



# Staff Report

PLANNING DIVISION  
DEPARTMENT of COMMUNITY and NEIGHBORHOODS

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To: Salt Lake City Planning Commission

From: David J. Gellner, AICP, Principal Planner, 801-535-6107,  
[david.gellner@slcgov.com](mailto:david.gellner@slcgov.com)

Date: March 28, 2018

Re: Proposed Homeless Resource Center (HRC) to be Located at 275 W High Avenue and 242 W  
Paramount Ave  
Conditional Use Application PLNPCM2017-01064

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## CONDITIONAL USE

**PROPERTY ADDRESS:** 275 W High Avenue and 242 W Paramount Ave

**MASTER PLAN:** Central Community Master Plan (2005)

**ZONING DISTRICT:** CG – General Commercial Zoning District

**REQUEST:** Shelter the Homeless is requesting Conditional Use approval for a new homeless resource center to be located at 275 W High Avenue and 242 W Paramount Avenue on two parcels (to be consolidated) totaling approximately 3 acres in the CG – General Commercial zoning district. The proposed center will be approximately 63,371 square feet in size and will include areas for sleeping and personal hygiene, client intake, community and day uses spaces, client services, administration, food services, support and donations. The proposed resource center will serve both men and women with 100 beds dedicated to each population. The property is located within Council District 5, represented by Erin Mendenhall

**RECOMMENDATION:** Based on the information in this staff report, planning staff recommends that the Planning Commission approve the proposed conditional use project subject to complying with all applicable regulations and the following conditions of approval:

1. *A lot consolidation is required in order to make the 2 parcels into one. (This has been filed under PLNSUB2018-00152)*

### ATTACHMENTS:

- A. [Vicinity Map & Aerial](#)
- B. [Site Plan & Elevations](#)
- C. [CPTED Project Narrative](#)
- D. [Security and Operations Plan](#)
- E. [Entrance Orientation Considerations](#)
- F. [Existing Conditions & Zoning Requirements](#)
- G. [HRC Specific Zoning Requirements](#)
- H. [Analysis of Standards](#)
- I. [Public Process and Comments](#)
- J. [Department Comments](#)

## **PROJECT DESCRIPTION:**

### **Proposed Use**

Shelter the Homeless is requesting Conditional Use approval for a new 200-bed homeless resource center to be located at 275 W High Avenue and 242 W Paramount Avenue on two parcels (to be consolidated) totaling approximately 3 acres in the CG – General Commercial zoning district. The proposed resource center will serve both men and women with approximately 100 beds dedicated to each population. The center will include areas for sleeping and personal hygiene, client intake, community and day use spaces, client services, administration, food services, support and donations.

### **Building Size and Height**

The building will be approximately 63,371 square feet in size and is proposed as a 2-storey structure. The maximum height of the building is 32 feet, not including mechanical and other equipment which will be contained on the flat roof.

### **Site Orientation and Access**

The building is oriented toward the south, with the main entrance being off of Paramount Avenue. There is on-site parking for employees, as well as additional paved maneuvering room and an area to accommodate an on-site mobile medical trailer. There will be two access drives into the facility, one on the south from Paramount Avenue and the other from High Avenue on the north. The High Avenue entrance will serve primarily as the employee and delivery entrance and will access the rear parking area. The main pedestrian entrance to the front of the building will be from the south of the facility via Paramount Avenue. The front drive connects with a perimeter drive around the south, east and north sides of the facility in order to provide additional building access around the center for emergencies or maintenance as needed. This additional area of driveway will be gated to the east of the building entrance so that the driveway is not accessible from the front other than for authorized purposes. This will help to maintain the High Avenue entrance for deliveries and staff and Paramount entrance for pedestrian access to the facility.

### **Building Materials and Architectural Features**

The building will be clad in materials such as brick, metal panels and concrete designed for durability and ease of maintenance. The chosen colors and tones are intended to be closer to what would be expected in a residential or neighborhood area to not impart an institutional look or feel to the facility. The amount of glazing has also been increased to allow more natural light and provide a view toward the street. A decorative solid masonry wall of 6-feet will run along the interior side and rear property lines of the facility. A 3-foot planter will be located in front of the facility in order to mark the transition from public space to private space.

### **On Site Parking**

The submitted plans show approximately 61 on-site parking places. There are some additional paved areas adjacent to the parking that will be used for maneuvering vehicles and to accommodate an on-site mobile medical trailer. Per Chapter 21A.44.030 – The minimum parking requirements for an HRC are one (1) parking space for every (ten) 10 beds. For the proposed HRC, the minimum number of parking spaces would be 20, based on the 200 bed capacity. The maximum number of parking spaces for the CG zoning district can be 25% greater than the minimum. For the proposed HRC, the maximum number of parking spaces allowed would be 25. The maximum number of spaces could potentially be doubled to 40 spaces through TDM – Transportation Demand Strategies but even under that scenario, the proposed parking would exceed that allowed on the site. Some of the area dedicated to surface parking could be converted to landscaped areas in order to allow additional outdoor open space or common areas for persons staying at the HRC and in order to create a more pleasing environment. Some of the surface parking must be eliminated to meet the zoning requirements although additional paved areas would remain for the reasons stated above. The parking reduction will not change the interaction of the facility with surrounding properties and can be accomplished through the final Zoning and Building permit reviews.

### **Facility Design and CPTED**

The proposed HRC was designed with consideration of CPTED (Crime Prevention through Environment Design) principles in mind. CPTED principals include an emphasis on natural surveillance, natural access control, territorial reinforcement, and maintenance. The full text of these provisions can be found in [Attachment G](#).

While adherence to the CPTED design principles is required at a minimum in order to mitigate potential impacts from the use, the Planning Commission may require modification of the proposed building and site design if it determines that there are detrimental impacts that could be better addressed through a modification of the design. The design of the facility appears to have considered these principles and has been designed with compliance in mind as described in the CPTED narrative and plans found in [Attachment C](#).

### **PLANNING PROCESSES REQUIRED:**

Zoning regulations related to Homeless Resource Centers were adopted by City Council in November 2017 and published on December 15, 2017. Through the regulations, a use entitled and defined as a “Homeless Resource Center” was established. The ordinance specified the zones in which an HRC could be built as a Conditional Use. This included the CG – General Commercial zoning district in which the subject property is located. In addition to the Conditional Use Standards found in Chapter 21A.54.080 of the Salt Lake City Zoning Ordinance, ([Attachment G](#)) the HRC regulations also included specific provisions that are required in relation to a proposed Homeless Resource Center or Homeless Shelter. These Qualifying Provisions can also be found in [Attachment G](#).

### **KEY CONSIDERATIONS:**

The key considerations identified by Staff relate to how the proposal meets the definition of a Homeless Resource Center and how the proposal meets the regulations for an HRC (Qualifying Provisions) as well as the Conditional Use Standards in the Salt Lake City Zoning Ordinance. The following have been identified in relation to the proposed development.

#### **Consideration 1: City’s Role and State Law**

State Law adopted in 2017 included provisions that specify that the City may not prohibit the construction of a homeless resource center or homeless shelter if the site is approved by and receives funding through the State Homeless Coordinating Committee. The proposed site would meet this qualification as the majority of funding for the facility is being provided by the State. The proposed HRC would be located within the D-2 zoning district in which it is allowed as a Conditional Use subject to the Conditional Use Standards in 21A.54, Qualifying Provisions for Homeless Resource Center and the definition of said use found in 21A.36.350 and 21A.62.040 respectively (see [Attachment G](#)). Since State law prohibits the City from denying the application, the purpose of the conditional use process through the Planning Commission is to identify the anticipated impacts of the use and consider how those impacts may be addressed.

#### **Consideration 2: City Goals and Master Plan Compliance**

Addressing the issues and treatment of homelessness are important considerations for the City as outlined in Plan Salt Lake and in Growing SLC: A Five Year Housing Plan. This project will help to address those identified issues. Additional discussion of these documents and the Central Community Master Plan can be found in [Attachment F](#) of this report.

#### **Consideration 3: Security and Operations Plan**

A proposed Homeless Resource Center requires a Security and Operations Plan prepared by the applicant to be approved by the Salt Lake City Police Department (SLCPD) and Community and Neighborhoods Department (CAN) before the conditional use can be approved. This plan must also be filed with the Salt Lake City Recorder’s Office. The security and operations plan must include the following elements (The full text of these requirements can be found in [Attachment G](#)): a) Community relations and complaint response program including a 24-hour telephone line, establishment of a community coordinating group within specific membership parameters, and a written annual report; and, b) A complaint response community relations program including a provision to meet

with neighbors for conflict resolution, continuous on-site security and emergency services, a noise compliance plan, trash removal and maintenance requirements including parking areas and a designated smoking area.

The Security and Operations Plan was submitted to Planning, and routed to the SLCPD and CAN for consideration and approval. The submitted plan has now been approved by both the Police and CAN. That plan is included in [Attachment D](#) along with letters/email from both CAN and the SLCPD that show their approval of the security and operations plan.

#### **Consideration 4: Property Values and Detrimental Impacts**

City staff have received comments about the perceived impact of the proposed HRC on the neighborhood in terms of crime and a negative impact on property values. While the impact is difficult to predict and quantify, it is nevertheless a concern for property owners located near the proposed facility.

State Law defines the standards for approval for conditional uses and directs cities to develop standards for conditional uses that serve to mitigate reasonably anticipated detrimental impacts. Salt Lake City has adopted a set of standards to be met for a Conditional Use permit. Impact to property values is not one of those criteria, although several of the standards aim to address the kinds of foreseeable concerns that could very well impact property values. Since the City has not specifically adopted property valuation as a Conditional Use standard, it cannot be considered in and of itself as a detrimental effect in relation to a conditional use application. The general issue of homelessness cannot be considered a detrimental effect.

#### **Consideration 5: Perimeter Wall**

The HRC regulations specify that a decorative masonry wall a minimum of 6-feet tall be provided along the rear and side lot lines for the purposes of territorial reinforcement and to mitigate potential impacts of the facility. However, a wall in excess of that may be approved by the Planning Commission through the Special Exception process if it determines a taller wall is necessary to mitigate a detrimental impact created by the facility. Public comments received by staff so far have related to the need for a taller wall around the HRC (8 feet was a suggestion received by staff) in order to mitigate potential impacts on surrounding properties. While increased wall height over six-feet may be approved by the Planning Commission as a Special Exception if deemed necessary, this additional height must be balanced against the over-arching goal to have the facility integrated into the community and not appear to be “walled off” and “fortress-like”, an appearance which a taller solid wall may help to impart. The applicant has proposed a wall of 6-feet around the facility as required. Staff feels this is sufficient to mitigate the impacts of the facility and that a taller wall is not necessary for mitigation purposes.

#### **Consideration 6: Entrance Orientation toward Paramount Avenue vs. High Avenue**

The High/Paramount HRC is oriented with the main pedestrian oriented entrance coming off of Paramount Avenue, which is at the south end of the facility. The main staff and parking entrance would come off of High Avenue. Concerns have been raised by some of the neighboring property owners about this orientation with questions about why the building was not designed with the entrance off of High Avenue, and if the proposed design could be “flipped” in order to alleviate those concerns. Other concerns were raised by the property owners for the Enclave Apartments to the north, and the impacts that having the facility entrance on High Avenue would bring.

The designer, AJC Architects have provided a complete and extensive explanation of the design considerations that went into facing the entrance orientation onto Paramount Avenue and the courtyard that would also be located adjacent to Paramount. This detailed explanation can found in [Attachment E](#).

A summary of the reasoning behind the design is included below:

- Separation of Traffic and Users
- Security Concerns
- Entry and Control Points
- School Children and Existing Bus Stops

- Usable Design
- Energy Efficiency of the Building
- Existing Pedestrian Infrastructure
- Better Neighborhood Integration

From a Planning perspective, crime prevention and safety is an important consideration in regard to the HRC zoning regulations and Conditional Use criteria. Paramount Avenue is a more developed street than High Avenue with active businesses and traffic that would provide “eyes on the street”, which is recognized as an important deterrent to crime and undesirable activities. High Avenue is much less developed with the parking areas for an adjacent apartment complex located along its length. This would not lend itself as well to providing “eyes on the street”. In addition, the configuration and shape of the property with the smaller piece that juts south toward Paramount Avenue lends itself better as a site entrance from a design perspective and being able to secure and monitor the site.

The Salt Lake City Police Department offered a statement in relation to the entrance on Paramount versus High and having interconnections between the two. This is included in the Department Review Comments in [Attachment J](#).

#### **DISCUSSION:**

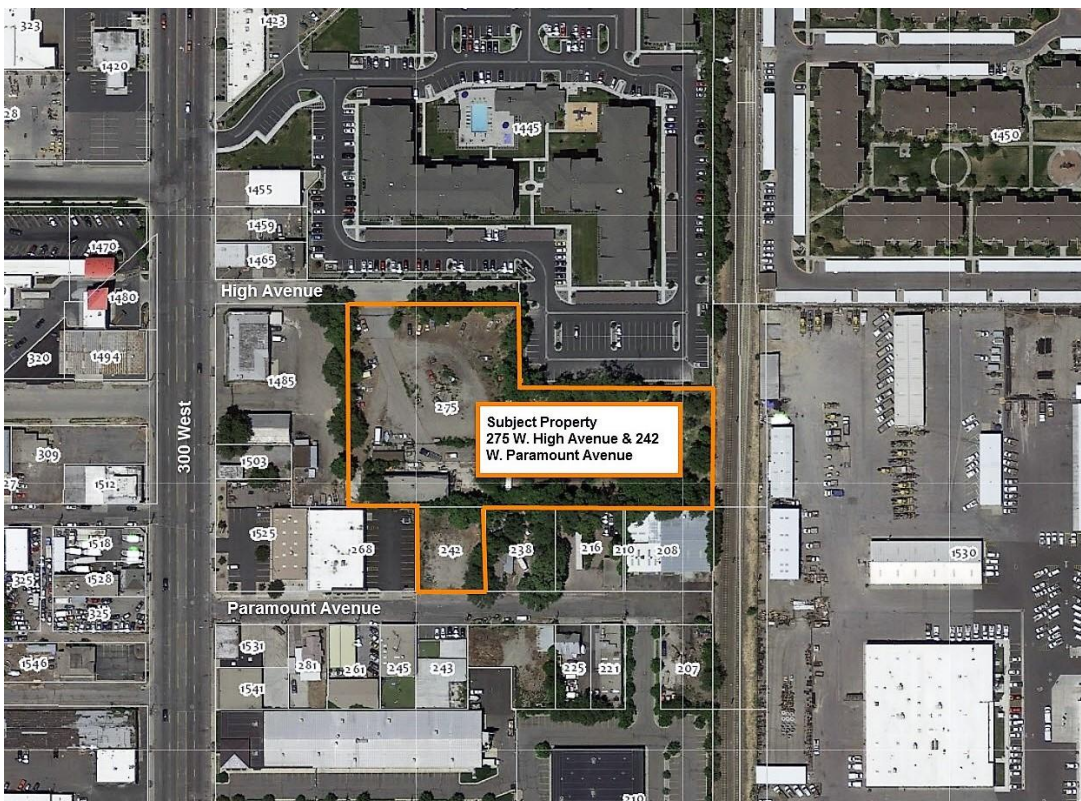
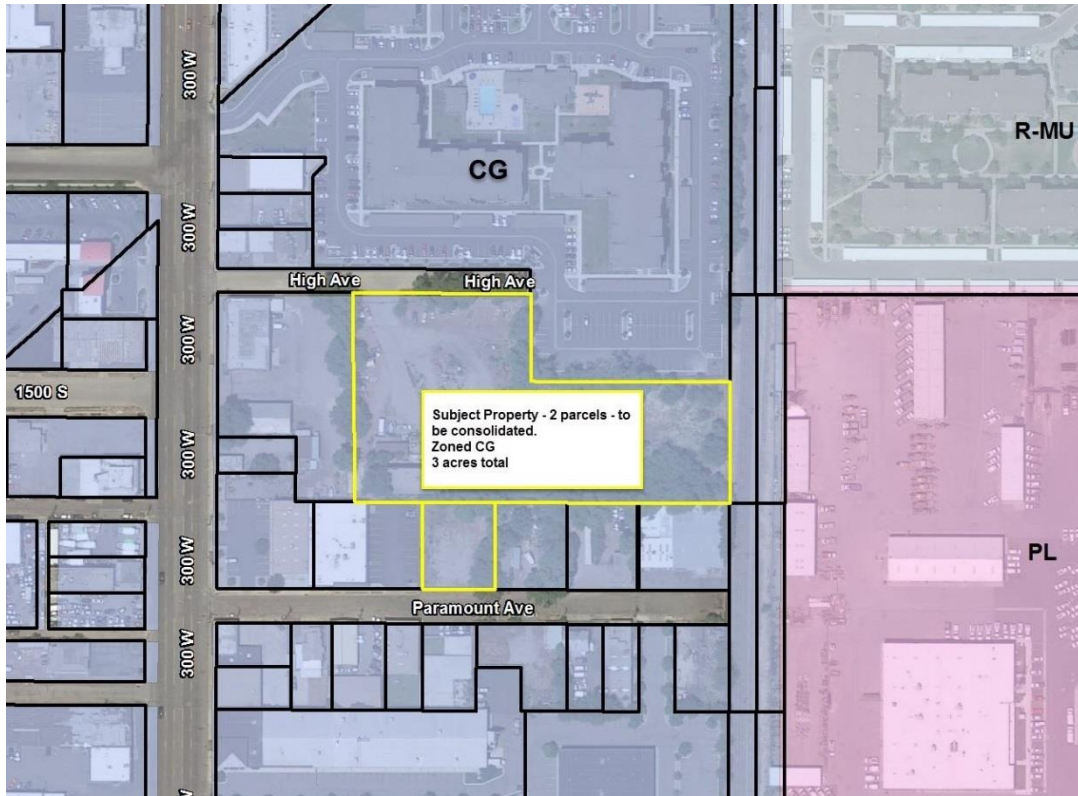
This project will provide for the delivery of integrated and expanded services available to those persons experiencing homelessness through a new service model and a new facility for those services. The development of the proposed facility has been in progress for a number of years through various public outreach processes and outreach. The new facility will be located in close proximity to downtown and will serve an all women clientele.

This project has been reviewed against the Conditional Use Standards as well as the Qualifying Provisions for a Homeless Resource Center found in [Attachment G](#). The proposed facility has been found to comply with both the Conditional Use standards and the Homeless Resource Center qualifying provisions.

#### **NEXT STEPS:**

If the conditional use is approved, the applicant will be required to comply with all other department/division requirements and obtain all necessary building permits for the project.

