

Parking Reduction Justification

5857 E McKellips Road
Mesa, AZ 85215

Applicant: Steven Javinett
Tenant Representative: Tony Blasco

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Since 2014, Iora Primary Care and Humana have partnered to open 7 innovative, relationship-based primary care practices in the greater Phoenix market. In 2018, they are expanding services by opening 4 new locations in Phoenix.

The building located at 5857 E McKellips Road, in Mesa, Arizona has been identified as one of these future locations for Iora. The property has one stand-alone building, 8,280 SF. Of that space, Iora and Humana would rent 7,923 SF. The remaining square footage consists of a storage garage that will be retained by the property owner.

The property is currently vacant with 27 parking spaces, including ADA parking. City of Mesa parking ratios show a 1/200 ratio requiring 40 parking spaces for the site. This results in a shortage of 13 parking spaces, according to current requirements. Iora believes it needs fewer parking spaces than is specified for its business needs.

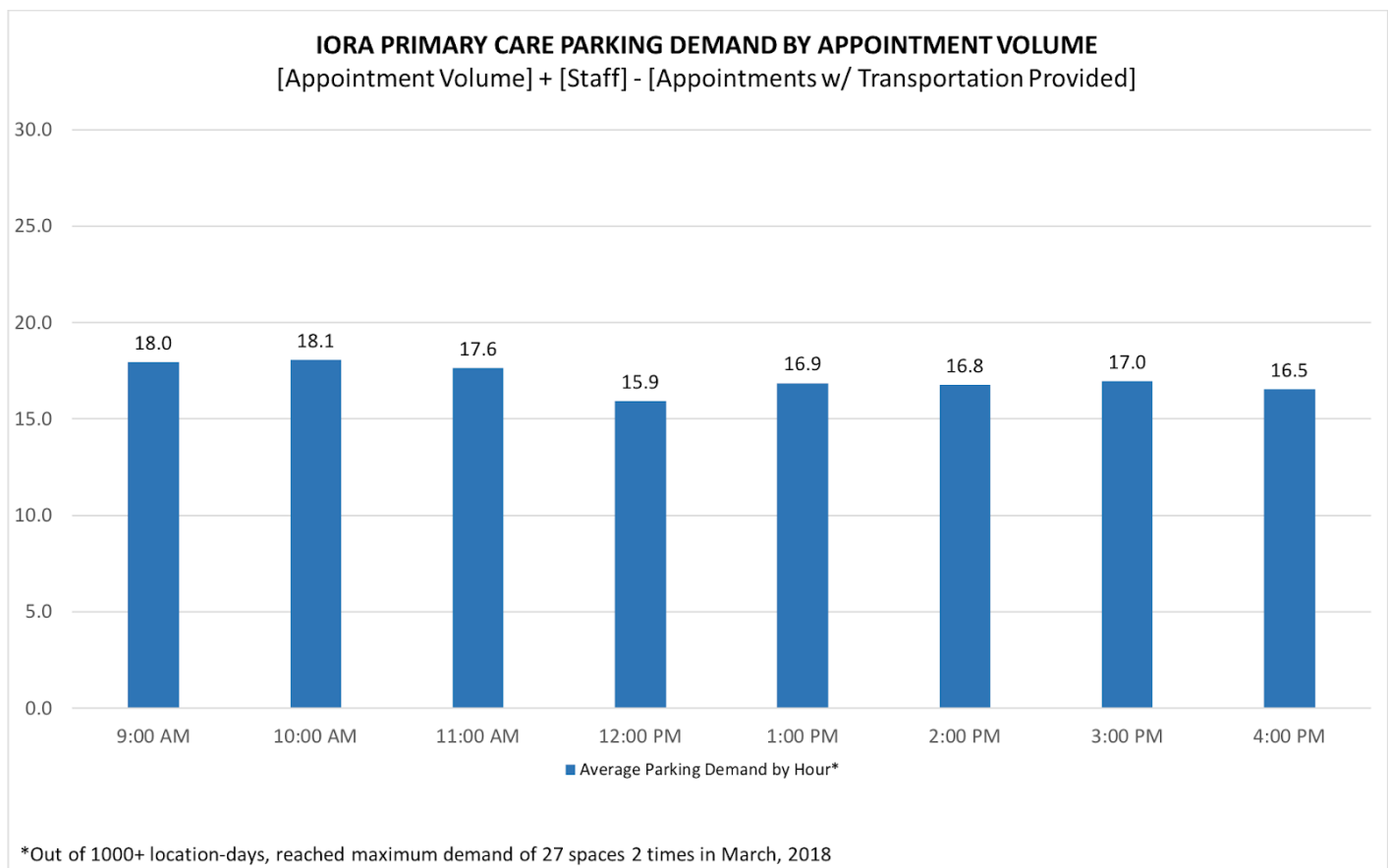
Iora's model is different from traditional primary care, urgent care, or other health centers. With a mission to restore humanity to health care, Iora provides extraordinary service to patients to ensure improved outcomes while lowering overall health care costs. The Iora Primary Care team is made up of a provider, Health Coach, Behavioral Health Specialist, Clinical Team Manager, and an Operations Assistant. This unique model differs from traditional primary care in a few key ways:

