

PLAN

REPORT OF THE PROCEEDINGS OF A PUBLIC HEARING
 BEFORE THE VILLAGE OF ARLINGTON HEIGHTS
 PLAN COMMISSION

COMMISSION

RE: PET SUITES - 1050 EAST RAND ROAD - PC# 20-010
 REZONING FROM THE B-3 DISTRICT TO THE B-2 DISTRICT,
 LAND USE VARIATION FOR COMMERCIAL KENNEL, VARIATIONS

REPORT OF PROCEEDINGS had before the Village of
 Arlington Heights Plan Commission Meeting held via virtual Webinar which permits the
 public to fully participate in the virtual hearing via the Webinar or their phones, pursuant to
 orders issued in response to the COVID-19 pandemic, on the 26th day of August, 2020,
 at the hour of 7:30 p.m.

MEMBERS PRESENT:

TERRENCE ENNES, Chairperson
 SUSAN DAWSON
 GEORGE DROST
 BRUCE GREEN
 LYNN JENSEN
 JOSEPH LORENZINI
 JOHN SIGALOS
 MARY JO WARSKOW
 JAY CHERWIN

ALSO PRESENT:

SAM HUBBARD, Development Planner

CHAIRPERSON ENNES: We'll call this meeting of the Arlington Heights Plan Commission to order. If we could start with the Pledge of Allegiance all together?

(Pledge of Allegiance recited.)

CHAIRPERSON ENNES: Okay, I should point out that I find that the public health concerns related to the Corona virus pandemic rendered in-person attendance at the regular meeting location not feasible; therefore, we are meeting via Zoom this evening. So, at the beginning of our meeting, we have the minutes from our last meeting, the very interesting Shell Station and the possible sale of that to Mariano's. We have our minutes. Does everybody, everybody has reviewed those?

MR. HUBBARD: Chairman Ennes, can I jump in and take roll call attendance first?

CHAIRPERSON ENNES: Yes, please.

MR. HUBBARD: Commissioner Cherwin.

(No response.)

MR. HUBBARD: Commissioner Dawson.

COMMISSIONER DAWSON: Here.

MR. HUBBARD: Commissioner Drost.

COMMISSIONER DROST: Here.

MR. HUBBARD: Commissioner Green.

COMMISSIONER GREEN: Here.

MR. HUBBARD: Commissioner Jensen.

COMMISSIONER JENSEN: Here.

MR. HUBBARD: Commissioner Lorenzini.

COMMISSIONER LORENZINI: Here.

MR. HUBBARD: Commissioner Sigalos.

COMMISSIONER SIGALOS: Here.

MR. HUBBARD: Commissioner Warskow.

CHAIRPERSON ENNES: Mary Jo is muted.

COMMISSIONER WARSKOW: Here.

MR. HUBBARD: Chairman Ennes.

CHAIRPERSON ENNES: Present.

MR. HUBBARD: Just a few things to go over procedurally, as we do at the beginning of these Zoom meetings. Please make sure to keep yourself on mute if you're not speaking. If you are muted and you press and hold the spacebar on your keyboard, it should temporarily unmute you while you're holding the spacebar. Then when you let go, you'll automatically be placed on mute again. If I lose my connection for any reason, please stay in the meeting. Once I join back, everything should re-engage. If you have an item to say once we get to the public comment portion, you can use the Raise Your Hand feature to be identified to make your comment, or if you're calling in on a telephone, you can dial *67 and it will Raise Your Hand in Zoom for me to identify you.

That's about it for our procedural items for the meeting and we can get into the hearing when you're ready.

CHAIRPERSON ENNES: Okay, let's see. We were on the approval of the minutes from our last meeting. I'm looking for a motion from one of the Commissioners to approve the minutes and a second.

COMMISSIONER DROST: I'll make the motion to approve the minutes.
COMMISSIONER SIGALOS: I'll second.
COMMISSIONER JENSEN: Second.
CHAIRPERSON ENNES: Lynn, was that a second?
COMMISSIONER JENSEN: It was, although I think John may have beat

me to do it.

CHAIRPERSON ENNES: Okay, so we'll leave it to LeGrand to decide who seconded there. So, all in favor or do we have roll call?

MR. HUBBARD: Yes, we do.
Commissioner Dawson.

COMMISSIONER DAWSON: Yes.

MR. HUBBARD: Commissioner Drost. I see a verbal aye from Commissioner Drost. Commissioner Green.

COMMISSIONER GREEN: Yes.

MR. HUBBARD: Commissioner Jensen.

COMMISSIONER JENSEN: Yes.

MR. HUBBARD: Commissioner Lorenzini.

COMMISSIONER LORENZINI: Yes.

MR. HUBBARD: Commissioner Sigalos.

COMMISSIONER SIGALOS: Yes.

MR. HUBBARD: Commissioner Warskow.

COMMISSIONER WARSKOW: Yes.

MR. HUBBARD: And Chairman Ennes.

CHAIRPERSON ENNES: Yes. So, all in favor, that motion was approved. I suspect some of you saw an article in the papers about the property and the fact that the library is going to go ahead with their purchase, just a point of interest.

So, moving on to the hearing this evening, we have one subject, and that is Pet Suites, PC# 20-010. Sam, do you want to read the Staff report first? Is the Petitioner here?

MR. HUBBARD: I do see the Petitioner here, and I would certify that all public notices have been met for this public hearing. Let me bring the Petitioner, Mr. Mike Firsel, in, and he can give his presentation first, and then Staff will follow with our presentation, and then we'll open up the floor for public comment.

So, Mr. Firsel should now be a part of the panel. We can now see you, Mr. Firsel. When you're ready to speak, the Chairman will swear you in and we'll begin the public hearing.

MR. FIRSEL: I'm ready to go.

CHAIRPERSON ENNES: Okay, Sam, you're going to start with your report, Staff report?

MR. HUBBARD: If you'll swear him in first, then I will give my report.
(Witness sworn.)

MR. HUBBARD: All right, let me jump into the Staff report here. So, the petition this evening is for Pet Suites, proposed to be located at 1050 East Rand Road. It is currently zoned B-3 which is a General Service, Wholesale, and Motor Vehicle District, and the property is classified as a commercial on the Comprehensive Plan. Pet Suites offers pet

boarding, and they do some grooming and training and overnight stay. It is classified as a commercial kennel per our zoning regulations, and therefore, it needs a land use variation. Additionally, the Petitioner is requesting a rezoning, which I'll get into a little bit later, and three variations from the zoning code.

The Petitioner has appeared at two public bodies to date, in January early this year at the Conceptual Plan Review Committee where they presented their concept and received a generally favorable feedback, and then again on June 23rd at the Design Commission where they received a unanimous approval subject to one requirement for paint color and then some recommendations as well.

So, here's an aerial of the property. You can see the property is bounded in red and situated along Rand Road with Jane Avenue to the rear. It directly abuts Dunkin' Donuts with the drive-through and Midas Auto Repair Shop on either side. To the rear, there are some multi-family and then single-family neighborhoods, and then commercial across the street.

I do want to point out, here you can see this open grass patch here. This would be a proposed outdoor, this is where the outdoor recreation area is proposed for Pet Suites. So, keep that in mind as we move forward.

Relative to zoning, the surrounding zoning districts are B-1 Commercial to the south, to the east, I'm sorry, to the west. Then there's B-3 to the Southpoint to the north, to the northwest. Then again there's some residential single-family zoning to the east, and then multi-family zoning directly to the east. Then there's B-2 zoning on either side.

The current zoning of the property is actually zoned B-3, and this is a general motor vehicles, wholesale and service zoning district. On our zoning map, the property is shown as B-2; however, in our research on this property, we have determined that there is an error on the zoning map. The correct zoning is actually B-3.

So, as part of this proposal, the Petitioner is requested, at the advice of the Village, to rezone the property to the B-2 zoning district. This is a less intense zoning district, commercial zoning district. It's compatible with the two properties on either side. It allows for less intense uses of land in comparison to the existing B-3 district.

So, from this standpoint, Staff is supportive of the rezoning. We believe that it will help to protect neighboring residential uses from less compatible uses. The B-3 district does allow a lot of uses that may not be as compatible to the single-family residential uses such as auto repair uses by right, machinery sales, and things like that. So, by rezoning to the B-2, you're getting less intense use of land, and as part of the B-2 district, a land use variation is required.

Staff has analyzed the request in relation to the land use variation approval criteria. We believe the criteria of approval have been met. We note that there will be a buffer at the rear of the outdoor play area, additional landscape plantings in this area. There will be a fenced enclosure around the area. We're recommending a condition of approval that would restrict noise and require further improvements if it's determined that noise in the outdoor play area is an issue.

