



CITY OF MESA
Great People, Quality Service!

**SOCIAL SERVICE
FACILITIES
GUIDELINES**

*June 6, 1990
February 1, 1995 (Revised)*

PLANNING DIVISION

SOCIAL SERVICE FACILITIES GUIDELINES

I. *Introduction:*

As Mesa has grown to be the third largest city in Arizona, the number of social service facilities has increased in response to rising demands for these services. This expanding service base has concentrated many of its facilities in the Town Center. The need to address the location impact of such facilities, and the associated housing and other uses which accompany the growth of social service facilities, has become apparent.

A number of the social services focus on homeless individuals or those living in sometimes overcrowded housing units rented to unrelated individuals.

With the adoption of changes to the Mesa Zoning Ordinance, social service providers are required to apply for a Council Use Permit before locating in the appropriate zoning district. The following guidelines are written to assist the staff, the Redevelopment Advisory Board, the Planning and Zoning Board, and City Council in evaluating these Council use requests. The Guidelines should also be used by service providers when planning and designing their proposed facilities. Existing facilities which significantly expand or change uses from one type of service to another will also be subject to the Council Use Permit process.

II. *Application of the Guidelines:*

- A. Under these Guidelines, social service facilities proposing to locate in Mesa would be able to do so after obtaining a Council Use Permit. The guidelines contained in this document are to be applied as representative examples of the quality and type of facilities and amenities which should be provided by those applying for such a permit. These Guidelines should be used on a case-by-case basis, and may be modified as deemed appropriate by the city Council to ensure that the proposed facility will operate efficiently without detriment to adjacent land uses.
- B. Whether these Guidelines are applied as written or modified to suit a particular situation, the restrictions and requirements established as part of the approval of a Council Use Permit should be objective and measurable. Measurable requirements such as those contained herein can be readily understood and followed by the facility operator, as well as provide observable criteria to determine future compliance with the use conditions established through the permit process.

III. *Issuance of Permits:*

- A. All requests for Council Use Permits shall follow the procedures set forth in Section 11-18-6 of the Mesa City Code.
- B. Social service facilities approved through a Council Use Permit must comply with all provisions of the Mesa City Code and any specific conditions designated by the City Council. Failure to comply with any conditions of approval of the Council Use Permit will be grounds for revocations pursuant to Section 11-18-6 of the Mesa City Code.
- C. Any significant modification or expansion of a structure, facility, or use will require that a Council Use Permit be approved in accordance with Section 11-18-6 of the Mesa City Code.

IV. General Policies:

- A. New social service facilities should be located in a manner consistent with existing zoning and land use. Over time, a social service facility location plan should be designed by and approved by, social service providers and the City Council.
- B. Social service facilities should be designed in such a way as to provide patrons with basic amenities such as restrooms, drinking water, and seating areas.
- C. Proposed new services should be supportive of existing services and should avoid being duplicative of similar programs already in operation. There should also be administrative cooperation among existing service providers.
- D. In general, social services providing homeless shelters, charity dining facilities, and similar uses should not be located along Main Street in the TCC zone.

V. Operational Guidelines for Social Service Facilities:

- A. Shelters, charity dining facilities, and similar communal facilities should be operated in a manner which ensures that all guests are treated with dignity and are provided a sanitary, healthy, and safe environment.
- B. Shelters must provide information to the City on the hours of operation, number of beds to be provided, and at the time of application, whether this is a permanent or temporary location (e.g. indicate length of lease or property ownership).
- C. Shelters should be limited in size to contain no more than fifty (50) beds.
- D. Shelters offering overnight sleeping facilities should provide at least thirty (30) sq. ft. of useable open space per each bed. When services will regularly be provided for children, at least forty (40) sq. ft. of open space per bed should be provided. This open space must be enclosed by appropriate screening such as a fence or landscaping.
- E. Shelters providing overnight sleeping facilities should contain restroom facilities meeting requirements set forth in Appendix C of the Uniform Plumbing Code, as amended (e.g. one (1) urinal for each twelve (12) men; one (1) toilet for each eight (8) women; one (1) toilet for each ten (10) men, etc.).
- F. Facilities providing food at minimal or no cost, including charity dining services, must serve such meals within buildings or in enclosed courtyards or patio areas. When meals are served outside, screening must be provided through construction of a wall or landscaping around the eating area.
- G. Charity dining services and other facilities providing food at minimal or no cost must provide to the City a schedule and guidelines of their operations (including such things as days, hours, loitering control policy, and security provisions).
- H.