

June 9, 2016

Jay Lee
Associate Planner
City of Pleasanton
200 Old Bernal Avenue
Pleasanton, CA 94566

RECEIVED

JUN 09 2016

CITY OF PLEASANTON
COMMUNITY DEVELOPMENT

EXHIBIT B

P16-0975 / P10-82-18-08M

Re: PUD-82-18-08M and P16/PUD Modification / 4487 Stoneridge Drive

Jay:

Thank you for the review of our application. This document attempts to address your questions and concerns in the letter dated June 1, 2016.

1. Conditional Use Permit Application. The application is attached to this document along with a check for \$750
2. Narrative
 - a. There will be no outdoor kenneling of any animals.
 - b. Parking *220 (Applicant confirmed 220)*
 - i. There are ~~214~~ total parking spaces in the Santa Rita Office Center
 - ii. There are 9 spaces on the East side and 6 spaces on the South side of 4487 Stoneridge Drive.
 - iii. The Santa Rita Office Center Board of Directors has asked that our staff park along the West side of the development. There are 37 spaces along the West side of the parking lot, adjacent to Santa Rita Road.
 - iv. Currently 3 of the 15 spaces immediately adjacent to 4487 Stoneridge Drive are occupied daily. These are occupied by the staff of the business across the lot. The owner has indicated that once we move in, his staff will park elsewhere in the lot.
 - v. Peak demand of 9 parking spots is a client number. During that time frame there are 3-4 spots occupied for 40 minutes (30 minute appointments). The other 5 spots are occupied in 10 minute (or less) intervals by clients dropping off patients for procedures. Client pickups do not come in the same frequency as those are scheduled over the course of the afternoon.
3. Site Plan – see attached Exhibit 1
 - a. The designated relief area is right outside the Canine entrance, as approved by the Homeowners Association Board of Directors as well as tenants that visited during our open house. The dimensions are 5' x 12'. A portion of a hedge will be removed directly in front of the windows (red square) and the remaining hedge will be joined with the adjacent hedge (blue square). The relief area will be covered with 3/8" pea gravel. Irrigation exists and sprinkler heads will be mounted at the four corners to allow for complete coverage of the area. We have found that irrigating this daily prevents odors.
 - b. The initial plan is to place 3 Pet Waste Stations on the property. Exhibit 2 shows the locations (blue circles). In meeting with the HOA, a discussion ensued about the location of the stations and it was agreed that placing them away from the building might encourage dog owners to go elsewhere within the park. That being said, we told the

HOA that if in the future, additional stations were requested, we would be more than happy to place them in other locations.

4. Floor Plan

- a. There is a proposed change to one entrance on the East side of the building that appears on the floor plan. We will submit an application for Design Review should we receive approval for the project.
- b. Floor plan scale – see attached, Exhibit 3.

5. Other departments

- a. We will coordinate with the building department
- b. There is no shared parking agreement.

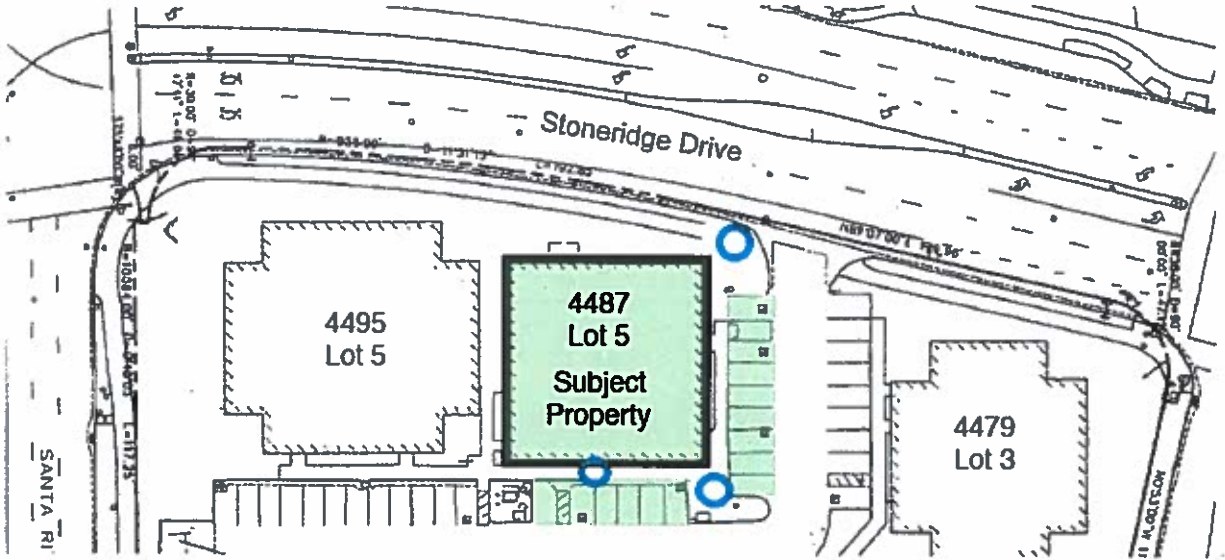
Thank you for the opportunity to address your concerns.

