

## MEMORANDUM

To: City of Mesa, Arizona

From: Cameron Liederman  
Kimley-Horn and Associates, Inc.

Date: 04/08/2024

Subject: Walmart Fuel #5349 Plan of Operations and Good Neighbor Policy

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### **Compliance with Mesa Zoning Ordinance Requirements**

The items listed below are list of items needed to comply with section 11-31-25 of the Mesa Zoning Ordinance along with how the proposed service station complies with the necessary standards:

- A. Location. Maximum number of service stations permitted at an arterial intersection is total of 2. – **This is the only fueling station at this intersection.**
- B. Minimum Frontage. 100 feet on each street. – **This fuel station has more than 100 feet of frontage along E. Guadalupe Road.**
- C. Pump Canopy. Pump islands shall be covered by a canopy that matches or complements the design of the main structure. – **The proposed pump canopy is covered and matches/compliments the design of the main structure.**
- D. Landscaping. Landscaping shall comprise a minimum 10 percent of the site area, exclusive of required setbacks, and include an irrigation system that is permanent, below- grade, and activated by automatic timing controls. – **Landscaping makes up approximately 11% of the site area.**
- E. Fencing. Masonry only. – **If any screening is proposed, architect will make it masonry walls.**
- F. Lighting. All exterior light sources, including canopy, perimeter, and flood, shall be stationary, and shielded or recessed within the roof canopy to ensure that all light is directed away from adjacent properties and public rights-of-way. No lens of any lighting fixture may extend below the shielding device. Lighting shall not be of a high intensity so as to cause a traffic hazard, be used as an advertising element, or adversely affect adjacent properties. – **Architect will ensure lighting meets city requirements.**
- G. Litter. A minimum of 1 permanent, non-flammable trash receptacle shall be installed at each pump island. – **Permanent non-flammable trash receptacle added to each pump island**
- H. Urban Character Designator Design Standards. When located in a "-U" designated district, the main structure containing the office, cashier, retail shop and/or other services shall be placed between the pump canopy and the street right-of-way no further back from the property line than the maximum setback. When located on a corner, the street with the higher functional classification shall be used to determine

compliance with this requirement. - To maintain existing site circulation and ease of access for proposed fuel trucks, we request to maintain the existing layout and not swap the building and fuel station canopy locations.

- I. Criteria for Review of Special Use Permit. When required, the review of the Special Use Permit for a Service Station shall include a review and determination regarding the following items:
  - a. The use is found to be in compliance with the General Plan, applicable Sub Area Plans, and other recognized development plans or policies, and will be compatible with surrounding uses; and
  - b. A finding that a plan of operation has been submitted, which includes, but is not limited to, acceptable evidence of compliance with all zoning, building, and fire safety regulations; and
  - c. A finding that a "good neighbor policy" in narrative form has been submitted, which includes, but is not limited to, descriptions of acceptable measures to ensure ongoing compatibility with adjacent uses, including sound attenuation, lighting control measures, and vehicular access and traffic control. Such policies shall include, but are not limited to, the name and telephone number of the position, manager or person responsible for the operation of the facility; complaint response procedures, including investigation, remedial action, and follow-up; and litter control measures; and
  - d. Evidence that acceptable documentation is present demonstrating that the building or site proposed for the use is in, or will be brought into, substantial conformance with all current City Development Standards, including, but not limited to, landscaping, parking, screen walls, signage, and design guidelines.
  - e. Evidence that acceptable documentation is present demonstrating that the building or site proposed for the use shall adequately provide paved parking and on-site circulation in a manner that minimizes impacts on adjacent sites; and existing or proposed improvements to the site shall minimize dust, fugitive light, glare, noise, offensive smells and traffic impacts on neighboring residential sites.

Special Use Permit is under review with the city of Mesa.

## **Kiosk Operation**

Walmart provides a kiosk at their fuel station so that customers can also have access to amenities seen at your typical fuel station but with a smaller footprint. The Kiosk provides access to a restroom, convenience goods such as cold drinks, some snacks, and minor vehicle maintenance items. During business hours there are two to three employees working and are either at the cashier inside the fuel station, attending to normal cleaning and maintenance, or helping other customers at the pumps. Customers at the fuel station can walk from the fuel station pumps up to the cooler doors located along the exterior walls of the kiosk and select the goods they would like to purchase. They would then take those items to the cashier window and pay for the item with the Walmart cashier. The kiosk has a pedestrian area protected by traffic rated bollards and fencing to keep customers and the Walmart associates safe during use of the fuel station. Raised landscape planters have also been

incorporated around the Fuel Station Kiosk for an extra level of pedestrian protection from traffic. Typical Walmart Fuel Station Hours of Operation are 6:00a.m to 11:00p.m

**Plan of Operation**

For Walmart sites such as this one where a fuel station is proposed on a lot with an existing Walmart store, the store and the fuel station work together on any customer related issues that arise. Alongside complying with the Mesa Zoning Ordinance requirements stated at the beginning of this Memo, this fuel station will be designed and maintained in acceptable compliance with all Mesa Building and Fire Safety Regulations.

**Good Neighbor Policy**

The addition of a Fuel station along E Guadalupe will allow for ongoing compatibility with adjacent uses in the following manors:

- The implementation of a Fuel station in this area will bring in more customers for the surrounding retail shops, as well as giving the citizens visiting these surrounding vendors the option to get gas in the same trip.
- Sound from fuel station traffic will be attenuated to reasonable extent however the fuel station is far enough away from the existing residential development and is separated by the existing Crab shack.
- Lighting produced by the Fuel station will be mitigated to minimize impacts to neighbors. Since the surrounding vendors likely close for the day before the fuel station does, fuel station lighting at late hours should not affect surrounding neighbors and the fuel station is far enough away from residential communities to be an issue.
- For vehicle access and traffic control, the Fuel station site has been laid out to provide the most efficient ease of circulation through the site will minimizing traffic to the surrounding neighbors.

Should any concerns arise relating to the measures stated above, the Hierarchy of responding to neighbor and/or fuel station customer concerns is as follows:

The associate on shift is the first to respond to any is the first respond for any concerns from neighbors or customers. If any concerns cannot be addressed or solved by the associate on shift then the Walmart Market manager can get involved to solve the issue. If concerns remain after getting the Walmart store manager involved, then the area Regional Manager will step in to further address any remaining issues. If facilities maintenance or design team needs to be involved in issues that arise, then the Vice President will request their assistance to help remedy the situation. See below for Walmart Staff contact information.

**Walmart Representative Contact information**

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