From a traffic standpoint, the use is actually going to generate a much lower overall traffic generation than standard uses in the B-2 or B-3 district of a retail nature. So, we don't find that this is going to have an adverse traffic or parking impact.

The Staff Development Committee is supportive of the rezoning. It is

supportive of the land use variation for the commercial kennel.

Here's the site plan, and I do want to point out the variations. The first variation relates to a seven-foot tall fence where six-foot is allowed. This is around the outdoor play area. This is going to enhance safety and prevent dogs from being able to jump over. Additionally, it will help a little bit with the noise. The more of a structure and mass you have in between the dogs and nearby residences will help with noise reduction as well, so we think, we're supportive of the variation to allow a seven-foot tall fence.

Additionally, there is an accessory structure proposed in the rear play area. It's 400 square feet in size, and code limits accessory structures to 300 square feet. In addition, it's located along the side of the property, and code would require it to be in the rear of the property. So, those are two variations that the Petitioner is requesting. This is for some open canopy, it's intended to provide shelter during the summer months for employees and dogs that are outside if they need a little shade.

So, again, Staff is supportive of the variations here. We believe that the necessary criteria have been met relative to the accessory structure. To put it in a code-compliant location would put it closer to near residential. We feel the location here is central to the site. It has generous setbacks to the neighboring properties, so we believe that it's not going to have an adverse impact on any of the surrounding land uses.

Additionally, it's open air. There's going to be no walls, so the visual impact of the structure is a little less, although it is a little bit larger, 100 square feet larger than we would traditionally allow. But again, we are supportive of both of these variations.

Here's the floor plan, and just showing how the interior, the site is going to be used. There's going to be capacity for 130 dogs and 10 cats. I'm sure Mr. Firsel will provide a lot more details on how Pet Suites will operate their business when he goes through his presentation.

Here's the landscape plan. The Petitioner is going to be refreshing the site landscaping and adding additional plantings to comply with code. They're going to bring the site up to code standards. That being said, Staff is asking for additional plantings along the side. We'd like to see the Petitioner bring these evergreen plantings around the side of the outdoor enclosure area to provide a little bit of a fuller buffer, and we understand the Petitioner to be agreeable to that.

Here's the project rendering, giving you a sense of what it would look like from Rand Road. Again, you can see this is the outdoor play area; this is the fence, and then that structure that requires the variation for the shade canopy.

Relative to traffic and parking, it's always somewhat of a challenge to review these projects during the COVID pandemic because traditionally we would have petitioners survey traffic in the vicinity to get a baseline for what existing traffic loads are, and then forecast and project anticipated traffic loads on top of that to see if there's enough capacity in the vicinity to accommodate for these types of uses. Because people aren't driving to work as much because of the pandemic, traditional traffic volumes on streets are much lower than standard, so the traditional methods for analyzing traffic are not as pertinent and field observations are not warranted. So, it's been interesting to see how traffic consultants have had to get kind of creative to prove that there will not be an adverse traffic impact.

In this case, what they did was they looked at three, they had data from three comparable sized Pet Suites stores in Indiana, and they had counts from 2017 for

traffic volumes. So, based on that, they prepared an average for what the traffic volume would be for this store. Then they compared it to projected values of what the site would generate, if it would be used as a liquor store which was the previous use, or as just a general retail shopping center which is a standard permitted use in the B-2 and B-3 zoning districts. Then they compared those to what the proposed traffic generation would be from the Pet Suites facility.

So, again, they got that average of traffic volumes overall on a daily basis and then during the peak a.m. and p.m. hours. They compared it to what that would be if it were a liquor store use or a shopping store use during peak hours and overall. In every instance, they found that the traffic volumes would be lower for a commercial kennel than what it could be if it was reused as a permitted retail use or standard use in the B-2 district or as a liquor store which is how it was previously used. So, we don't believe that the proposed would have an adverse traffic impact.

Relative to parking, it complies with code. There is a surplus of on-site parking. There was intended to be an addition to this site where the outdoor play area is proposed; so there was an overage, a surplus of parking constructed when the site was originally developed. We don't believe that there is going to be a traffic or parking problem with this use.

That being said, the Staff Development Committee is supportive of the proposed application subject to six conditions, and I'm just going to go through them to be perfectly clear here:

One, we are going to ask that this land use variation apply only to Pet Suites. If, for example, this was sold to another operator in the future, the Village would like the additional oversight to make sure that their operating model and business procedures would not have an adverse impact on surrounding land uses. So, that's the rationale for that condition.

Secondly, we're going to require that any outdoor usage or recreation for the animals staying in the facility would only occur in the outdoor play area. That means that employees aren't going to walk dogs staying there through the site or the surrounding neighborhood. They would only have outdoor recreation and activities within that outdoor play area.

If excessive noise from the subject property becomes a problem at the discretion of the Village, then the Petitioner will work with the Village to address any of these noise issues which may include restrictions on usage times, or number of dogs in the outdoor play area, or the placement of a portion of a vinyl fence with a solid masonry fence which could enhance sound attenuation, or add sound attenuation improvements to the building if there's dogs barking from inside that are causing a disturbance.

So, I want to stress that this was one of the key points of analysis that Staff did as part of this proposal. We looked at a number of existing Pet Suites facilities. We looked at a number of existing commercial kennel facilities in Arlington Heights, and we have a lot of research that we did. I'm happy to get into more details if the Plan Commission, you know, would like to hear further details on this and our analysis there.

Again, I mentioned the condition of extending that landscape screening along the rear of the outdoor play area for further buffer from the moderate density multi-family to the east. Compliance with the Design Commission requirements will be required, and then the Petitioner would be required to comply with all federal, state, and Village codes, regulations and policies.

That being said, this would conclude my presentation this evening. I

apologize, I realize we were going to open up to have the Petitioner give his presentation and then I jumped right into mine. So, I conclude our Staff presentation here and I'm happy to answer any questions.

CHAIRPERSON ENNES: Sam, thank you for your very good report.

I'd like to have a motion to approve that report.

COMMISSIONER DROST: Can I ask a question on the motion?

CHAIRPERSON ENNES: Go ahead.

COMMISSIONER DROST: Yes, and that is the petitioner, the definition of the petitioner has come up, you know, from time to time. The petitioner has got a specific use to the Pet Suites concept, but if there is a change of ownership, who is the petitioner? You know, and then maybe the Petitioner, Mr. Firsel, could explain that, and then maybe we can reserve that question until after that presentation.

CHAIRPERSON ENNES: Okay, Mr. Firsel --

COMMISSIONER DROST: I just want to get to, we've had that where there's, you know, a use and the petitioner has sold 30 percent, 50 percent, 100 percent, so we get the definition of who is the petitioner.

CHAIRPERSON ENNES: Okay, I'm sure we can define that with Mr. Firsel in questioning.

COMMISSIONER DROST: Yes.

CHAIRPERSON ENNES: Okay, do we have a motion?

COMMISSIONER JENSEN: I'll so move.

CHAIRPERSON ENNES: And a second?

COMMISSIONER GREEN: I'll second.

CHAIRPERSON ENNES: Sam, if you would read the roll call?

MR. HUBBARD: Commissioner Dawson.

COMMISSIONER DAWSON: Yes.

MR. HUBBARD: Commissioner Drost.

COMMISSIONER DROST: Aye.

MR. HUBBARD: Commissioner Green.

COMMISSIONER GREEN: Yes.

MR. HUBBARD: Commissioner Jensen.

COMMISSIONER JENSEN: Yes.

MR. HUBBARD: Commissioner Lorenzini.

COMMISSIONER LORENZINI: Yes.

MR. HUBBARD: Commissioner Sigalos.

COMMISSIONER SIGALOS: Yes.

MR. HUBBARD: Commissioner Warskow.

COMMISSIONER CHERWIN: Sam, this is Jay. I was able to join on after the first couple of minutes of your presentation. I'm here, yes.

MR. HUBBARD: Commissioner Warskow, I saw you nod your head, but I couldn't hear you. I'll accept that as an aye.

Chairman Ennes.

CHAIRPERSON ENNES: Yes.

MR. HUBBARD: And Commissioner Cherwin.

COMMISSIONER CHERWIN: Yes.

MR. HUBBARD: Terry?

CHAIRPERSON ENNES: I'd like Mr. Firsel --

MR. HUBBARD: Yes, for a second, Terry, I'm sorry, we didn't hear you. We lost your connection there for a second.

CHAIRPERSON ENNES: Can you hear me now?

