



# Request for rezoning to include Bonus Intensity Zone Overlay and Council Use Permit to allow a social service facility. ZON23-00469



**Submittal date:** July 31, 2023

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## Project Narrative

*Long-term plan for Off the Streets Program (Part of Mesa's Housing Path to Recovery Strategic Plan)  
Hotel purchase and rezoning to temporary bridge and supportive housing uses.*

### OVERVIEW

Mesa intends to purchase the hotel at 6733 E Main St., on Main Street west of Power Road. If purchased, the facility would be used to locate an existing, temporary housing program in northeast Mesa referred to as "Off the Streets (OTS)." The OTS Program, launched three years ago, is currently operated about 1.5 miles west at the Windemere Hotel with leased rooms. Mesa's 2040 General Plan encourages strong and thriving neighborhoods, part of which includes community policing and a public safety presence to assist in crime-reduction. This program responds to that need and enables the City to enforce citywide urban camping laws. The General Plan also warns against overconcentration of social service agencies and programming, which could become detrimental to the surrounding community. The hotel location proposed is in east Mesa, near Power and Main roads. This location is intentional to spread social services throughout the city and to avoid over-concentration as many other services are located west of Gilbert Road. The General Plan also promotes bridge and supportive housing for persons who are temporarily homeless and striving to get off the streets and back to self-sufficiency. This program and its location are consistent with these General Plan policies and strategies.



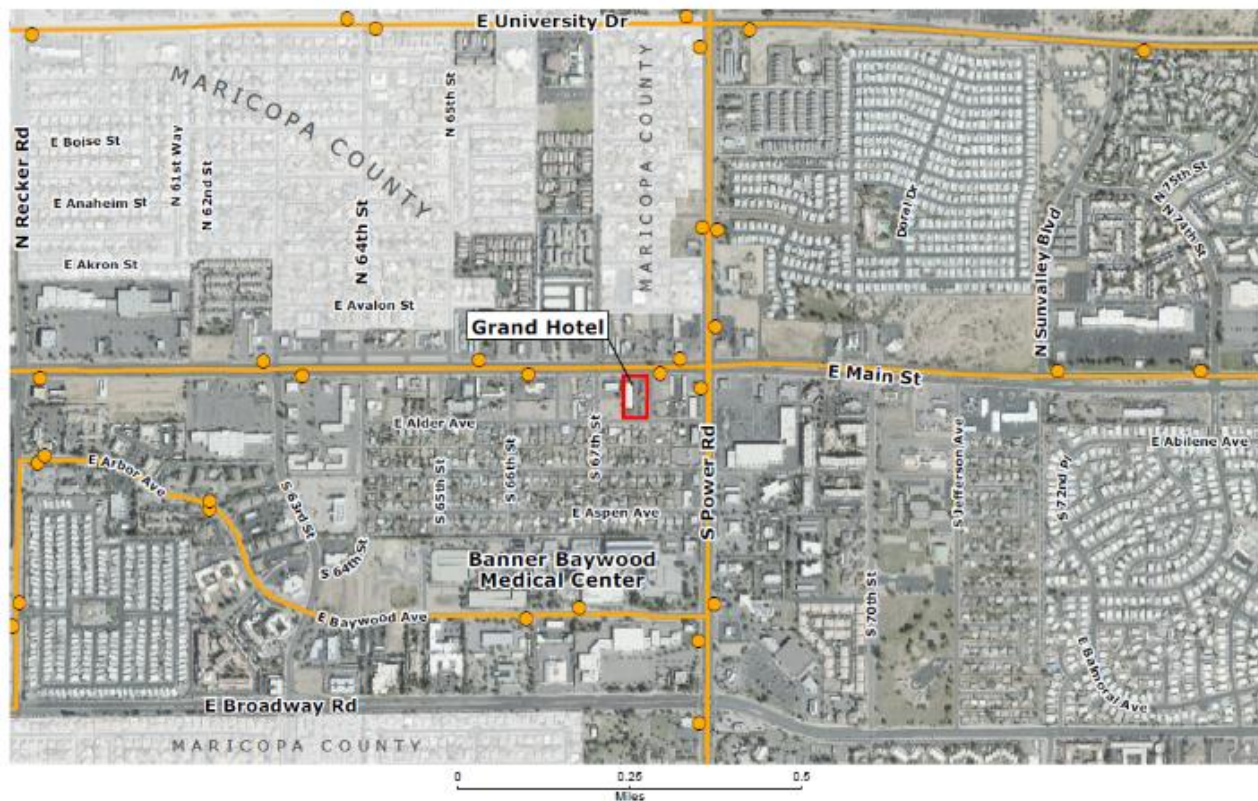
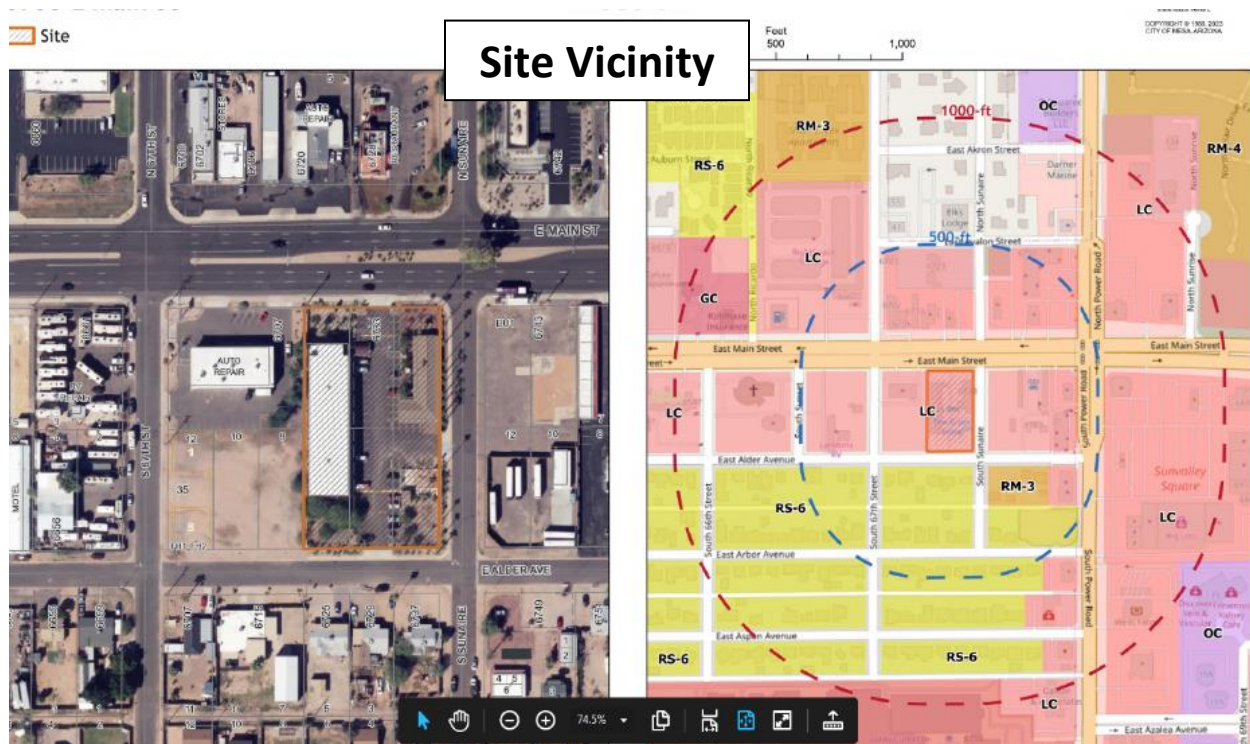
### Property