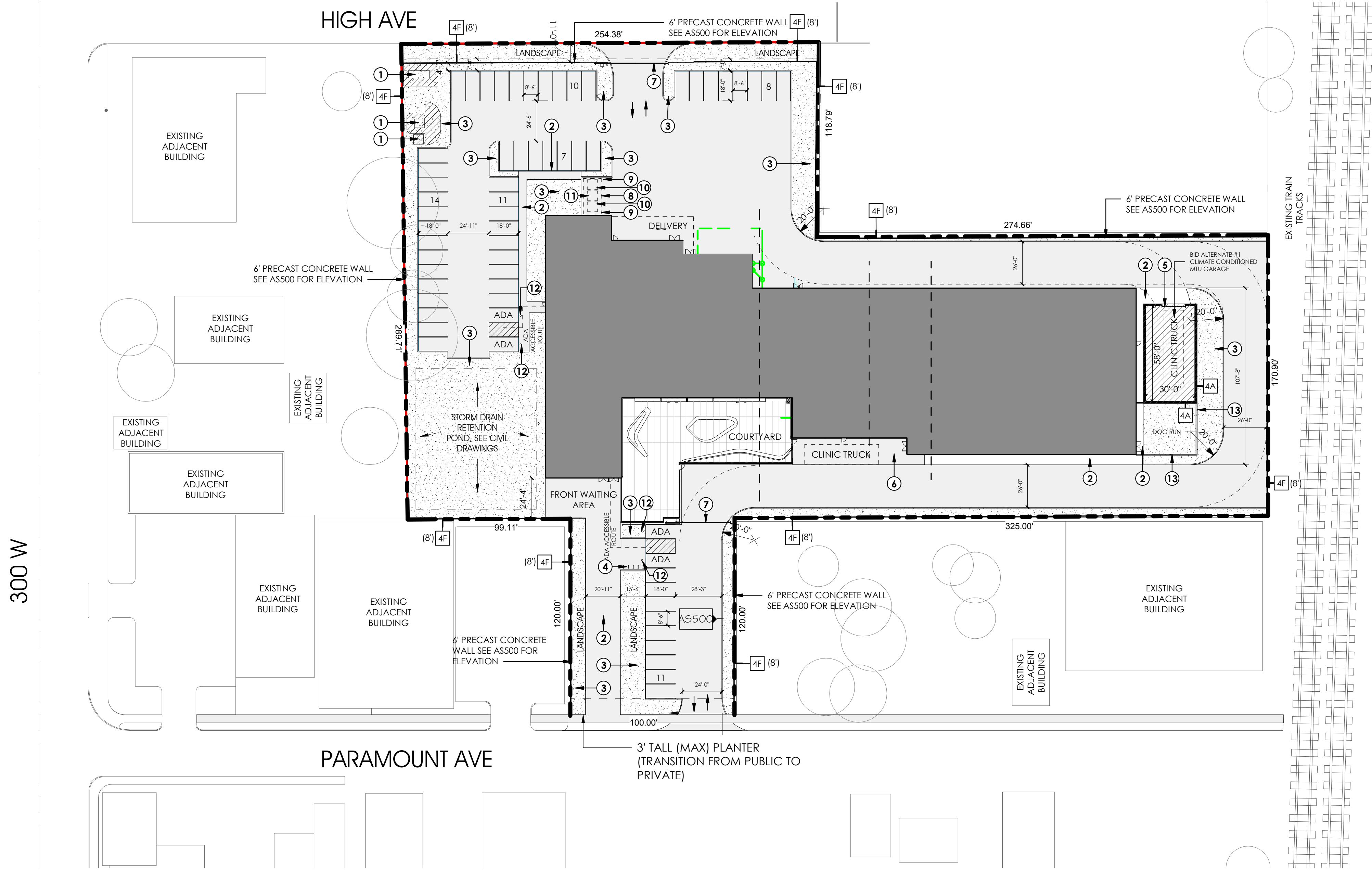
## ATTACHMENT A: VICINITY MAP & AERIAL



## **ATTACHMENT B: SITE PLAN & ELEVATIONS**







1 SITE PLAN  
1" = 40'-0"

### KEYED NOTES:

- ELECTRICAL EQUIPMENT, SEE ELECTRICAL DRAWINGS.
- CONCRETE SIDEWALK
- LANDSCAPE PLANTING AREA. SEE LANDSCAPE DRAWINGS.
- BIKE RACKS, SEE AS500
- INSULATED SECTIONAL DOOR.
- CONCRETE SLAB, SEE STRUCTURAL DRAWINGS FOR THICKNESS & REINFORCING.
- ENCLOSED TRACK INDUSTRIAL ALUMINUM CANTILEVER GATE
- TRASH ENCLOSURE FENCE, W/ OPERABLE GATES.
- CONCRETE FILLED STEEL BOLLARDS, GALVANIZED.
- TRASH DUMPSTER, N.I.C.
- RECYCLING CENTER, N.I.C.
- ADA PARKING SIGNAGE, SEE DETAILS
- PERMITER SECURITY FENCE

### GENERAL NOTES:

- SEE SHEET G1002 FOR GENERAL NOTES.
- SEE TITLE SHEET FOR DRAWING INDEX.
- DO NOT SCALE DRAWINGS.
- CONTRACTOR / SUBCONTRACTOR SHALL VERIFY ALL DIMENSIONS AND CONDITIONS BEFORE BEGINNING WORK, AND SHALL REPORT TO THE ARCHITECT ANY ERRORS, INCONSISTENCIES OR OMISSIONS BEFORE BEGINNING WORK. SEE GENERAL NOTES AND SPECIFICATIONS.
- SEE SHEET AE620 FOR FINISH LEGEND.
- SEE SHEET AE620 FOR ACCESSORY LEGEND.
- SEE SHEETS G1003 & G1004 FOR ADA REQUIREMENTS.
- SEE SHEET AE620 FOR SIGN SCHEDULE.

### ZONING

ZONING DISTRICT	CG - GENERAL COMMERCIAL DISTRICT
CONDITIONAL USE	YES
BUILDING AREA	62,660 SF

	REQUIRED	PROVIDED
<b>HEIGHT</b>		
MAXIMUM HEIGHT	60'-0"	30'-0"
<b>SET BACKS</b>		
FRONT SETBACK	10'-0"	10'-0"
SIDE SETBACK	NONE	NONE
REAR SETBACK	10'-0"	10'-0"
<b>PARKING</b>		
MINIMUM OFF STREET PARKING	40 spaces Minimum	60 spaces Provided
• Homeless Shelter: 1 parking space for each employee.		
25 employees + 15 volunteers = 40 spaces		
DISTRICT SPECIFIC MINIMUM OFF STREET PARKING	-	-
• CG zoning district is not included in zoning code requirement		
DISTRICT SPECIFIC MAXIMUM OFF STREET PARKING	-	-
• CG zoning district is not included in zoning code requirement		
ADA PARKING		
• 1 accessible space per 1-25 parking lot spaces	3 spaces	4 spaces (2 ada van)
• 2 accessible spaces per 26-50 parking lot spaces		
BIKE PARKING (5%) of provided parking stalls, or a minimum of 2	3 required	5 provided
ELECTRIC VEHICLE PARKING Required for multi-family only		
<b>FIRE LANE</b>		
MINIMUM WIDTH	24'-0"	24'-0"
<b>DRIVEWAY STANDARDS</b>		
MINIMUM WIDTH	12'-0"	20'-0"
<b>INTERIOR PARKING LOT LANDSCAPING AREA</b>		
MINIMUM AREA	120 SF	594 SF
MINIMUM WIDTH	5'-0"	5'-0"
<b>PERIMETER PARKING LOT LANDSCAPING</b>		
MINIMUM WIDTH	7'-0"	7'-0"
<b>LANDSCAPE YARD</b>		
FRONT YARD	10'-0"	10'-0"

NOT FOR CONSTRUCTION

ARCHITECT / CONSULTANT

PROJECT DESCRIPTION

HRC - HIGH AVE - PARAMOUNT

HOMELESS RESOURCE CENTER  
275 W HIGH AVE  
SALT LAKE CITY, UT

AHJ STAMP

SHEET NAME:

ARCHITECTURAL SITE PLAN

REVISIONS

MARK DATE DESCRIPTION

ISSUE DATE: 11/16/17  
ISSUE TYPE: SCHEMATIC  
DRAWN BY: AJC  
CHECKED BY: AJC  
PROJECT#: 1716.01

SHEET NUMBER:

AS101

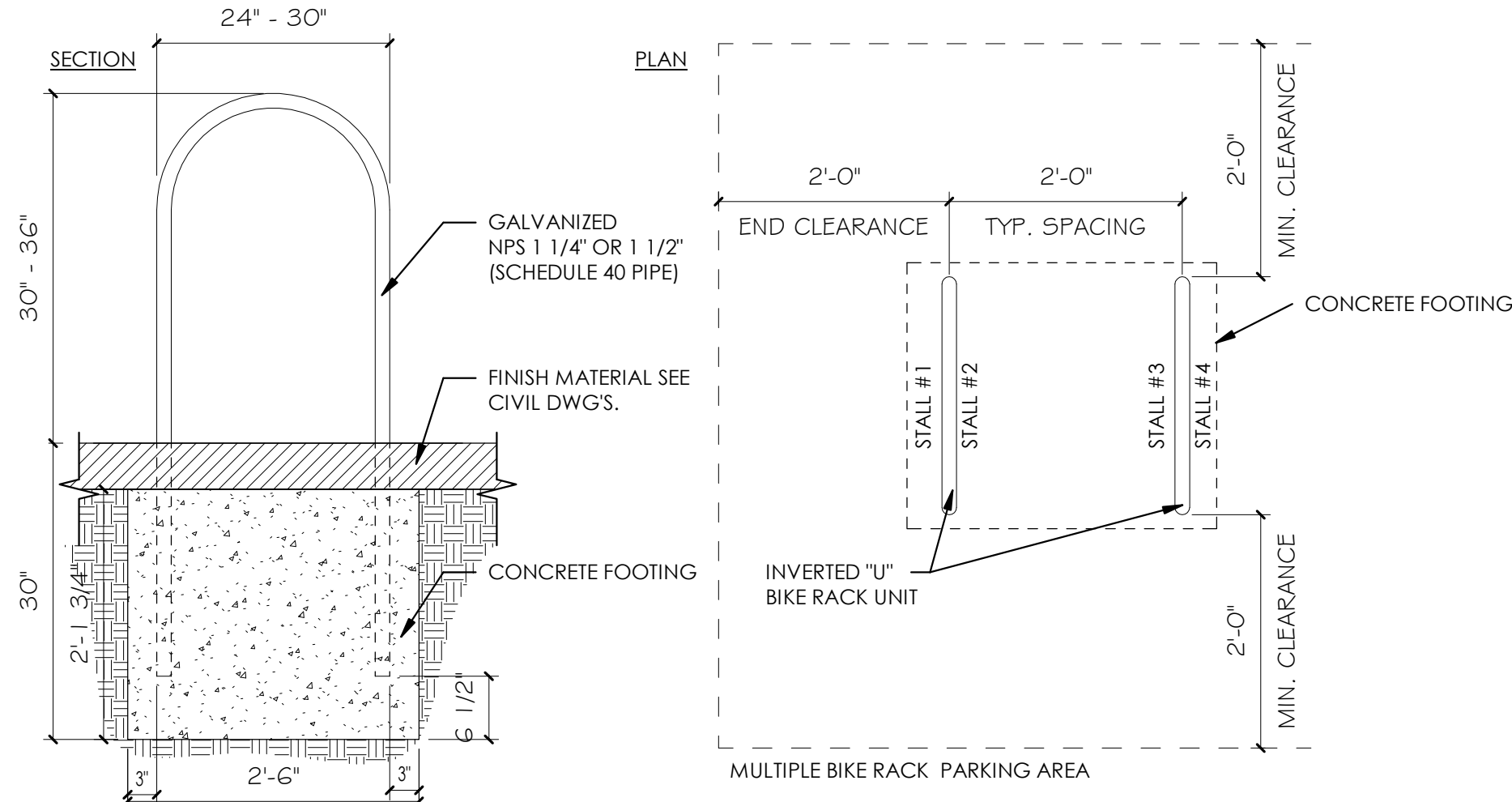
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B

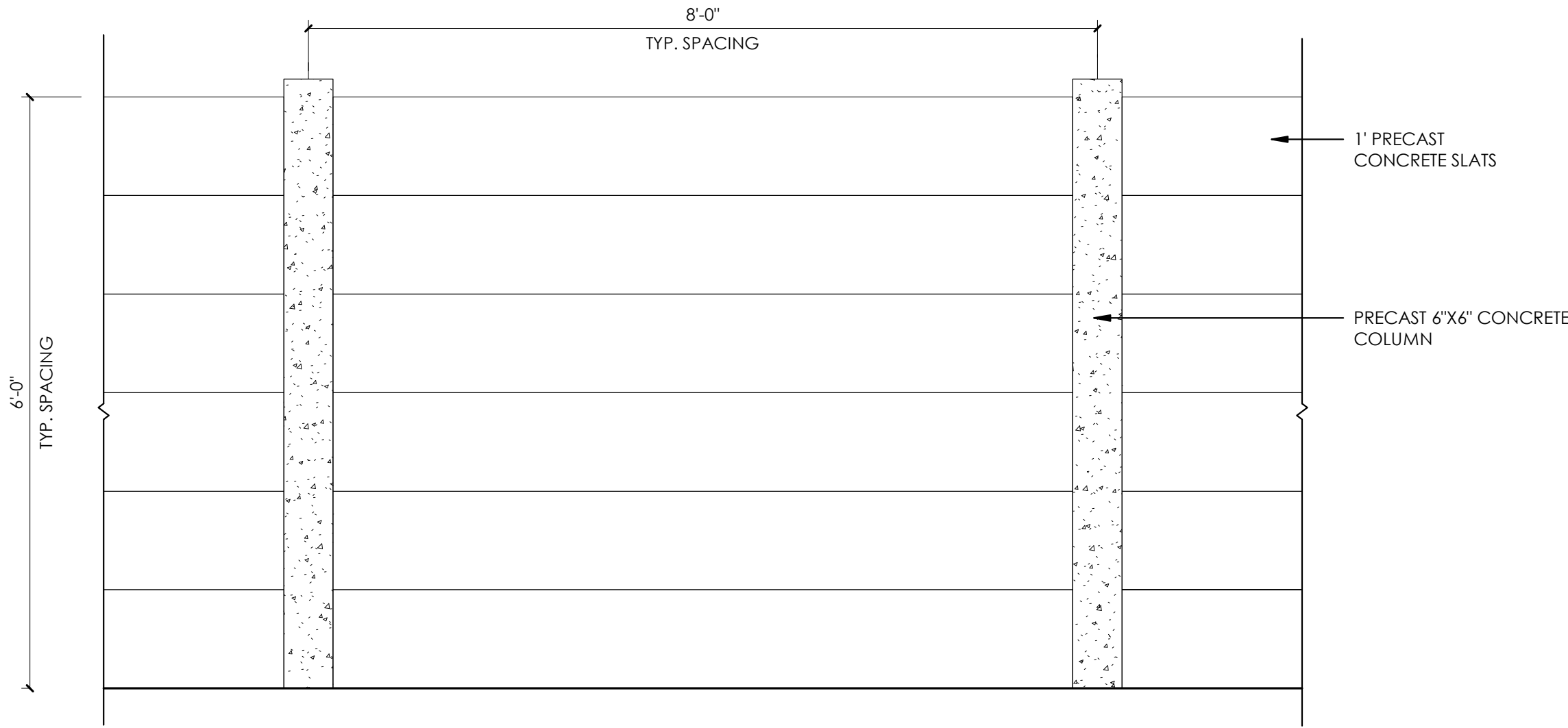
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D

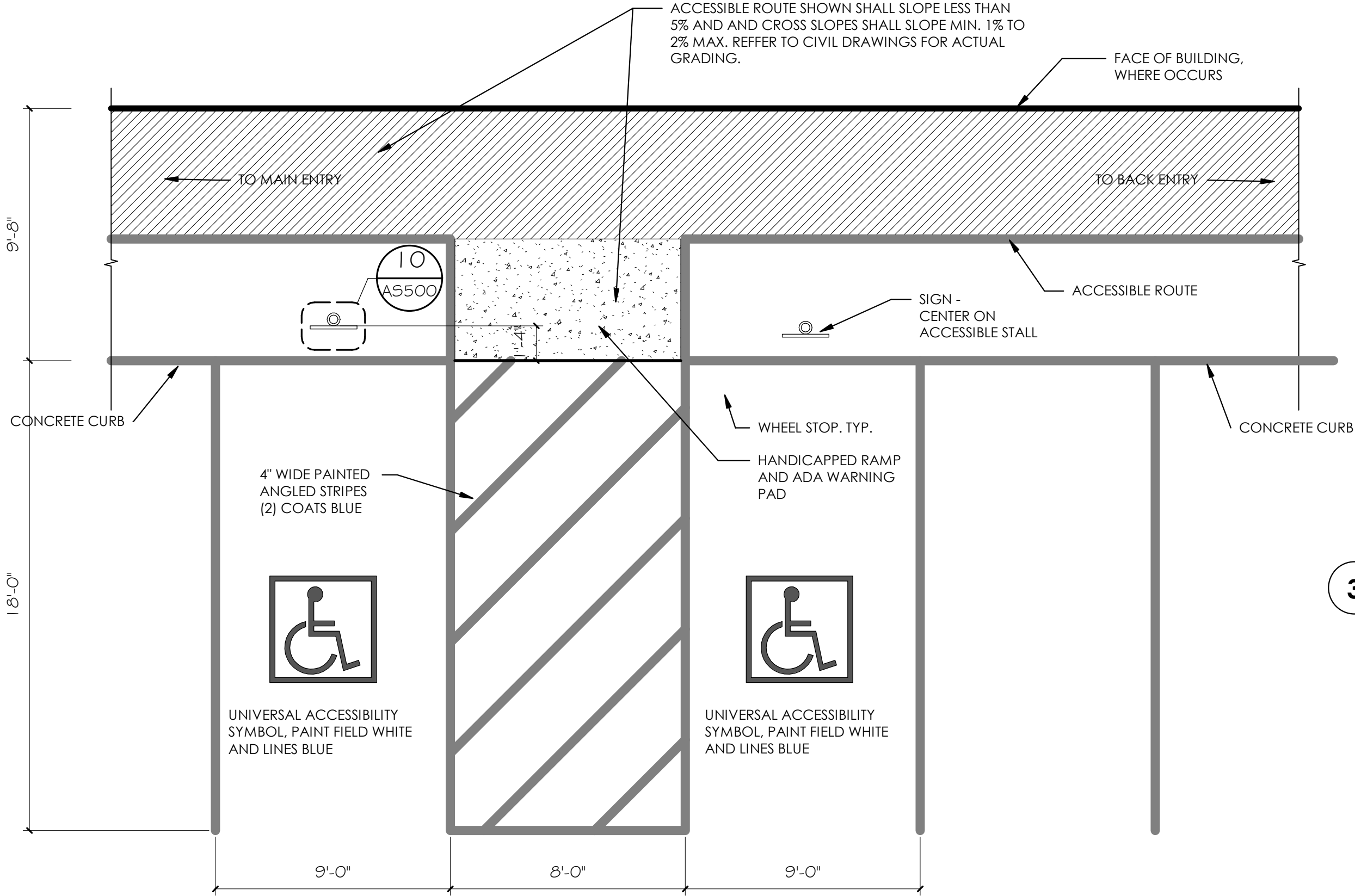
11 SITE - BIKE RACK  
3/4" = 1'-0"



1 SITE - PRECAST CONCRETE WALL ELEVATION  
3/4" = 1'-0"



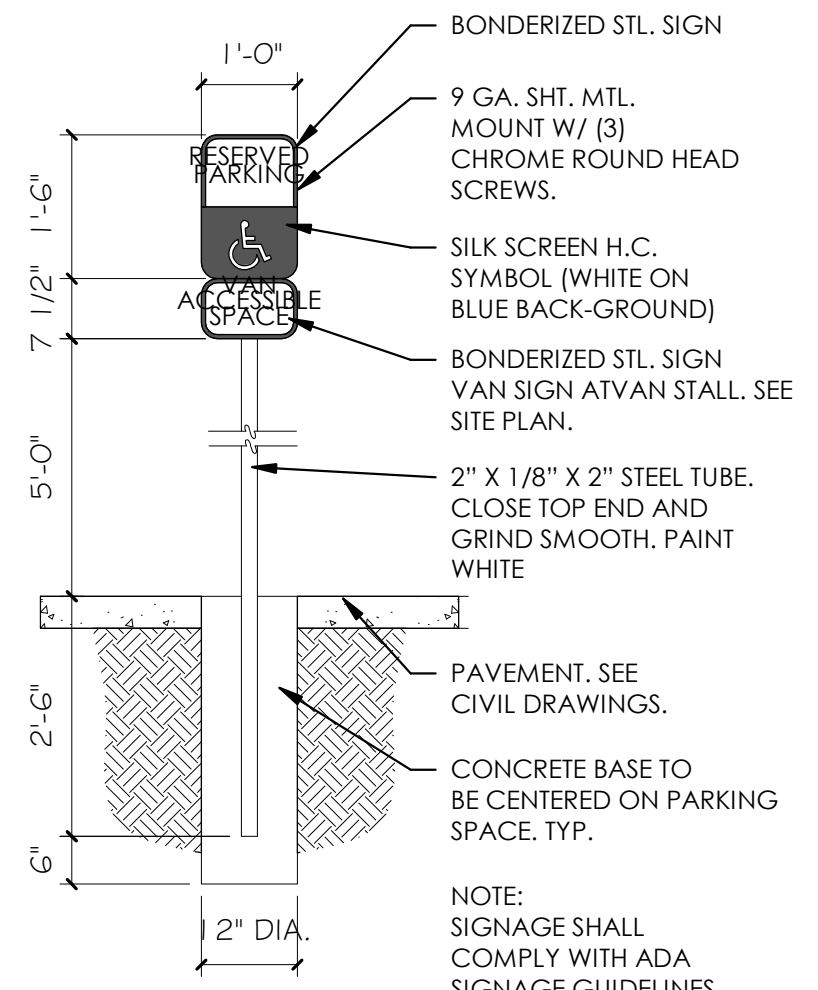
9 SITE - ADA PARKING STRIPING  
1/4" = 1'-0"