James DeLano, DVM

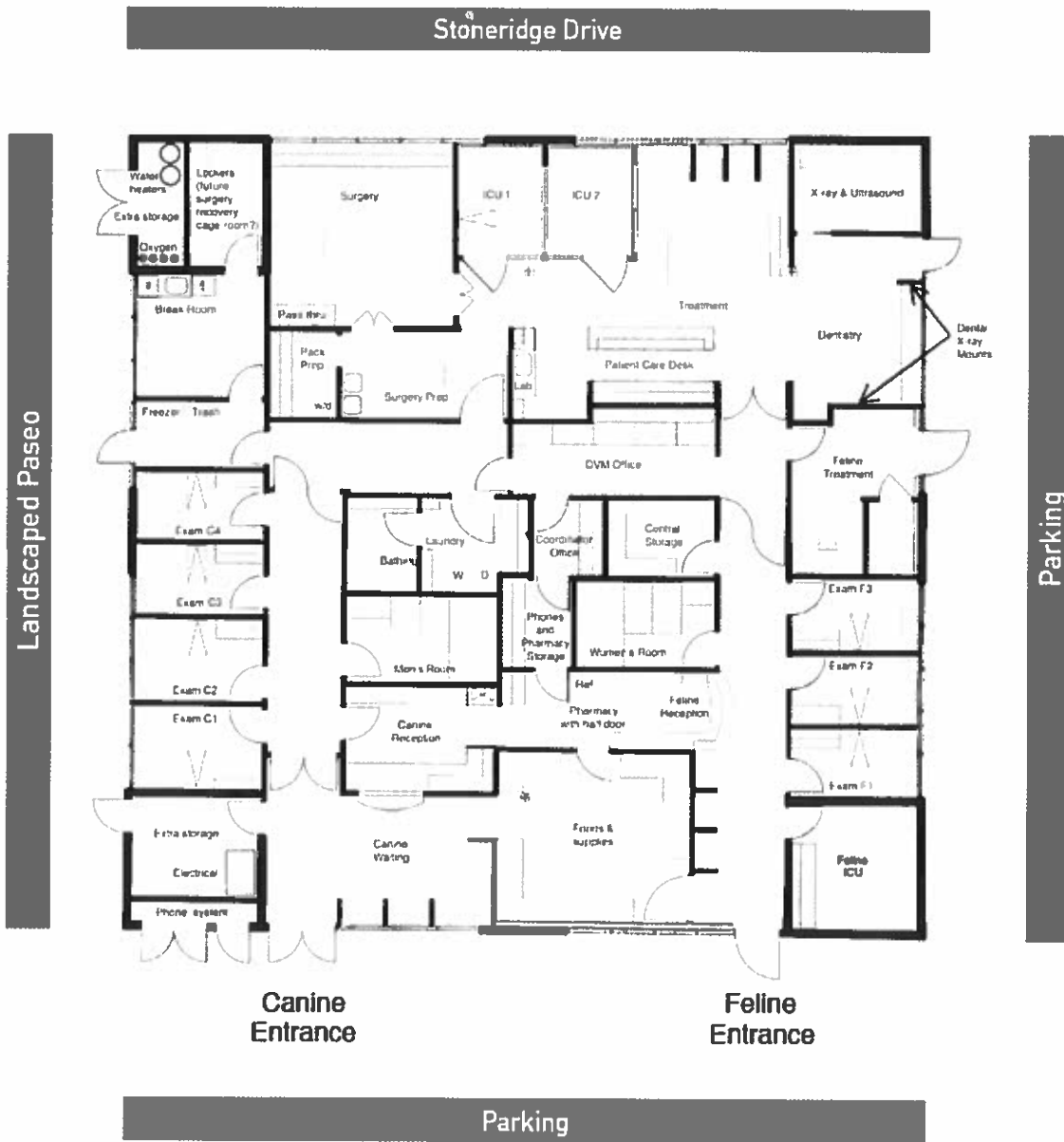
Exhibit 1: Designated Relief Area 5'x12'



Exhibit 2: Placement of Pet Waste Stations



3
 Exhibit 3 - Proposed floor plan



Scale:
 ━━━━━━━━━━━━
 10'

APPLICATION ATTACHMENT

Item II. H – Description of Proposal:

The Applicant is requesting a minor modification to the current Planned Unit Development (PUD) zoning district for the Santa Rita Office Center. More specifically, the request is for a modification to the PUD land use list to include veterinary hospitals and clinics. The Center presently permits medical offices and other health related services, but not veterinary facilities.

The 5,280 square foot building is proposed to accommodate a consolidation of two other veterinary facilities presently owned by the Applicant in Pleasanton into a single-hospital. The other two facilities include the Feline Medical Center located at 3160 Santa Rita Road, and the Amador Valley Veterinary Hospital at 1809 Santa Rita Road. In addition to the consolidation of management, the combination of practices will allow for an improved quality of care. Advanced diagnostic and therapeutic equipment can be acquired by a larger facility that individual smaller practices cannot otherwise afford to support.

The primary purpose of the hospital is to provide highly technical medical service for cats and dogs. The facility is planned to be open to the public Monday through Saturday and closed on Sundays. Peak staffing periods are expected to be approximately 15 employees. There will be no outdoor kenneling of dogs. Building improvements are planned to utilize the existing electrical and plumbing infrastructure left behind by the building's previous medical tenant.

The Project Application documents also include a letter of approval from the Santa Rita Office Center Board of Business Tenants Association, site plan, floor plan, sign plans and site photographs.

Item III. K – Business Tenants Association Response Letter:

Please refer to the letter on the following page from the Santa Rita Office Center to Dr. James DeLano, indicating its approval of the proposed project.

Item III. M – Additional City Staff Mailout Address:

Wayne Rasmussen
Rasmussen Planning, Inc.
2010 Crow Canyon Place, Suite 100
San Ramon, CA 94583

ATTACHMENT

Item I. 5 – Other Public Permits and Approvals:

Other public permits and approvals required for this project include the following:

- California Department of Consumer Affairs (veterinary premises license)
- California Department of Public Health (radiology)
- Livermore-Pleasanton Fire Department (oxygen)

Item I. 7 – Proposed Use of Site:

The Applicant is requesting a modification to the current Planned Unit Development (PUD) zoning district for the Santa Rita Office Center in which the site is located. More specifically, the request is for a modification to the PUD land use list to include veterinary hospitals and clinics. The Center presently permits medical offices and other health related uses but not veterinary facilities.

Providing empathic and compassionate veterinary care to people and their pets has been a three decade mission of the founders of the Bishop Ranch Veterinary Center (BRVC) in San Ramon. Originating as a three staff practice in 1989, BRVC now employs 100 staff members, operates seven days a week and 24 hours a day. BRVC cares for over 17,000 families and 25,000 pets annually. Our steady growth over the years has led us to become an East Bay Area leader in veterinary care. Since we filled our original facility in San Ramon several years ago, expanding our services to Pleasanton was the next natural step.

Pleasanton represents the greatest percentage of our revenue outside the San Ramon/Danville area. In 2014 we acquired both the Feline Medical Center located at 3160 Santa Rita Road in Pleasanton, and the Amador Valley Veterinary Hospital (dogs) at 1809 Santa Rita Road. Exhibit A is a detail the locations of all veterinary hospitals in Pleasanton. The Applicants hospitals are identified with boxes around the names. Our goals of acquisition for the new proposed site are two-fold: (1) combine the two long-standing existing practices that have served many Pleasanton residents for years; and (2) allow our Pleasanton clientele the opportunity to seek more highly technical care locally.

