



**SR24 Between Signal Butte and Mountain Road  
Mesa, AZ  
Good Neighbor Policy and Plan of Operation**

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## Purpose

The purpose of this Good Neighbor Policy is to inform the City of Mesa with the operational intentions of an applicant for a Special Use Permit. Given the nature of the uses that require a Special Use Permit, it is important that an understanding of the operations is established, along with a mechanism by which operational concerns may be addressed.

## Good Neighbor Policy

In the interest of being a good neighbor, the proposed fuel center at the intersection of Mountain Road and the future Auto Row Drive has been designed with sensitivity to the existing and planned surrounding uses:

1. Developing a fuel center in this area will provide residents in the area with a convenient location to purchase fuel.
2. Potential noise from the fuel center will be buffered by extensive landscaping along the street frontages.
3. Lighting at the fuel center will be mitigated to minimize impacts to existing and proposed residences.
4. The site has been designed so that fuel deliveries will be made by trucks entering and exiting the site on Auto Row Drive. Customer traffic will use both the Auto Row Drive entrance, as well as the Mountain Road entrance. The entrance on Mountain Road has been designed to eliminate left turn (northbound) movements.

## Fuel Center Plan of Operation

- Hours of Operation: 5:00 a.m. to 11:00 p.m.
- Number of Employees: 4-5 per day. Associates who work in the fuel station are also associates in the adjacent store.
- Number of Shifts per day: 3-4
- Merchandise offered for Sale in Fuel Center: Pre-packaged goods, snacks, candies, drinks, fountain refreshments.
- Number of fuel pumps: 10, two-sided pumps (20 nozzles)

## Complaints or Concerns

If any complaints or concerns arise from the operation of the fuel center, the procedure for responding to those concerns is as follows:

1. The Walmart associate working in the fuel center will be the first to respond to any concerns from neighbors or customers.
2. If any concerns cannot be addressed or solved by the associate in the fuel center, the Walmart store manager may also become involved to address the concern.
3. If concerns remain after discussions with the Walmart store manager, the area Regional Manager will step in to further address any remaining issues.
4. Maintenance or design issues may need to be addressed by a member of the regional Executive Team. See below for contact information.

## Contact Information

1. Fuel Center Manager: TBA
2. Store Manager: TBA