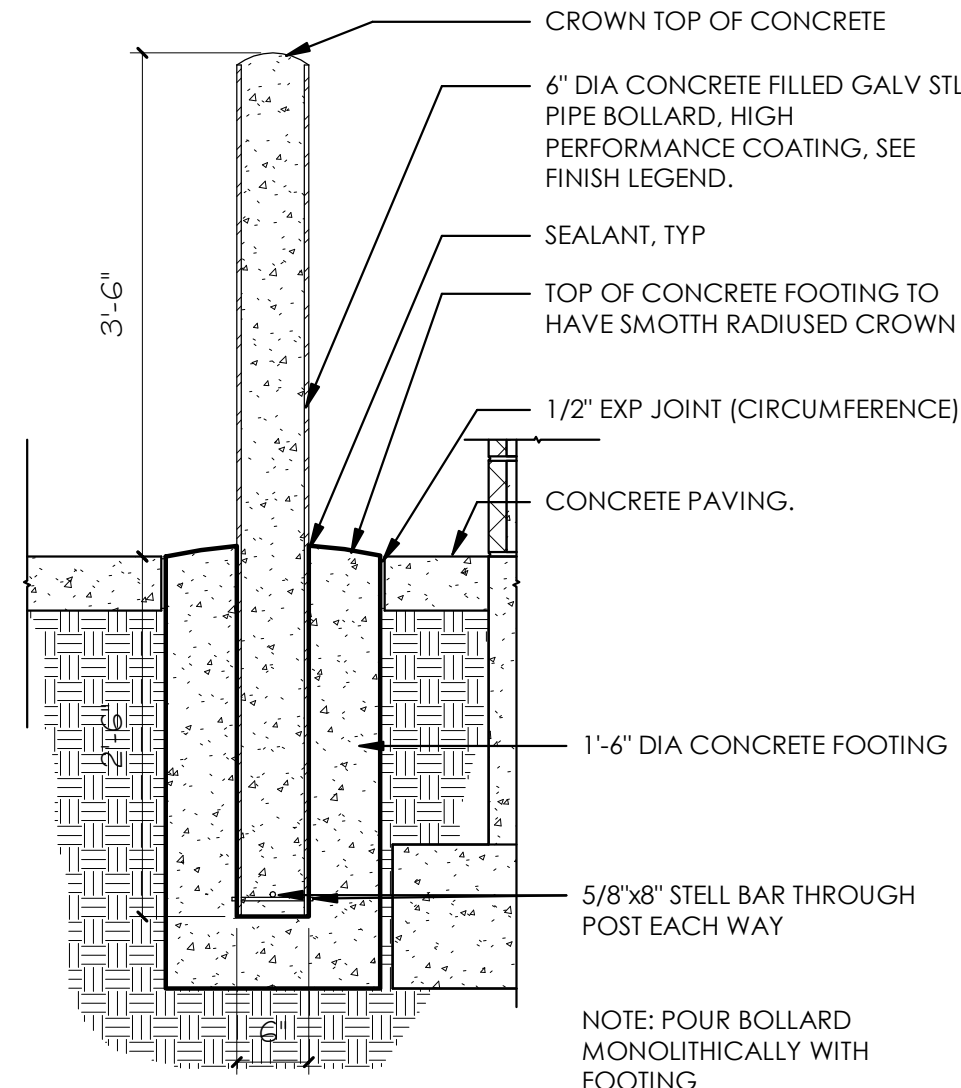
7 ADA PARKING SIGNAGE  
1 1/2" = 1'-0"



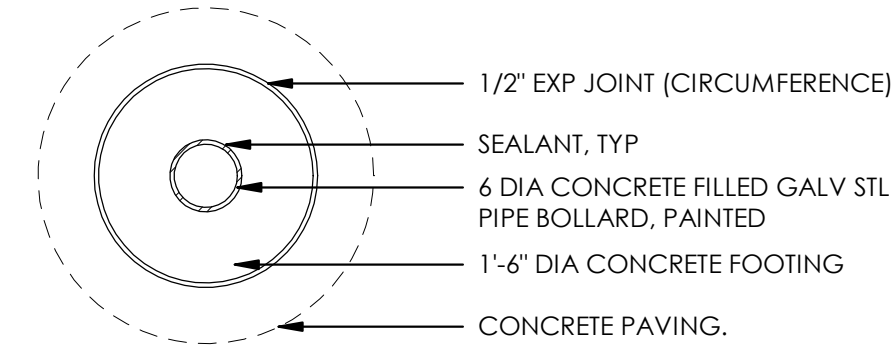
10 ADA SIGN DETAIL  
1/2" = 1'-0"



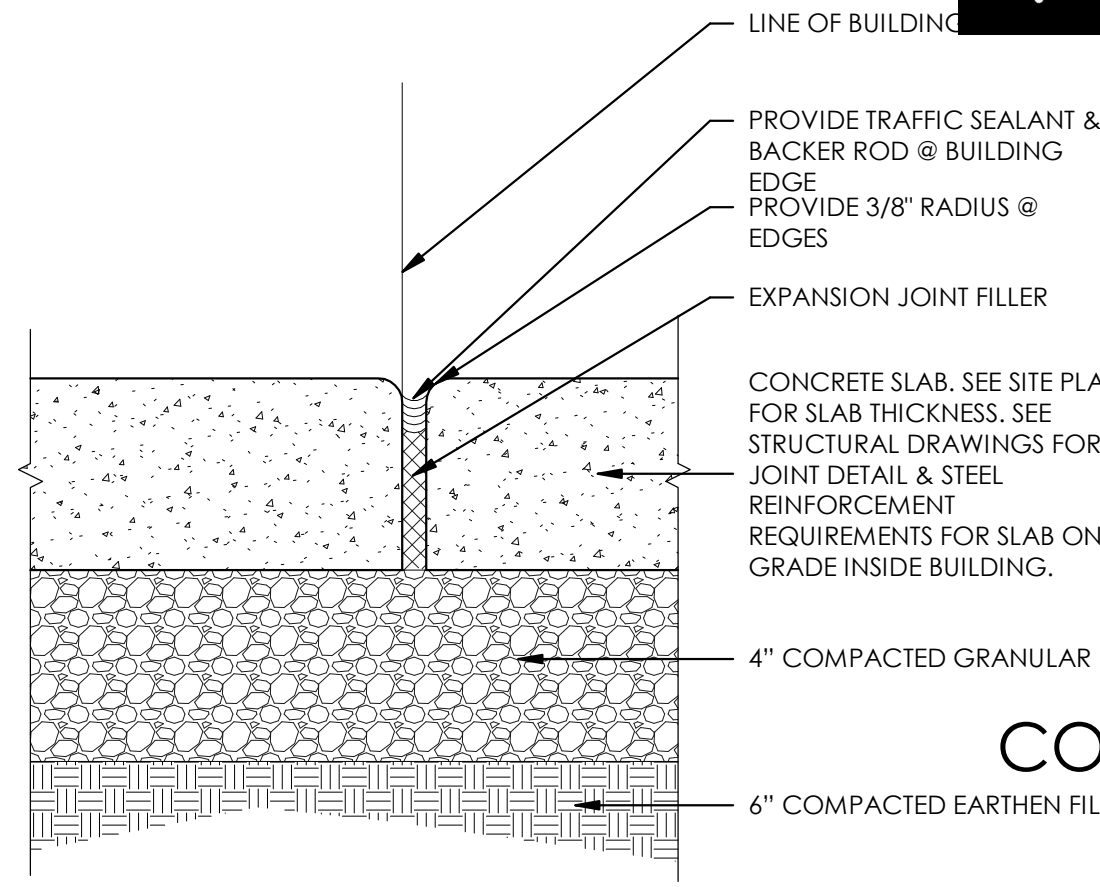
A5 SITE - ROUND BOLLARD  
3/4" = 1'-0"



6 CARPOOL PARKING SIGNAGE  
1 1/2" = 1'-0"



3 CONCRETE SLAB EXPANSION JOINT  
3" = 1'-0"



NOT FOR CONSTRUCTION

ARCHITECT / CONSULTANT

PROJECT DESCRIPTION

HRC - HIGH AVE - PARAMOUNT

HOMELESS RESOURCE CENTER  
275 W HIGH AVE  
SALT LAKE CITY, UT

AHJ STAMP

SHEET NAME:

SITE DETAILS

REVISIONS

MARK DATE DESCRIPTION

ISSUE DATE: 2017

ISSUE TYPE: SCHEMATIC

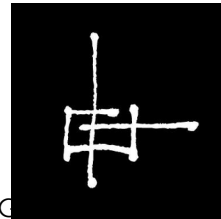
DRAWN BY: AJC

CHECKED BY: AJC

PROJECT#: 1716.01

SHEET NUMBER:

AS500



ajc architects

703 east 1700 south  
salt lake city, utah 84105  
www.ajcarchitects.com

12/1/2017 6:04:43 PM C:\Users\stephen\Documents\1716 - HRC HIGH AVENUE v17.dwg 1716 - HRC HIGH AVENUE v17.dwg  
ALL DIMENSIONS AND LOCATIONS ARE BASED ON THE 2017 CITY OF SALT LAKE COUNTY OFFICIAL MAP. ANY CHANGES TO THE MAP SHALL BE THE RESPONSIBILITY OF THE CLIENT. THE ARCHITECT ASSUMES NO LIABILITY FOR ANY ERRORS OR OMISSIONS IN THIS DOCUMENT. THE ARCHITECT ASSUMES NO LIABILITY FOR ANY ERRORS OR OMISSIONS IN THIS DOCUMENT. THE ARCHITECT ASSUMES NO LIABILITY FOR ANY ERRORS OR OMISSIONS IN THIS DOCUMENT.

- KEYED NOTES:**
- 1 ELECTRICAL EQUIPMENT, SEE ELECTRICAL DRAWINGS.
  - 2 CONCRETE SIDEWALK
  - 3 LANDSCAPE PLANTING AREA, SEE LANDSCAPE DRAWINGS.
  - 4 BIKE RACKS, SEE A3100
  - 5 INSULATED SECTIONAL DOOR.
  - 6 CONCRETE SLAB, SEE STRUCTURAL DRAWINGS FOR THICKNESS & REINFORCING.
  - 7 ENCLOSED TRACK INDUSTRIAL ALUMINUM CANTILEVER GATE
  - 8 INDUSTRIAL SWING ARM SECURITY GATE
  - 9 TRASH ENCLOSURE FENCE, W/ OPERABLE GATES
  - 10 CONCRETE FILLED STEEL BOLLARDS, GALVANIZED.
  - 11 TRASH DUMPSTER, N.I.C.
  - 12 RECYCLING CENTER, N.I.C.
  - 13 ADA PARKING SIGNAGE, SEE DETAILS
  - 14 PERIMETER SECURITY FENCE

- GENERAL NOTES:**
- SEE SHEET G002 FOR GENERAL NOTES.
  - SEE TITLE SHEET FOR DRAWING INDEX.
  - DO NOT SCALE DRAWINGS.
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  - SEE SHEET A620 FOR FINISH LEGEND.
  - SEE SHEET A620 FOR ACCESSORY LEGEND.
  - SEE SHEETS G003 & G004 FOR ADA REQUIREMENTS.
- ZONING** A20 FOR SIGN SCHEDULE.

**a|c architects**

703 east 1700 south  
salt lake city, utah 84105  
www.a|carchitects.com

ZONING DISTRICT CG - GENERAL COMMERCIAL DISTRICT  
CONDITIONAL USE YES  
BUILDING AREA 62,660 SF

NOT FOR CONSTRUCTION

	REQUIRED	PROVIDED
<b>HEIGHT</b>		
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2 accessible spaces per 26-50 parking lot spaces		(2 ada van)
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(5%) of provided parking stalls, or a minimum of 2	3 required	5 provided
ELECTRIC VEHICLE PARKING		
Required for multi-family only		
<b>FIRE LANE</b>		
MINIMUM WIDTH	24'-0"	24'-0"
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MINIMUM WIDTH	12'-0"	20'-0"
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MINIMUM WIDTH	5'-0"	5'-0"
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MINIMUM WIDTH	7'-0"	7'-0"
<b>LANDSCAPE YARD</b>		
FRONT YARD	10'-0"	10'-0"

PROJECT DESCRIPTION  
**HRC - HIGH AVE - PARAMOUNT**

HOMELESS RESOURCE CENTER  
275 W HIGH AVE  
SALT LAKE CITY, UT

AHJ STAMP

SHEET NAME:  
**ARCHITECTURAL SITE PLAN**

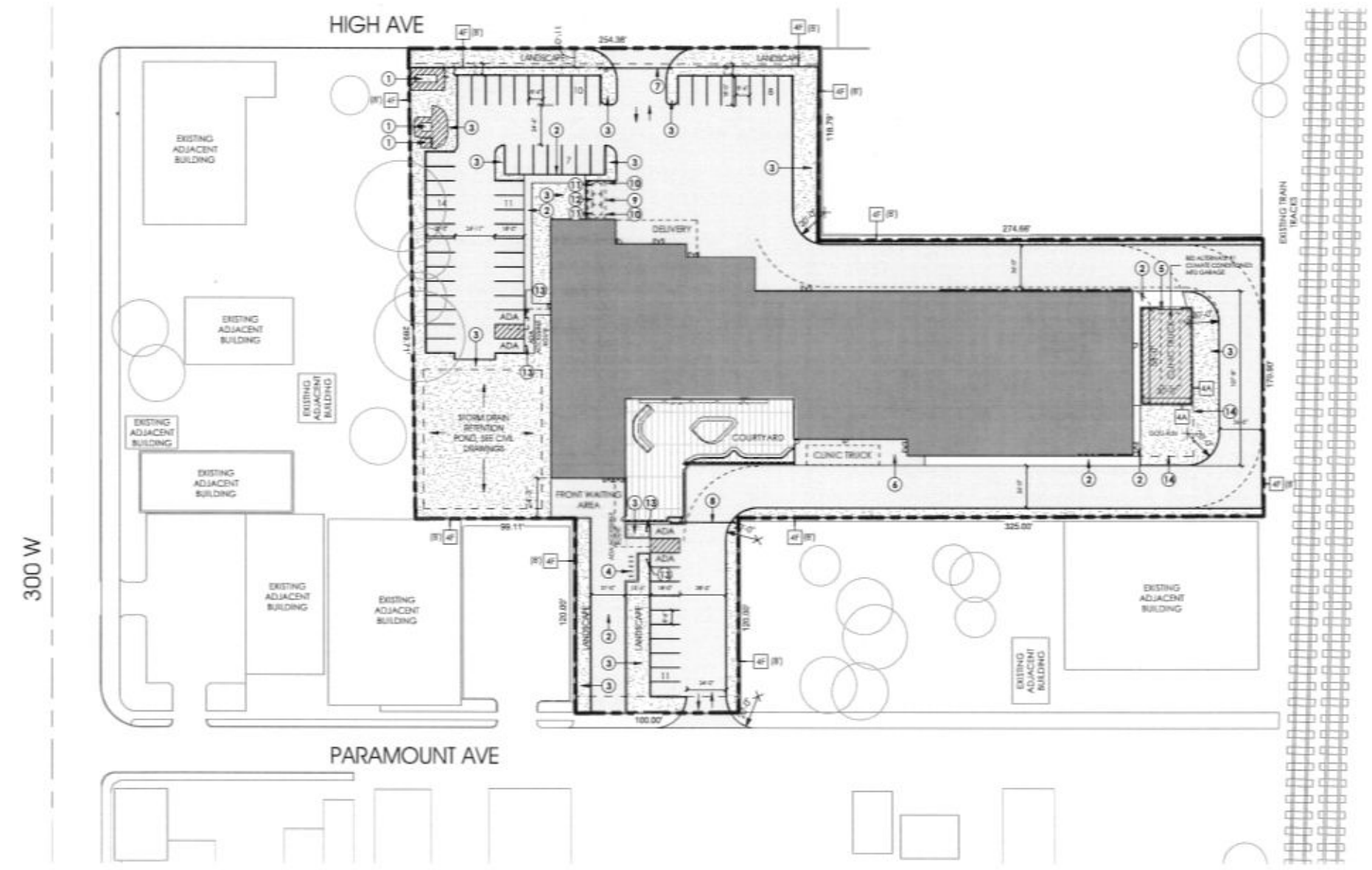
REVISIONS

MARK	DATE	DESCRIPTION
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ISSUE DATE: 11/16/17  
ISSUE TYPE: SCHEMATIC  
DRAWN BY: AJC  
CHECKED BY: AJC  
PROJECT#: 1716.01

SHEET NUMBER:

**AS101**



**1 SITE PLAN**  
1" = 40'-0"

PARCEL # 1513213017  
PARCEL # 1513213010



NOT FOR  
CONSTRUCTION

ARCHITECT / CONSULTANT

PROJECT DESCRIPTION  
**HRC - HIGH AVE -  
PARAMOUNT**

HOMELESS RESOURCE CENTER  
275 W HIGH AVE  
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AHJ STAMP

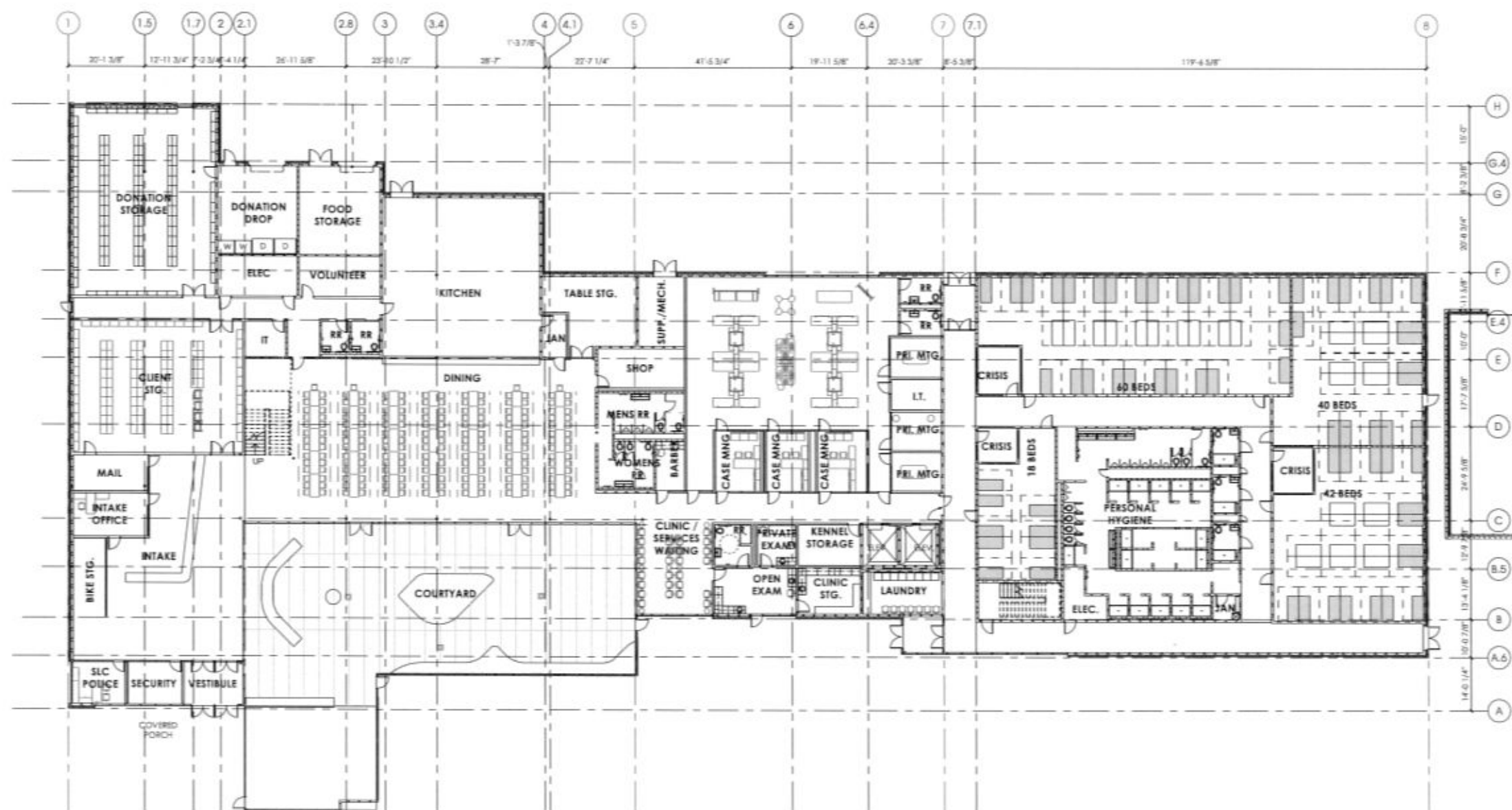
SHEET NAME:  
**LEVEL 1 - OVERALL  
FLOOR PLAN**

REVISIONS  
MARK DATE DESCRIPTION

ISSUE DATE: 11/16/17  
ISSUE TYPE: SCHEMATIC  
DRAWN BY: AJC  
CHECKED BY: AJC  
PROJECT#: 1716.01

SHEET NUMBER:

**AE101**



**1 LEVEL 1 - FLOOR PLAN**



NOT FOR  
CONSTRUCTION

ARCHITECT / CONSULTANT

PROJECT DESCRIPTION  
**HRC - HIGH AVE -  
PARAMOUNT**

HOMELESS RESOURCE CENTER  
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SALT LAKE CITY, UT

APJ STAMP

SHEET NAME:  
**LEVEL 2 - OVERALL  
FLOOR PLAN**

REVISIONS  
MARK DATE DESCRIPTION

ISSUE DATE: 11/16/17  
ISSUE TYPE: SCHEMATIC  
DRAWN BY: A|C  
CHECKED BY: A|C  
PROJECT#: 1716.01

SHEET NUMBER:

**AE102**





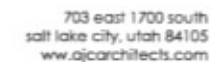
1 PRE-FINISHED METAL WALL COPING  
2 MECHANICAL EQUIPMENT, SEE MECHANICAL DRAWINGS.