- The Grand Hotel-6733 E. Main St.
- Built: one-story 1973; two-story 1985
- 70 rooms, 1.34ac (one/two beds)
- Space for dusk-to-dawn beds
- Office space, laundry facilities
- Connects to transit, commercial jobs
- New A/C units, tankless water heaters, roof
- Single story could serve transitions into program or to graduation
- Would require ADA, other tenant improvements to maximize capacities

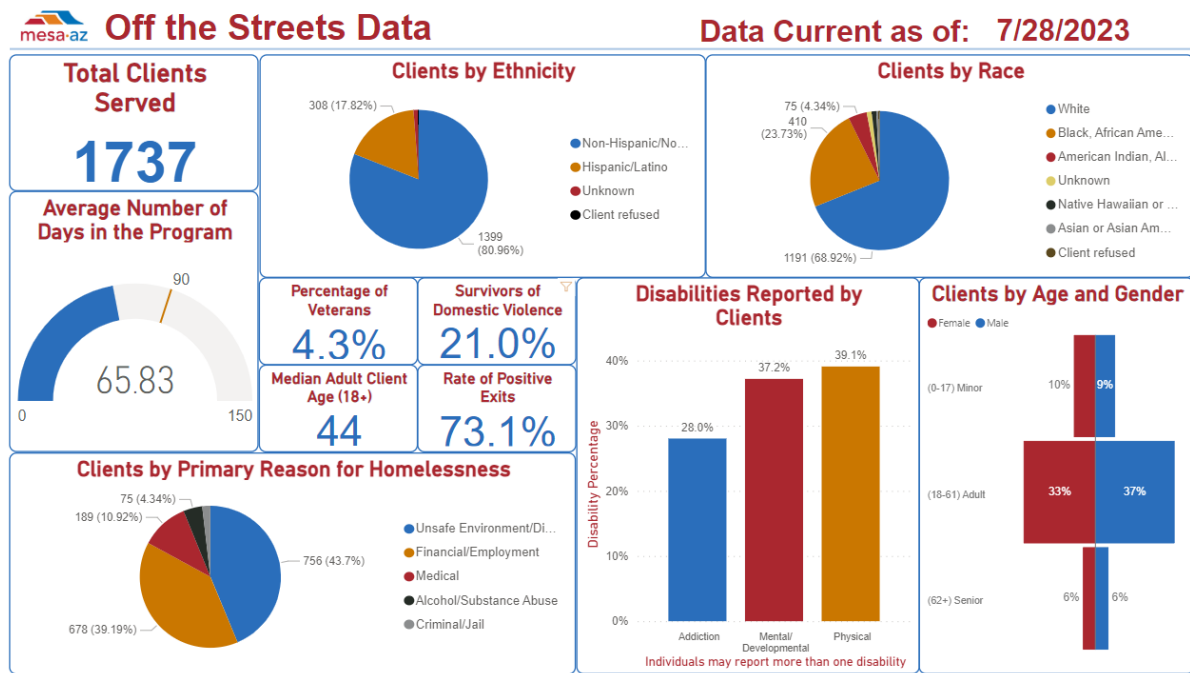


City of Mesa, AZ

BIZ overlay and CUP for Off the Streets Program- ZON23-00469



The operations model coupled with strong security measures on-site has led to a successful program that works to minimize impacts to the surrounding community. OTS has a 75% success rate (before pandemic, industry success was 30-40%) in helping people experiencing homelessness to graduate on to their next step in housing, employment, and other services necessary to establish stability. In addition, the City focuses on Mesa's most vulnerable homeless populations, i.e., women, youth, Veteran's, elderly 62+ and those with disabilities. As such and in 2022, four out of five participants in the program were either women, children, or elderly. Below is a dashboard with other insights:



Community Bridges, Inc. (CBI) has been the City's partner in the programmatic side of the work from the beginning of the program. CBI creates tailored approaches to help people stabilize, and once stabilized, connects them (mostly off-campus) to wrap-around services they need to continue in their recovery and housing progression. The campus is closed and requires a referral, mostly from CBI's outreach navigators in Mesa, Mesa's public safety teams, or regional connections. CBI also works with onsite police officers to maintain a safe environment and to de-escalate any issues, when needed. The onsite officer also works collaboratively with Mesa's beat officers and the Mesa Police Chief's Office, to maintain public safety and ensure appropriate police resources are available. In addition to on-campus services, CBI proactively reaches out to unsheltered individuals in the community, again to minimize neighborhood impacts and to offer compassionate help.



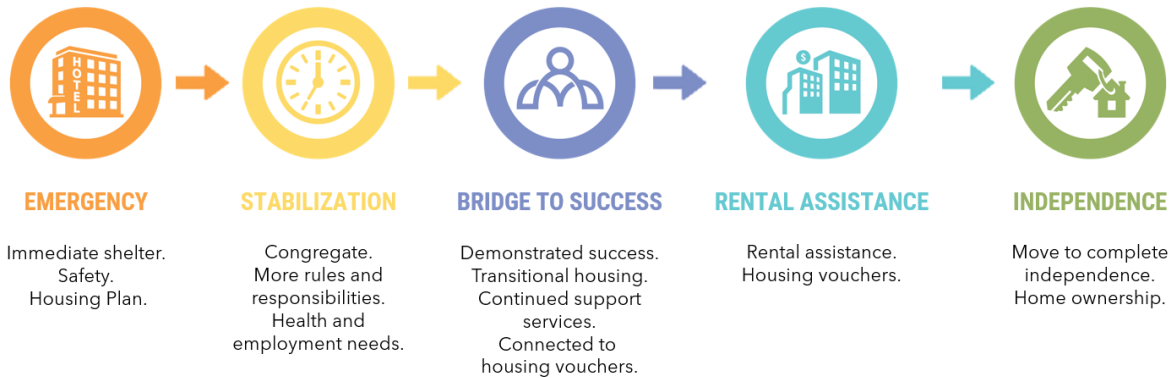
As part of the Council Use Permit and Rezoning Process, the City has offered an extensive citizen participation and engagement plan to educate the community about the Use Permit Process, OTS program and Good Neighbor Policy. The City's existing Good Neighbor Policy will be followed at the 6733 E Main Street location. The policy has been adjusted based on input from the surrounding community. A detailed good neighbor report including this good neighbor policy and additional information of what the surrounding community can expect from the City both for the campus and for uplifting the surrounding area is part of our purchase process and will be presented to our City Council and made available to property owners in the surrounding area.