The next desired step for our Pleasanton veterinary practices is to relocate and consolidate them into a single facility in a 5,280 square foot building located in the Santa Rita Office Center. In addition to the coordination of management, the combination of the practices facility would allow us to improve the quality of care provided to the veterinary patients in Pleasanton. Advanced diagnostic and therapeutic equipment can be acquired that the individual practices cannot support.

Exhibit's B & C detail the site location and proposed floor plan of the facility.

The primary purpose of the proposed hospital is to provide highly technical medical services for dogs and cats. The facility is planned to be open to the public Monday through Friday from 7 AM to 6 PM, Saturdays from 8 AM to 1 PM, and closed on Sundays. Peak staffing periods are expected to be approximately 15 employees. There

will be no outdoor kenneling of dogs. All building improvements are planned to take place indoors, utilizing the existing electrical and plumbing infrastructure left behind by the previous building medical tenant. Exhibit D details some of the additional services we will be able to offer after the merger of these businesses.

The relationship of this project to the BRVC in San Ramon is important to note. The Pleasanton practice will close by 6:00 PM on weekdays and by 1 PM on Saturdays. The facility will not be open on Sundays. All overnight animal patients from Pleasanton (approximately 2-4 daily) will be transferred to San Ramon where we provide 24-hour care. There are also other services we provide in San Ramon that will not be provided in Pleasanton but can be utilized by Pleasanton patients. These include boarding and overnight emergency care.

The proposed building site is surrounded on three sides by other businesses and on the north side by Stoneridge Drive. The nearest residences are situated on the north side of Stoneridge Drive, across a six lane road, with a landscaped buffer and sound wall to protect the neighborhood from potential future impacts.

Deliveries of medical and office supplies are made by UPS and Fedex. Most deliveries occur between 9:00-11:00 AM and 2:00-4:00 PM with no more than two deliveries per day. A diagnostic laboratory courier typically picks up lab samples around 1:00 PM.

Item II. 11 – Amount of Off-Street Parking Provided:

The proposed veterinary hospital contains 5,280 square feet of building gross floor area. Pleasanton Municipal Code (Section 18.88.030 C-16) requires a minimum of one parking space per each 250 square feet of gross floor area for animal hospitals. At this ratio, the proposed use will generate a need for 22 on-site parking spaces. The medical offices that previously occupied this building were required (Section 18.88.030 C-7) to provide parking at a ratio of one space per each 150 square feet of gross floor area for a total of 36 spaces.

It is anticipated that the proposed use will generate a peak parking demand of 21 vehicles at any one time, 15 for staff and six for patient drop-offs and treatment. Patient drop-offs generally take about 10 minutes. Tuesday mornings between 8:00 and 10:00 AM are expected to occasionally reach this peak since this is the most common time for pets to be dropped-off for surgery. Exhibit E details the current customer parking requirements of both practices currently owned in Pleasanton. The tables include data relating to the average amount of appointments on a weekly basis for: (1) the existing Feline Medical Center; (2) the existing Amador Valley Veterinary Clinic for dogs; and (3) the combined total of these two facilities anticipated for the planned consolidation of them proposed by the current Project.

The proposed building has a total of 14 fronting parking spaces, providing direct pedestrian access. Additional parking to serve the proposed use is located throughout the Office Center. Convenient spaces along the Santa Rita Road frontage of the Center's

parking lot are also available which is seldom used during week day working hours, see Exhibit B. In agreement with the Board of the Office Center, the Applicant proposes to direct staff to use parking in this area. This will free-up parking around the veterinary hospital for use for patients and other nearby business.

Item II. 14 – Associated Projects:

The proposed animal hospital is planned to facilitate a consolidation of two other veterinary clinics presently owned by the Applicant in Pleasanton. The other two practices include the Feline Medical Center at 3160 Santa Rita Road, and the Amador Valley Veterinary Hospital at 1809 Santa Rita Road, see Exhibit A. In addition to the consolidation of management, the combination of the practices into one facility will allow for an improved quality of care. Advanced diagnostic and therapeutic equipment can be also be acquired that an individual practice could not otherwise support. See Exhibit D for examples.

Item II. 15 – Anticipated Phasing/Incremental Development:

All proposed Project improvements are planned to be completed in a single phase. Project completion and opening of the facility are scheduled for September 2016.

Item II. 20 – Project PUD Minor Modification:

The current PUD-I Zoning District in which the Project is located allows for medical offices, health and fitness studios, and other offices and related uses. The District does not however currently allow for veterinary facilities. The purpose of the proposed PUD minor modification is therefore to expand the list of uses in the PUD-I District to allow for veterinary hospitals and clinics in the proposed building where a medical office last existed. The building is ideally suited for this use. It is presently improved with an extensive and very expensive interior infrastructure system (electricity, communications, water service, etc.) needed for medical treatment for both humans as well as pets.

Item III. 21 – Existing Water Bodies:

The nearest bay, tidelands and beaches are located approximately 20 miles to the west of the Project site at the San Francisco Bay. The nearest lake is located approximately one-mile east of the site in the Pleasanton “Chain of Lakes.” The nearest hills are located approximately three miles to the west in the Pleasanton Ridglands. Due to the considerable distance of the site from the above natural features, the Project is not expected to result in changes to any of them.

No grading is proposed for the existing site, building, parking or landscaping areas. Therefore, there will be no changes to existing ground contours.

Item III. 22 – Scenic Views:

The Project does not propose any changes to the existing site, building exterior, parking or landscaping. Therefore, it is not expected to result in any changes to scenic views or vistas from existing residential areas or public lands or roads.

Item III. 23 – Character:

The Project does not propose any changes to the existing site, building exterior, parking or landscaping. In addition, it does not propose any changes to outdoor activities in the Office Center in which it is located. Therefore, it is not expected to result in any changes in pattern, scale or character of the general area. Exhibit F contains photographs displaying the existing character of the Santa Rita Office Center.