- **More time with the doctor leads to lower patient volume per day:** Working as a team allows their patients to spend more time with their provider. Traditional primary care appointments are 7-15 minutes; their patients can take as long as they need with their provider and team.
- **They provide transportation, meaning fewer patients drive:** They arrange transportation through a rideshare vendor for patients who need extra assistance getting to their appointment.
- **They have fewer patients per practice:** Their providers have smaller patient panel sizes; traditional primary care providers care for around 2,300 patients while their providers care for 600-900 patients.
- **Larger footprint doesn't equal larger volume:** Because they manage the health of the whole person, they have more services within their practice, meaning more square footage without more patient volume.
 - Every practice has dedicated space for wellness groups and classes.
 - Their care team begins each day in a team meeting, called a huddle, where they review patients and care plans. Each practice has a large dedicated space for team meetings.
 - Their care team includes an integrated behavioral health specialist that is available to address mental health concerns that might be impacting a patient's health. Each practice has large, comfy rooms designed for these sessions.

- Every patient care room is spacious with a table and chairs that allow the provider, Health Coach, and patient to discuss the patient's care in a comfortable setting, outside of the physical exam.
- **They use technology to support care, and not all interactions are in person:** They meet each patient where they are, whether that be home visits, phone calls, video chats or emails. Every patient's circumstances and needs are different, and they adjust their care accordingly.

To investigate the feasibility of opening and operating a clinic at this location, Iora analyzed appointment volume, provision of transportation through its rideshare service, and staffing over the course of nine months in Arizona. Below are the data used to confirm that the number of parking spaces on premises will satisfy parking needs:

- Daily appointment volume by hour across seven existing locations in Phoenix.
- Although not all staff members work concurrently or commute to work by car on a 1:1 basis, they opted to use 16 in order to approximate highest demand.
- As stated above, Iora supports patients by providing transportation to and from appointments for those in need of assistance. This is a rideshare vendor that functions similar to Lyft or Uber. Average usage was approximately 10% of total appointments. The usage has been factored into the average hourly parking demand listed below.



Additional Considerations:

- Out of more than 1,000 location-days evaluated, on two occasions Iora Primary Care practices' parking demand peaked at 27 spaces. This occurred at 10 a.m. on March 7th and at 10:00 a.m. on March 14th. The highest peak reached is still equal to the amount of available parking in the existing lot.
- They used appointments per hour as a proxy, however, not all appointments are 60 minutes in length. As such, some of these appointments will not be concurrent, with demand likely lower than what is represented in this analysis.

Summary

Iora Primary Care and the City of East Mesa share the same goal: to ensure that the facility operating at 5857 E McKellips Road has sufficient parking capacity to serve the needs of its employees and patients, given its business requirements. As stated above, the Iora model differs considerably from other primary care, urgent care, and other health centers. They believe their analysis of 9 months of appointment and rideshare usage across 7 locations in the Phoenix area is robust and highly applicable at this proposed location. It will be their great pleasure to bring their services to this community, and they welcome any additional questions or discussion.