### **GOOD NEIGHBOR POLICY**

- Dedicated police officer presence on-site 24/7 and concerted effort to provide a heightened police presence in the area.
- On-site oversight and case management 24/7.
- Clients served at 6733 E Main Street will be limited to seniors, families and domestic violence victims experiencing homelessness.
- Campus improvements to support a secure environment includes construction of a eight-foot-high masonry wall, installation of new gates at the south and east side of parking lot, upgraded exterior lighting and landscaping.
- The City of Mesa Police Department and City of Mesa Office of Homeless Solutions will collaborate with the surrounding community to address homelessness that currently exists in the area as well as future public safety and health concerns.
- Nearby businesses and residents can connect with the [City](#) with questions, concerns or complaints and all related follow-up by calling the Community Services Department Office of Homeless Solutions at 480-644-5030, [offthestreets@mesaaz.gov](mailto:offthestreets@mesaaz.gov).
- There will be limited outdoor areas for participant use that will be visually buffered from the surrounding community by the eight-foot-high masonry wall and landscaping.
- Daily room checks of participant rooms to ensure safety and program compliance.
- Curfew enforced for program participants (10 p.m.).
- No visitors are allowed on campus without permission and monitoring.
- Ongoing facility cleanliness, operations, and maintenance.
- Security cameras on property with monitoring through the real time crime center.
- No walk-up or drop-in services are available or allowed. This is a referral-based program only.
- Participants will be provided transportation to off-campus wrap-around services to avoid duplication of services and eliminate the potential for walk-up traffic at the hotel.

OTS is part of Mesa's Housing Path to Recovery, the core strategy the City uses to address homelessness and to maximize its resources. OTS as well as the City's strategy in addressing homelessness were launched during the pandemic. OTS was used for emergency public health and to immediately house and stabilize people in crisis and those experiencing homelessness.