Item III. 24 – Solid Waste:

Veterinary practices generate similar types of waste as other businesses, including recyclables (cardboard and plastic) and non-recyclables. Limited waste generated at a veterinary practice can also include pet feces. Feces are disposed of in heavy plastic bags and deposited in dumpsters heading for the land fill. A potential concern of other nearby businesses can be dog owners that walk their dog prior to or after coming into a veterinary facility. We work hard to mitigate this potential impact by having a designated small relief area immediately outside the facility that is monitored and cleaned frequently throughout the day by staff. We will also strategically place waste eliminator stations around the north end of the Office Center that will be monitored frequently. In our two other existing retail locations in Pleasanton, we have also found it helpful to provide our phone number to adjacent businesses so they can call should any concerns arise. See Exhibit G for an example of the Pet Waste Stations approved by the HOA that we will be installing strategically in the office center.

Both of our two existing practices in Pleasanton occupy commercial centers that include retail businesses, and medical and business offices. Both practices are also located adjacent to single-family homes and/or high density housing. Neither have received waste complaints in the time occupied by our veterinary facilities.

Item III. 25 – Air Quality:

The proposed veterinary facility will not generate any form of dust, ash, smoke or fumes.

Deceased pets and tissues removed during surgery will be temporarily stored in a freezer within the building. This will then be picked up and disposed of by a local pet cremation company. "Pets at Peace" will cremate all deceased pets and tissues in accordance with the regulations of their licensing agency, the Bay Area Air Quality Management District.

The potential for occasional short-term odor created by dog urination and defecation in the area outside the building is an on-going matter. The facilities in Pleasanton and San Ramon have never received complaints in this regard, however, it is important to detail how this has been possible. We have "dog relief areas" that include waste collection stations filled with poop bags. These areas are washed nightly. Staff also conducts routine walks throughout the day around the nearby development to search out any potential dog poop and promptly clean it up. We also will provide local businesses with a hot line phone number and encourage them to call with any concerns or questions.

Item III. 26 – Water Quality and Drainage:

The Project site and building are located within the existing Santa Rita Office Center. All required building and site improvements, including storm water infiltration and drainage

facilities, presently exist that will serve the proposed Project, as they previously did for the medical office that recently occupied the subject building. No alterations to the existing drainage facilities are planned. Therefore, no changes are anticipated in ocean, bay, lake, stream or ground water quality or quantity, or alteration of existing drainage patterns.

Item III. 27 – Noise:

Noise generated by the proposed veterinary facility is generally limited to that of a typical medical or business office. The one exception can be occasional barking of dogs that are entering or exiting the building.

Sound created by barking dogs rarely occurs. The cause of barking is usually the interaction between unfamiliar dogs. There will be no outside kenneling of dogs at the proposed site. Dogs typically exit a vehicle with their owners and generally will not encounter other dogs in close proximity until they enter the building. Even then, most dogs typically do not bark in this setting, and the ones that do are quickly separated and taken to exam rooms.

Both of our two existing practices in Pleasanton occupy commercial centers that also include retail businesses, and medical and business offices. Both practices are also located adjacent to single-family homes and/or high density housing. Neither have received noise complaints in the time occupied by BRVC.

Item III. 28 – Slope:

The existing Santa Rita Office Center in which the Project is proposed, is located on flat previously graded and improved land. No additional grading and no fill are proposed.

Item III. 29 – Hazardous Materials:

As with any medical facility, the question of medical waste arises. At the proposed site, we will use digital radiography (computer base images) that does not generate the liquid chemical waste needed to process x-rays, the “old fashioned” way. There are two types of medical waste generated by our veterinary facilities: “sharps” and body tissues.

“Sharps” (needles) are placed in sharps containers. These containers are stored inside the building and a state authorized medical waste hauler picks them up and disposes of them on a monthly basis. We are registered with the state as a medical waste generator and provide detailed disposal reports as required.

Deceased pets and other body tissues removed during surgery are also considered “waste.” We follow the standard industry disposal practice which is to place all deceased pets and tissues into a freezer. A local pet cremation company, “Pets at Peace,” cremates all deceased pets and body tissues in accordance with the rules of their licensing agency, the Bay Area Air Quality Management District.

Item III. 30 – Municipal Services:

The proposed veterinary facility is not anticipated to result in a substantial demand for municipal services such as police, fire, water, sewer, etc. The demand for these services is expected to be approximately the same as for the medical offices that previously occupied the building.

Item III. 31 – Fossil Fuel Consumption:

The proposed veterinary facility is not anticipated to result in a substantial increase in fossil fuel consumption such as electricity, oil, natural gas, etc. The demand for these is expected to be approximately the same as required for the medical offices that previously occupied the building. The number of client and staff vehicles accessing the site and the level of building interior use of energy are also expected to be about the same due to the similar nature of the two uses.

Item III. 32 – Series of Projects:

Please refer to Item II. 14, above.

Exhibit A – Veterinary Clinic/Hospital locations in Pleasanton. Applicant owns Feline Medical Center and Amador Valley Veterinary Center