Okay, Mr. Firsel, if you could give us your presentation at this time? Before we get started, I would just like to clarify. So, you're counsel for the Petitioner actually, correct?

MR. FIRSEL: Yes.

CHAIRPERSON ENNES: Are you in the position that you're able to acknowledge that the Petitioner accepts the six conditions of the Planning Department?

MR. FIRSEL: Yes.

CHAIRPERSON ENNES: Also the conditions that were addressed in the Design Commission report?

MR. FIRSEL: Yes.

CHAIRPERSON ENNES: Okay, if you would please present your proposed project?

MR. FIRSEL: Well, thank you. My name is Michael Firsel with the firm Firsel & Ross. I represent the Petitioner which is actually the current property owner. The current property owner is under contract to sell the property. Jack Westfall who should be on the call is a representative of the purchaser. The purchaser's condition upon entering into a fairly long-term lease with Pet Suites on what we call a triple net basis which is Pet Suites will operate as a tenant and be responsible for any and all necessary repairs, improvements, replacements, and certainly code compliance, building compliance, condition compliance that we just went over, so there will be a transfer of the current, from the current owner who is selling the property to Mr. Westfall's group. That will take place if and when, shortly after if and when Pet Suites is approved. I believe the lease is completed contingent only upon Village Board approval of the rezoning and the land use variations that Sam went over. Hopefully, that will answer Commissioner Drost's question.

So, it would seem to me that a transfer of the property would not be a significant issue as it relates as much as to who is operating the property. So, were there to be a sale subject to the existing Pet Suites lease, either now or in the future, as long as Pet Suites remained as the tenant under the current lease, it would seem that there should not be a necessity of having to go back to the Village for approval of a sale of the property. Since the condition was that it runs only to Pet Suites, not to specifically the owner, then I believe we are covered and the intent of what the Staff is trying to accomplish will be met. So, that is the ownership scenario.

Could I ask Sam to put up our presentation?

MR. HUBBARD: Will do.

MR. FIRSEL: It will be much shorter and we will be skipping a few slides, and you can probably guess why, because not only has Sam stolen the thunder, he stole the lightning, the tornado and everything else that goes with it.

So, this is Rand Road. Sam, I don't know how we advance like -- there we go, thank you.

So, this is the project summary, almost verbatim of the submission

letter to the Plan Commission. As you're aware, this is a single-level building with a basement which is not going to be used in the operation of the business, only for storage. The first floor will be completely redone. It will be gutted and completely rebuilt.

The front of the house will include a small reception area, a retail shopping area for boarding and pet related items. There will be employee and management offices for the various Pet Suites. It is in fact a resort. I don't know if there's a way to move the visuals over. Maybe I'll just reduce them on my screen. There we go. Sam, could you go back please? Thank you.

I think one of the things that is important and is of interest is who and what is Pet Suites. Pet Suites representatives are on the phone, are with us and will be telling you more about the operations and answering questions. But this is not just a one-off type of an operator.

The operator of the property is Pet Suites which is a division of National Veterinary Associates. This is a pet care company that includes 748 animal hospitals, specialty clinics, and emergency rooms, plus another 89 pet resorts spread all over five countries and over 44 states in the United States. Pet Suites brand has been in the boarding and daycare pet business since the year 2000, and NVA has other brands of resorts that have been in business for longer than that.

One of the unique features of Pet Suites is to allow pets, when the weather permits, to be outside and exercised. Dogs love being outdoors more than they do indoors. So, the Petitioner is proposing a fenced and screened outdoor activity area for pets to exercise, walk and play. It will be under full-time employee supervision outdoors. It will be cleaned by employee personnel three to four times per day as needed, and more as needed. It will be divided into areas based on pet size, so you won't have a large man-eating German Shepherd in with a Chihuahua.

Aside from the separation in the outdoor activity area by fencing, there will be a solid, vinyl-clad light fence around the entire outdoor activity area. As Sam expressed, based on the experience of Pet Suites, a seven-foot high fence is recommended by Pet Suites. That's what they have in their other location. Even though the Village Code allows only six feet, we want to make certain that animals don't jump not only out of but into the outdoor activity area. We believe that the one-foot height difference will be a significant deterrent for dogs to jump one way or the other. As in our original letter and in one of the conditions which Sam mentioned which goes without saying, there will be no walking, playing or exercising any pets outside of the fenced outdoor activity area by Pet Suites.

Our hours are 6:30 a.m. to 8:00 p.m., seven days a week. Pet Suites services are limited to boarding and grooming. There are no vets on staff. In the event of an emergency, obviously emergency services will be administered like in any business. When we were in Concept Review, this issue was raised, what happens in the event of a medical emergency, and so the answer is the manager will evaluate the situation. If there is time, the manager will attempt to call the customer. If not, the manager will gather all information regarding the stay, and if close by, Pet Suites will take the pet to the vet that the customer has designated to treat their pet in an emergency situation. While at the vet, the manager will attempt to call the owner again. If the owner is reached, all information will be relayed to the owner and that veterinary information will be provided. If the owner is not reached, Pet Suites will take the pet to a veterinarian nearby to treat the pet until the owners are reached.

The staffing of the resort will have one full-time general manager, one resort manager, like the CEO and the COO; two pet pro leads and one pet house lead, up to 10 part-time employees which could grow to 10-25 employees over the next three years or so. During the day, dogs are rotated inside and out. They start going outside as early as 6:30 and are inside by 8:00 p.m. On an average, there could be up to 40 dogs with higher numbers in the two to three-week peak holiday periods per year, spring day, weeks, Thanksgiving, and winter holidays.

Obviously, the issues that are natural and expected to come up are the issues of noise and smell. Pet Suites has commissioned many noise studies at several other sites in the past, and the results are universally consistent. But the ambient noise from car traffic, community activities is louder than the dogs inside or outside. The dogs tend to bark or make noise only when they encounter unfamiliar people or other more aggressive dogs. But Pet Suites prides itself on building a consistent staff, a regular customer base which means most of the dogs are usually quiet.

A large part of the Pet Suites brand image is that they do not smell. The staff will quickly pick up, wash down, and dispose of all dog waste. All solid waste is scooped immediately and placed into heavy-duty plastic bags, put in a trash bin with a lid every evening, and put into the large dumpster which will be a 10-yard outdoor dumpster that is enclosed, as you will see in a moment. It will be emptied weekly, and if necessary more often. The elimination is quickly cleaned down in the roaming side with environmental cleaning agents.

Sam already went through the traffic patterns. Sam went through some of the traffic issues. The traffic patterns do not spike any overall traffic counts. On an average weekday, Pet Suites expects to have 50 to 70 cars drop off and pick up their dogs. Drop-offs and pickups rarely exceed five minutes, and the daycare business will be busy usually from 6:30 to 9:00 a.m. and 4:00 to 7:00 p.m. For boarding customers, Fridays and Saturdays, before noon are always busy in every resort for weekend for longer drop-offs.

Finally, each resort is very community-minded. They all join the local chamber of commerce when entering into a new market. There will be ribbon-cutting events, a private tour for the chamber and obviously Village officials. We'll participate a lot in community-sponsored events and partner with business-hosted events.

What you see before you is what was approved by the Village in the 80's I believe, '84 or '86, when this building was constructed. As you can see, where it says Future Shops is the area where the outdoor activity area will be. You will note that that approval was for a much larger, full-sized building, and being in a B-3 district, you could have automotive uses, you could have very loud buildings with a large mass on the site. We believe that this use is a much less busy, much quieter and friendlier a use than the uses allowed in the B-3 district. So, I present this just for a frame of reference of what has already been approved as a matter of right to go on to this site. Next slide please.

So, this is the overall site plan with measurements, and you can see in the dark shaded area our outdoor activity area. You can see that it is at least 62 feet away from the property line to the, I guess it's the southwest, and obviously more than that to the southeast of the property line. Needless to say, directly across one way is a commercial use, and across the other way is a commercial use, and Rand Road which is quite large and very, very busy is on the other side. Next slide.

This is the overall, just the site plan with the site data which Sam

already went over. It discusses the pervious and impervious surfaces. We are really not modifying pervious or impervious because the area where the outdoor activity area is all pretty much porous. We are building a walk along the back of the building and you will also see the trash enclosure in the corner.

As you go to the next slide, we overlaid this with our landscape plan. Sam, if you want to point out where you want the additional plantings, we will do that. They may not grow between the white fence and the trash area, but we will discuss with the Village whether we stop at where the trash area begins or we go all the way back because we don't want to plant bushes where (a) no one is going to see them because they're between those two structures and (b) they wouldn't get the proper sunlight and watering. So, but for sure we will take Staff's lead.