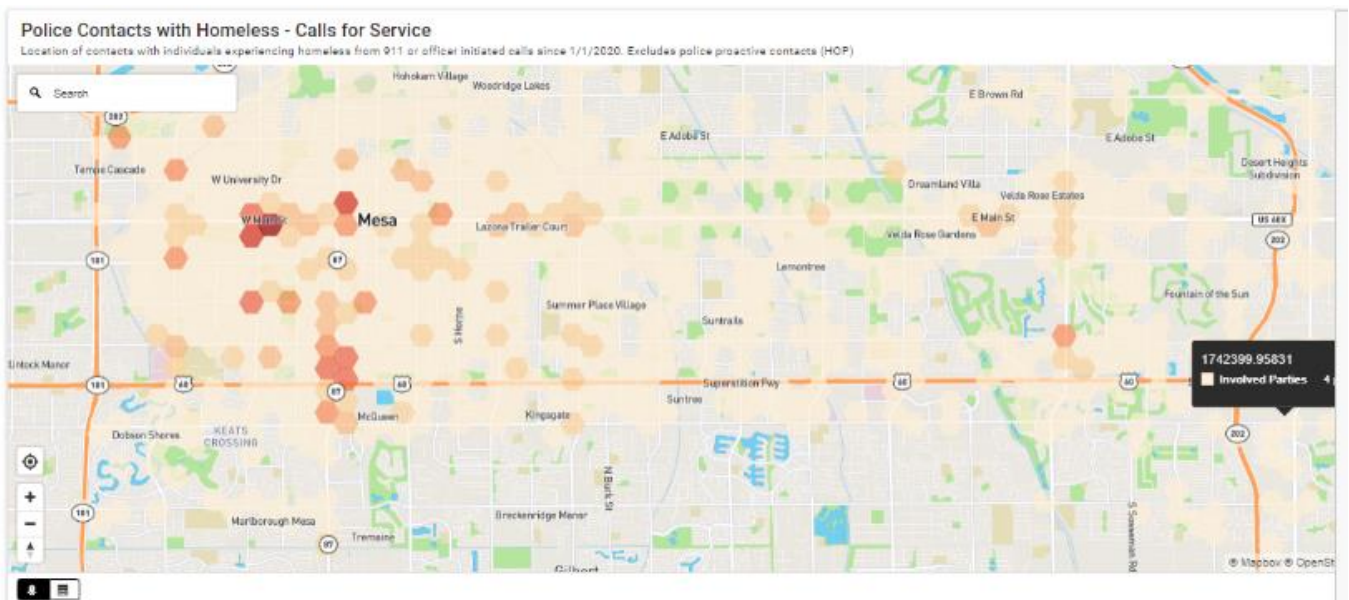
## Housing Path to Recovery



### COMMUNITY SAFETY

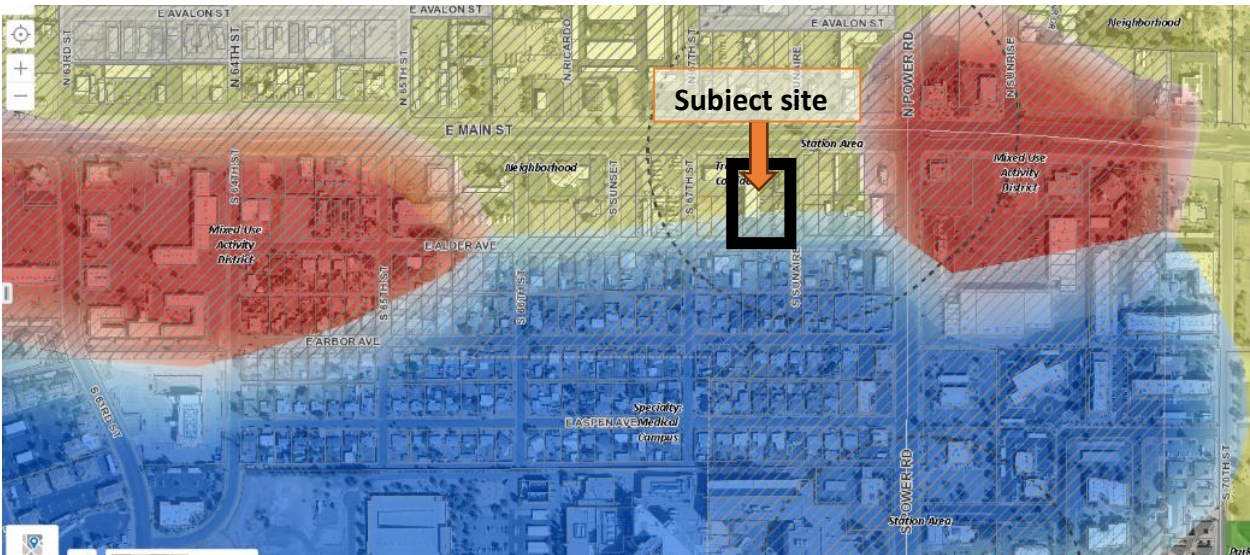
Mesa actively involves its police department and good neighbor strategies to provide safety and security for the surrounding community as well as program participants, City of Mesa staff and CBI staff. A dedicated officer is onsite day and night to support the safety of staff and clients and to help the surrounding community feel more comfortable and secure.

This graphic below shows the locations citywide of the Mesa Police Department's contacts with people experiencing homelessness since the Off the Streets programs was launched in May 2020. While there are calls in/around the existing hotel location, the abundance of calls citywide are elsewhere.





The Mesa 2040 General Plan designates the subject site as a Neighborhood character area with a Suburban sub-type and is within a Transit Corridor Station Area that provides multiple transit connections. Per the General Plan, to the east of the hotel is a mixed-use activity district and to the south is a specialty medical campus overlay, that provides synergy with the planned use on the subject site, given the connection to health services and an overall goal of public health.



The subject site is currently zoned Limited Commercial (LC). The City plans to retain most of the site's look and feel, aside from the proposed site plan and improvements notated on page 14 and shown on the submitted site plan and landscape plan.

## REQUEST

This request includes rezoning to add a Bonus Intensity Zone Overlay to the existing Limited Commercial (LC) base zoning and a Council Use Permit to allow a social service facility.

The purpose of the Bonus Intensity Zone (BIZ) Overlay District is to provide for variation from the application of residential densities and other development standards to allow greater intensity of development and encourage unique, innovative developments of superior quality. It must be shown that the resulting development will further the goals and objectives of the General Plan, Specific Plans (such as Area Plans) and Council policies.