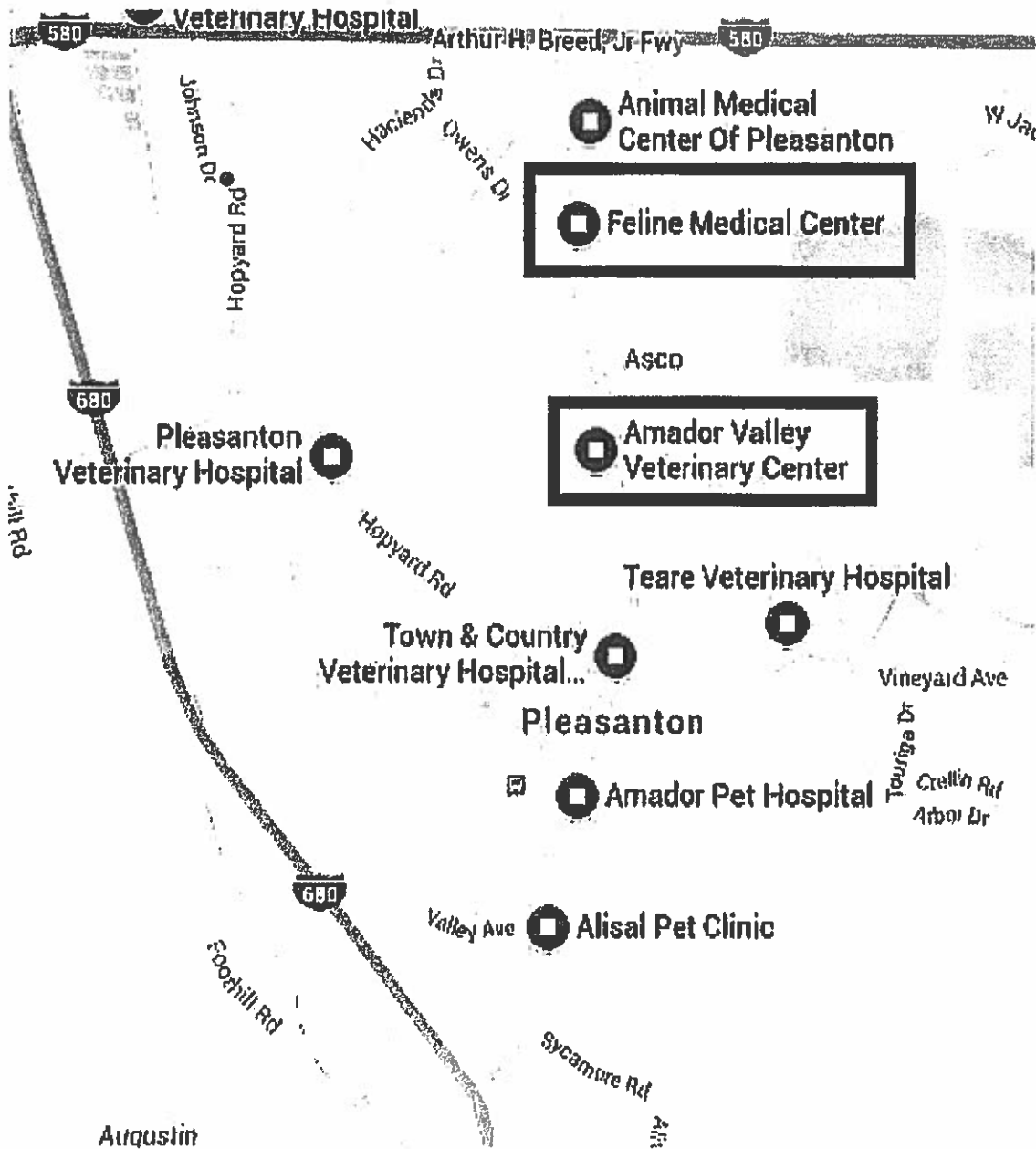


Exhibit B - Santa Rita Office Center. Subject Property highlighted in green

Santa Rita Office Center

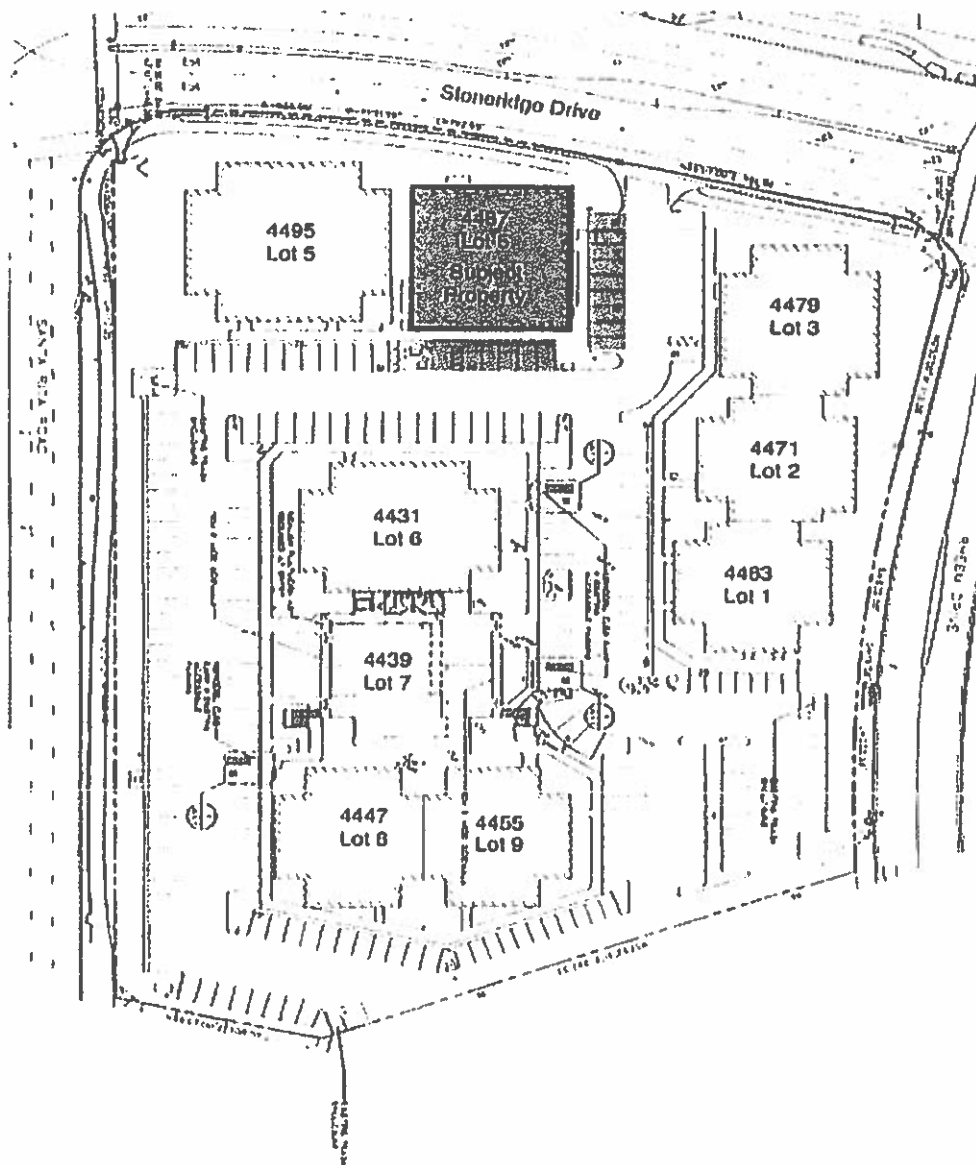


Exhibit C – Proposed floor plan

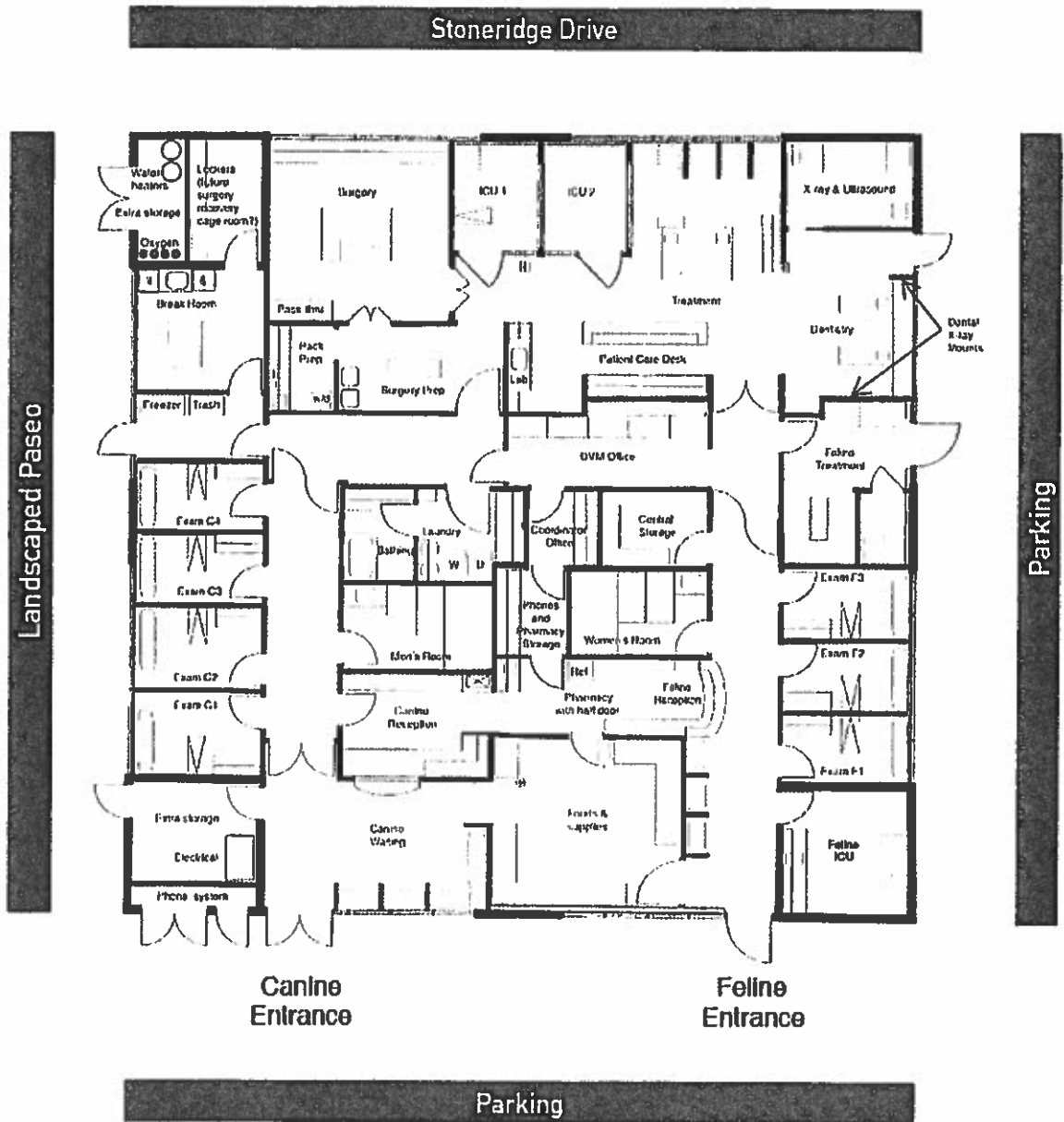
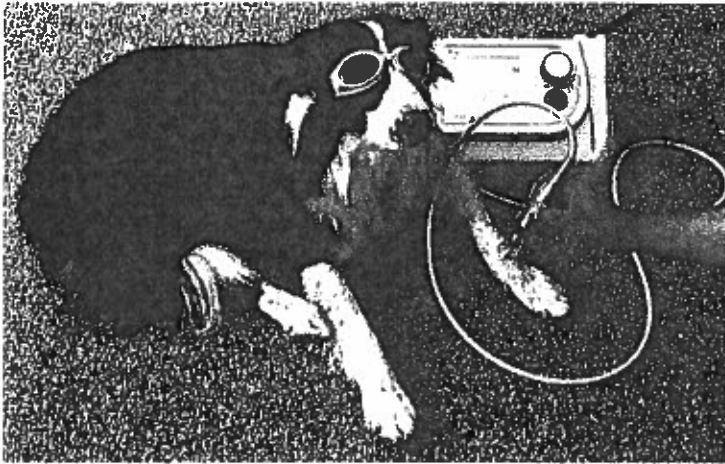
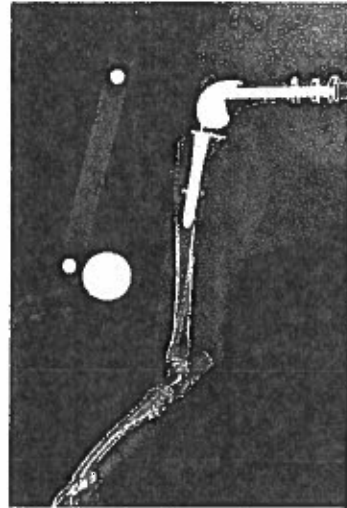