AHJ STAMP

### EXTERIOR ELEVATIONS

SHEET NUMBER:

## AE210



- \* SEE SHEET G002 FOR GENERAL NOTES.
- \* SEE TITLE SHEET FOR DRAWING INDEX.
- \* DO NOT SCALE DRAWINGS.
- \* CONTRACTOR / SUBCONTRACTOR SHALL VERIFY ALL DIMENSIONS AND CONDITIONS BEFORE BEGINNING WORK, AND SHALL REPORT TO THE ARCHITECT ANY ERRORS, INADEQUACIES OR OMISSIONS BEFORE BEGINNING WORK. SEE GENERAL NOTES AND SPECIFICATIONS.
- \* SEE SHEET A620 FOR FINISH LEGEND.
- \* SEE SHEET A620 FOR ACCESSORY LEGEND.
- \* SEE SHEETS G003 & G004 FOR ADA REQUIREMENTS.
- \* SEE SHEET A620 FOR SIGN SCHEDULE.

AP	COMPOSITE ALUMINUM PANEL, PAINTED FINISH
B1	INTERSTATE BRICK, 2 1/2" EMPORER, ALMOND
B2	INTERSTATE BRICK, 2 1/2" EMPORER, WALNUT
MF1	VERTICAL METAL DAYLIGHTING FINIS, PAINTED
MF2	HORIZONTAL METAL DAYLIGHTING FINIS, PAINTED
PP	PHENOLIC PANEL, HORIZONTAL
MP	RAINGREEN METAL PANEL
SF	ALUMINUM STOREFRONT SYSTEM
MS	STEEL WINDOW SHROUD

1 PRE-FINISHED METAL WALL COPING  
2 MECHINICAL EQUIPMENT. SEE MECHANICAL DRAWINGS

ARCHITECT / CONSULTANT

PROJECT DESCRIPTION

HRC - HIGH AVE -  
PARAMOUNT

HOMELESS RESOURCE CENTER  
275 W HIGH AVE  
SALT LAKE CITY, UT

AHJ STAMP

SHEET NAME:

**EXTERIOR ELEVATIONS**

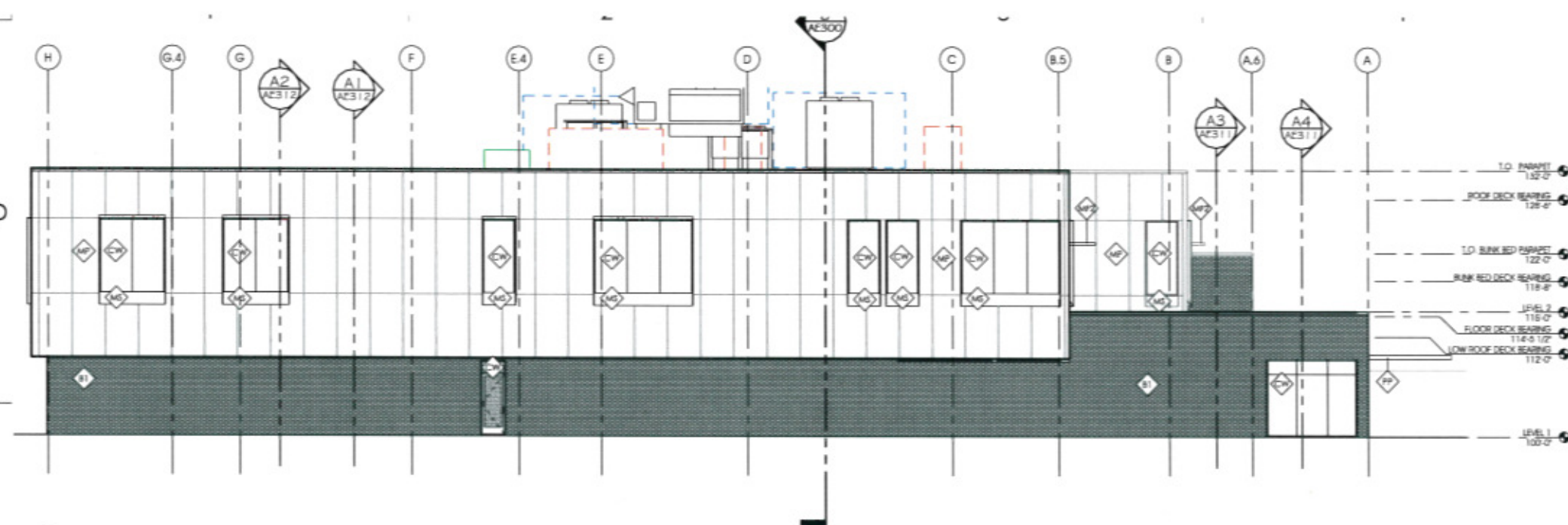
REVISIONS		
MARK	DATE	DESCRIPTION

ISSUE DATE: 11/16/17  
ISSUE TYPE: SCHEMATIC  
DRAWN BY: AJC  
CHECKED BY: AJC  
PROJECT#: 1716.01

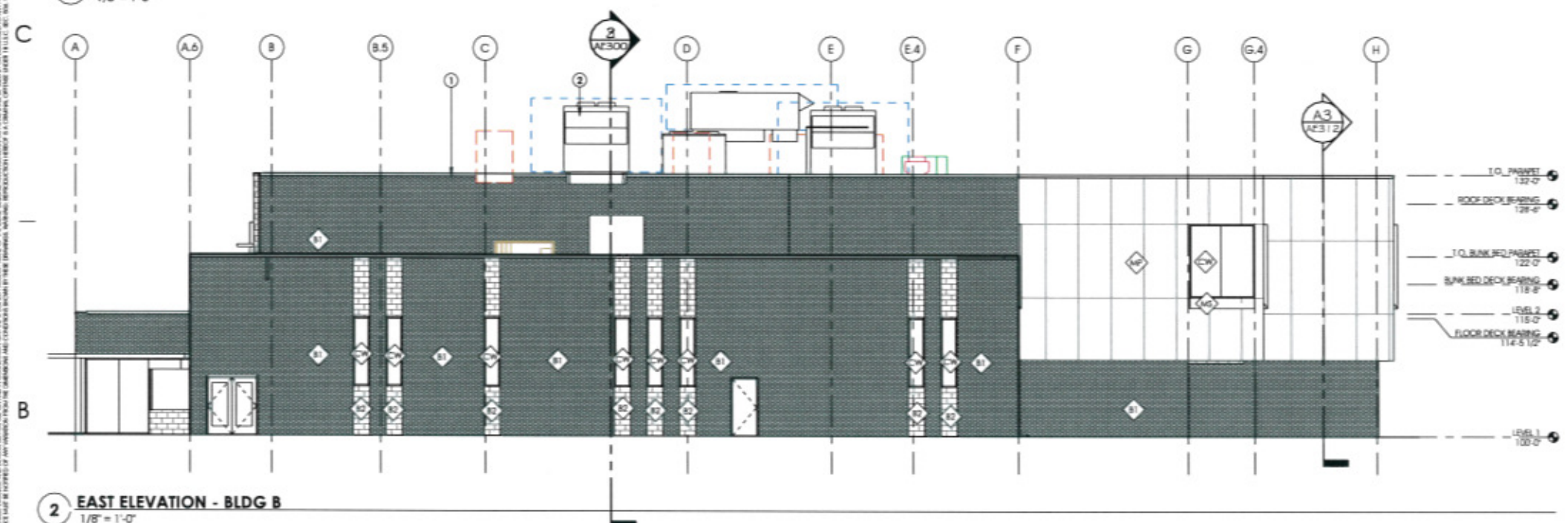
SHEET NUMBER:

# AE211





1 WEST ELEVATION - BLDG A  
1/8" = 1'-0"



2 EAST ELEVATION - BLDG B  
1/8" = 1'-0"

**GENERAL NOTES AND LEGEND:**

- SEE SHEET G002 FOR GENERAL NOTES.
- SEE TITLE SHEET FOR DRAWING INDEX.
- DO NOT SCALE DRAWINGS.
- CONTRACTOR / SUBCONTRACTOR SHALL VERIFY ALL DIMENSIONS AND CONDITIONS BEFORE BEGINNING WORK, AND SHALL REPORT TO THE ARCHITECT ANY ERRORS, INCONSISTENCIES OR OMISSIONS BEFORE BEGINNING WORK. SEE GENERAL NOTES AND SPECIFICATIONS.
- SEE SHEET A620 FOR FINISH LEGEND.
- SEE SHEET A620 FOR ACCESSORY LEGEND.
- SEE SHEETS G003 & G004 FOR ADA REQUIREMENTS.
- SEE SHEET A620 FOR SIGN SCHEDULE.

**EXTERIOR MATERIAL LEGEND:**

- |     |  |
|-----|--|
| AP  | COMPOSITE ALUMINUM PANEL, PAINTED FINISH   |
| B1  | INTERSTATE BRICK, 2 1/2" EMPORER, ALMOND   |
| B2  | INTERSTATE BRICK, 2 1/2" EMPORER, WALNUT   |
| MF1 | VERTICAL METAL DAYLIGHTING FINS, PAINTED   |
| MF2 | HORIZONTAL METAL DAYLIGHTING FINS, PAINTED |
| PP  | PHENOLIC PANEL, HORIZONTAL                 |
| MP  | RAINSREEN METAL PANEL                      |
| SF  | ALUMINUM STOREFRONT SYSTEM                 |
| MS  | STEEL WINDOW SHROUD                        |

**KEYED NOTES:**

- 1 PRE-FINISHED METAL WALL COPING  
2 MECHANICAL EQUIPMENT, SEE MECHANICAL DRAWINGS

NOT FOR  
CONSTRUCTION

ARCHITECT / CONSULTANT

PROJECT DESCRIPTION

HRC - HIGH AVE -  
PARAMOUNT

HOMELESS RESOURCE CENTER  
275 W HIGH AVE  
SALT LAKE CITY, UT

AHJ STAMP

SHEET NAME:  
**EXTERIOR ELEVATIONS**

REVISIONS		
MARK	DATE	DESCRIPTION

ISSUE DATE: 11/16/17  
ISSUE TYPE: SCHEMATIC  
DRAWN BY: AJC  
CHECKED BY: AJC  
PROJECT#: 1716.01

SHEET NUMBER:

**AE212**

## **ATTACHMENT C: PROJECT CPTED NARRATIVE**

The narrative on the following pages describes the facility and the design and dimensional aspects of it in more detail.

# memo

TO: David Gellner  
Salt Lake City Planning Division  
451 S State Street, Room 406  
Salt Lake City, UT 84114

FROM: Steve Simmons

DATE: 29 January 2018

RE: Homeless Resource Center: 700 South/High Ave

CC:

## Conditional Use Application: Crime Prevention Through Environmental Design (CPTED)

The design for the facilities have considered and implemented CPTED principals in the following ways listed below. Ajc has conducted two CPTED workshops with SLCPD, which has informed the presented design solutions.

**Clear Site lines:** sight line is defined as the desired line of vision in terms of both breath and depth. The inability to see what is ahead along a route due to sharp corners, walls, earth berms, fences, bushes or pillars can be serious impediments to the feeling of being safe.

- The building frontage is highly visible from the street by creating clear site lines that are not obstructed by landscape or other features.
- The parking area is visible from the street view, from interior commons areas, and cameras are provided.
- The exterior courtyard is highly visible from interior common areas as well as check-in desk, security office, and SLPD office.
- Through landscape design, all landscape features will be less than 24" above ground level. The tree canopy will be above eye levels.
- The interior of the building is highly visible by use of clear unobstructed sight lines and implementing clear glass that divides programmatic spaces.

**Adequate Lighting:** sufficient lighting is necessary for people to see and be seen. From a security point of view, lighting that is strategically placed can have a substantial impact on reducing the fear of crime. A basic level of lighting should allow the identification of a face from a distance of about 10 meters for a person with normal vision.

- The exterior and interior spaces are adequately lit.

**Concealed Routes Reduction:** concealed or isolated routes are often predictable routes that do not offer alternative for pedestrians. An attacker can predict where pedestrians will end up once they are on the path.

- The floor plan has been designed to allow for multiple routes, therefore not isolated or predictable.

**Avoid Entrapment:** entrapment areas are small, confined areas near or adjacent to well-traveled routes that are shielded on three sides by some barriers, such as walls or bushes.

- The site is secured by a 6' high precast concrete wall, which creates a secure site.
- The building plan is an open plan and highly visible, which avoids entrapment spaces.
- The entrance plaza is highly visible from the building and street, with low barriers.
- The creation of wide, non dead end corridors/hallways reduces the ability to be, or feel trapped.

**Land Use Mix:** a balanced land use mix is important for environmental , economic, aesthetic and safety reasons. Mixed uses must be compatible with one another and with what the community needs. The social value of frequenting local businesses provides a sense of security and safety as the local business people watch the street.

- The projects are located in mixed use areas and this concept applies well to the two sites. The 700 S site is zoned D-2 and High Ave is zoned CG.

**Activity Generators:** activity generators are used or facilities that attract people, create activities and add life to the street or space and thus help reduce the opportunities for crime. Activity generators include everything from increasing recreational facilities in a park, to placing housing in the central business district.

- The provided community room and program/classroom spaces will create activity within the building. These spaces have been placed on the front of the building which will allow the community to engage with the building and create a connection to the street.

**Ownership management:** sense of ownership, or territoriality, is often considered a vital factor in making a place safer. Taking responsibility and caring for an environment helps make it safer. The visual or real barriers separating many new housing developments from surrounding neighborhoods may isolate residents.

- It is proposed that the exterior courtyards provide client maintained gardening boxes.

**Signs and Information:** well designed, strategically located signs and maps contribute to a feeling of security. Signs should be standardized to give clear, consistent, concise and readable message from the street.

- The proposed building will have building signage with light, which will make it more visible.

**Overall Design:** the design and management of the environment influences human behavior. A barren, sterile place surrounded with security hardware will reinforce a climate of fear, while a vibrant and beautiful places conveys confidence and care.

- The overall building design and massing is broken down to reflect human scale and not look or feel institutional.
- The exterior materials are warm and inviting.
- The design uses the use of color to create a welcoming/safe feeling.
- Use of daylighting strategies to create a higher quality of space and softer light levels.
- Exterior spaces and the strong visual inside/outside connection will improves the environmental psychology of the space.

end

## **ATTACHMENT D: SECURITY AND OPERATIONS PLAN**

The following pages contain the security and operations plan required per Chapter 21A.35.350 – Qualifying Provisions for Homeless Resource Center or Homeless Shelter. This plan has been approved by the Salt Lake City Police Department and the Community and Neighborhoods Department. Documentation of their approval is also included on the following pages.

## **Salt Lake City Conditional Use Permit Homeless Resource Centers Security & Operations Plan**

### **Background Summary**

Shelter the Homeless, Inc. (STH) is a 501(c)(3) nonprofit organization that has been selected to oversee the design, construction, and operational oversight of three new Homeless Resource Centers: two in Salt Lake City and one in South Salt Lake. These Homeless Resource Centers (HRC) are part of a broader change to how our homeless service system helps individuals and families experiencing homelessness. Our goal is to minimize homelessness by making data-driven decisions, collaborating with community stakeholders, and ensuring accountability.

Each HRC will be secure, limited in accommodations (maximum 200 residents) and have essential on-site supportive services provided at each facility. By design, spacious areas are available within the center allowing clients to stay in the facility at all hours of the day and throughout the night and includes a secluded interior courtyard space for individuals to gather outdoors while staying in the center. An array of integrated wrap-around supportive services such as case management, education, job training, medical, food, storage, and housing assistance services will be conducted on-site. The HRC will be served by mobile health clinics and clients will have on-site access to a nurse manager. The goal will be to provide targeted services designed to transition individuals out of the HRC and become re-housed again as quickly as possible.

Each HRC is designed with safety in mind for residents and the surrounding neighborhood. Each HRC will provide internal (off-street) waiting/queuing areas for those seeking services. The facilities will operate as part of a region-wide coordinated entry and referral system. Multiple providers, including third party intake and assessment providers, will be contracted to provide services on-site. The facility will be designed with clear sight lines, lighting, indoor/outdoor video surveillance system, and good visibility that meets the Crime Prevention Through Environmental Design (CPTED) standards from the street and building. There will be 24/7 on-site management and security. A dedicated non-emergency hotline will be established to report any crimes, grievances, incidents, complaints, or comments. For more detailed information regarding 24-hour communication at the HRCs, see the “Complaint Response Community Relations” section.

All potential residents will be screened, assessed, and registered before acceptance at the HRC through the region-wide Coordinated Entry System. This is based on national best practices and policy to effectively address homelessness, stabilize residents with

the most need, secure permanent housing more quickly, and reduce overall demand on emergency systems.

### **Occupancy**

There are two HRC's in Salt Lake City.

1. **131 East 700 South** – At approximately 60,000 square feet, this facility will host women only. The maximum occupancy of this facility is limited to 200 and will not allow overflow.
2. **242 West Paramount Ave / 275 West High Ave** – At approximately 60,000 square feet, this facility will host both men and women. The maximum occupancy of this facility is limited to 200 and will not allow overflow.

Resource center staff and volunteers are not included in the occupancy limit of these facilities.

### **Operations**

**Hours of Operation** – Each HRC will operate 24 hours a day, 7 days a week with a full complement of qualified staff on-site. Constant monitoring of the interior and exterior of the property will be conducted. Registered residents are those persons who become eligible to receive services at the facility through the community-wide coordinated entry process. There will be a maximum of 200 registered residents at each of the Salt Lake City HRC's. Only registered residents will be permitted access into the facility during the day and through the night. Quiet hours will be enforced. Typical lights out time is from 10pm daily and all activities will cease. Lights inside the sleeping areas will come on at 6am on Monday through Friday, and 7am on Saturday and Sunday. Client intake will take place 24/7 at each facility and the necessary staff will be available during night shifts (i.e. case managers, HRC staff and managers, and security – for more information on night staff, see the "Complaint Response Community Relations Program" section). Though intake is available 24/7, registered residents are not allowed to leave the facility after quiet hours (10pm-6/7am) except for a verified work reason; HRC staff will verify this before the day of the registered resident's work shift.

**Delivery, Donations and Trash Collection Times** – Although precise delivery and trash collection times will not be available until these services are contracted, the HRC will strive to schedule these services between 8am and 6pm. Food delivery times may range from 6:00am to 6:00pm. Portable trash receptacles on the premises will be emptied

daily and other receptacles will be emptied at a minimum of once per week or as needed. Trash around the facility shall be picked up by 6am the following day.

**Noise Impacts** – Registered residents will comply with 10pm-6am week day/7am weekend quiet hours. Quiet hours will be posted around the facility and staff will reaffirm these hours. Most homeless individuals do not have cars so additional traffic noise will be minimal and, as mentioned above, most deliveries come during regular hours of operation from 9am to 5pm.

**Security** – The HRC will have on-site security during all hours when the facility is open. The facility will provide professional qualified security personnel, trained emergency responders, exterior lighting on pedestrian pathways, monitored security cameras, emergency alert systems, and parking lot areas on the property. Qualified security personnel will be hired from a private security firm. Security personnel, as required by the State of Utah, are licensed as security guards. This entails CPR, de-escalation/verbal judo, crowd control, and self-defense training. Security is permitted to carry a Taser, but not a firearm. In addition to their skill training, security personnel are required to undergo pre-assignment training and a second training after 3 months on the job. Adequate lighting will be installed for security purposes, ensuring there are no dark spots on-site or on the street. Light trespass has also been taken into consideration so there is minimal impact on neighboring properties. No criminal behavior will be tolerated on or around the property; for more information regarding criminal behavior, see the “Complaint Response Community Relations Program” section. No weapons of any kind are permitted in the HRC. Any resident with any kind of weapon in possession must relinquish it during the check-in screening process. Attempts to bring weapons into the facility will result in an immediate denial of service. Work tools and any other devices, which may be used in a manner that could cause serious bodily injury, must be checked in at the front desk and appropriately stored, before the client is allowed in other areas of the facility. Failure to relinquish these items at check-in will result in denial of services. This personal property will be returned to the resident, unless staff deems it unsafe to do so, when the resident leaves the facility. Illegal weapons of any kind identified at check-in will be turned over to the Police. Any resident found with an illegal weapon in possession within the facility will be denied services. Registered residents are not permitted to have a firearm of any kind at the facility or on the HRC premises.

**Drug and Alcohol Policies** – The HRC does not require absolute sobriety as a condition for admittance, but has strict rules of behavior, which if violated, could result in denial

of services. The HRC does not, and will not, admit persons who have consumed drugs or alcohol to the level that they are significantly intoxicated/impaired or are a danger to themselves or others. If a heavily intoxicated/impaired person shows up at the HRC, they will be denied a bed and staff will work with the denied resident to refer and transport them for appropriate services (detoxification, rehabilitation, or mental health program). If the denied resident refuses services and insists on leaving the HRC property by foot, the police will be called. If the police are called, HRC staff will attempt to maintain visual contact with the individual until the police have arrived. Extremely threatening behavior towards staff or another client will result in immediate eviction. If a client is too aggressive, angry or out of control to leave the shelter on their own, the police can be called to escort the client from the premises. No resident will be allowed to have alcohol or drugs in the HRC. Any illegal drugs turned in at check-in will be turned over to the Police. Any resident found with illegal drugs in the HRC will be denied services for at least one day. If a resident has repeated instances of inappropriate behavior that jeopardizes the safe and communal atmosphere of the facility, a resident may be given warnings; placed on daily assess or evicted; or barred for a period of time.