Chapter 4 of the Mesa 2040 General Plan (page 52) identifies the need for transitional and supportive housing in Mesa. In addition, the General Plan further states meeting the need for this type of housing in the community while also meeting the goal to maintain great neighborhoods. Through the submitted Project Narrative, the Operations Plan, and the Good Neighbor Policy the proposed development meets the intent of the Character Area designation of Neighborhood within a Transit Corridor Station Area.

The Bonus Intensity Zone Overlay is requested to utilize the existing non-conforming improvements on the site. Many new improvements are proposed for the site however, because the site was constructed in the 1970's and 1980's there are many existing improvements that do not meet the 2023 Mesa Zoning Ordinance (MZO) requirements. The site cannot meet current MZO requirements without significant impact to the existing improvements. Below are the requested modifications to the Mesa Zoning Ordinance (MZO) development standards through the BIZ Overlay,

#### **BIZ Modified Development Standards**

<i>Development Standards § 11-6-3</i>	MZO LC Required	Proposed BIZ
Minimum Setback along Property lines to Buildings, Parking Areas, and Landscape yard (MZO § 11-33) Main Street Sunair Alder	15 feet 20 feet 20 feet	8.21 feet-existing 5.46 feet-existing 7.89 feet-existing
Interior Side Setback adjacent to non-residential districts: West	15 feet per story for a total of 30 feet	4.06 feet-existing
<i>Development Standards § 11-30-4 Fences and freestanding walls</i>	MZO LC Required	Proposed BIZ
(B)(1) Walls within the required front yard and street side yards maximum height	3.5 feet	8 feet along Sunair and Alder for security
(G) Maximum length of continuous unbroken and uninterrupted fence or wall plane adjacent to right of way	40 feet	None to accommodate the need for securing the entire small site.
<i>Development Standards § 11-32 Off street parking and loading</i>	MZO LC Required	Proposed BIZ
2(H)(1)-two-way drive aisle adjacent to 90-degree parking spaces	24 feet	23.19 feet existing
3-Number of Parking spaces required Hotels and motels: 1 space per room No requirement in MZO for Social Service Facility	70 Spaces	47 spaces- -proposed number of parking spaces are plentiful since clients rarely own a vehicle.
4-Parking space setback along main drive Main Street	50 feet	8.21 feet existing-No place to add the setback without removing needed parking spaces