There is currently a tree right near where the, it's hard to see, any tree on site is being relocated and we are adding more. We will make sure that all of the landscaping meets the current code including the landscape islands. We have complied with all Staff landscaping recommendations, and the site will be beautified immensely as you will see a little later. Thanks, Sam.

For your information, I threw this in so you could see what the different pieces of the fence looked like. That concrete brick wall is very deceiving; I actually have one without that. That is the concrete wall that abuts the building. The sides of the enclosure will be brick to match the building. So, there will be masonry to match the building, and as you see in the center on the bottom, it will be gated and you can see the bricks on the two sides in the many illustrations of that.

The outdoor enclosure area which you'll see a little illustration of later is simply a permanent tent. It is open on all four sides with a canvas top. The structure in the middle on the top is a shade area or it's what they call a bus shelter but it's actually a shaded area for staff. Sometimes in the winter when they are out with the dogs, and yes, they take them out in the winter as well, it gets quite cold so this will be heated because we cannot allow animals to be outside without an individual out there at all times there is an animal outside, a dog outside.

So, these are the new elevations for the building. You can see all four sides where it is clean, crisp. We've got the lime green trim. The signage is very minimalist. It is the Pet Suites logo. You have a better representation of it down on the bottom left-hand corner of this slide. But it is, we are not enlarging this building in any way, shape, or form. It's remaining as is, where is, and these are your elevations as they exist and as will be modified. Next slide please.

So, Sam already went over this indoor area, and I will let the folks from Pet Suites go over how their operation works in a typical day in a moment. But you see the outdoor area over on the right, offices on the far left. They do bathe, groom dogs, and you can see that the resort's rooms are all different sizes, depending on the size of the pets and the dogs. The cat area is all the way down on the bottom, all the way to the left. Sam, if you can go where the entry doors to the premises are? Right there, that's 10 cats, that's all that will be housed at this location at the most.

So, here's what you have and here is what you're getting. Top left is the storefront of the Teddy's Liquor today. In the bottom, you can see the exterior with a paved parking lot, the new, mansard roof on, much less obtrusive signage. All the way on the far right,

you can see the Teddy's Liquor sign that is there today. That sign is about 16 feet wide and about 26 feet tall. You can see on the bottom right, the Pet Suites sign is I believe, well, it fully complies with all code requirements. It is more like a pylon, but you don't really see the pylon as much because you have the shrubbery and the landscaping all along Rand Road for a good three to four feet of that.

In the top center is an existing photograph of where the outdoor activity area will be. It is a fairly large, expansive area. You can see all the way far back the residential town homes that are quite a bit of distance away from where the closest portion of the outdoor activity area will be. The building will be closer to that property line than the outdoor activity area will be.

So, the vast difference from what's there today, and this has been there at least a couple of years, I have seen homeless folks unfortunately laying in the, sleeping in that foyer area up on the way top left for shelter, and this building needs to, can be put to a much, much higher and better use that is much more friendly and compatible with the neighborhood. Next slide please.

So, these are depictions of other locations of the outdoor activity area. I thought it important to show you. This is not grass; it is a turf type material. You can see the shovels and the disposal containers there, that in fact that structure, we could make it movable or removable so it wouldn't be permanent. But we would much prefer to have those posts be secured, and so that's why it will be up for the year. It is a, I believe a canvas type top, a strong material. There are a few outdoor areas for dogs to be, and you can see the under-canopy fencing and fencing throughout for the different size of animals. This is truly a play and exercise area for pets and they have room to run around and play. Most dogs actually do get along with others.

The depiction of the white fence that is also very clear here, this is the, I believe this is the seven-foot that is well within the property, nowhere near the edge of property which in any way be near a property line. Usually we see fences and the reason for height limitations in many instances is because they're on the perimeter. People don't like to look out and see a huge, large fence right out their backyard. This is an entirely different type of a situation. Next slide please.

So, issues that have come up deal with noise. Sam touched on it, so Sam asked us to provide other similar locations in suburban areas where we are near residential uses and the history of the use. As you can see in Roswell, Georgia, this is a four-year-old facility. There's a large residential community behind that four town homes, but this is a large residential community. They've been there four years, not one complaint.

Next slide is in Louisville, Kentucky. As you can see right out the bat, it's a large, another large residential community. There's a large church across the street. It opened last year, no complaints.

The one that's been there the longest is in a highly dense residential area, backs right up to it. That has been there five years, in Columbus, Ohio. Five years ago, one complaint, brought it to the attention of management, altered the outside hours, no complaints. None in the last five years.

So, Pet Suites wants these folks as their customers, doesn't want any issues with the neighbors. I am sure you will hear us more than willing to work with Staff in making sure that if there are complaints they're addressed appropriately.

Finally, one of the issues raised was that of competition, not that the Plan Commission deals with competitive issues of businesses. There is a newer kennel close by, but in every single location where there is a Pet Suites resort, there are competitors nearby. One of the areas we wanted to point out to you is Roswell, Georgia. There are 15 competitors within a 10-mile radius; two of them are Pet Suites, one that just opened a couple of months ago. All of their three locations, and you can see for yourself the area rings of other facilities, they're all open, they're all operating.

So, we believe that competition is good. Arlington Heights is a market that's sorely in need of this type of high quality pet care facility. They are putting in quite a bit of money as an investment into this property, so they would not be here if they did not feel that, of course, not only are they competitive but they offer a product that is very attractive.

The last slide is in Charlotte, North Carolina. The same thing, there are 13 competitors there within five miles. There are two Camp Bow Wow locations, two separate Barker Lounge locations, and it is still, there's still enough room in the market for another Pet Smart location that will be opening next year.

With that, I'm going to ask, I believe it's Mike from Pet Suites, if you'd like to Raise Your Hand?

MR. HUBBARD: Is that Mike Lucas?

MR. FIRSEL: Mike Lucas, yes.

MR. HUBBARD: All right, I'm going to add him in here and unmute him.

MR. LUCAS: Good evening. I'd also ask if you can have Derek Evans join as well. He's our Director of Operations.

MR. FIRSEL: Thank you.

MR. HUBBARD: He's in.

CHAIRPERSON ENNES: Okay, what I would like to do with the two gentlemen that are going to be talking at this time is to swear both of them in. So, are they both on already?

MR. FIRSEL: Yes, Derek you can see. Mike, I don't know, Mike might be joining at Zoom by phone. I don't see Mike.

MR. EVANS: Hi, good evening.

CHAIRPERSON ENNES: Okay, if both of you would repeat after me?

(Witness sworn.)

MR. FIRSEL: Mike?

CHAIRPERSON ENNES: And the other gentleman?

(Witness sworn.)

CHAIRPERSON ENNES: Okay, if you would go ahead please.

MR. FIRSEL: Mike, do you want to go into a little bit about the philosophy and basically how your operation works, and specifically noise and smell issues that we know have been brought up? We'd like to make sure we cover those thoroughly.

MR. LUCAS: Yes, I'm actually going to have Derek, so Derek is our, just so everyone knows, I'm the Director of New Resorts so I'm responsible for finding wonderful areas like Arlington Heights where we can locate our pet resorts. Derek is my counterpart on the operations side and runs the day to day. I could answer but I know you'll enjoy Derek's answer a lot better than mine.

MR. FIRSEL: Great. Well, as long as we have you, Mike, you saw the last

two slides about the competition, could you explain to the Plan Commission your logic and reasoning for picking this specific location for Pet Suites resort?

MR. LUCAS: Absolutely. So, it's a little bit art, a little bit science, but we look at areas that's what we call our core customers, so folks that own a dog and would be interested in services we provide. So, we have some demographic information, we look to see, you know, where those density of customers are, and then we start to hone in on finding specific locations that would be convenient to them.

So, you know, there's three aspects of our brand: fun, convenience, and trust. I'm sure we'll cover those a couple of times, but convenience is key. So, as we were looking in the Greater Chicagoland area, I noticed there are a lot of folks in and around Arlington Heights that would be interested in our services. Then the other thing we look at is kind of, I guess one way to put it is competitor intensity but the other is just, you know, if there is an unmet need, and we believed again that there is an unmet need, I think the last two slides showed that there were places in the country where there's a lot greater density of pet resorts and pet services than Arlington Heights. So, again between those two, having folks that we believe use our services and that there weren't that many there made it really attractive.

MR. FIRSEL: Thanks, Mike. Okay, Derek, if you would like to go into a little bit about, very briefly, we've taken quite a while here, but about the operation of a Pet Suites and assuring neighbors and the Plan Commission about safety, security, noise now if you wouldn't mind?

