



**Citizen Participation Plan Report  
Clean Freak Car Wash  
Two lots north of the Galveston on the East side of Power Road  
Mesa, AZ**

DATE: 7 March 2017

**Purpose:** The purpose of this Citizen Participation Plan is to inform citizens, property owners, agencies, schools and businesses in the vicinity of the site of an application for the new Clean Freak Car Wash. This site is located on the east side of Power Road (two lots north of the intersection of Power and Galveston) and is an application for a new express car wash on a previously unoccupied property. This plan will ensure that those affected by this application will have an adequate opportunity to learn about and comment on the proposal.

**Contact:**

Larson Associates Architects, Inc.  
Lance Meinhold  
3807 N. 24<sup>th</sup> Street, #100  
Phoenix, AZ 85016  
email: lmeinhold@larson-architects.com

**Pre-application Meeting:** The pre-application meeting with City of Mesa planning staff was held on 12 December 2016. Staff reviewed the application and recommended that all nearby property owner be informed of the project.

**Action Plan:** In order to provide effective citizen participation in conjunction with this application, the following actions have been taken to provide opportunities to understand and address any real or perceived impacts of this project that members of the community may have.

1. As the minimal requirement for the Citizen Participation Plan, we are mailing notifications to all property owners within 1,000 feet of the property, HOAs within ½ mile and registered neighborhoods within 1 mile. City of Mesa staff has informed us no Home Owner Associations are within the notification area. A sample of the notification, all attachments to the notifications and the list of the property owners are attached to this document. The notification includes copies of the project narrative, proposed site plan and proposed elevations of the building. As part of this application, we intend to fulfill our minimal requirement for the notification. As indicated on the letter, we are welcoming the neighbors to contact either ourselves or city staff with any concerns they may have about the project and/or to attend the Public Hearing.
  - a. As a result of this mailing we have been contacted by one individual on March 6<sup>th</sup>. That person would not leave us his name or contact information but asked us to send the mailing packet to his lawyer, Mr. Zimmerman. The information was sent via e-mail on March 6<sup>th</sup>. As of this time, we have not had any further contact with either person.

2. Additionally, we are also posting one 4'x4' notification signs along the street frontage of Power Road.
  - a. The sign is being posted on March 7<sup>th</sup> by Signs Plus.
3. Additionally, as part of our process, we have contacted Tony Bianchi at the Phoenix-Mesa Gateway Airport.
4. Additionally, we have invited all property owners within 1,000 feet of the property to attend the Design Review Board Work Session on 14 February 2017. This was done by the mailings completed for the DR Case related to this project. The notification includes copies of the project narrative, proposed site plan, proposed landscape plan and proposed elevations of the building.
  - a. To our knowledge, there were no neighbors in attendance at that meeting.
5. Additionally, if the responses to the notification merit a meeting, then the Owner will organize an open to the public neighborhood meeting to address the concerns. City staff will be invited to the meeting if it is needed.

Schedule:

14 February 2017 – DR Board Work Session  
7 March 2017 – Sign Posting for P&Z Hearing  
7 March 2017 – Notification Mailing for P&Z Hearing Submitted to City of Mesa for property owners within 500' of the site  
22 March 2017 – P&Z Hearing

All materials such as sign-in lists, comments, and petitions received shall be copied to the City of Mesa.

Status Update:

As a result of the P & Z mailing we have been contacted by one individual on March 6<sup>th</sup>. That person would not leave us his name or contact information but asked us to send the mailing packet to his lawyer, Mr. Zimmerman. The information was sent via e-mail on March 6<sup>th</sup>. As of this time, we have not had any further contact with either person.

The sign is being posted on March 7<sup>th</sup> by Signs Plus.

To our knowledge, there were no neighbors in attendance at the DR Work Session.



**Plan of Operations for  
Clean Freak Carwash  
Power Road, North of Galveston Street (APN 304-37-023R)  
Mesa, AZ**

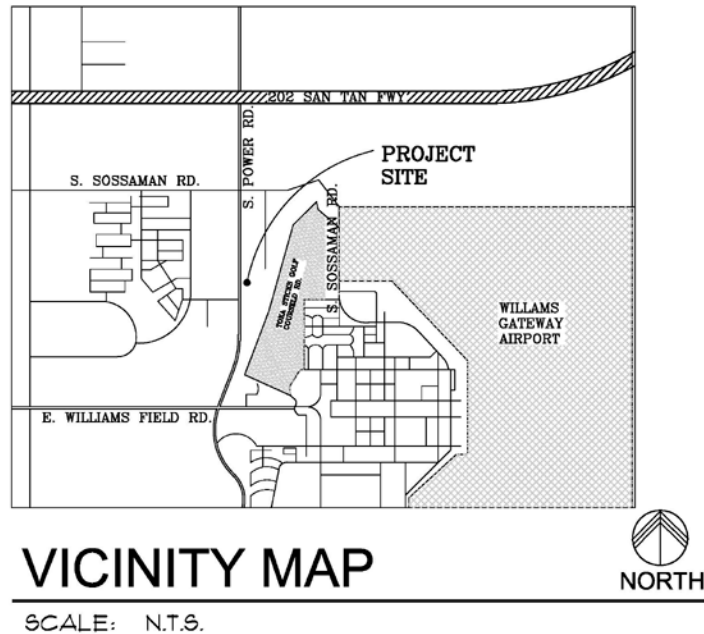
The hours of operations for the car wash will be dawn to dusk, seven days a week. A minimum of 3 employees are on site at all times the business is open. The employees arrive one hour before dawn to clean the site and test the equipment. The employees also remain on site for a minimum of 30 minutes after dusk to clean the site and close the business. During the business day, one employee cleans the tunnel, approach drive and exit drive while assisting customers in aligning their vehicles with the correlator. Another employee aids customers at the paystations, including ensuring the vehicles are ready and capable of proceeding through the wash tunnel. The other employees roam the site to aid customers at the paystations and to continually clean the parking lot from litter and debris. Additional employees are occasionally on site to maintain the equipment and assist in the operations.

