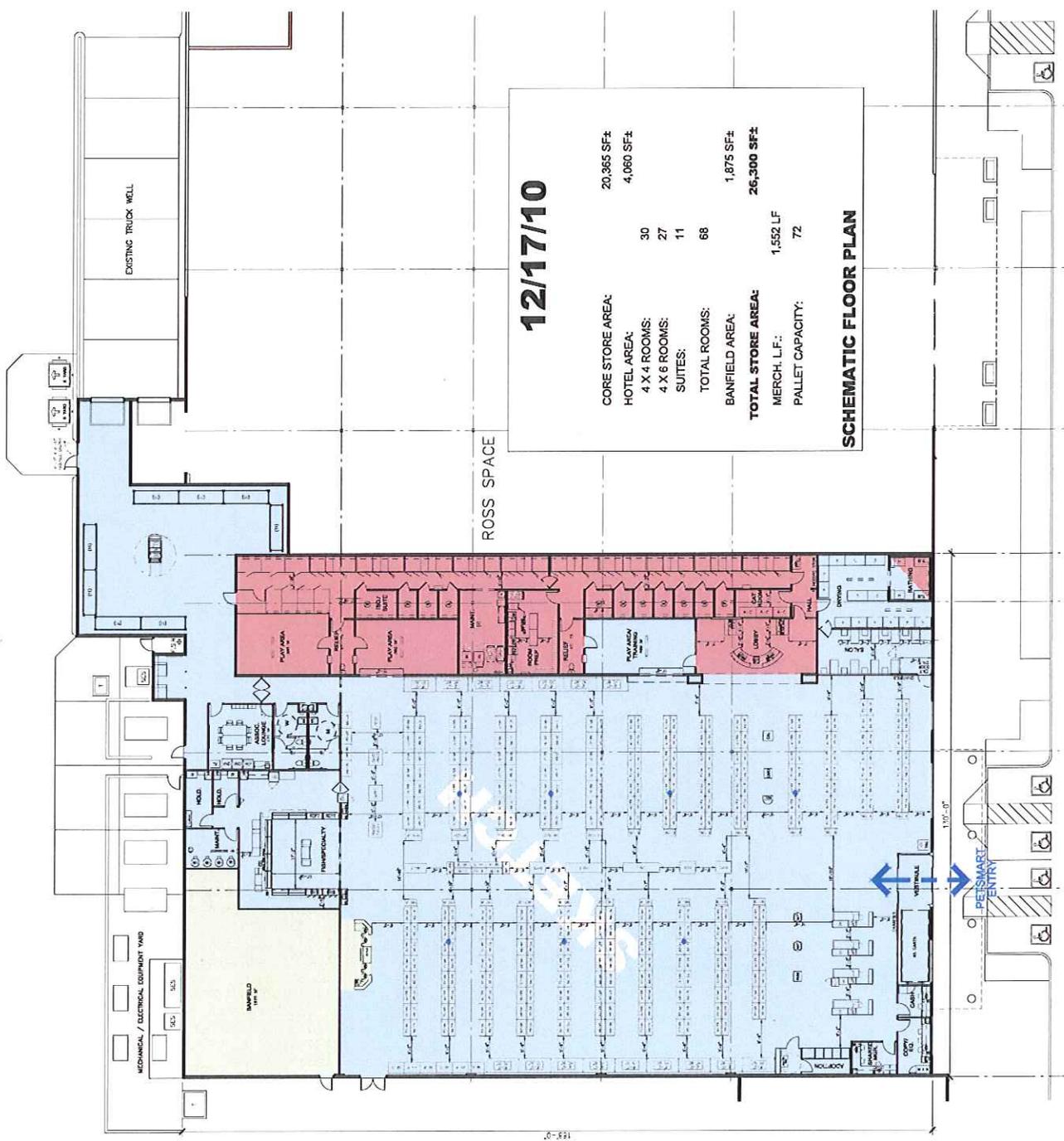
<b>CORE STORE AREA:</b>	20,365 SF±
<b>HOTEL AREA:</b>	4,080 SF±
<b>4 X 4 ROOMS:</b>	30
<b>4 X 6 ROOMS:</b>	27
<b>SUITES:</b>	11
<b>TOTAL ROOMS:</b>	68
<b>BANFIELD AREA:</b>	1,875 SF±
<b>TOTAL STORE AREA:</b>	26,300 SF±
<b>MERCH. L.F.:</b>	1,562 LF
<b>PALLET CAPACITY:</b>	72

**SCHEMATIC FLOOR PLAN**

© 2010 Google  
 33°21'02.77" N 111°57'25.51" W elev 1219 ft

Imagery Date: Nov 20, 2009

Eye alt 1598 ft



**12/17/10**

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**SCHEMATIC FLOOR PLAN**



**PETSMART**

**1180 WEST ELLIOT ROAD**

**PL110042**

**FRONT OF BUSINESS**