MR. EVANS: Absolutely. Good evening. I'm personally just really excited about this facility. I actually went to elementary school at Olive-Mary Stitt right down the road. I'm since just super excited to have the opportunity to build a facility here.

So, I've been with Pet Suites for three years. I've had a lot of opportunities to visit our competition and see what we're doing across the country. The Pet Suites facilities are hands down some of the best quality facilities I think you'll ever get a chance to see. We take our cleaning and community presence very seriously. All of our resorts are averaging about 4.5 stars, and the only way you get good Google reviews and build that reputation in the community is by delivering good quality service both to your clients as well as your neighbors.

So, with the smell, we already talked about this a little bit, but we have very serious cleaning protocols. We've developed Best in Class standard operating procedures that we train all of our new hires on. We have a consistent repeatable process that we enforce through quality audits, virtual visits even during COVID where we're taking a look at the resorts and seeing how clean are they, walking through the facility, making sure that maintenance and cleanliness is being taken care of so that every facility is held to our very high standards.

On the noise side of things, like we mentioned, we always try to be good partners with the community. So, we've had facilities that are right up next to neighboring residential and have them very successful with no complaints. We've also, when necessary, been willing to work with the community to make sure we get anything that comes up addressed. We think we have a very sound plan with how we run our business to make sure we're minimizing the noise.

You know, a common question that comes up is the assumption that dogs will bark constantly outside. The reality is they settle into a rhythm when we have our

daycare supervisors out there and it's the same group of people. What disturbs dogs is guests and unexpected visitors, right? So, we manage our tours very carefully and make sure we're minimizing noise, especially in the early morning and late evening hours. When necessary, we'll adjust those hours if needed. We talked about some of the improvements we can make if it turns out that noise is a problem. So, always willing to be a good partner with our local community.

We've talked about some of the initiatives that we take quite seriously, chamber of commerce, doing local marketing, participating in events and sponsorships. That's part of how we build our brand and that's who we want to be as a business. So, we expect we'll be out there partnering with your local shelters, hoping to get dogs adopted, to bring them into our facilities. We usually offer free training sessions and marketing for those dogs to help just really be a good community partner.

MR. FIRSEL: Thanks, Derek.

That concludes our presentation, Mr. Chairman, and thank you very much for your time and attention.

CHAIRPERSON ENNES: Thank you, Mr. Firsell.

Normally, we go into Commissioner questions here. I suspect from discussions with Sam that we might have some residents from the area that are in the audience that would have some questions. Sam, can you give me an idea of about how many people are out there?

MR. HUBBARD: Sure. We have about 11 people on the audience side. I've lowered all hands, so if someone wants to speak, they can click the Raise Hand feature in Zoom. Also, I misspoke earlier, it's *9 on your phone to be identified to speak if you dialed in over phone. I'm seeing one person has their hand up to speak, and I would mention that I did receive three e-mails that I would like to read into the record as well.

CHAIRPERSON ENNES: Okay, Commissioners, could I see a sign of hands? Would you like to go to audience questions first or would you like to question the Petitioners? Raise your hands if you'd like to go to audience first.

(Raise of affirmative hands.)

CHAIRPERSON ENNES: Okay, we'll do that.

Sam, if you could recognize people from the audience? Or if you want to start with your three comments that you've got e-mails on, maybe you can start those? We might answer some questions that some of the people in the audience have and we don't have to do duplicates there.

MR. HUBBARD: Sure. So, I'll read the first e-mail. It says:

Greetings, I am responding to the petition hearing concerning the variations at 1050 East Rand. My family have lived on Clarence Avenue for 20 years. During that time, we have dealt with the commercial semi trucks parking behind Southpoint Center, often leaving the trucks running overnight, in addition to the trash pickups at 3:00 a.m., both of which still continue. This has led to many nights of disrupted sleep. The thought of a commercial kennel at our backdoor only adds to the annoyance of residing adjacent to commercial properties.

Since the liquor store closed at the subject property, there have been various vehicles parking on the property, some of which are again semi trucks that come and go at odd hours waking neighbors. There is also a homeless camp that has been established with

people actually living on the commercially zoned property. One individual has a vehicle which is in a state of disrepair with a defective exhaust, the vehicles run during early morning hours, again disrupting sleep.

The aforementioned issues may seem slight in nature, but they do impact the daily lives of individuals that are experiencing them on a regular basis. My concern is the noise and other issue that would be associated with converting to a fully functional kennel. Recently, a dog daycare opened in Southpoint and we have care animal hospital at the end of the street, and now a kennel. This is a large concentration of animals in one area that simply has experienced enough issues over the years.

If the management of the adjacent properties took a more proactive approach instead of reactive, the totality of these issues would have been minimized. That has not been the case in the past; therefore, I'm certain it will not be the case in the future.

Please give strong consideration to this variation and the impact it will have on neighbors. I would like to thank the rules board for entertaining my concerns. Sincerely, J. Kehm.

Also, I have another one from earlier yesterday that states:

I am opposed to a kennel at 1050 East Rand Road for numerous reasons. I am concerned about the noise and smell that this kennel may create. I feel the kennel should be in a remote area, not in a residential area, especially not next to a food establishment. Hope you take our feelings into consideration. Thank you. Signed Mike Lasco, 1700 North Clarence Avenue.

Final one was received on Monday of this week, and reads:

As one of the many families/homeowners living in the residential area immediately surrounding the property in question, we are in strong opposition to the proposed rezoning and variations. Residents in the immediate area will suffer by being subjected to (1) increased noise, barking, not just during business hours but 24 hours a day everyday; (2) large amounts of animal waste, associated odors, and health concerns and removal services; (3) increased traffic on an already abused cut-through residential street; (4) potential animal breeding activities and animal neglect.

Since this property, 1050 East Rand Road, is directly adjacent to established single-family residences, the existing zoning and restrictions were established by the Village of Arlington Heights for good reason. Why at this time is this original decision being questioned? It was the right decision then and it's the right decision now.

For the sake of the nearby homeowners and families, please do not allow a commercial kennel and all the associated nuisances at this location. Signed William C. Christoffel and family, 1622 North Clarence Avenue.

That concludes all of the e-mails that I received relative to this project.

CHAIRPERSON ENNES: Okay, do you have a show of hands of people from the audience that would like to also address the issues?

MR. HUBBARD: Sure. If anyone in the audience would like to speak, please raise your hand now, or dial *9 if you're calling in from the phone and want to speak. I see Melissa Cayer has raised her hand, and I will open up the floor to Ms. Cayer.

QUESTIONS FROM AUDIENCE

MS. CAYER: Hello, my name is Ms. Melissa Cayer. I have a question, not about this item, about something else.

CHAIRPERSON ENNES: Well, we really are only here to address this site. But there were a number of questions in the e-mails where people raised issues about commercial vehicles left idling overnight. These aren't issues we can address, but they are issues that you as neighbors can contact the Village about and they will do something about that.

Personally, I've had a situation where there was a garbage truck that would come to a non-residential property adjoining my property. Myself and a neighbor, we did two things. We called the operator of the property and we let them know and we let the Village know. Then the operator, they didn't want their neighbors upset about it, they got the waste hauler to quit coming that early in the morning. It was like 6:30, that's very interrupting and we're very concerned about that.

But we can really only address issues relating to this property, and they can tell us what they do as far as insulation within the roofs, up on the walls of the property to keep noise down. There are some kennels in town that are right adjacent to property and they use a lot of modern noise attenuating, I don't know that these are included here but this is the type of thing that we should address with the Petitioner.

So, if your question doesn't specifically relate to this property, it's not something we can really do anything about.

MS. CAYER: Well, I just wondered, earlier you mentioned that the library bought a property. What did they buy?

CHAIRPERSON ENNES: I don't know. I have no idea.

MS. CAYER: One of you mentioned that, one of your members.

CHAIRPERSON ENNES: No, that was --

COMMISSIONER DAWSON: I think you were talking about Grand Shell, you misspoke when you said the library, Terry.

CHAIRPERSON ENNES: Yes, did I mention the library?

COMMISSIONER JENSEN: The Park District.

COMMISSIONER DAWSON: It was the Park District.

CHAIRPERSON ENNES: My mistake, the Park District, it was reported in the Herald that they did. I don't know anything about that. That was just for the information of the Commissioners.

MR. HUBBARD: Honestly, I would advise the Plan Commission, unless an item is identified on the --

CHAIRPERSON ENNES: Right, I understand.

MR. HUBBARD: We really should not discuss any matters --

CHAIRPERSON ENNES: Right, my mistake. Right.