**Client Intake Area** – A client waiting and intake area, contained within the facility, will be provided and sufficient in size to accommodate all persons waiting to enter the facility.

**Loitering** – Registered residents loitering on the property is not allowed and will be a violation of the rules. Likewise, loitering on any private property around the facility will be a violation and may result in denial of services; length of denial will be determined on a case-by-case basis. Security stationed at the HRCs could respond to loitering off-site within specific boundaries:

- 700 S HRC – along 700 South, between State Street and 200 East.
- High Avenue HRC – along Paramount Avenue, High Avenue, and 300 West between High and Paramount Avenues.

The HRC will work closely with the local businesses and the Police Department to address any loitering issues that may arise outside of the defined boundaries above. The HRC operator will work with the neighborhood to address any loitering issues not addressed by the above policies. Camping on public or private property is illegal and all neighbors are encouraged to notify the Police if they encounter such behavior.

**Client Transportation** – Many HRC residents will come and go from the facility by public transportation or be dropped off at the main entrance by various service providers, thus reducing pedestrian and vehicular traffic. Most homeless individuals do not have cars so additional traffic noise should be minimal. Public transportation will play a large role in helping transport clients to services and work. At the 700 South HRC, the closest bus stops are located at State St. & 685 S (0.06 miles from HRC main entrance) and State St. & 720 S (0.11 miles from HRC main entrance). Both of these stops are along bus #200's route – 685 S is northbound, and 720 S is southbound. The Library Trax station is 0.5 mile north of the 700 South HRC. At the High Avenue/Paramount HRC, the two closest bus stops are located at 300 W & 1559 S (0.13 miles from HRC main entrance) and 300 W & 1560 S (0.15 miles from the HRC main entrance). Both of these stops are along bus #9's route – 1559 S is northbound, and 1560 S is southbound. The Ball Park Trax station is 0.58 miles north of the High Avenue/Paramount HRC.

**Parking** – On-site vehicle parking spaces will be provided. A covered and secured area for bicycle parking will be provided for use by staff and clients, commensurate with demonstrated need.

**Employee Training** – Employees housed within the facility will be required to complete a training program that includes instruction in code of guest conduct and HRC's policies and procedures to ensure employees are qualified to fulfill their job responsibilities and to promote awareness and sensitivity to cultural backgrounds and needs.

**Neighborhood Outreach and Methods for Communication** – The STH Board of Directors supports the creation of a standing Neighborhood-HRC Coordinating Council to serve as the primary vehicle for ongoing neighborhood-shelter communications. This group may include HRC staff and representatives from the surrounding neighborhood. The purpose of this committee will be to offer recommendations to the Collective Impact on Homelessness Steering Committee and/or to the neighborhood associations on how either can become better neighbors, develop options for engaging the neighborhood in HRC activities, and, if necessary, HRC-neighborhood dispute resolution. For more detailed information on this group, see the "Complaint Response Community Relations Programs" section below.

### **Complaint Response Community Relations Program**

- 1.) There will be a representative from each HRC who will interact with and respond to neighbor's concerns or grievances. This staff person is required to have a background as a community outreach specialist or someone who has experience communicating with the public. The representative will be hired through STH. When the individual is hired, their contact information will be shared with neighborhood residents, businesses, schools, etc. Though not available at night, residents are free to contact the dedicated 24-hour response system and those concerns will be passed to the outreach representative the following morning.
- 2.) A dedicated 24-hour response system will be available for the community. Staff will be present at the HRC 24/7 to respond to emails and phone calls. Day staff will consist of approximately 40 staff including management, case managers, various service providers, HRC staff, and security. Overnight staff will have approximately 2-4 security personnel, 2-3 director/administration staff, 2-3 case managers, and 1 HRC staff member stationed at the front desk. The HRC operators will ultimately determine the number of staff working day and night shifts.
- 3.) Publicly advertised quarterly meetings with the Neighborhood-HRC Coordinating Council will be organized by either the resource center operator, STH, or the two organizations working in collaboration. Meetings will be advertised within the HRC, on the community council and operator's website and a sign posted on the public street at least ten (10) days in advance. Representatives from each of the following shall be included in the Neighborhood-HRC Coordinating Council:
  - i. A representative from the HRC;
  - ii. a business located within ¼ mile of the site;
  - iii. a resident who lives within ¼ mile of the site;
  - iv. a school, if any, within ¼ mile of the site;
  - v. chair of the community council (or designee) whose boundary encompasses the site;
  - vi. an individual who has previously received or is currently receiving services from the HRC; and
  - vii. a representative from STH.
- 4) It is the responsibility of the HRC operator to present an annual report to the Neighborhood-HRC Coordinating Council on or before February 15<sup>th</sup> each year. This document must be provided to the city-planning director as well. The annual report shall include at least the following information:
  - a) List of individuals who have participated in the community coordinating group meeting;

- b) A summary of each community coordinating group meeting;
- c) A summary of complaints received from the community by the operator of the homeless resource center; and
- d) An explanation of how complaints have been addressed/resolved.

**Dispute Resolution** – Neighbors are encouraged to notify the on-duty HRC Manager for immediate problem resolution. If the staff person cannot sufficiently resolve the problem, the complaint will be elevated, in a timely manner, to the HRC Facilities Director. If the HRC Facilities Director and the neighbor cannot come to an agreement, the issue will be elevated to the Neighborhood-HRC Coordinating Council. If the Neighborhood-HRC Coordinating Council is unable to resolve the issue, the issue may be presented to the Shelter the Homeless Executive Director. If the Shelter the Homeless Executive Director and the neighborhood representative(s) cannot amicably resolve the issue, either party may request third party mediation and/or file a grievance with the appropriate City agency.

**HRC's Responsibility as a Good Neighbor** – As part of the HRC's commitment to be a good neighbor, the STH Board of Directors is committed to partnering with law enforcement, local businesses, residents, and other stakeholders to address and prevent problems and be responsive to their concerns. The HRC plans to design and maintain an aesthetically pleasing land/streetscape around the facility. Each HRC is willing to participate in a "Neighborhood Watch" program and host such meetings if asked. STH Board of Directors strongly encourages the creation of a neighborhood watch program and is prepared to collaborate with the Neighborhood-HRC Coordinating Council to establish the program. In order to implement a Neighborhood Watch program, at least the following steps must be taken:

- 1) Recruit neighbors, including HRC staff.
- 2) Contact and meet with local law enforcement.
- 3) Discuss concerns and create an action plan.
- 4) Organize recurring meetings.

### **Neighborhood Impacts/Mitigation**

We understand that the addition of a HRC to any community can create perceived social anxiety and risks such as increased criminal activity, burden on the community, noise, cleanliness, decreasing property values, trespassing, increased traffic, loitering, pan-handling, and safety issues in the neighborhood and surrounding areas. We want to address each community concern regarding any perceived risks before the centers are fully operational.

Criminal behavior will not be tolerated on the property. Security can respond to off-site suspicious activity/complaints within specific boundaries:

- 700 S HRC – along 700 South, between State Street and 200 East.
- High Avenue HRC – along Paramount Avenue, High Avenue, and 300 West between High and Paramount Avenues.

If suspicious activities or complaints are reported to the HRC outside of these boundaries, security will contact and coordinate with local Police. The HRC will be a safe place for youth, staff, volunteers and community guests. As was stated in the previous section, there will be 24/7 on-site security. Staff will be on duty 24/7 and 24-hour active monitoring of the property will occur by staff and security personnel – facility/premises rounds and monitored security cameras. If at any point a neighbor, local business, or visitor feels unsafe or sees suspicious activity they can either call or email the 24/7 response center and a trained staff will respond and take the appropriate steps necessary to resolving the issue or concern.

The design/layout of the facility is meant to help clients, make the premises safe, and mitigate impacts to the neighborhood. The design of the client intake area and the scheduled day activities are both ways to mitigate loitering in the neighborhood. Each resource center has a secure inner courtyard that serves as the designated space for smoking outside in conformance with state laws.

In accordance with Chapter 9.28 of Salt Lake City code, the resource center will comply with the following:

- a) The resource center will not create unnecessary or unusually loud noises at unusual times of the day or that are a detriment to the public health, comfort, convenience, safety, welfare, prosperity, and peace of the residents of the city. This will be enforced by the operator of the resource center and through the implementation of strict quiet hours starting at 10pm and ending at 6am on weekdays or 7am on weekends.
- b) Sound levels will not exceed the standards for Salt Lake City.
- c) If a client or person associated with the resource center continuously creates or causes a noise disturbance, it is the responsibility of the resource center operator to mitigate the situation and take the appropriate steps to prevent continual noise disturbances. In addition, the specific prohibitions listed in Section 9.28.040 will not be tolerated at the resource center, except in the permitted hours of operation (i.e. waste collection between 7am and 9pm). During hours of operation, noises will not exceed the expected sound pressure level.

## Gellner, David

---

**From:** Reberg, Mike  
**Sent:** Wednesday, March 21, 2018 9:18 AM  
**To:** Mills, Wayne  
**Cc:** Gellner, David; Norris, Nick; Litvack, David  
**Subject:** RE: Homeless Resource Center - Security and Operations Plan

Wayne,

I have reviewed the Security and Operations Plan submitted by Shelter the Homeless and as required as a part of the Salt Lake City's conditional Use approval process. I understand that as Director of Community and Neighborhoods I am required to sign off on the plan.

Based upon my review, and the reviews conducted by the Planning Division and Civil Enforcement, I approve the Security and Operations Plan submitted by Shelter the Homeless. Please let me know if you have further questions. Thanks.

**MIKE REBERG**  
DIRECTOR

DEPARTMENT of COMMUNITY and NEIGHBORHOODS  
SALT LAKE CITY CORPORATION

TEL 801-535-7707  
FAX 801-535-6005

[WWW.SLCGOV.COM/CED](http://WWW.SLCGOV.COM/CED)

---

**From:** Mills, Wayne  
**Sent:** Tuesday, March 20, 2018 11:02 AM  
**To:** Reberg, Mike <Mike.Reberg@slcgov.com>  
**Cc:** Gellner, David <David.Gellner@slcgov.com>; Norris, Nick <Nick.Norris@slcgov.com>  
**Subject:** Homeless Resource Center - Security and Operations Plan

Mike-

Shelter the Homeless has submitted Conditional Use applications for two Homeless Resource Centers (HRC) located at 131 E. 700 South and 242 W. Paramount Ave./275 W. High Ave. As part of the Conditional Use process, Section 21A.36.350 of the Zoning Ordinance requires the preparation of a Security and Operations Plan (SOP). The plan must be approved by the Salt Lake City Police Department and Community and Neighborhoods Department prior to Conditional Use approval. The section of the Zoning Ordinance stipulating the requirements for the SOP is attached, as well as the proposed SOP prepared by Shelter the Homeless.

The Planning Division has reviewed the proposed SOP and finds that it complies with the requirements set forth in Section 21A.36.350 of the Zoning Ordinance. Civil Enforcement has also reviewed the plan and finds that it will not have an impact on their standard enforcement operation procedures. Representatives from the Police Department are currently reviewing the plan in accordance with the ordinance requirements.

Please review the proposed SOP and provide comments if necessary, or provide a statement of approval from the Community and Neighborhoods Department. Please contact me if you have any questions.

Thank you.

**WAYNE MILLS**  
**Planning Manager**

**PLANNING DIVISION**  
**SALT LAKE CITY CORPORATION**

TEL 801-535-7282  
FAX 801-535-6174

[www.SLCGOV.COM](http://www.SLCGOV.COM)

## Gellner, David

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**From:** Scharman, Josh  
**Sent:** Wednesday, March 21, 2018 3:54 PM  
**To:** Reberg, Mike; Gellner, David  
**Cc:** Teerlink, Scott; Farillas, Tyrone; Police Chiefs; Vandongen, Lance  
**Subject:** Fwd: Resource Center Security (002)  
**Attachments:** Resource Center Security (002).docx; ATT00001.htm

Hi David and Mike,

The plan has been reviewed by the police department and appears to meet all of the criteria.

The reviewing officers have compiled some questions for discussion during the ongoing planning stages.

Thank you for the opportunity to be involved in this important process.

Josh

Begin forwarded message:

**From:** "Teerlink, Scott" <[scott.teerlink@slcgov.com](mailto:scott.teerlink@slcgov.com)>  
**Date:** March 21, 2018 at 12:56:45 PM MDT  
**To:** "Scharman, Josh" <[Josh.Scharman@slcgov.com](mailto:Josh.Scharman@slcgov.com)>, "Vandongen, Lance" <[Lance.Vandongen@slcgov.com](mailto:Lance.Vandongen@slcgov.com)>, "Farillas, Tyrone" <[Tyrone.Farillas@slcgov.com](mailto:Tyrone.Farillas@slcgov.com)>  
**Subject:** Resource Center Security (002)

The Homeless Resource Center Security & Operations Plan appears to cover all of the requirements required by code. There are a few additions and clarifications that we would suggest adding. Please see the attached document which discusses a few items that could be clarified or added to the Security Plan to improve the plan.

**Homeless Resource Center Security and Operations Plan**  
**Review and Suggestions from the Salt Lake City Police Department**

Areas to improve on the security and operation plan;

1. Pg 4: How will the level of intoxication be measured as individuals are being checked in / what level will be deemed as “significantly intoxicated or impaired?”
2. Will those residing at the HRC be given ID’s and required to carry them while on the property?
3. Pg 1: How will clients be screened upon entry? Magnetometers, Wand, Baggage check?
4. Pg 5: Add to the parking section that any bicycles stored in the secure area must be properly registered and may be inspected by officers to ensure they are registered.
5. Pg 5 Neighborhood Outreach and Methods for Communication, add Police Officers to those that may be on the Neighborhood-HRC Coordinating Council
6. Pg 6 item 3, add a representative from the Police Department to the list on the Neighborhood-HRC Coordinating Council.
7. Add a section that details how rule violations will be documented, how denial of services will be documented to ensure that frequent violators are dealt with and that any denial of service is documented and enforced for the appropriate time.
8. For the combined Men/Women shelter, what is the security plan to enforce that men/women stay in their designated areas to avoid sexual assaults
9. If a client does not feel comfortable bringing a complaint to staff members, how do they submit an anonymous complaint and will those be reviewed by staff with corrective actions made

## **ATTACHMENT E: ENTRANCE ORIENTATION CONSIDERATIONS**

An explanation provided by AJC Architects, the facility designer provides information about the design considerations that went into facing the entrance orientation onto Paramount Avenue (and the courtyard that would also be located adjacent to Paramount) as opposed to orienting the building toward High Avenue. This explanation can be found on the following pages.

## Paramount Client Entrance: Advantages

Separate entrances for staff/volunteers, donations, and clients

- *For safety and best practice strategies staff, donations, and client entrances are to be separated. The ADVANTAGE of a Paramount client entry is that the frontage is minimal improving the ability to secure public/client access to the site. It is also an ADVANTAGE to have staff/donation entrance on High Ave, because the site has a larger frontage and area to accommodate parking, vehicle turn-around and donation drop off.*

SLCPD supports Paramount entrance

- *Paramount client entrance supports CPTED principals: clear site lines, adequate lighting, concealed routes reduction, avoid entrapment, land use mix, activity generators, ownership management, signs and information, overall design. If the client entrance was on High Ave, the back of the building would not have eyes on the two vacant lots on Paramount Ave, which is SLCPD primary concern. Having client entrance on Paramount mitigates SLCPD primary concerns, with the ADVANTAGE of line of site to the two existing vacant lots.*

Client entrance on Paramount is further away from school bus stops on High Ave.

- *To mitigate this conflict of clients and school children sharing the same pedestrian path, there is an ADVANTAGE that the client entrance is located on Paramount by design. Moving the client entrance to High Ave forces clients and school children to use the same pedestrian path, creating potential safety concerns for children.*

Paramount currently has pedestrian improvement/infrastructure

- *Paramount currently has a sidewalk, an ADVANTAGE which supports safe pedestrian access. High Ave does not have a sidewalk.*

Minimal entry/control point area

- *Client entrance off Paramount has the ADVANTAGE of less area/frontage to securely control. As a result, this creates a more secure environment and more effective control of the site by security personnel.*

Paramount entry (front of building) mitigates loitering on adjacent properties.

- *If entrance was on High Ave, the back of the building would hide activity on the two vacant lots on Paramount causing more problems for business owners on this street.*

Functional courtyard for all seasons (Criteria for Success)

- *A south facing courtyard is a best practice solution that supports clients to use this area for all seasons by utilizing optimal solar orientation. One of the goals of the facility is to encourage clients to stay within the confines of the facility and a south facing courtyard and daylight commons are essential to encouraging clients not to leave the site throughout the year. The courtyard location is directly related to the entrance location for line -of-site and CPTED requirements. Having the entry on Paramount equates to having the south facing courtyard on Paramount. This is an ADVANTAGE of entry and courtyard on Paramount.*

Less impact on mechanical system/smaller system/energy reduction

- *A south facing "front of the house" facility can harvest natural day light for public spaces as well as reduces heating cost during the winter months improving long term operating costs. With the amount of glass required at the entry and the courtyard for CPTED design requirements, the southern exposure of these spaces provides an ADVANTAGE to the entry and courtyard on Paramount.*

Is part of the neighborhood (Criteria for Success)

- *If the entrance was on High Ave, the building would be turning its back to the more pedestrian friendly Paramount street. As a result, Paramount street will be less secure, and the adjacent vacant lots would be more problematic.*

### **High Ave Client Entrance Advantages**

Less impact on existing commerce

- *Locating the client entry on High Ave will have less impact to clients travelling on Paramount to enter the building. However, having the entrance on High Ave will have greater impact on adjacent apartment residences, school children pedestrian path, non-southern exposed courtyard, secure/separate staff entrance delivery drop off, observation of adjacent vacant lots, and CPTED police concepts including sire access control.*

# memo

TO: David Gellner  
Salt Lake City Planning Division  
451 S State Street, Room 406  
Salt Lake City, UT 84114

FROM: Steve Simmons

DATE: 08 March 2018

RE: Homeless Resource Center: Paramount

CC: Sean Fyfe  
Preston Cochrane

## **21A.54.080: Standards for Conditional Uses:**

B. Detrimental Effects Determination: In analyzing the anticipated detrimental effects of a proposed use, the planning commission, or in the case of administrative conditional uses, the planning director or designee, shall determine compliance with each of the following:

Item 1: The title specifically authorizes the use where it is located;

**RESPONSE:**

**Complies:** *This is authorized by the Salt Lake City Zoning Ordinance which is adopted to be compliant with State Law.*

Item 2: The use is consistent with applicable policies set forth in adopted citywide, community, and small area master plans and future land use maps;

**RESPONSE:**

**Complies:** *The building complies to all building and zoning codes as well as the adopted Text Amendment: Homeless Resource Center Text Amendment PLNPCM2016-00910.*

Item 3: The use is well suited to the character of the site, and adjacent uses as shown by an analysis of the intensity, size, and scale of the use compared to existing uses in the surrounding area;

**RESPONSE:**

**Complies:** *The building was designed by directly addressing the individual specificity of this site, on a micro and macro levels. As a result, the building responds to neighborhood intensity, size, scale, and solar orientation.*

*The exterior of the building is designed to meet several key visioning principles. These principles include the values of humanity, safety, context and durability. The color palette will incorporate warm colors and will avoid institutional colors to foster a humane feel to the building. Exterior cladding above the pedestrian scale will be a combination of metal panels, composite materials, and glass, to create a highly visible and distinctive facade where the building faces the neighborhood.*

Item 4: The mass, scale, style, design, and architectural detailing of the surrounding structures as they relate to the proposed have been considered;

**RESPONSE:**

**Complies:** *Aside from facing the neighborhood, there are several other design gestures that have been incorporated to address the context of the Paramount site. This building has been kept to a two story height, allowing it to fit more into the surrounding environment from a massing perspective. The building also steps down toward the street to encourage and create a pedestrian scale that clearly defines entry at an approachable scale. The building exterior is intentionally more residential in the approach to glazing and massing as opposed to a more institutional aesthetic. This design takes the form of punched openings and massing that is broken up into smaller scale elements, with contrasting materials to provide variety.*

Item 5: Access points and driveways are designed to minimize grading of natural topography, direct vehicular traffic onto major streets, and not impede traffic flows;

**RESPONSE:**

**Complies:** *The client driveway access point is on Paramount Ave. The staff, volunteers, and donations/delivery access point is on High Ave. It was an intentional design decision based on best practices for this building type, to separate the client access from staff, volunteer and donations/delivery access.*

Item 6: The internal circulation system is designed to mitigate adverse impacts on adjacent property from motorized, nonmotorized, and pedestrian traffic

**RESPONSE:**

**Complies:** *Motorized, nonmotorized, and pedestrian traffic circulation patterns are separated. For safety and management operations staff, donations and client entrances are to be separated. The advantage of a Paramount client entry is that the frontage is minimal improving the ability to secure public/client access to the site. It is also an advantage to have staff/donation entrance on High Ave, because the site has a larger area to accommodate parking and donation drop off.*

*Paramount client entrances best supports CPTED principles: clear site lines, adequate lighting, concealed routes reduction, avoid entrapment, land use mix, activity generators, ownership management, signs and information, and overall design. If the client entrance was on High Ave, the back of the building would not have eyes on the two vacant lots on Paramount, which is SLCPD primary concern. Having the client entrance on Paramount is the SLCPD preference and mitigates their concerns.*

Item 7: The site is designed to enable access and circulation for pedestrian and bicycles.