<i>Development Standards § 11-33-2 (E)</i>	MZO LC Required	Proposed BIZ
Open space live material per vegetation credit	50%	30.4% Improving the overall open space live material by adding trees and shrubs for a much higher percentage of live material.
<i>Development Standards § 11-33-3</i>	MZO LC Required	Proposed BIZ
Perimeter landscape quantities		
Main Street	1 tree and 6 shrubs per 25 linear feet of frontage-	
	180'=8 trees and 43 shrubs total	3 new trees and 37 new shrubs proposed, existing landscape north of Building 1 is to remain.
Sunaire and Alder	1 tree and 4 shrubs per 25 linear feet of frontage	
Sunaire	320'=13 trees and 51 shrubs	14 new trees and 30 new shrubs, 2 existing shrubs to remain.
Alder	180'=7 trees and 29 shrubs	7 new trees and 24 new shrubs
West side adjacent to non-residential	3-nondisiduous trees and 20 shrubs per 100 linear feet 320'=10 trees and 64 shrubs	DG only existing on west side and no new material proposed because the setback is only 4 feet. This will allow maintenance access to building.  Landscape material is added at the north and south side of Building 1 and west side of Building 2

<i>Development Standards § 11-33-4(B) Parking lot Landscape Islands</i>	MZO LC Required	Proposed BIZ
Parking lot landscape Island	One at the end of row of stalls and every 8 spaces	No Landscape Island at end of stalls and no landscape islands within parking area existing on the site.  A 401 SF landscape area is added at west side of Building 2 and a 585 SF landscape area is added at the west side of the proposed covered playground.
Interior Parking lot landscape	1 shade tree and 3 shrubs in landscape island	No landscape islands are proposed. Landscape areas are added at the west side of the building 2 and play area with 5 trees with shrubs with groundcover added.
<i>Development Standards § 11-33-5 Foundation Base Landscape</i>	MZO LC Required	Proposed BIZ
Foundation Base at exterior walls with public entrances (not including vehicle overhang) Building 1	15 feet-east side at entrance	8.78 feet-existing landscape area. Adding landscape material to landscape area at the north of main entrance and to the south side of Building 1
Building 2	15 feet-west side	12.2 feet- new landscape area installed at west side of building 2.
Foundation Base at exterior wall without public entrance adjacent to parking Building 1  Building 2	10 feet-east side  10 feet- south side	8.75 feet-existing landscape area 0 feet existing -no place to add landscape without taking out needed parking.

<i>Development Standards § 11-33-5 Foundation Base Landscape</i>	MZO LC Required	Proposed BIZ
For buildings larger than 10,000 SF an additional foundation base entry plaza is required. Building 1	A minimum area of 900 SF with a minimum width and depth of 20 feet	Existing canopy 14.4 feet x 29 feet = 418 SF

The Council Use Permit (CUP) is requested to allow for a Social Service Facility in the Limited Commercial (LC) zoning district. The Mesa Zoning Ordinance (MZO) section 11-31-26 the criteria for review of the CUP shall include the following items:

- 1. The use is found to be in compliance with the General Plan, Sub Area Plans and other recognized development plans or policies, including the Social Service Facility Guidelines and will be compatible with surrounding uses; and*

**As noted above the Chapter 4 of the Mesa 2040 General Plan (page 52) identifies the need for transitional and supportive housing in Mesa. In addition, the General Plan further states meeting the need for this type of housing in the community while also meeting the goal to maintain great neighborhoods. This request is in compliance with the Social Service Facility Guidelines and is compatible with surrounding uses.**

- 2. 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*

**The Off the Streets Program Operational Plan is submitted and demonstrates compliance with zoning, building and fire safety regulations.**

- 3. 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. Such policies shall include, but are not limited to, the name and telephone number of the 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*

**The Good Neighbor Policy is submitted and addresses compatibility with adjacent uses. The Good Neighbor Policy includes the City of Mesa Office of Homeless Solutions phone number and email address. Complaint response procedures are addressed that include a collaboration between the Office of Homeless Solutions and the Police Department. The Good Neighbor Policy is updated based on the neighborhood feedback to include 24-hour Police presence, and the population served by the program is limited to seniors, families, and domestic violence victims.**



4. *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.*

**The existing improvements to the site were constructed in the 1970's and 1980's. Proposed improvements to the site will bring the overall site into substantial conformance with current City Development standards.**

## **PLAN**

The property has two buildings. Building 1 at the west side of the site has two floors with no elevator. As such, the City will focus using the first floor for participants needing ADA accommodations. The City will also be improving the exterior stairwell entrance for ADA requirements and is also adding ADA-accessible sidewalks along the east property. Behind Building 1 is a narrow, 3- to 4-foot gap between the existing fence and the building itself. The City will secure this area so that it is inaccessible and not a location for inappropriate activity. Building 2 is at the east side of the site and is a single-story building with slightly larger rooms. The City plans to use at least one of these rooms to house operations staff. There is also an adjacent garage that will be improved and used for temporary on-campus congregate housing for on boarding purposes.