Exhibit D – Additional services we can offer post-merger and relocation



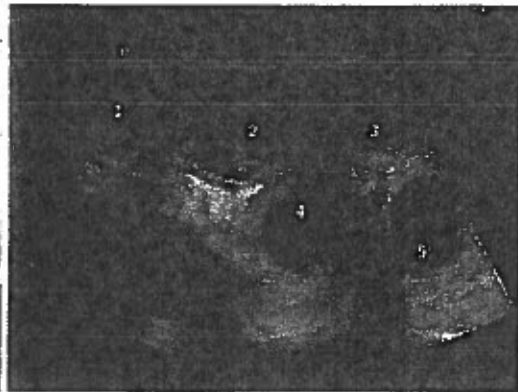
Therapeutic laser therapy



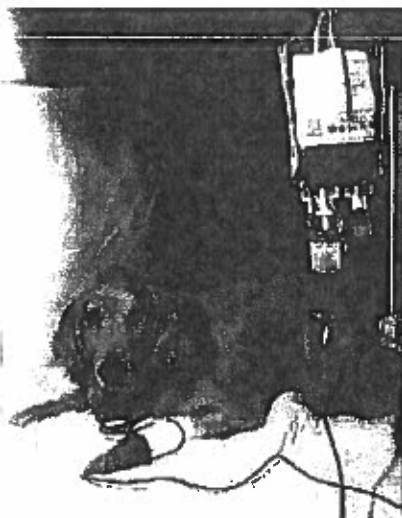
Advanced orthopedics



Physical therapy



Advanced ultrasound imaging



Blood transfusions



Oxygen therapy

Exhibit E – Traffic Counts of existing practices. Data is combined in bottom table with peaks identified in grey.