**RESPONSE:**

**Complies:** *Paramount Ave is the access for the clients, who will mostly arrive as a pedestrian or on a bike. Circulation has been provided on-site for bicycles and pedestrians in compliance with ADA standards.*

*In addition, ajc met several times with SLCPD to mitigate Crime Prevention Through Environmental Design (CPTED). Through these meetings it is SLCPD preference that the client entrance face Paramount Ave and the clients need to be directed to the front entrance off of Paramount Ave.*

*Also, it is important to note that there is a school bus drop off on High Ave for the children who live at the Enclave apartments. To mitigate this conflict of clients and school children sharing the same pedestrian path, client entrance is located on Paramount.*

Item 8: Access to the site does not unreasonably impact the service level of any abutting or adjacent street.

**RESPONSE:**

**Complies:** *The service entrance is on High Avenue. This street is not a through street and terminates at an emergency exit gate for the apartments north of the property.*

Item 9: The location and design of off street parking complies with applicable standards of this code;

**RESPONSE:**

**Complies:** *This project has 40 park stalls.*

Item 10: Utility capacity is sufficient to support the use at normal service levels.

**RESPONSE:**

**Complies:** *Existing sewer and storm drain utilities are adequate for this new building. However a new water line is being installed to accommodate new additional loads.*

Item 11: The use is appropriately screened, buffered, or separated from adjoin dissimilar used to mitigate potential use conflicts:

**RESPONSE:**

**Complies:** *This project complies to the adopted text amendment, which address the above conditions. Solid 6' high site walls are provide along the north east and west sides of the property, and a 3' high wall/fence along the south side.*

Item 12: The use meets city sustainability plans, does not significantly impact the quality of surround air and water, encroach into a river or stream, or introduce any hazard or environmental damage to any adjacent property, including cigarette smoke;

**RESPONSE:**

**Complies:** *The building is designed to meet the states High Performance Building Design Standards. This project does not impact the quality of surrounding air and water, encroach into a river or stream, or introduce any hazard or environmental damage to any adjacent property. In addition, the adopted Text Amendment states that the provider is to mitigate noise levels, smoking restrictions, and trash removal among other qualifying provisions which is part of the management and operations plan for the facility.*

*Sustainable design strategies start with proper building orientation for energy efficiency. The sun path is most difficult to control on east and west facing building facades, due to the sun being low in the sky at sunrise (east) and low in the sky at sunset (west). Standard architectural practice is to have the "short" sides of a building on the east and west sides, with longer sides of the building on the north and south. North side—the sun is easy to control as the sun path is not in the north sky—and we get a lot of quality natural daylight. South side—the sun is higher in the sky and easy to control with shading devices.*

*This orientation will actually reduce the size and requirements of our heating and cooling systems, saving both first costs and ongoing energy costs.*

*In freeze-thaw climates such as ours in Utah, best architectural practice is to locate the main entrance of a building, along with any outdoor gathering spaces, on the south facing side. This is especially critical in winter months to allow the southern sun orientation to help with eliminating ice and snow build-up at the main entrances. It also allows a "warmer" climate for outdoor courtyards on the south facing side. One of the goals of the facility is to encourage clients to stay within the confines of the facility and a south facing courtyard and daylit commons are essential to encouraging clients not to leave the site throughout the year. This orientation also contributes to our High Performance Building Design requirements.*

Item 13: The hours of operation and delivery of the use are compatible with surrounding uses.

**RESPONSE:**

**Complies:** *Business hours are from 09.00AM to 05.00PM*

Item 14: Signs and lighting are compatible with, and do not negatively impact the surrounding uses; and

**RESPONSE:**

**Complies:** *Per High performance Building Design standards, all site lighting is to be shielded and contained within the site. Also, per Crime Prevention Through Environmental Design (CPTED) requirements, the site surfaces will be illuminated between 3 and 5 foot-candles.*

Item 15: The proposed use does not undermine preservation of historic resources and structures.

**RESPONSE:**

**Complies:** *There are no historic resources or structures.*

*CPTED principles have been coordinated with SLCPD for the entire site design. Law enforcement is concerned about the two vacant lots on the Paramount side to the east, and want the entry to the building on Paramount to have visibility and view to these properties for additional “eyes on the street” and best CPTED practices.*

end

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Signature

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Date

# **ATTACHMENT F: EXISTING CONDITIONS**

## **ADJACENT LAND USES and ZONING**

The land use and zoning surrounding the site include the following:

- **North:** CG – The Enclave Apartments and associated parking – 210 low to moderate income apartments
- **South:** CG – on the south-east, an uninhabited single-family dwelling and one vacant property - due south, commercial businesses and uses
- **East:** CG – vacant property along Paramount to the east of the entrance, industrial and commercial uses along Paramount Avenue, railroad tracks at the far eastern end of the site.
- **West:** CG – industrial and commercial uses that front on 300 West

## **MASTER PLAN POLICIES**

### **Plan Salt Lake (2015)**

Plan Salt Lake was adopted in 2015 as the citywide vision for Salt Lake City for the next 25 years. The Plan contains Guiding Principles that relate to the proposed use including the following:

- 1) Neighborhoods that provide a safe environment, opportunities for social interaction, and services needed for the wellbeing of the community therein.
- 3) Access to a wide variety of housing types for all income levels throughout the City, providing the basic human need for safety and responding to changing demographics.
- 11) Ensure access to all City amenities for all citizens while treating everyone equitably with fairness, justice and respect.

The Housing chapter of Plan Salt Lake includes a number of initiatives intended to help implement the Plan. The initiative to “Support homeless services” is specifically identified. The Plan also references “collaboration with community partners...” in terms of access and equity to City services and amenities.

The proposed use is in concert with the principles and strategies identified in Plan Salt Lake.

### **Growing SLC: A Five Year Housing Plan – 2018-2022 (2017)**

Growing SLC: A Five Year Housing Plan – 2018-2022 (aka – the Salt Lake City Housing Plan) was adopted in late 2017 as the City’s first housing plan since 2000. The Housing Plan is intended to advance the vision that Salt Lake City is a place for a growing diverse population to find housing opportunities that are safe, secure, and enrich lives and communities. A big focus of the Plan is the protection and development of affordable housing opportunities throughout the City as identified in Goal 2: Affordable Housing. The plan describes the linkages and interaction between a lack of affordable housing and very low income renters and the City’s most vulnerable citizens. This lack of affordable housing can push some citizens into homelessness as they are priced out of the market.

The Housing Plan was developed using existing housing policy, primarily Plan Salt Lake and the Salt Lake City Comprehensive Housing Policy. The guiding principles of Plan Salt Lake are incorporated by reference including the initiative to “Support homeless services”.

The proposed use is in concert with the principles and strategies identified in the Salt Lake City Housing Plan.

### **Central Community Master Plan**

The Future Land Use map contained in the Central Community Master Plan recognizes the uses in this area as having a regional commercial/industrial and high mixed use orientation that is expected to continue over time.

The area is not anticipated to change to become more residential or small scale commercial over time which is reflected in the zoning of the area. The use is in concert with the Master Plan and the anticipated changes to the area over time.

## **ATTACHMENT G: Specific Zoning Provisions for Homeless Resource Centers (HRC)**

In addition to the Conditional Use Standards found in Chapter 21A.54.080 of the Salt Lake City Zoning Ordinance, there are specific Qualifying Provision that must be considered by the Planning Commission in relation to a proposed Homeless Resource Center or Homeless Shelter and that such a facility must adhere to.

### **21A.62.040 - Homeless Resource Center - Definition**

**HOMELESS RESOURCE CENTER:** A building or portion thereof in which co-located supportive services such as sleeping, bathing, eating, laundry facilities, and housing case management is provided on an emergency basis for individuals experiencing homelessness. Additional services may include preparation and distribution of food; medical care and treatment; behavioral and mental health counseling; employment counseling; educational instruction, and vocational training.

### **21A.36.350: Qualifying Provisions for Homeless Resource Center or Homeless Shelter:**

A. *A Homeless resource center or homeless shelter may be allowed as a conditional use, as identified in Chapter 21A.33 Land Use Tables, pursuant to the provisions of Chapter 21A.54 Conditional Uses of this title and the requirements of this section.*

1. *Limit the number of homeless persons who may occupy a homeless resource center for overnight accommodations to a maximum of two hundred (200) homeless persons.*
  - a. *Service provider staff shall not be included in this occupancy limit.*
  - b. *No homeless resource center shall exceed the maximum occupancy for overnight accommodations for any reason, including on an overflow basis.*

**Staff Analysis: The proposed HRC complies with this qualifying provision, capacity of a proposed facility.**

2. *A security and operations plan shall be prepared by the applicant, and approved by the Salt Lake City Police Department and Community and Neighborhoods Department, prior to conditional use approval, and filed with the recorder's office. A security and operations plan shall include:*
  - a. *A community relations and complaint response program that identifies specific strategies and methods designed to maintain the premises in a clean and orderly condition, minimize potential conflicts with the owners/operators and uses of neighboring property, and prohibit unlawful behavior by occupants of the homeless resource center or homeless shelter on the site or adjacent public right of way. The community relations and complaint response program shall include at least the following elements:*
    - i. *Identify a representative of the homeless resource center or homeless shelter, including the representative's name, telephone number, and email, who will meet with neighbors upon request to attempt to resolve any neighborhood complaints regarding operation of the center;*
    - ii. *A dedicated twenty four hour telephone line for the purpose of receiving complaints;*
    - iii. *Quarterly meetings with a community coordinating group, which shall be open to the public, to discuss and address concerns and issues that may be occurring as a result of the homeless resource center or homeless shelter operation. The meetings shall be advertised at least ten (10) days in advance by posting notice on the operator's website and a sign posted along the public street;*
    - iv. *Representatives from each of the following shall be included in the community coordinating group;*
      - (1) *the homeless resource center or homeless shelter,*
      - (2) *a business located within ¼ mile of the site,*
      - (3) *a resident who lives within ¼ mile of the site,*
      - (4) *a school, if any, located within ¼ mile of the site;*
      - (5) *chair of the community council, or designee, whose boundary encompasses the site;*

- (6) *an individual who has previously received or is currently receiving services (i.e., client) from a homeless resource center or homeless shelter; and*
- v. *A written annual report, provided on or before February 15th of each year, from the operator of the homeless resource center or homeless shelter, provided to the city planning director and to the city council member in whose district the homeless resource center or homeless shelter is located, which includes the following information:*
  - (1) *List of individuals who have participated in the community coordinating group meetings;*
  - (2) *A summary of each community coordinating group meeting;*
  - (3) *A summary of complaints received from the community by the operator of the homeless resource center or homeless shelter; and*
  - (4) *An explanation of how complaints have been addressed/resolved.*
- b. *A complaint response community relations program that includes strategies and methods designed to maintain the premises in a clean and orderly condition, minimize potential conflicts with the owners/operators and uses of neighboring property, and prohibit unlawful behavior by occupants of the homeless resource center or homeless shelter on the site or adjacent public right of way.*
- c. *A provision requiring a representative of the homeless resource center or homeless shelter to meet with neighbors upon request to attempt to resolve any neighborhood complaints regarding operation of the center;*
- d. *A provision requiring continuous on-site security and emergency services, which includes professional security personnel, monitored security cameras, trained emergency responders, and emergency alert systems.*
- e. *A plan to maintain noise levels in compliance with Chapter 9.28 of this code;*
- f. *Design requirements that ensure any areas for queuing take place within the footprint of the principal building and will not occur on any public street or sidewalk;*
- g. *Designation of a location for smoking tobacco outdoors in conformance with state laws;*
- h. *A provision stating that any trash strewn on the premises be collected and deposited in a trash receptacle by six o'clock (6:00) A.M. the following day, including any smoking and parking lot areas;*
- i. *A provision stating that portable trash receptacles on the premise be emptied daily and that other receptacles be emptied at a minimum of once per week or as needed.*

*The owner of property on which a homeless resource center or homeless shelter is located shall ensure that the operator complies with the requirements of this Subsection A.2.*

**Staff Analysis: The proposed HRC complies with qualifying provision #2, security and operations plan and related requirements listed above.**

- 3. *The applicant shall demonstrate how the building and site is designed to prevent crime based on the following principles. However, the planning commission may require modification of the proposed building and site plans if it determines that the plans do not sufficiently address each of these principles:*
  - a. *Natural Surveillance:*
    - (1) *The building includes windows and doors in sufficient quantities and locations that allow people inside the building to see all exterior areas of the site;*
    - (2) *Lighting is sufficient to illuminate building site, entrances, and access points from public streets and sidewalks to the building;*
      - (i) *Exterior public and private areas shall be illuminated at a minimum rating of 1 foot-candle, and parking lots shall be illuminated at a minimum rating of 3 foot-candles.*
      - (ii) *Exterior lighting shall be shielded to control light pollution and prevent glare, and utilize light emitting diodes or metal-halide filaments.*

- (3) *Landscaping is arranged on the site in a manner that does not create hidden spaces or block sight lines between the building, public spaces, parking areas and landscaped areas.*
- b. *Natural Access Control:*
    - (1) *Buildings include direct walkways from the public sidewalk to the primary building entrances;*
    - (2) *Walkways are provided to guide people from the parking areas to primary building entrances;*
    - (3) *Low growing landscape, low walls, curbing, or other means are used to guide pedestrians along walkways;*
    - (4) *All walkways are properly illuminated and all illumination on the site is shielded to direct light down and away from neighboring properties;*
    - (5) *Building entrances are clearly identified with universally accessible signs.*
  - c. *Territorial Reinforcement:*
    - (1) *Landscaped areas along the perimeter of the site, which are not visible from the building or public spaces, shall include mechanisms to restrict access outside daylight hours;*
    - (2) *Parking areas are secured outside of daylight hours;*
    - (3) *A decorative masonry wall that is a minimum of six feet (6') high shall be provided along all interior side and rear lot lines. Walls in excess of six feet may be approved by the planning commission as a special exception if it determines a taller wall is necessary to mitigate a detrimental impact created by the homeless resource center or homeless shelter;*
    - (4) *A fence no taller than three feet (3') high, and does not create a visible barrier, shall be placed near the front property line to mark the transition from public space to private space;*
    - (5) *If the zoning district does not require a landscape buffer, the planning commission may nevertheless establish appropriate landscape buffering requirements as a condition of approval to mitigate reasonably anticipated detrimental effects of the proposed use.*
  - d. *Maintenance:*
    - (1) *The building and site are maintained free from graffiti, litter, garbage, and other items that constitute a nuisance;*
    - (2) *The building is maintained in good repair and all property damage is repaired in a timely manner;*
    - (3) *All fencing, walls, paving, walkways and other site features are maintained in good repair, and free from obstruction.*
  - e. *A homeless resource center or homeless shelter shall comply with all applicable building and zoning regulations.*

**Staff Analysis: The proposed HRC complies with the qualifying provision #3, facility designed to deter crime through proper design and utilizing principles of CPTED – Crime Prevention through Environmental Design**

## **ATTACHMENT H: ANALYSIS OF STANDARDS**

### **21A.54.080 Standards for Conditional Use**

**Approval Standards:** A conditional use shall be approved unless the planning commission, or in the case of administrative conditional uses, the planning director or designee, concludes that the following standards cannot be met:

1. The use complies with applicable provisions of this title;

**Analysis:** The property is located in the CG (General Commercial) zoning district. Per Section 21A.33.030 – Table of Permitted and Conditional Uses for Downtown Districts of the Zoning Ordinance, a Homeless Resource Center is allowed as a conditional use. A proposed HRC is also subject to compliance with the Qualifying provisions for that use found in Section 21.36.350. The proposal complies with these provisions which can be found in [Attachment G](#).

**Finding:** The proposal complies with the applicable provisions of the Salt Lake City Zoning Ordinance. It is allowed in the zone through the conditional use process and complies with all City requirements for such a facility.

2. The use is compatible, or with conditions of approval can be made compatible, with surrounding uses;

**Analysis:** The proposed use is located in the General Commercial district surrounded by a mix of commercial and light industrial uses and some vacant property. The facility has been designed using Crime Prevention through Environmental Design (CPTED) principles in order to create a pleasing atmosphere for clients of the facility and to help deter unlawful activities through good design including the elimination of hidden areas. The required Security and Operation Plan for the facility addresses the operational concerns and external impacts of the facility on the surrounding neighborhood.

**Finding:** The nature of the immediate area is one of limited residential development and over time this area is anticipated to continue providing a Central Business District Support function. In conjunction with the facility design and Security Plan, staff finds that the use will be compatible with surrounding uses.

3. The use is consistent with applicable adopted city planning policies, documents, and master plans; and

**Analysis:** The proposed use is consistent with adopted city plans and policies as outlined in Plan Salt Lake, the Salt Lake City Housing Plan, and the Central Community Master Plan. Providing the facilities to transition people out of homelessness has been an important goal of the City.

**Finding:** The proposal does not present a conflict with the Master Plan and is specifically supported by other City plans, policies and documents.

4. The anticipated detrimental effects of a proposed use can be mitigated by the imposition of reasonable conditions.

**Finding:** Complies - please refer to Detrimental Impacts Chart on the next page for details.

## 21a.54.080B Detrimental Effects Determination

In analyzing the anticipated detrimental effects of a proposed use, the planning commission shall determine compliance with each of the following:

Criteria	Finding	Rationale
1. This title specifically authorizes the use where it is located	<b>Complies</b>	A Homeless Resource Center is allowed as a conditional use in the CG zoning district.
2. The use is consistent with applicable policies set forth in adopted citywide, community, and small area master plans and future land use maps	<b>Complies</b>	The Master Plan recognizes the uses in this area continuing as a regional commercial/industrial area and one of high mixed use. The proposed use is in concert with the Master Plan and the anticipated changes to the area over time. The use is specifically supported in citywide plans such as Plan Salt Lake and the Salt Lake City Housing Plan.
3. The use is well-suited to the character of the site, and adjacent uses as shown by an analysis of the intensity, size, and scale of the use compared to existing uses in the surrounding area	<b>Complies</b>	The surrounding uses are a mix of commercial and industrial uses of varying size, scale and intensity as well as some vacant properties. These uses generally have a street facing orientation. The proposed use will also have a street-facing orientation toward Paramount Avenue and has been designed to fit in with the character of the area in terms of massing, scale and choice of materials which are similar to other uses in the surrounding area.
4. The mass, scale, style, design, and architectural detailing of the surrounding structures as they relate to the proposed have been considered	<b>Complies</b>	The facility is designed as a 2-story structure, approximately 32-feet high. The materials and colors were also chosen to blend in with the surrounding neighborhoods much like an office building would, and not impart a stark institutional look and feel. The mass, scale and designs considers and respects the surrounding structures.
5. Access points and driveways are designed to minimize grading of natural topography, direct vehicular traffic onto major streets, and not impede traffic flows	<b>Complies</b>	<p>There will be two access drives into the facility, one on the south side from Paramount and one on the north from High Avenue. The one off of High Avenue will function as the employee and delivery entrance and will access the rear parking area. The main pedestrian entrance to the front of the building will be from the south of the facility off of Paramount. The facility and number of cars is not expected to disrupt traffic on either High or Paramount. Both High and Paramount are classified as local streets which are intended to provide direct access to and from abutting property and carry traffic over short distances and at low speeds. Both are relatively short segments which come off of 300 West, a major City Arterial which is designed to facilitate through traffic movement over relatively long distances such as from one end of the city to the other and from neighborhood to neighborhood carrying high traffic volumes at relatively high speed limits.</p> <p>The design and expected traffic fits well with the type of streets that will serve the facility and will not impede traffic flows.</p>
6. The internal circulation system is designed to mitigate adverse impacts on adjacent property from motorized, non-motorized, and pedestrian traffic	<b>Complies</b>	Internal site circulation has been designed to make best use of the property for the HRC. Pedestrian traffic will be routed toward the front (south) part of the facility while vehicular traffic may enter in the rear (staff) or from the front. The internal circulation will minimize impacts on adjacent

		<p>properties and also separate the traffic patterns so they do not mix. There are school bus stops off the High Avenue that serve the Enclave apartments to the north. This design will separate the different user groups and allow the more public functions to be in the front of the building while the more private functions will remain in the rear.</p> <p>The Zoning Ordinance requires that all client cuing occur inside of the building, not outside of the building or along the public way. The proposed facility has been designed in this manner, which will mitigate impacts on adjacent property.</p>
7. The site is designed to enable access and circulation for pedestrian and bicycles	<b>Complies</b>	<p>The facility is oriented with its entrance facing Paramount Avenue. A clearly visible pedestrian pathway from the front of the facility will connect into a sidewalk on Paramount Avenue that only partially exists but will be improved. Street improvements are discussed in the next criteria.</p>
8. Access to the site does not unreasonably impact the service level of any abutting or adjacent street	<b>Complies</b>	<p>The proposed use is anticipated to be low volume in nature with respect to automobile traffic and will not impact the service levels on Paramount Avenue or High Avenue. The City is assessing additional street improvements to lighting and sidewalks to serve the facility.</p>
9. The location and design of off-street parking complies with applicable standards of this code	<b>Complies</b>	<p>Off-street parking will be provided on site in both the rear and west side of the building. There will be adequate parking to accommodate the anticipated needs at the HRC and the amount of parking meets code, with the exception of the maximum parking regulation. The excess parking will need to be eliminated from the plan prior to building permit approval.</p>
10. Utility capacity is sufficient to support the use at normal service levels	<b>Complies</b>	<p>The site currently has both water and sewer service. Salt Lake City Public Utilities has been involved in the review process and has been working with the applicant to design the utility infrastructure to be adequate for the proposed facility.</p>
11. The use is appropriately screened, buffered, or separated from adjoining dissimilar uses to mitigate potential use conflicts	<b>Complies</b>	<p>The proposed landscaping buffers meet the requirements of the CG zoning district. The landscaping has also been designed to eliminate hiding spots or other areas of security concerns which is a requirement of the new HRC zoning regulations. The HRC zoning regulations include the requirement of a decorative masonry wall of 6-feet along the interior side and rear property lines of the facility. This wall will provide screening and buffering between the proposed use and other uses in order to mitigate conflicts.</p>
12. The use meets City sustainability plans, does not significantly impact the quality of surrounding air and water, encroach into a river or stream, or introduce any hazard or environmental damage to any adjacent property, including cigarette smoke	<b>Complies</b>	<p>There is no indication that the proposed project will introduce any environmental damage to the surrounding area. An environmental assessment was performed before the property was purchased by the City. Salt Lake City Public Utilities has reviewed the proposal and will require the applicant to install appropriate measures to deal with stormwater runoff. The smoking area will be away from property lines and adjacent to a courtyard for the facility.</p>

		An environmental assessment for the site was conducted before the City purchased the property. The property was deemed to be clean according to the report.
13. The hours of operation and delivery of the use are compatible with surrounding uses	<b>Complies</b>	The facility will house clients 24 hours a day, 7 days a week. The anticipated hours of operation for the office and deliveries will generally be between 9AM and 5PM. Client intake can occur anytime of the day, as staff will be present at all times. Registered residents cannot leave the facility during the designated quiet hours (10PM-7AM) except for a verified work reason. Given the nature of the surrounding uses, the hours will be compatible.
14. Signs and lighting are compatible with, and do not negatively impact surrounding uses	<b>Complies</b>	Any signs and lighting will be confined to that necessary to provide safety on the site including for adequate security while being minimized in order to not impact adjacent properties. Lighting is addressed in the Security and Operations Plan and in the CPTED design of the facility.
15. The proposed use does not undermine preservation of historic resources and structures	<b>Complies</b>	There are no historic resources or structures on this site or in the surrounding area.