The employees are in constant communication through their ear piece walky-talky system for added security and efficiency. The employee's first responsibility upon arrival in the morning is to walk the site for security and cleaning purposes. The employee's primary responsibility is the safety of the customer and their fellow employees.

As part of the efforts to reduce unwanted noise, the covered vacuum stations are provided with a radio speaker system that plays soft, calming music. This technique has been shown to discourage customers at the vacuum stations from playing their own car radios at a higher volume.



**Good Neighbor Policy for  
Clean Freak Carwash  
Power Road, North of Galveston Street (APN 304-37-023R)  
Mesa, AZ**



Clean Freak Car Washes are family owned and operated businesses local to the greater Phoenix area. As such, they are concerned about being good neighbors. As part of their operational policies, the manager and corporate information are posted on the office doors to allow customers or neighbors to contact the company with any concerns. Contact information for filing a complaint is permanently posted on the office door as follows:

For complaints and suggestions please contact:  
Clean Freak Corporate Headquarters  
Attention: Mark McDowell  
9237 E. Via de Ventura  
Suite #110  
Scottsdale, AZ 85258  
Phone: 602-549-9973

Complaints are received by either telephone or mail by Mr. McDowell, a co-owner of the business. He or one of his business partners then responds to person making the complaint to ensure the communication is clear. The Owners then address the complaint with their management and staff. Complaints requiring the attention of the staff and procedural changes on site are addressed at the morning staff meetings until the operations are sufficiently revised

to address the complaint. Each complaint is followed by a personal response to the individual filing the complaint from the owners of the company. Individuals filing a complaint are encouraged to follow up with the Owners if the situation is not remedied by their next visit.

#### On Site Operations and Design:

Security and safety are concerns for this family run business. Car washes are particularly susceptible to night-time habitation by vagrants and drug users due to the availability of water and shelter. The building is designed with roll down shutters at both ends of the tunnel and over the vending area opening to prevent illegal, non-business hour occupancy. The building will also be outfitted with 24 hour security cameras. The footage from the cameras will be made available to police and neighbors should such footage prove helpful to them.

The location of the office allows staff to see the paystations, vacuum areas and into the tunnel without the need to have blinds to deflect the afternoon sun. The windows along the tunnel allow a view into and out of the tunnel for increased visibility and the reduction of blind spots.

The hours of operations for the car wash will be dawn to dusk, seven days a week. A minimum of 3 employees are on site at all times the business is open. The employees arrive one hour before dawn to clean the site and test the equipment. The employees also remain on site for a minimum of 30 minutes after dusk to clean the site and close the business. During the business day, one employee cleans the tunnel, approach drive and exit drive while assisting customers in aligning their vehicles with the correlator. Another employee aids customers at the paystations, including ensuring the vehicles are ready and capable of proceeding through the wash tunnel. The other employee roams the site to aid customers at the paystations and to continually clean the parking lot from litter and debris. Additional employees are occasionally on site to maintain the equipment and assist in the operations. Each parking stall will be provided with a trash can on the canopy structure to aid the staff in controlling litter on the site.

The project is not adjacent to any residential districts; however noise and lighting will both be controlled as a courtesy to the neighboring businesses. The noise will be mitigated by providing the central vacuum equipment inside the building's equipment room and running the main feeds to the vacuum stations underground. The noise from the wash tunnel will be mitigated through the use of softened building materials on the inside of the tunnel and an open roof structure above the tunnel itself. The open roof structure will allow the noise of the tunnel equipment to escape upward; rather than having the noise be amplified by bouncing around inside of the tunnel before being released out of the ends.

As part of the efforts to reduce unwanted noise, the covered vacuum stations are provided with a radio speaker system that plays soft, calming music. This technique has been shown to discourage customers at the vacuum stations from playing their own car radios at a higher volume.

The lighting is designed for safety with each canopy having integrated lighting. Additional lighting will be provided on the building and parking lot lights on poles. The site lighting systems will be programmable for a secure and visible environment at night with consideration for the needs of the neighborhood.

The employees are in constant communication through ear piece walky-talky system for added security and efficiency. The employee's first responsibility upon arrival in the morning is to walk the site for security and cleaning purposes. The employee's primary responsibility is the safety of the customer and their fellow employees.