Amador Valley Veterinary Center

| | Mon | Tues | Weds | Thurs | Fri | Sat |
|------|-----|------|------|-------|-----|-----|
| 8AM | 2 | 2 | 2 | 1 | 2 | 1 |
| 9AM | 2 | 3 | 2 | 2 | 3 | 1 |
| 10AM | 4 | 3 | 4 | 3 | 4 | 2 |
| 11AM | 2 | 1 | 1 | 2 | 1 | 1 |
| Noon | 2 | 2 | 1 | 1 | 1 | 1 |
| 1PM | 1 | 1 | 2 | 1 | 2 | 1 |
| 2PM | 2 | 2 | 2 | 2 | 3 | 0 |
| 3PM | 3 | 3 | 2 | 2 | 3 | 0 |
| 4PM | 3 | 3 | 3 | 2 | 3 | 0 |
| 5PM | 2 | 1 | 1 | 2 | 1 | 0 |

Feine Veterinary Center

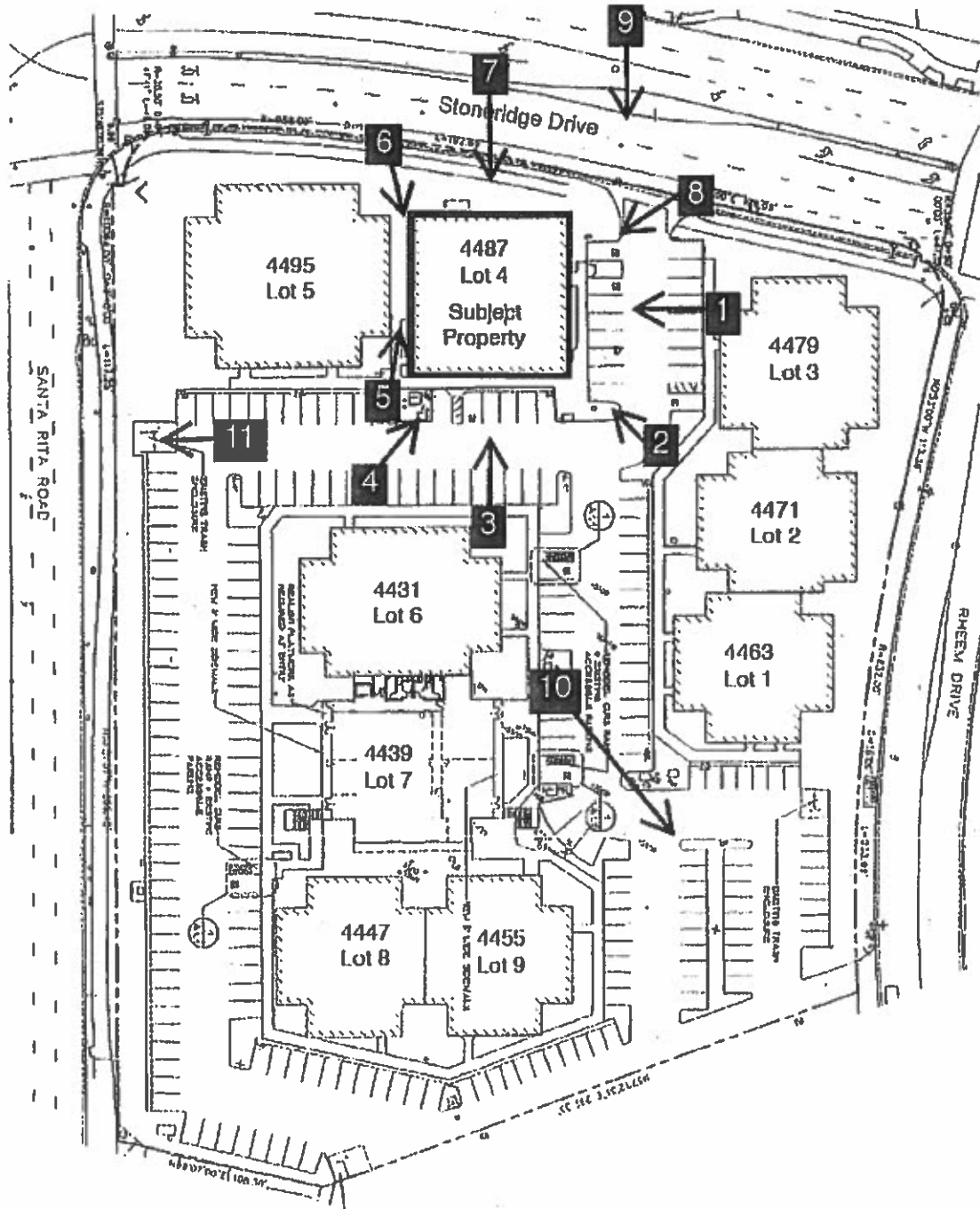
| | Mon | Tues | Weds | Thurs | Fri |
|------|-----|------|------|-------|-----|
| 8AM | 1 | 2 | 1 | 1 | 1 |
| 9AM | 2 | 6 | 5 | 3 | 2 |
| 10AM | 3 | 5 | 3 | 4 | 3 |
| 11AM | 1 | 2 | 1 | 1 | 1 |
| Noon | 1 | 1 | 0 | 1 | 0 |
| 1PM | 1 | 1 | 1 | 1 | 1 |
| 2PM | 2 | 2 | 1 | 2 | 2 |
| 3PM | 1 | 2 | 1 | 2 | 1 |
| 4PM | 1 | 2 | 1 | 1 | 1 |
| 5PM | 0 | 1 | 1 | 1 | 1 |