**Finding:** In analyzing the anticipated detrimental effects of the proposed use, Planning Staff finds that the request complies with the criteria listed above.

# **ATTACHMENT I: PUBLIC PROCESS AND COMMENTS**

## **Public Notice, Meetings, Comments**

The following is a list of public meetings that have been held, and other public input opportunities, related to the proposed project:

- Notice of the project and request for comments was sent to the Chair of the Ball Park Community Council on December 21, 2017.
- The applicant and staff attended a meeting of the Ball Park CC on January 4, 2018 to answer questions about the proposal.
- An Open House for the proposed HRC took place on January 25, 2018 at the Taylor Springs Apartments, within close proximity to the subject property where the HRC is proposed and where the BPCC traditionally holds their meetings.
- Staff held a Work Session with the Planning Commission on February 14, 2018

Information about this application was sent to the Chair of the Ball Park Community Council (BPCC) for their review and comments. City Staff, the applicant and the project architects attended a BPCC meeting on January 4, 2018 to answer questions from the public about the proposal. In addition, an Open House for the proposed HRC took place on January 25, 2018 at the Taylor Springs Apartments, within close proximity to the subject property where the HRC will be located and where the BPCC traditionally holds their meetings.

### **Notice of the public hearing for the proposal included:**

- Public hearing notice mailed on: March 15, 2018
- Public hearing notice sign posted on the property: March 15, 2018
- Public notice posted on City and State websites & Planning Division list serve: March 15, 2018

## **PUBLIC INPUT**

### **Public Survey Results:**

The attached survey results and comments were extracted and summarized from an online survey that the Salt Lake City Civic Engagement Team had available to the public from 01/17/2018 to 02/05/2018 in relation to the proposed High/Paramount Avenue Homeless Resource Center.

### **Individual Public Comments Received by Staff:**

- ***Letter from the Villas of 1400 South Holdings, LP, owners of the Enclave at 1400 S Apartments dated 03-13-2018***

A letter submitted on 03-13-2018 by Villas of 1400 South Holdings, LP, owners of the Enclave at 1400 S Apartments is included on the following pages of this report. The letter addresses the concerns of the owners regarding a potential change to the entrance to face High Avenue versus Paramount. This would potentially create more conflicts with their 210 low to moderated income families mixing with the clients, particularly school children, create conflicts with the existing school bus stops, and create additional safety fears in regard to the children at those apartments.

**Staff's Response** – The pros and cons of having the entrance on Paramount versus High Avenue have been extensively discussed and considered by the applicant, City Staff, the Planning Commission, and Salt Lake City Police Department. The reasons for having the entrance on Paramount appear to favor this orientation in terms of security, separation of pedestrian and vehicle traffic, and safety. Additional information for the reasoning and advantages for the orientation remaining on Paramount submitted by the architects can be found in [Attachment E](#).

- **Jim Grisley – Submitted via Emails between 01/18/2018 - 02/22/2018.**

(A) Security for my employees.

In order to ensure their safety, I would like the city to provide the following;

A 10' wall behind me and a 10' fence around the rest of the perimeter.

Security alarms, cameras and automatic gate.

A new 400 amp electrical service to help power this as my power now comes from a communal pole located on the High Ave property.

(B) My property values.

With the Stigma of having a homeless shelter behind me I will experience a serious drop in my property value.

To counteract this, I would like the City to subsidize my future value.

This is my retirement !!!!!!!!!!!

I propose the following;

Since the city paid 3 Million for raw ground that was assessed at 1 Million I should like the same option.

My assessed value is \$625,000.00 for 300 West frontage, so if we do 1 to 3, that should make me worth \$1,875,000. You pickup the difference of (\$ 1,250,000.00)

This seems only fair since the High Ave property was purchased in secret with no regard for the neighbors values or any input from them or the constituents of the city.

I would like an environmental test done on any of my property which borders the High Ave site.

**Staff's Response** – Many of the items submitted by Mr. Grisley fall outside of the purview and authority of the Planning Commission and may not be things the City can address. The Mayor's Office has been working to address Mr. Grisley's concerns. The location for this HRC was chosen by the Mayor's Office and ratified by City Council based on a public process and criteria developed for successfully siting such a facility. State Law defines the standards for approval for conditional uses and directs cities to develop standards for conditional uses that serve to mitigate reasonably anticipated detrimental impacts. Salt Lake City has adopted a set of standards to be met for a Conditional Use permit. Impact to property values is not one of those criteria, although several of the standards aim to address the kinds of foreseeable concerns that could very well impact property values. Since the City has not specifically adopted property valuation as a Conditional Use standard, it cannot be considered in and of itself as a detrimental effect in relation to a conditional use application. A taller wall may be required by the Planning Commission if they determine the additional wall height is needed to mitigate potential impacts. The power pole serving the property will be evaluated as part of the building permit process to ensure that it is adequate to serve the site. An environmental assessment for the site was conducted before the City purchased the property. The property was deemed to be clean according to the report. Copies of the report are available from Real Estate Services.

- **Traci Nelson, Brighton Bank – via Email**

Working for a bank and being robbed several times in this location I have my concern for myself and my employees. Additional police in this area will be needed when the shelter goes in and I would appreciate that consideration. Thanks for your time.

**Staff's Response** – This is an operational impact the both STH and the SLCPD will carefully monitor with the new facility.

- **Michelle Goldberg, Diggity Dog Resort on Paramount – via Email – Copy previously provided to Planning Commission in advance of the 02/14/2018 Work Session**

*I am the owner of Diggity Dog Resort located on Paramount Avenue. I am opposed to the granting of a conditional use permit for the Paramount Homeless Shelter. If this use is granted the entrance to my business will be directly across from the entrance to the transient, residential shelter. From conversations with my customers as well as my staff it is apparent that the approval of this conditional use will have a devastating impact on my business. I have put my life savings into buying and building my business. I have also forgone personal home ownership in order to secure a permanent site for this business. It is quite reasonable to conclude that there will be a significant reduction to the value of my property and my business based on the usage of the shelter. Over the last 5 months the city has not proactively proposed any mitigation whatsoever, and I have been chasing down a dozen or so city staffers who have not responded with any concrete plans to address the value of my property, much*

*less that of my business and the feeling of comfort, safety and security that comes with running a business such as Diggity Dog Resort.*

- Utah Code 10-9-507 states that “if the reasonably anticipated detrimental effects of a proposed conditional use cannot be substantially mitigated by the proposal or the imposition of reasonable conditions to achieve compliance with applicable standards, the conditional use may be denied. Salt Lake City Ordinance 21A.54.080 provides that the proposed use must be denied if the detrimental effects of the proposed conditional use cannot be mitigated.*
- I believe that the reasonably anticipated detrimental effects of the proposed conditional use cannot be substantially mitigated. I cannot even get the city to talk to me about mitigation whatsoever. The proposal seeks to place a 61,229 sq. feet short term, transient sleeping facility directly across from my business on a street that is narrower than most.*
- The amount of vehicular and pedestrian traffic will increase dramatically on a street that does not have the capacity to handle the prospective increase*
- Transient residents will be wheeling stolen shopping carts directly in front of my business to enter the property.*
- Unvaccinated, unregistered pets potentially spreading airborne illness and disease will be in very close proximity to the animals in my care.*
- The use would negatively impact the value of other property in the area.*
- The entrance to the shelter from Paramount is not designed to minimize traffic impacts on Paramount.*
- The internal circulation system of the use is not designed to mitigate the adverse impacts on adjacent properties from motorized, nonmotorized, and pedestrian traffic.*
- Access to the site from Paramount Street will unreasonably impact the service level of the street which my customers use daily, 365 days a year.*
- Approval of the conditional use would treat surrounding properties unequally by placing a temporary residential sleeping facility into the existing neighborhood.*
- The use is not appropriately screened, buffered, or separated from adjoining dissimilar uses to mitigate potential conflicts on the street*
- The use does not conform to the master plan for the area. The conditional use would be detrimental to the health, safety and general welfare of persons working in the vicinity and is injurious to existing uses and buildings in the vicinity.*
- No analysis was communicated establishing the intensity, size and scale of the use compared to the existing uses in the surrounding area.*
- The conditional use would create a nuisance for the neighboring persons, property and their guests and invitees.*

**Response Provided by the Mayor’s Office to Michelle Goldberg:** The City cannot offer to make improvements on this specific building or site at this time. However, we can make public improvements that will improve the overall neighborhood. City staff is looking at existing neighborhood infrastructure and comparing it to existing plans and policies to determine baseline need, specifically for sidewalks and streetlights.

Salt Lake City wants the new homeless resource centers to integrate positively into their surrounding neighborhoods. We want to ensure the neighborhoods continue to be a safe, livable place for all, including businesses, residents, visitors, and individuals seeking homeless services.

So, in addition to the infrastructure audit, the City is going to develop Neighborhood Action Strategies for each area around the future homeless resource centers. The strategies will include visioning with neighbors, including yourself, on what level of total infrastructure, police and positive activity, other resources are needed to integrate the centers into the communities. The City is also contracting with a business outreach coordinator specifically for the neighborhoods around the future homeless resource centers. So you will have a single point of contact and do not need to reach out to multiple city departments for answers to your questions.

**The following comments were provided to staff and the Planning Commission at the work session of February 14, 2018:**

<b>Specific Comment</b>	<b>Staff's Response</b>
Explain how overflow capacity is going to be addressed so it doesn't create a detrimental impact due to loitering?	The ordinance strictly limits the facility to 200 overnight beds. Once capacity is reached, transportation to another facility will be arranged by STH staff.
Establish some sort of outreach teams for the immediate area to help manage spillover and reduce the number of homeless people that are not in the shelter.	At capacity, hotel vouchers are available and the unified entry system is design to get people into emergency shelter for the night. A mechanism to identify unused shelter capacity elsewhere would be good.
Shelter will be a draw for people to the area. More people lingering in area. Businesses will be impacted.	These are operational impacts that will be monitored by both STH and the SLCPD to prevent spillover impacts.
What is the overflow plan? The details of the overflow plan are important. Understand details of the overflow plan may not be ready by end of March.	The ordinance strictly limits the facility to 200 overnight beds. Once capacity is reached, transportation to another facility will be arranged by STH staff.
Will there be a morning demand? (people waiting for a bed to open)	Unsure. STH will discourage that as they don't want issues with people lingering.
Will increase crime in local area. How can that be mitigated?	Whether or not that will happen is not quantifiable. However, these are operational impacts that will be monitored by both STH and the SLCPD to prevent spillover impacts.
Already issues with homeless sleeping in the area.	This is a SLCPD matter not directly related to the subject property.
Impacts are more than just the site, need to consider 2-3 surrounding blocks. Cleanliness in the area: already problems with fecal matter, urine, trash from the current homeless population	The City is working on neighborhood action strategies – ½ mile around each site – hiring a consultant – infrastructure audit being done – RDA involved – lots of people are working on this.  Plan to increase street outreach in immediate area to counteract street traffic. There will be a dedicated street team.
Marketability of property in future for leasing (property value impact).	State Law defines the standards for approval for conditional uses and directs cities to develop standards for conditional uses that serve to mitigate reasonably anticipated detrimental impacts. Salt Lake City has adopted a set of standards to be met for a Conditional Use permit. Impact to property values is not one of those criteria, although several of the standards aim to address the kinds of foreseeable concerns that could very well impact property values. Since the City has not specifically adopted property valuation as a Conditional Use standard, it cannot be considered in and of itself as a detrimental effect in relation to a conditional use application.
Want curb, gutters and lighting on Paramount sidewalks.	The City is working on neighborhood action strategies – ½ mile around each site – hiring a consultant – infrastructure audit being done – RDA involved – lots of people are working on this.
Have seen zero mitigation so far. Project communication is awful. Process is backwards. Need best practices for businesses 30 feet away from Facility	Comments are addressed above in the response to an email from Michelle Goldberg, owner of Diggity Dog.

Owner of Precision Appliances is concerned because already broken into twice and had a daytime robbery. Need a police presence 24/7.	These are operational impacts that will be monitored by both STH and the SLCPD to prevent spillover impacts.
Need a plan for the larger area near the resource center. What type of mitigation is available for neighboring businesses? What are the best practices for business mitigation to deal with the impacts of a homeless shelter? Need a larger outward look at impacts Need a community team and clean teams for 2-3 block area.	The City is working on neighborhood action strategies – 1/2 mile around each site – hiring a consultant – infrastructure audit being done – RDA involved – lots of people are working on this.  Plan to increase street outreach in immediate area to counteract street traffic. There will be a dedicated street team.
Need a connection from the center to the community.	Better pedestrian connections to the community are being examined as part of the neighborhood action strategies.
What is the transportation plan for overflow? How will people get to another shelter or other housing? Will they simply try to camp out in the nearby area?	At capacity, hotel vouchers are available and the unified entry system is design to get people into emergency shelter for the night. Security and SLCPD will monitor for illegal camping in the area.
Is there a hotline for people to report issues and problems?	Answer: yes, phone, email, and text
Increased police presence on Paramount and on High Avenue is necessary.	Operational impacts will be monitored by both STH and the SLCPD to prevent spillover impacts.
Need a detailed security and operations plan.	Required by Ordinance. The Plan has been approved by the SLCPD and CAN. A copy can be found in <a href="#">Attachment D</a> .
<b>High Avenue versus Paramount Avenue Entrance Orientation</b>	
Look at making the entrance off of High Avenue instead of Paramount as there are less businesses on High than Paramount. Why or why not could or should this be changed?	Numerous comments were made in relation to the entrance orientation being on Paramount Avenue versus High Avenue. This issue is addressed in more detail in <a href="#">Attachment E</a> of this report.
Paramount is narrower than High Avenue (or 700 S with the other HRC) so the neighbors across the street have less separation.	
What would it take to flip the entrance?	
Entrance on High versus Paramount could mitigate some neighborhood concerns but what will community feedback be if entrance switches since it has not been presented as such to the public previously?	



Villas at 1400 South Holdings, LP  
(Enclave at 1400 South Apartments)  
1455 S. 300 W.  
Salt Lake City, UT 84115

March 13, 2018

Salt Lake City Planning Department  
Attn: Salt Lake Planning Commission  
451 S. State Street  
Salt Lake City, UT 84111

**RE: High Avenue Resource Center Entrance**

Dear Members of the Planning Commission:

It has come to our attention that the Salt Lake Planning Commission is contemplating a change in the location of the entrance to the resource center to be located between Paramount Street and High Street in Salt Lake City.

As owners of Enclave at 1400 South (Enclave Apartments), which is located just north of the proposed building site, we believe a north facing entrance would have a highly negative impact on our business and the 210 low to moderate income families that make their home in our affordable (LIHTC) housing community. We strongly oppose any proposed change and request that the original plan be followed to place the entrance on the south side of the facility.

We believe a move to place the entrance on the north will negatively affect the perceived safety and security of all current and future families that make their home at Enclave Apartments. With this change, the majority of traffic in and out of the resource center will be directly adjacent to our apartment community causing concerns of needing additional security for the residents, their automobiles parked in our community's parking lots, and the property itself.

We have been reluctant to formally inform residents of the future resource center due to concerns that they may terminate or not renew their leases. As the proposed entrance change will place the traffic in and out of this facility directly across the street from these families, we anticipate it would increase anxiety and concerns of current and prospective residents. This will likely cause lower occupancy levels at the property making it harder for us to operate our business and provide quality affordable housing for families and individuals that earn 60% or less of the area median income.

It is also important to note that this proposed change places the entrance of the resource center within close proximity to two school bus stops. This is a direct negative safety concern to all

families and children that pass through this area each and every day. Locating the entrance on the south will provide a buffer and some added safety for these families and children.

As owners of Enclave apartments, we understand the need for this facility in the Salt Lake Community and are in full support, however, we urge you to take into consideration the safety of the families and children living adjacent to this facility and place the needs for their safety concerns ahead of other considerations in this matter.

Thank you for your consideration and we look forward to your favorable response.

Kind Regards,

**Villas at 1400 South Holdings, LP,  
Enclave Apartments**

By: 

Dell Loy Hansen  
Owner

By: 

Jeff Nielson  
Owner

By: 

Kipling S. Sheppard  
Owner

Please direct any response or correspondence to:  
Reese Thatcher  
Asset manager – Enclave Apartments  
595 S. Riverwoods Pkwy, #400  
Logan, UT 84321

Or Via Email: [rthatcher@netwasatch.com](mailto:rthatcher@netwasatch.com)



# MEMORANDUM

PLANNING DIVISION  
DEPARTMENT *of* COMMUNITY *and* NEIGHBORHOODS

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To: Salt Lake City Planning Commission

From: David J. Gellner, AICP, Principal Planner, 801-535-6107,  
[david.gellner@slcgov.com](mailto:david.gellner@slcgov.com)

Date: February 8, 2018

Re: Results of an Online Survey Conducted by the Salt Lake City Civic Engagement Team in Regard to Conditional Use Application PLNPCM2017-01064 for the High/Paramount Homeless Resource Center to be located at 275 W High Avenue and 242 W Paramount Avenue

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The following information and comments were extracted and summarized from an online survey that the Salt Lake City Civic Engagement Team had available to the public from 01/17/2018 to 02/05/2018 in relation to the proposed High/Paramount Homeless Resource Center to be located at 275 W High Avenue and 242 W Paramount Avenue.

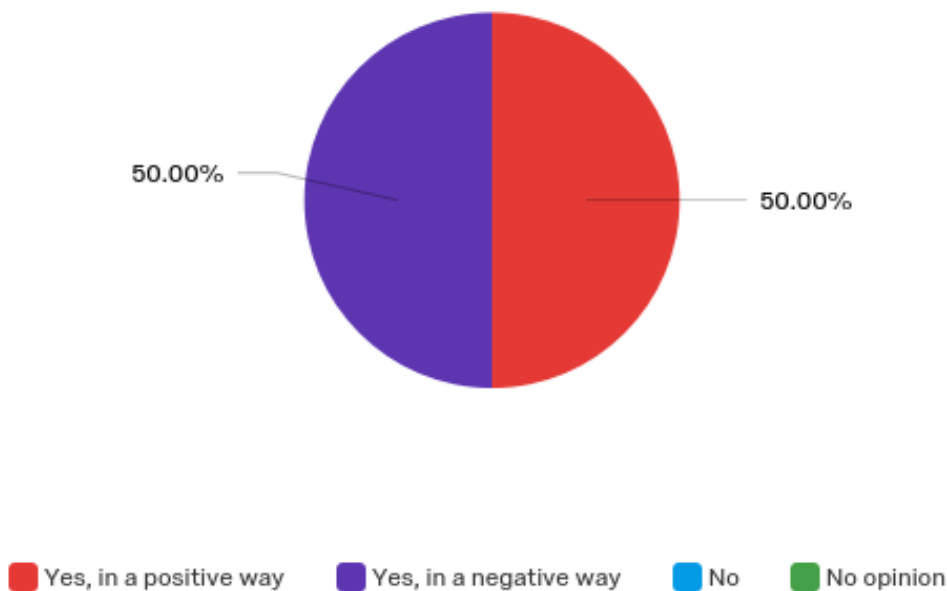
# 275 W High Avenue/ 242 W Paramount Avenue

## Homeless Resource Center

### 9 Comments

Results of an online public survey conducted from 01/17/2018 to 02/05/2018 in relation to the proposed High/Paramount Avenue Homeless Resource Center.