MR. HUBBARD: If that's all that you have to share, Ms. Cayer, we'll go to the next individual that wishes to speak. I do see the person who called in over the phone would like to speak, so I'm going to try and unmute them right now. Hold on.

Okay, we can hear you.

MR. CHRISTOFFEL: Good evening. Okay, actually my name is Bill Christoffel and you read my e-mail which I appreciate. A lot of my questions that were brought

up in that e-mail have been partly answered. I'm now left with a couple of concerns and I'll keep them very, very short.

At 6:30 a.m., seven days a week and holiday starting time for your activities is of major concern in my mind. The question I had was what is the maximum number of animals allowed in that facility, or typically would be in that facility during the week? In other words, if you start exercising and so forth at 6:30, another group comes out at 7:30, 8:30? Do we keep rotating new fresh animals all day long? Or how does that work? What is your total capacity? I don't see that in any of the information. Thank you.

CHAIRPERSON ENNES: Mr. Firsel, can one of you --

MR. FIRSEL: Yes, I can start and then I'm going to ask Derek to address this a little more directly. Number one, the facility capacity is 130. Keep in mind that this facility entertains both daycare as well as resort stays for people who are on vacation, out of town. Those vary from a weekend to a week, and Derek can speak more if it's any longer.

In the three areas outside with three different sized dogs, there are no more than 40 dogs out at once all together. That would average about 13 in each. They are larger areas. Derek can correct me if I'm wrong, but I understand it's no less than one employee outdoors for every 25. So, if we were to have 40, we'd have two people out there supervising. It is an enclosed area that is easy to see, to control, and with the training that Pet Suites gives its employees, we simply don't believe there is going to be that type of issue.

But I'd like Derek to expound on that, especially the morning hours and why so early and what happens at that time of day.

MR. EVANS: Thank you, Mike, yes. So, when we get into the facility at 6:30, the first thing we're doing in the morning is taking out any pets that are boarding overnight to have them eliminate. So, we'll do that first thing, we'll rotate dogs through doing that, and so that's usually individually supervised potty time. So, we aren't starting up daycare immediately.

Once we finish doing that rotation through, and again like Mike mentioned, boarding can vary quite significantly. Like you might imagine right now during COVID, very low numbers. Typical year during holidays, that's where we're going to be at our peak capacity in getting to that, you know, hundred percent, 130 dogs in the building type number.

Then at that point, once we finish doing the potty walks, around that time is usually when we'll start to see people coming for daycare. So, people heading to work, they start to drop their pets off, usually between 6:30 and 8:30, and it comes in waves as you might imagine. As it gets later in the day, we start to get more dogs there for daycare. Then once it reaches a certain number, we'll start to do rotations inside and outside. So, we have both an indoor play area as well as outdoor play area. So, we're able to utilize those.

We prefer to be able to take the dogs outside, but sometimes we'll serve them inside. Once we get enough critical mass, we'll take them out and let them enjoy the sunshine and the fresh air. Then if it's too hot or there's bad weather, we bring them back inside.

So, we'll do those rotations throughout the day. If we have any dogs that are being problematic where they're making noise constantly, or if they were showing any form of aggression, we'll separate them, bring them back inside, get them cooler, see if they can calm down and do alternate play times with them where they're not getting so over anxious. So, we try to monitor that. So, while we might say we're 130 capacity, you know, we have daycare during the day for example, most of those pets aren't there right at 6:30, they're showing up

close to that 8:00 o'clock hour.

MR. FIRSEL: Hopefully that answers the --

CHAIRPERSON ENNES: Does that answer your question?

MR. CHRISTOFFEL: Yes. Do I have a chance for one quick follow-up?

CHAIRPERSON ENNES: Sure.

MR. CHRISTOFFEL: Okay, as far as traffic into and out of, mainly into the facility, if your heavy time is early in the morning, then vehicles will be coming in off of Rand Road down Jane, because that's the only way to turn in if you're going southeast off of Rand, because you cannot turn in the driveway from the south direction or the easterly direction, whichever way you want to call it. Currently, we experience a backup of vehicles, literally a backup on the street of people pulling into Dunkin' Donuts. Now, we're going to have a heavy load of traffic coming in that same zone and waiting to try to get into the facility you're talking about. Or they'll come around the other way and cut down Clarence which is a residential side street that says local traffic only and they'll come in the other way.

That's going to be huge in the morning. So, that's my last comment.

Thank you very much.

MR. FIRSEL: Sure, and it's a very legitimate question. Let me respond if I may. One of the major benefits of this site for Pet Suites is the size of this parking lot. As you can see from the previous evidence submitted, we exceed the amount of parking by code significantly by about 20 percent. So, I cannot imagine there would be any traffic backups pulling into this lot, dropping off a pet, and pulling out. Obviously, there is no queue or a line to come in and drop off a pet. You have to park your car.

Derek, you can correct me if I'm wrong, I'm not sure you have curbside service for the pets. Do you have curbside service?

MR. EVANS: Yes, as part of the COVID pandemic, we've actually implemented curbside service at all of our locations in order to minimize any sort of transmission risk. So, we've gotten fairly efficient at it, to be able to come outside, pick up the customers' pets. In order to make it as efficient as possible, we try to pre-check in people in advance, so we encourage them to call and make advance reservations. We'll take their payment information, collect all their pet's information. So, when people are coming, we're making their drop-off process as efficient as possible.

MR. FIRSEL: So, all the more reason that the five-minute times referenced getting out of your car, walking your dog in, dropping it off and getting back to your car, this is even more efficient. So, with the large parking area available at this location, you know, there's plenty of room for plenty of cars to park while they drop-off their pets, or drive through and drive around and have their pets dropped off to someone who comes out and picks it up.

We simply don't see how, it just isn't comparable to a Dunkin' Donuts, Starbucks or anything like that where you have a queue of cars that backs up other traffic.

MR. CHRISTOFFEL: Well, I guess my point was the road is backed up. So, your customers are going to be experiencing a backed-up road already. So, that intersection is horrendous to try to get out of, back on to Rand Road.

MR. FIRSEL: All I can say is that whatever happens, this building will be used by somebody. Currently, the B-3 zoning allows kennels. It's a special use in a B-3. So, by ordinance, we could keep this a B-3 which has automotive uses and many other more offensive

uses to residential owners. We could keep in the B-3, submit for a special use permit for our use as a kennel. As a matter of zoning, we could put a kennel there and keep it in the B-3.

As suggested by Sam to down-zone this to a B-2 and have a variation to allow a kennel in a B-2 which is normally allowed, we have applied for this land use variation. We believe that amongst all the various type uses that are allowed in the B-3, and maybe within a B-2, this will generate the least amount of parking, least amount of traffic, least amount of continual noise, least amount of congestion, and least amount of people. There's 10, 12, up to maybe 20 people in these facilities.

So, we believe this is what I would consider a much benign use as it relates to a B-3 and even in a B-2. Please keep in mind that on three sides of this property, there are commercial uses. Both B-2's to the northeast and southwest and across, and then you have Rand Road with all the traffic, and commercial across that street. So, this is a transitional site. It wasn't zoned as a transitional site, it was zoned as a B-3 use site, and the residential at Clarence came later knowing that these were in fact commercial properties.

So, all I can say is that this use, this light use I believe is ideal for this area, this neighborhood and should be welcomed because of the lack of congestion, lack of issues that this might bring. I can pretty much assure you, and Derek can tell me if I'm wrong, you will not see any trucks parked overnight. You will not see any homeless people sleeping in the parking lot.

This is patrolled. We have security lights 24-7. So, this is a high-end, high-quality operation. So, it will work out for the better, we believe, for everybody. Thanks.

CHAIRPERSON ENNES: Sam, as a follow-up on that, were you aware of the fact that there might be these drop-off procedures for dogs? Has anything been taken into consideration with the more-than-adequate parking lot to have some kind of a queue for people to get in to drop off dogs if there is a problem with the number of people dropping off?

MR. HUBBARD: No, we haven't reviewed any queuing plan, you know. Up until now, we're not aware of the specialty temporary COVID procedure for queuing. If it were a much smaller site, a tighter site, and if this was a permanent method of their business operation, I think we'd be, you know, a little bit more concerned. But as a temporary business model due to the pandemic, and given that the site is, you know, generously sized with a lot of stacking capacity, it's not a huge concern at this point.

CHAIRPERSON ENNES: Okay, anybody else in the audience?

MR. HUBBARD: I see nobody else in the audience raising their hand.

CHAIRPERSON ENNES: Okay, Commissioners, it looks, I'm going to just go from my screen here. Commissioner Green, do you have any questions of Staff and/or the Petitioner?