Combined Practices

| | Mon | Tues | Weds | Thurs | Fri | Sat |
|------|-----|------|------|-------|-----|-----|
| 8AM | 3 | 4 | 3 | 3 | 3 | 1 |
| 9AM | 4 | 9 | 7 | 5 | 6 | 1 |
| 10AM | 6 | 8 | 7 | 7 | 6 | 2 |
| 11AM | 3 | 3 | 2 | 3 | 2 | 1 |
| Noon | 3 | 3 | 1 | 2 | 1 | 1 |
| 1PM | 2 | 3 | 3 | 2 | 3 | 1 |
| 2PM | 4 | 4 | 4 | 3 | 5 | |
| 3PM | 4 | 4 | 3 | 4 | 4 | |
| 4PM | 4 | 4 | 4 | 4 | 4 | |
| 5PM | 2 | 2 | 2 | 3 | 2 | |

Exhibit F – Current views around the Santa Rita Office center

Santa Rita Office Center



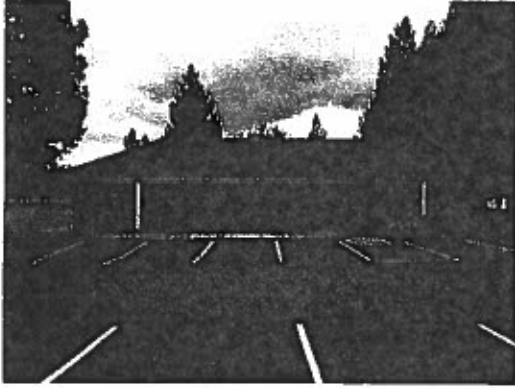


Photo 1, east side

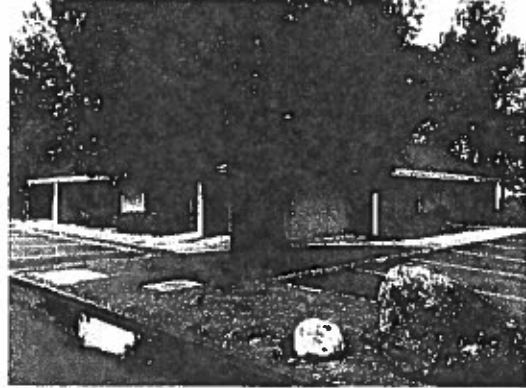


Photo 2, southeast side

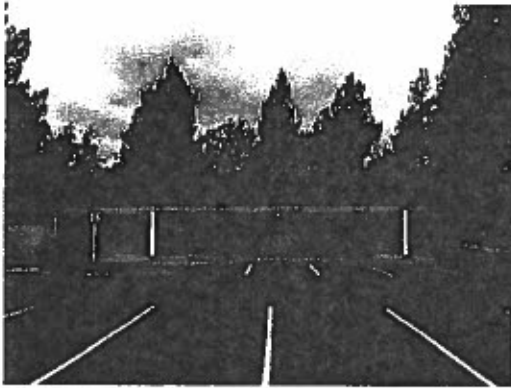


Photo 3, south side

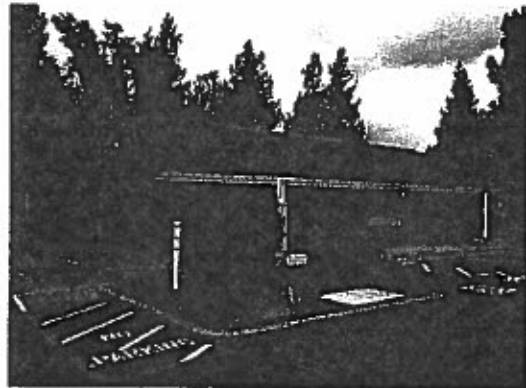


Photo 4, southwest side



Photo 5, west side on right, across from neighboring building on left



Photo 6, northwest side

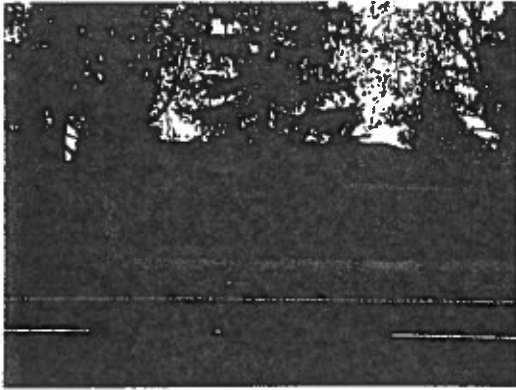


Photo 7, north side

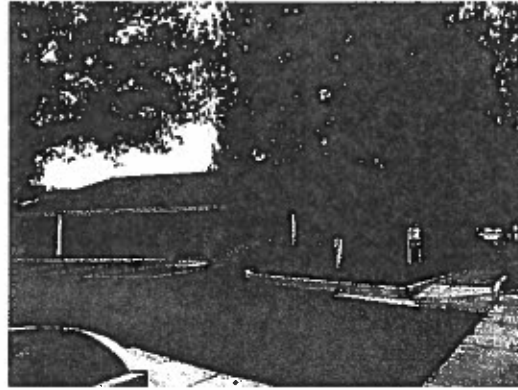


Photo 8, northeast side
and driveway

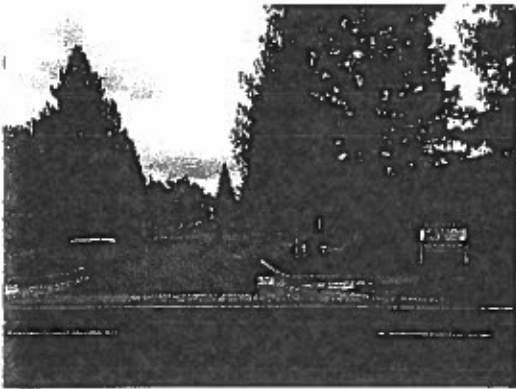


Photo 9, driveway entrance,
subject property on right



Photo 10, sample ancillary parking,
southeast end of parking lot



Photo 11, trash enclosure

Exhibit G – Pet Waste Station approved by HIOA.