The City will secure all windows, add campus lighting, add cameras connected to the real time crime center, and add automatic fire sprinklers to all rooms to enhance safety features of the facility. CBI will manage a client check-in/check-out process as part of their 24/7 program oversight and will not allow visitors without approval. Approval is only granted for specific circumstances which are typically related to a person's housing plan process. A 10pm curfew is also enforced. Meals will be provided daily as a "grab and go" to eat in their rooms. No congregate dining space is planned.

The site has a former pool that has been filled in with concrete. The City plans to add a small, covered play area at that location, and will also install bike racks nearby. On the northeast corner of the property, the area will be improved as a small dog run.

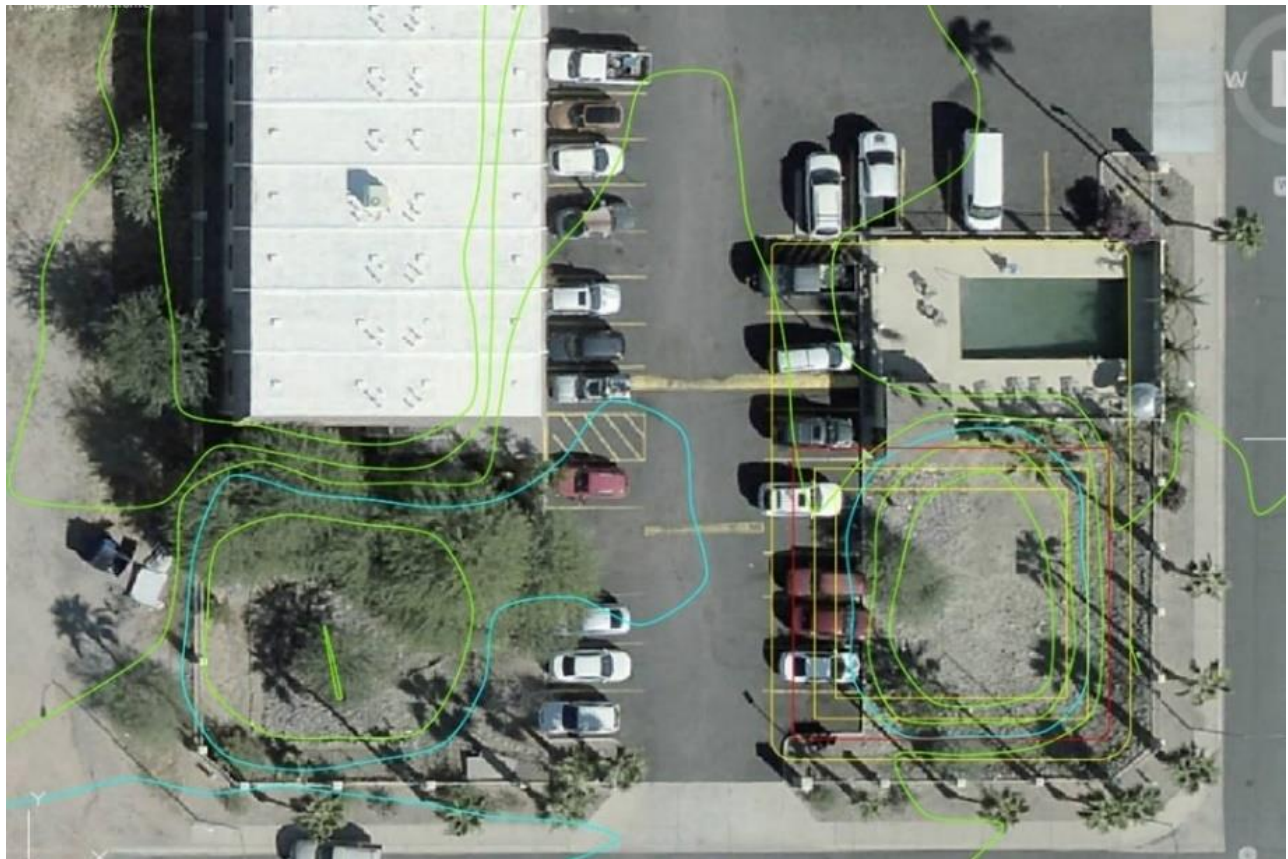
Parking is plentiful, given the current use is a hotel and homeless clients rarely own a vehicle. Therefore, there will be plenty of parking for Community Bridges and City staff.