COMMISSIONER GREEN: I'm in favor of the project, and so I think that being in the Conceptual Plan Review and hearing all those, I still think it's a good idea and a good use of the property. I have no questions.

CHAIRPERSON ENNES: Commissioner Drost? You're muted.

COMMISSIONER GREEN: Yes, I have no questions. I think the project is suitable for that location and what we've heard before. So, I would vote in favor of the project.

CHAIRPERSON ENNES: Okay, Commissioner Sigalos?

COMMISSIONER SIGALOS: I really have no questions. Every question I had was answered by Mr. Firsell. It was a very thorough, lengthy presentation, and I think it's a

suitable project for this location. So, I'm in favor of it. So, I have no questions.

CHAIRPERSON ENNES: Okay, Commissioner Warskow?

COMMISSIONER WARSKOW: Sam, you have referred to some research you had done of similar facilities here in Arlington Heights. Would you care to just give a summary of any noise or odor issues that were encountered with those facilities?

MR. HUBBARD: So, we do have a few animal facilities in the community that we did reach out to. Some of them are animal hospitals and also boarding, some of them are just straight boarding facilities. But we did do an analysis on several of them, some of them directly abut residential homes. I have more details I can provide if necessary, but over the last 10 years, we've received only one call for service out of four different facilities we have, and it was due to a barking dog. The responding officer did not hear any barking when they arrived at the facility.

So, the situation does exist throughout the community of these facilities existing next to nearby residential and it managed to coexist successfully. There is potential for disturbance, but with our conditions of approval, we feel like we have the appropriate mechanisms to address them if a problem is raised.

COMMISSIONER WARSKOW: Thanks, that answers my question.

CHAIRPERSON ENNES: Okay, Commissioner Dawson?

COMMISSIONER DAWSON: I don't really have a lot of questions. My only question, Sam, the backup of the Dunkin' Donuts at the morning time, is there anything we can do about that? I wouldn't want that to impact this new proposal but it does occur. You know, if the neighbors have concerns, I mean, you know, let's separate the two, right? So, the neighbors are seeing that as an issue, then I think that the neighbors should be calling the Village and commenting on that and not necessarily holding it against this Petitioner. So, that's a separate issue I guess is what I'm getting at.

So, thoughts on that, Sam? Should they be contacting you to talk about that?

MR. HUBBARD: My approach, only because they can't do the traffic observations and field observations due to the COVID pandemic, you know, where you can then queue into something like that, I'm not aware of it when it was provided to our Engineering Department for their traffic analysis. They didn't flag it, so it may be something that's not on their radar. But you know, the way I would approach that would be, it sounds like it's more of an issue on the Dunkin' Donuts and management side of their demand. I think it's something that we can work with them on to see if they're as efficient as possible so that it's not creating stacking issues that are leaching out beyond their property.

COMMISSIONER DAWSON: All right. Okay, so that's, I just wanted to address that. The screen just changed, I didn't lose you guys, did I? No, okay, so it was just the screen. My screen just changed.

I have experienced that myself, I've admitted on many of these meetings that I am addicted to Dunkin' Donuts coffee and have frequented pretty much every Dunkin' Donuts in the area. It happens at all the Dunkin' Donuts. I don't want to downplay that issue for the neighborhood, but that's a separate issue and they should contact the Village and let them know that that's going on. The Village can work with the property owner about that.

So, besides that, looking at our, you know, our criteria for the zoning, for our purposes, for the Plan Commission, I think this property fits in with the character where

it's at. Just as been noted by the neighbors, there are other facilities similar to this in the area. I think it's a good use. You've got a vacant property that needs to be addressed.

So, I'm in support of the project.

CHAIRPERSON ENNES: Okay, Commissioner Cherwin?

COMMISSIONER CHERWIN: Yes, thanks, Terry. A couple of questions I guess I had. I wasn't at the Committee Meeting Board, but if maybe Sam could answer really quick? So, I saw like about three, I think three comparable samples through other sites like this that's showing minimal or no complaints. How did we decide, did we do a more thorough survey I guess of their sites if we're only choosing three out of the whole number that they have? Why did we choose those three? And what about the other sites they operate, do we know, Sam?

MR. HUBBARD: Yes, so we did a little bit of, a lot research on some of their properties. Many of them are located not directly abutting residential, but the three that we asked them to look into were directly abutting residential so that we could have a better feel for what the potential for disturbance was.

COMMISSIONER CHERWIN: Okay. So, and then I guess my other question, I know somewhere there was a long discussion about, from the Petitioner about this being B-3 or B-2 and having it be permitted. But we're talking about land variation, but wouldn't the alternative be still a special permit, they'd still have to come in for a special permit under the existing, correct?

MR. HUBBARD: Special use in the B-3, yes.

COMMISSIONER CHERWIN: I mean special use, not special permit, yes, okay. So, my thinking, you know, as far as what the zoning is, I'm kind of looking at it similarly which is in any event they have to come and look at the special circumstances affecting this property, that it's not a permitted use, it would be a special use. They would have to meet those criteria anyway. So, I think we'd have to look at, you know, if it's appropriate given that particular site.

You know, as far as the traffic goes, it sounds to me like it's a peak load issue as opposed to an overall. I think they were talking about the less traffic or the less, fewer cars visiting the site in general, but I don't think that's the issue. I think the issue is whether the peak load of this site coincides with the peak load of the Dunkin' Donuts site. I think as Staff looks at it, that's I have to guess the real issue, not the absolute numbers from what I can understand.

So, I guess the last thing would be, you know, my biggest concern here is going to be the noise and the residential owners. I get that there's commercial on three sides, but I'm concerned about the fourth side. So, I just, I think that's my biggest reservation for it.

I think it's a great project. I love the, you know, I think they obviously manage it in a professional manner, good reputation. This particular site isn't my favorite for it because even though the business as a whole I think is compatible, I think this particular site with the residential directly adjacent could pose a problem, which brings me to my last point.

When we agreed to look at it and we determined, okay, are there problems? Are things going awry? Is the noise too loud? What are the standards we're going to use, one; and two, what are the mitigating factors that we understand that they'll be willing to implement in the event that the noise is excessive and the neighbors are complaining on a regular basis?

MR. HUBBARD: So, the condition of approval on methods the Village can impose is very broad. So, it allows for quite a wide range of different methods. We listed a few that we thought maybe practical if a noise, you know, problem arises. One would be to rebuild a portion of their fence on that kind of eastern side that closely abuts the residential properties as a masonry fence which would have a more solid mass and be better for sound attenuation. I know they've done that at some other of their projects. That's something we discussed as a possibility.

They could restrict, you know, the number of dogs that go out. They could restrict the time of dogs that go out. Those are restrictions the Village can, you know, impose. We could require that, you know, an area they can't allow dogs to go out. I mean, the condition is written very broad to give us as much oversight as possible.

You know, the general standard for a noise complaint is when is it occurring and is it generating a noise complaint. There are various environmental standards from the state of Illinois that are very technical relative to noise complaints that, you know, the Health Department can assist with in administering. But generally what we're looking here is are we getting complaints from residents? Yes, okay, then we'll examine them, verify them, and address them.

COMMISSIONER CHERWIN: Okay, yes. So, I think the message to the residents is if this is a problem, don't hesitate to reach out to the Village. If it's a consistent problem, the Village is going to take action. By what I hear from the Petitioner, they are willing to accept these so that they will work with the Village in good faith to take whatever steps are necessary and reasonable to fix the noise problem. Correct?

MR. FIRSEL: Correct.

COMMISSIONER CHERWIN: All right, thanks.

CHAIRPERSON ENNES: Thank you.

Mr. Firsell, along that line, as opposed to having, if a neighbor has a problem with noise or something along that line with a facility, would you rather that they call the facility first to make them aware of that, maybe follow up with the Village also but at least let you respond and deal with it?

MR. FIRSEL: A hundred percent. We are not going to ignore the neighbors and wait until the Village calls. Derek can jump in here and just go like this if I'm not answering this right, but you know, they're our neighbors and we're their neighbors. We don't want any issues with neighbors. If there is a dog that's out of line, or they have a complaint, this is a very customer and neighbor-friendly facility.

Please call the facility. There is an operations manager, there's a general manager, or I guess resort manager, a general manager. We'll meet with the people, we'll discuss the issue, and we'll mitigate the issue so that they never have to call the Village. Is that correct, Derek?

MR. EVANS: Absolutely, yes. We would definitely encourage people to reach out. We want to be good neighbors, and that will help us best to understand the issue so we can resolve your concerns.

CHAIRPERSON ENNES: We can't ask any more than that.
Commissioner Jensen?