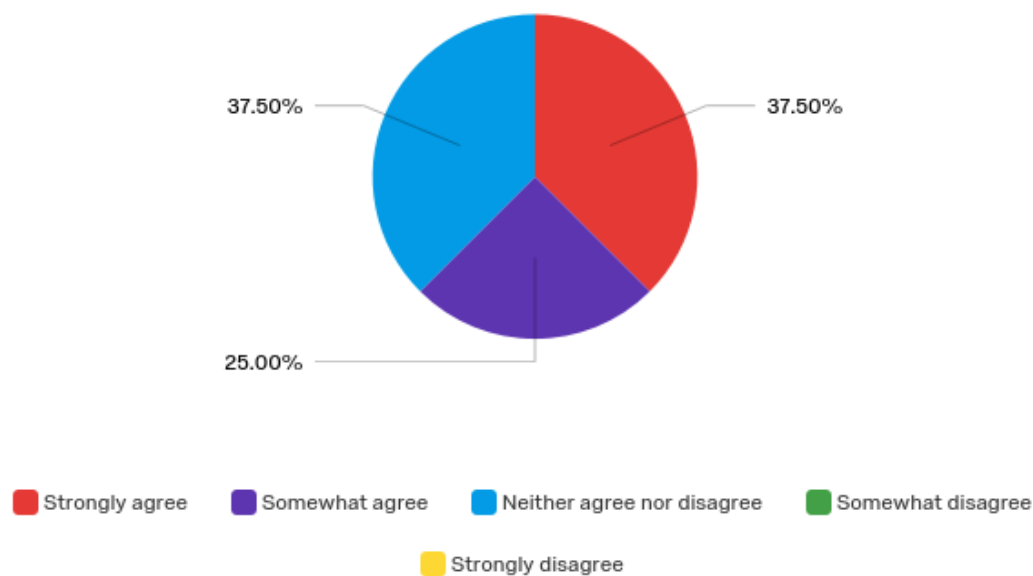
**Does the proposed homeless resource center at 275 W High Avenue/ 242 W Paramount Avenue impact the surrounding area?**



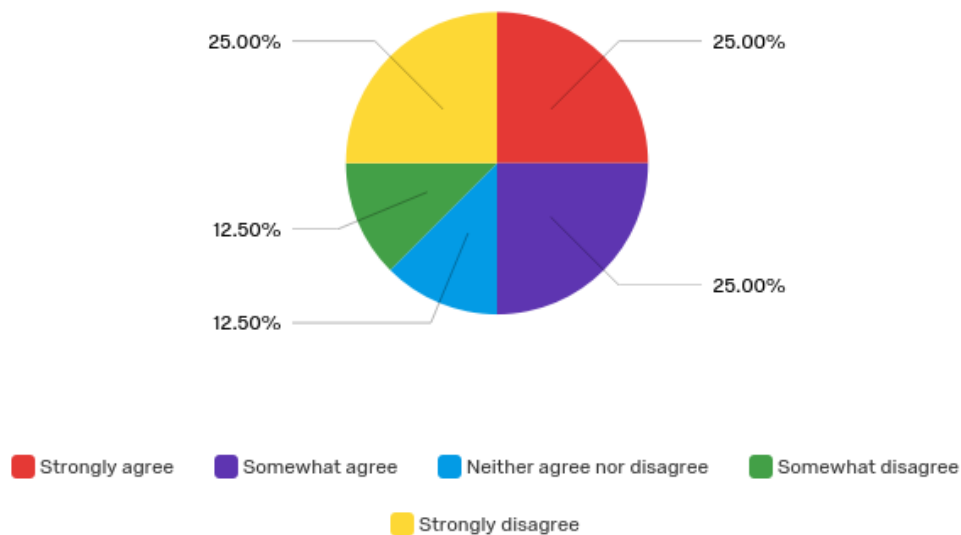
**What can be changed to the proposal to lessen the negative impact?**

- Close the cheap motels on Main and State that create a circle of crime and drugs that will endanger the homeless population at West High Avenue
- Change the walkup entrance to High Avenue
- Move the entrance to High Avenue instead of Paramount Avenue

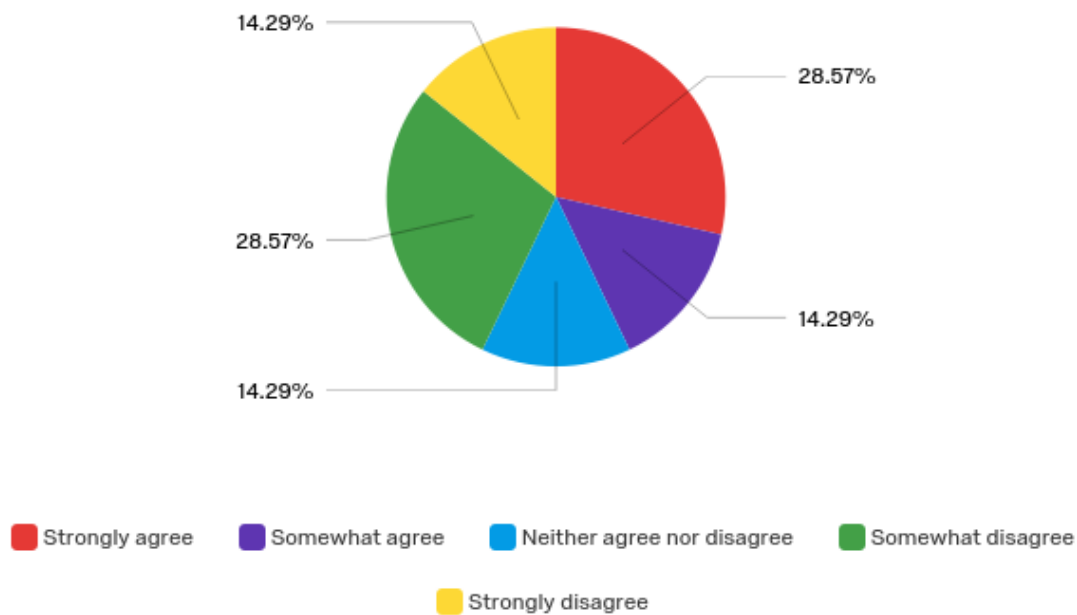
The proposed homeless resource center design fits with the surrounding area.



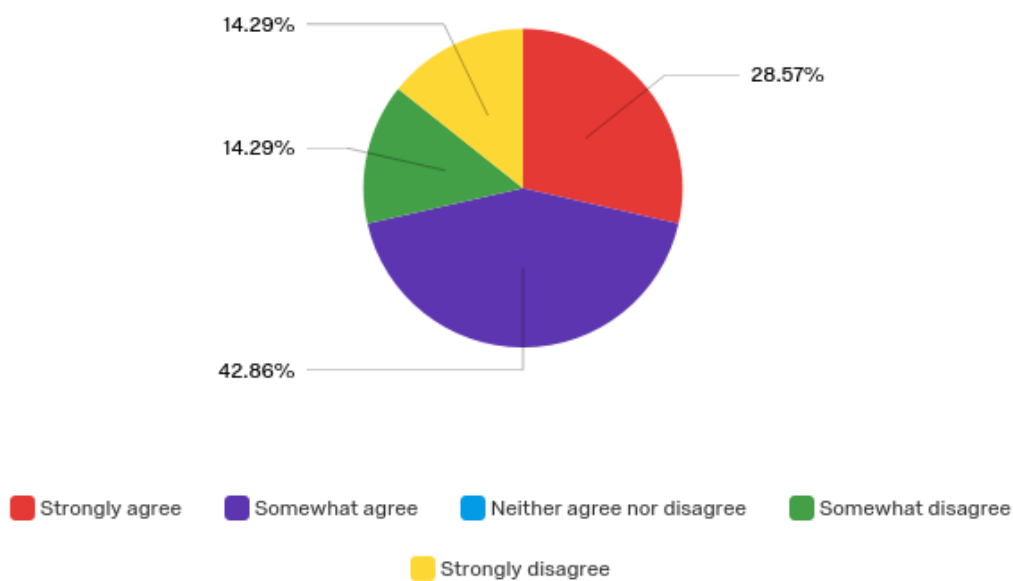
The proposed homeless resource center will not impact neighborhood pedestrian and bicycle traffic.



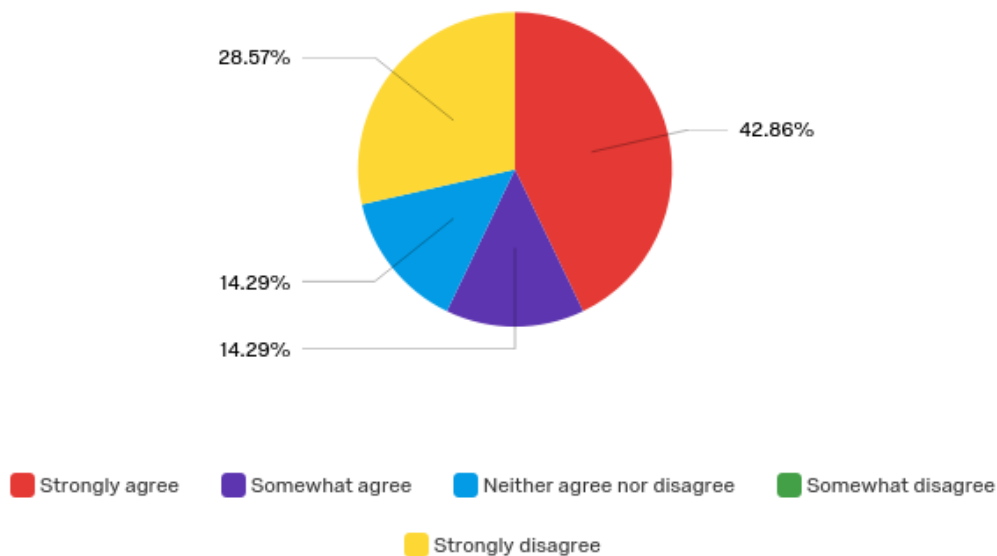
Driveway access to the proposed homeless resource center does not negatively impact neighboring properties.



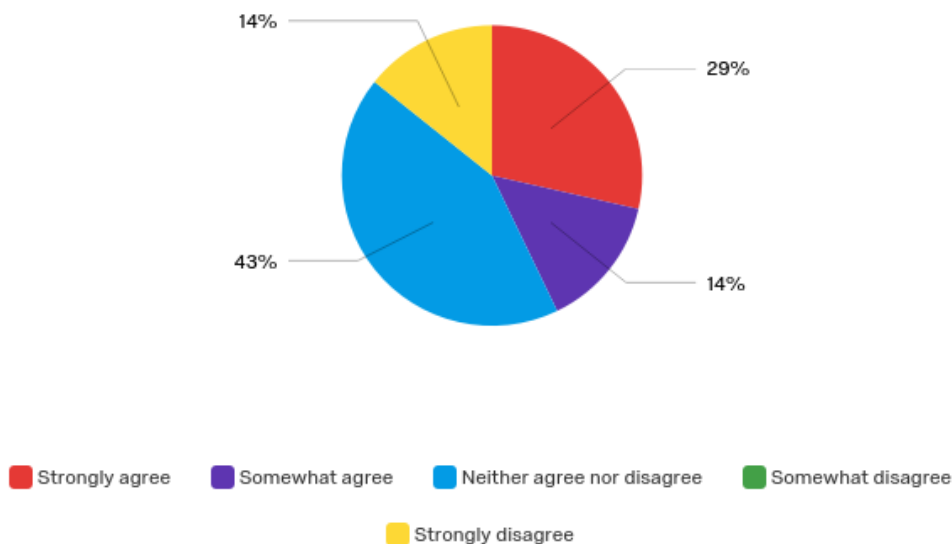
The proposed homeless resource center is visually screened to reduce impacts to neighboring properties.



The proposed homeless resource center does not significantly impact the quality of surrounding air and water, or introduce any hazard or environmental damage to any adjacent property, including cigarette smoke.



In your opinion, does the proposed application for 275 W High Avenue/ 242 W Paramount Avenue meet the new homeless resource center zoning regulations?



## General comments about the proposal for 275 W High Avenue/ 242 W Paramount Avenue homeless resource center.

- The entrance should be from High Avenue not Paramount Avenue, it will destroy the neighboring businesses.
- At the January Ballpark Community Council meeting, David Gellner from the Salt Lake City Planning Division and Jill Jones from AJC Architects presented about the design and process for the Homeless Resource Center. I'm listing the top concerns that community members would like addressed (and could not be addressed by the officials and staff present at our January meeting) about the High/Paramount Avenue Resource Center. Our top concerns are:
  - Space and funding for security personnel (or better yet, uniformed Salt Lake City Police Department officers) in the facility. While some space has been allocated in the facility for full-time security or police, we would like the input of the Salt Lake City Police Department and staff from other currently operating homeless facilities to determine if those resources seem sufficient. Currently in the downtown shelter there's space for 2 full-time security personnel, and we're told that it's grossly insufficient. We appreciate that security officers are more affordable than uniformed officers, but we also think that uniformed officers would be more effective in the facility and coordinating their efforts with the rest of the Salt Lake City Police Department. The Midvale family shelter has actual police officers trained to work with that population, and Representative Angela Romero (who was in attendance at our January meeting) informed us that the state pays for these officers. We were also told that the Department of Workforce Services has concerns with the security in place at the Road Home. There will be operational issues that come down to how security personnel will work with local law enforcement.
  - The lack of a plan concerning pedestrian access & safety and other mitigating elements that will need to be implemented in the surrounding neighborhood. Most obviously, 300 West will need lots of pedestrian improvements. Multiple elected officials have agreed with this sentiment out loud, but we have yet to hear of any kind of plan or funding for how the city or state plans to address these issues. The issues aren't subtle: for example, if I use google street view, I can see that the sidewalks on 300 West and High Avenue aren't paved and aren't ADA-compliant (at least as of May 2016). I've attached the images of this {images not available via survey tool}. That seems like a pretty big issue in and of itself. How can we expect the homeless resource centers to be accessible to pedestrians and physically disabled homeless people if the sidewalks aren't paved and lack handicap-accessible sidewalk ramps? We're also quite concerned about getting more lighting and waste control into the surrounding neighborhood. More pedestrian traffic in the neighborhood will mean that we'll require more lighting to avoid pedestrian-auto fatalities and for the homeowners to feel safe in their neighborhood. I've been talking to staff and elected officials in city and local government about how we could have more lighting installed in the neighborhood for (literally) years. In October 2016, Dave Pearson, the City's Street Lighting Program Manager, attended the Ballpark meeting and answered questions, but it only made it more evident that there aren't good lighting solutions for the Ballpark neighborhood or any neighborhoods that have a large proportion of rented (or abandoned) homes. We absolutely need help in addressing this issue.
  - We've never received an answer to how businesses that are located on Paramount Avenue may be compensated if or when their businesses experience financial losses due to the main entrance to the Homeless Resource Center being located on that side of the street.

- I am concerned about the facilities' ability to handle the belongings of its clients. They come with myriads of carts and backpacks. Their lives are in their backs. Will they park them all over the facility? Will their items be secure or will this bring conflict? Also an overwhelming amount of garbage seems to surround homeless needs. Are there adequate places for them to get rid of their garbage? I am most concerned about other services provided. Is this facility just about sleeping? Is it about getting healthcare both physical and mental? Can they pay the community back with service opportunities? Can there be service rooms where they work on projects? Transportation and a supervisor to go to a service site? Are there showers and laundry? A wash station for belongings? More patrols and sanitation at the Ballpark TRAX? More panhandling and shoplifting at Wal-Mart? Why are the beds on the 3rd floor and offices on the 2nd?

## **ATTACHMENT J: DEPARTMENT REVIEW COMMENTS**

The following comments from other reviewing departments were submitted in relation to the proposal:

### **Zoning and Building**

- CG - Zone – Demolition of existing structures and construction of a homeless resource center. A demolition permit will be required for the removal of the existing buildings (see 18.64 for demolition provisions). As part of the demolition application, the construction waste management provisions of 21A.36.250 apply.
- Future permitting will require a Certified Address is to be obtained from the Engineering Dept. -The new use shall follow the requirements of 21A.26 for general and specific regulations of the CG zoning district.
- The new use shall follow the requirements of 21A.36.350 - the qualifying provisions for Homeless Resource Centers in the CG zone, specifically addressing the zoning requirements for landscaping, security, fencing/wall requirements and buffering.
- Future permitting shall follow the requirements of 21A.44.030 - parking requirements, noting that 1 parking space is required for every 10 beds. Future permitting shall address parking and maneuvering, parking calculations, maximum parking allowed, number provided, bicycle parking required/provided outside of the building and within 50' of the principle entry, off-street loading required/provided and any method of reducing or increasing the parking requirement as well as clear pedestrian pathways from the parking lot to the entry of the building and the public sidewalk.
- Future permitting shall address 21A.48 for landscaping and buffering.
- Future comments may be associated with a building permit at the time of proposed construction.

### **Fire**

This occupancy shall be provided with automatic fire sprinkler and fire alarm systems. The building will need fire department and aerial access. Aerial fire apparatus access roads shall have a minimum unobstructed width of 26 feet (7925 mm), exclusive of shoulders, in the immediate vicinity of the building or portion thereof. At least one of the required access routes meeting this condition shall be located within a minimum of 15 feet (4572 mm) and a maximum of 30 feet (9144 mm) from the building, and shall be positioned parallel to one entire side of the building. The side of the building on which the aerial fire apparatus access road is positioned shall be approved by the fire code official. Overhead utility and power lines shall not be located over the aerial fire apparatus access road or between the aerial fire apparatus road and the building. Other obstructions shall be permitted to be placed with the approval of the fire code official.

### **Public Utilities**

- No objection to proposed Conditional Use.
- There are not any mapped public utilities in High Avenue. There may be private utilities or connections
- There is an existing 6" water main in Paramount Avenue.
- There is an existing 8" sewer main Paramount Avenue.
- There is a 24" storm drain next to this sewer line. This provides drainage under the TRAX line and from the properties to the East (SLC Public Utilities)
- There is currently no water service to the property
- There is a sewer laterals to the property. The condition of this needs to be evaluated if they are to be reused. Any unused laterals must be capped at the main.
- The water main in Paramount will need to be replaced from 300 West to the east. This will need to be placed in the street 10 feet from the existing sewer main.
- The fire flow demands must be provided to determine if the new main can provide adequate flow and pressures as well as review of the existing fire hydrants and flows to the neighboring properties.
- A Technical drainage study will be required including detention of the 100 year 3 hour storm. Green infrastructure must be considered for water quality storage and treatment.
- Street lighting may need to be installed on Paramount Avenue.

- SWPPP will be required prior to any demolition or construction.
- Plans must be submitted to public utilities for review.
- All improvements must meet SLCPU policies and standards.
- All meter, connection, survey, permit and inspection fees will apply.

### **Police Review**

The SLCPD worked with the architect on the design of the facility with regard to the CPTED principles and questions about the entrance orientation. The SLCPD provided the comment below via email. The SLCPD also reviewed and approved the required Security and Operations Plan which can be found in [Attachment D](#).

**Email from Detective David King, SLCPD, Community Intelligence Unit, District 4, CPTED, Crime Prevention Through Environmental Design – 02-26-2018**

Hey thanks for sending me the plans and for taking our suggestions into consideration. Sorry it took me a little bit to get back to you but we've been reviewing the plans. I think it looks good just as long as we can secure and control that stairwell and the men and women's sections. Our concern is now in the plans you sent it shows that there will be a walk way open between High Ave and Paramount Ave on slide #5. We would suggest not opening this up and just leaving the entrance off Paramount. The front entrance is the "Celebrated Entrance" that guides people to the facility. Having the walk way going around the building to the rear of the property lets people just wander the property. Can create hiding and loitering places instead of controlling everybody to the front of the building and that area is out of the line of sight, and does not create a natural surveillance for those in the building. Even though there are concerns from surrounding businesses, unless this site is redeveloped so that the front entrance is off of High Ave., everything needs to be directed to the front entrance off of Paramount Ave. Thanks for working with us on this. Detective David King

### **Transportation**

No objections from Transportation.

### **Engineering Review**

No objections to the proposed use by Engineering.

### **Sustainability**

No comments were submitted by Sustainability.