

GOOD NEIGHBOR POLICY

BIO LIFE PLASMA SERVICES

**LOCATION: 7538 EAST HAMPTON AVENUE
(REFERENCE ZONING CASE: ZON17-00593)**

BioLife Plasma Services is an industry leader in the collection of high-quality plasma that is processed into life-saving plasma-based therapies. BioLife Plasma Services operates and maintains numerous state-of-the-art plasma collection facilities in more than half the states throughout the United States - collecting around five million liters of plasma per year. Donors not only contribute the source of life-saving therapeutics, but also contribute to the commercial vitality of their immediate neighborhoods.

Some additional points about BioLife Plasma Services and plasma donations:

- Licensed by the Food and Drug Administration (FDA).
- Plasma-based therapies are used in the treatment of serious conditions such as hemophilia, immune deficiencies and to treat victims of shock and burns. To learn more about the products made from the plasma, please visit www.shire.com
- Donors mirror the demographics of the surrounding community.
 - ✓ Majority come from within a 7-mile radius of the center.
 - ✓ Approximately 86% are either employed, students, retired or homemakers.
 - ✓ All donors must provide proof of residency, ID and be in good general health.
- Use Debit Cards for donor compensation (no cash on site).
- Utilize online appointment scheduling.

Unfortunately, the request for rezoning to LC with a Council Use Permit (“CUP”) is based on Staff’s historical process for handling plasma centers and being classified as a “Social Service Facilities,” which is an old paradigm and not indicative of this user’s business model or the national shift in need for plasma donations. Thus, we are opposed to being defined as a “Social Service Facility” and thus the need for a “good neighbor policy,” which is geared towards homeless shelters, dining halls, detox centers or other types of non-profit institutions. Moreover, our client has not experienced the issues sought to be addressed in a “good neighbor policy.” However, in the “spirit of cooperation” we will comply with the “good neighbor policy.”

With that said, BioLife Plasma Services will apply many principles of the Crime Prevention Through Environmental Design (“CEPTD”) program as developed by the Mesa Police Department. Below are many of the principles have been applied in the proposed overall design on the property/building for BioLife Plasma Services (i.e., 8-million dollar ground-up building) as well as when the facility is operational.

- ✓ They will ensure all interior and exterior areas have adequate lighting.
- ✓ They will ensure all lighting is even and consistent.

- ✓ They will keep walkways well-lit and free of obstacles.
- ✓ They will install a digital video surveillance system inside and outside.
- ✓ They will keep cameras and monitors clean for best results.
- ✓ They will keep windows and doors free of signage and clutter for clear sight lines from reception area to exterior.
- ✓ They will use crushed rock or gravel in place of larger river rocks in landscaping areas to avoid someone from breaking a window.
- ✓ They will keep windows, doors, and the entire interior area clean and well maintained.
- ✓ They will keep displays low and easy to see from reception area in foyer for visibility purpose of ones surroundings.
- ✓ They will prevent unwanted visitors from entering the private space for donations and employee areas via locking doors and signage.
- ✓ They will keep landscaping trimmed to increase natural surveillance.
- ✓ The property will be managed by a local management company to keep the property well maintained and free of debris and trash. CBRE Property Management is utilized by BioLife Plasma Services nationally and will more than likely be the same for this property when completed.
- ✓ The majority of those who donate plasma are typically done by appointment only, walk-ins are accepted, but the waiting area can only accommodate ten (10) people and as such those that do not have an appointment will be scheduled for a later appointment or to another day.
- ✓ All donors receive a minor physical/review prior to being processed for giving plasma. This confirms health of the donor.
- ✓ Those that donate are subject to random drug testing as well as all plasma is tested prior to being processed. If a donor has illicit drugs in their system they are denied from giving, if their plasma is tested later and has illicit drugs then they are tracked/banned from giving blood.

In addition, BioLife Plasma Services will apply many of the principles as designed in the Trespass Enforcement Program (“TEP”) developed by the Mesa Police Department. Many principles of the TEP below will be applied to prevent loitering or trespassing on the property during and after hours.

- ✓ Post a “No Trespassing” signs with the ARS Code in a highly visible locations on the property.

- ✓ Register the property with the Mesa Police Department to allow officers to trespass if an individual is on the property without a legitimate reason to inquiry about their presence without having to contact BioLife Plasma Services.
- ✓ They will utilize the “Trespass Warning Log” to keep track of trespass warnings on the property.
- ✓ They will utilize the non-emergency number (480) 644-2211 and select option 2 from the main menu to report trespassers.
- ✓ In the event of multiple warnings to the same trespasser, complete the Trespass Enforcement Request form and contact our crime prevention officer to help address any issues.
- ✓ All staff will be trained in the above protocols.

Jason Harder is responsible for the facility/site and can be reached at: (319) 360-2564. In the event of a complaint, he will coordinate/perform an investigation and determine how to best remedy the situation with BioLife Plasma Services, which could be as simple as a warning or more serious (if necessary) police involvement. BioLife Plasma Services’ priority is to seamlessly blend into the community as a medical building that it is, and looks to be; therefore, communication with their abutting retail neighbors are and will be of the utmost importance to confirm this is the case.

In summation, this “good neighbor policy” along with compliance of all zoning, building and fire safety regulations will more than ensure the community this is a good user. BioLife Plasma Services looks forward to being a part of the City of Mesa’s corporate community and a recognized/needed entity for the community. BioLife Plasma Services is confident in their business model, operations, and success elsewhere across the U.S. and this will be no different in Mesa.

Thank you!