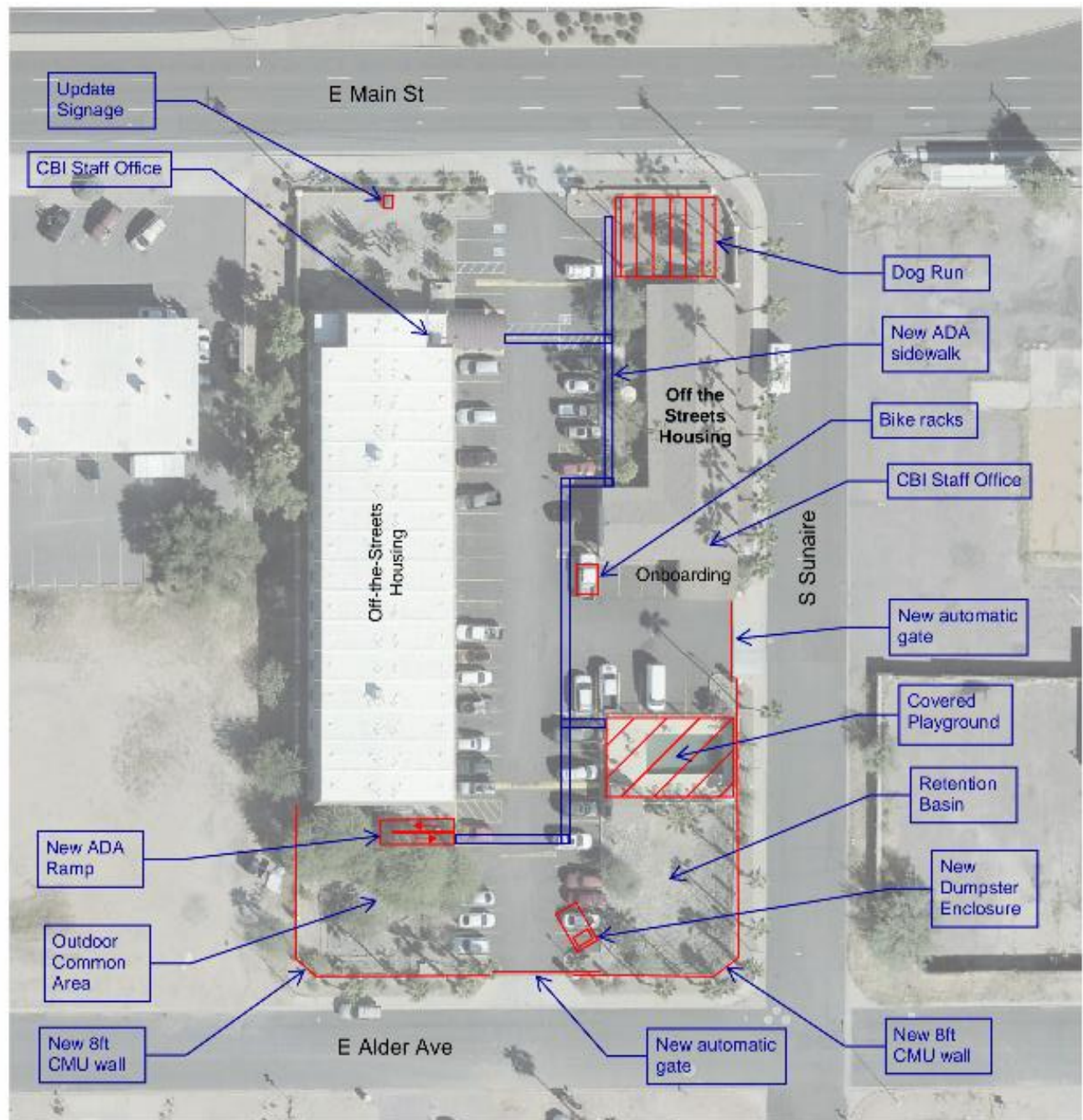
The City will be adding an 8-foot CMU wall on the east and south sides of the building, which will include two electronic-egress only gates whereby emergency vehicles will have fob access

in case of emergency and for solid waste pickups. The City will be providing frequent solid waste pickups, based on experience/need at the existing location.

On the southwest corner of the site, the City will be improving the area to create some outdoor space for program participants that is also screened from view from outside of the campus and includes upgrades of exterior lighting. The City's goal is to minimize the visual presence of this use and to add to the strength of the surrounding business and residential areas. For the single-family community to its south, the City has already begun providing existing services (such as neighborhood cleanup dumpsters, voluntary code compliance work that doesn't create hardships, education on resources and housing rehabilitation programs, etc.) to help that neighborhood enhance safety and aesthetics. Most of the Palm trees will be removed and replaced with native, low water use vegetation in accordance with City policies. There are three existing palm trees along Sunaire, east of the play structure area, that will remain.

Onsite drainage will be redirected from the southwest detention area to an existing retention area on the southeast corner of the property.





Other Site Improvements:

1. Lighting upgrades throughout site
2. Remove/replace palm trees with denser, native trees
3. ADA improvements at driveways and sidewalk ramps

City of Mesa  
Off The Streets Program  
Proposed Site - 6733 E Main St