COMMISSIONER JENSEN: Yes, actually we've gone over most of the questions that I had. I thought it was a good project when we did the Conceptual Plan Review. I

still think it's a good project. It seems to me that actually having a kennel here will address quite well the issues raised by e-mail number one, because if we have a going concern there, we won't have people sleeping in the, you know, in that particular area where we've got people camping, and they will be watching to make sure there aren't vehicles parked there running all night.

So, in some ways I think this may actually improve the situation for the surrounding area. So, I'm in favor of it. I really don't have any further questions.

CHAIRPERSON ENNES: Thank you.

I have a couple of I think brief questions that we didn't touch on but we have touched on with some other kennels in the past, so detail that we've done. Mr. Firsel, I'm not sure if you're the right person to answer that or if Mr. Evans does, but two things. The perimeter line closest to the residential, the multi-family back in the corner towards the estate home zoning, some additional landscaping is going to be added along that area I believe. If it's deciduous trees, I think deciduous, is that the one that loses their leaves?

COMMISSIONER GREEN: Yes.

CHAIRPERSON ENNES: Deciduous? Are the trees going to be deciduous or could they be like these bushes that stay green all year long which are going to help cut back any noise that might come out of the facility? Then the other question is in regard to will you be putting additional insulation into the roof area and any of the walls to prevent noise from coming out?

MR. FIRSEL: Initially, I'll give them both a shot.

CHAIRPERSON ENNES: Okay.

MR. FIRSEL: Number one, if you're talking about the estate homes to the northeast, first of all, the outdoor area is all the way around the other side of the building. It is nowhere near those homes. I believe the front door of the kennel is over 160 feet away or something like that. It's a long way away. Not only do we have existing trees, additional landscaping the Village has asked for which we have agreed to put in, but they have landscaping along their side. So, it's not even close proximity to those homes. I believe the three folks who did testify earlier were all on Clarence Avenue. I don't think any were from that area unless I got my geography wrong.

Let's talk about the building. This building is one hundred percent masonry all around. They are thick walls. If this was a different type of a structure, we would, it may be appropriate, but you've got masonry, you've got insulation, and then you've got drywall. This building is very, very well insulated already.

I can let Derek or Mike talk to any additional items that come out, but to my knowledge, and I did ask this question, correct me if I'm wrong again, Derek, we've never had a complaint about inside noise. The complaints, if any, the one complaint in five years was from outside noise. So, simply put, the noise doesn't emanate from the inside of this building, and with masonry walls, the chances of that happening are even less.

Derek, is that accurate?

MR. EVANS: Yes. I've never had a noise complaint at any of our 35 locations. To add to that, you know, I've done many visits, any time I pull up in the parking lot, I never hear anything else. You know, I can walk inside when I go on tour, dogs will start tripping at me because I'm the unexpected visitor. But as soon as I walk back outside, nothing.

CHAIRPERSON ENNES: Okay, thank you. Sam, I believe I got all the

Commissioners?

COMMISSIONER LORENZINI: No, Terry, you forgot me. This is Joe.

CHAIRPERSON ENNES: Oh, sorry, Joe.

COMMISSIONER LORENZINI: That's okay. I know it's a busy night.

So, I've got some questions, probably for Derek, it's more of an operational thing along the lines of sanitation. So, if I remember right, you can house up to 10 cats and 130 dogs, is that for daytime and nighttime also?

MR. EVANS: Correct.

COMMISSIONER LORENZINI: Okay, so when the dogs are in there at night for overnight, what are the hours in the building between?

MR. EVANS: Yes, so we close at 8:00 p.m. and come back at 6:30.

COMMISSIONER LORENZINI: Right, so they're in the kennel or in the building between those times. So, during the day, how often do dogs go outside?

MR. EVANS: So, at a minimum, they're going to go outside for three different opportunities to eliminate. Then if they have daycare opportunities, they could be outside in the play yards that we were talking about for outdoor activities.

COMMISSIONER LORENZINI: I've had dogs before but I just got a puppy. You're reminding me of a lot of issues.

MR. EVANS: Puppies go out a lot more.

COMMISSIONER LORENZINI: Yes, yes. So, are your dogs encouraged to go do their business inside or outside the building? Or is it kind of doesn't matter?

MR. EVANS: So, we encourage them to do it outside. We have a specific area that we dedicate for that. Then we'll clean the facility inside every morning, if anything were to happen overnight. Generally, we try to minimize that by doing that last round of potty walks in the evening right before everybody leaves for the night.

COMMISSIONER LORENZINI: Well, I imagine cleaning the inside is probably a little easier usually because you've probably got smoother floors. But the outside area, is that the fabric that you put down in the rest of the area or is it easy to clean the area?

MR. EVANS: Usually that area is concrete. We'll use some turf for a couple of spots and it's specifically canine turf, so it's specifically made to handle urine or feces from pups. That's easy to clean so it's got extra drainage in it. It makes it really easy to take care of.

COMMISSIONER LORENZINI: Okay, that's all I have. Thank you.

CHAIRPERSON ENNES: Joe, my apologies for missing you.

Do you have a motion? Any other questions?

COMMISSIONER LORENZINI: No, I'm good, Terry. Thank you.

CHAIRPERSON ENNES: Is there a motion from the Commissioners?

MR. FIRSEL: Don't be shy.

COMMISSIONER GREEN: I don't have the motion sheet with me, otherwise I'd go.

COMMISSIONER DAWSON: Yes, no, I've got it here. I'm just pulling it up if I can find it.

MR. HUBBARD: George has it, but he's on mute.

COMMISSIONER DAWSON: All right, I just got my motion sheet.

CHAIRPERSON ENNES: Okay, do you have a motion?

COMMISSIONER DAWSON: Yes.

CHAIRPERSON ENNES: Thank you, Commissioner Dawson.

COMMISSIONER DAWSON: I'm trying to get the screen up and my video at the same time. It's not the easiest thing. Okay, I would like to make a motion.

A motion to recommend to the Village Board of Trustees approval of PC# 20-010, a Rezoning from the B-3 General Service, Wholesale, and Motor Vehicles District to the B-2 General Business District; a Land Use Variation to allow a commercial kennel in the B-2 District; and the following variations:

1. **Variation to Chapter 28, Section 6.13-3(B), to allow a seven-foot tall solid fence in the side and rear yard where the maximum permitted fence height is six-foot tall.**
2. **Variation to Chapter 28, Section 6.5-2, to allow an accessory structure in a side yard where accessory structures are only allowed in a rear yard.**
3. **Variation to Chapter 28, Section 6.5-7(B), to allow an accessory structure that is 400 square feet where code limits maximum size to 300 square feet.**

This recommendation shall be subject to the following conditions:

1. **The Land Use Variation for the commercial kennel shall only apply to the Petitioner.**
2. **Outdoor usage/recreation for animals staying at the facility shall occur only within the fenced outdoor play area (i.e., walking of dogs around the property or surrounding neighborhood shall not be permitted).**
3. **Should excessive noise from the subject property become a problem, at the discretion of the Village, the Petitioner shall work with the Village to address said noise issue, which may include (but is not limited to) restrictions on usage times and/or number of dogs within the outdoor play area, the replacement of a portion of the vinyl fence with a solid masonry fence for enhanced sound attenuation, and/or sound attenuation improvements to the building.**
4. **The landscape plan shall be revised to include plantings around the entire perimeter of the outdoor play area.**
5. **Compliance with the June 23, 2020 Design Commission motion.**
6. **The Petitioner shall comply with all federal, state, and Village codes, regulations, and policies.**

CHAIRPERSON ENNES: Is there a second?

COMMISSIONER GREEN: I'll second that.

CHAIRPERSON ENNES: Any questions? Can we have a voice vote? Not a voice vote, roll call vote.

MR. HUBBARD: Commissioner Cherwin.

COMMISSIONER CHERWIN: Yes.

MR. HUBBARD: Commissioner Drost.

COMMISSIONER DROST: Aye.

MR. HUBBARD: Commissioner Jensen.

COMMISSIONER JENSEN: Yes.

MR. HUBBARD: Commissioner Lorenzini.

COMMISSIONER LORENZINI: Yes.

MR. HUBBARD: Commissioner Sigalos.

COMMISSIONER SIGALOS: Yes.

MR. HUBBARD: Commissioner Warskow.

COMMISSIONER WARSKOW: Yes.

MR. HUBBARD: Chairman Ennes.

CHAIRPERSON ENNES: Yes.

MR. HUBBARD: Commissioner Green.

COMMISSIONER GREEN: Yes.

MR. HUBBARD: And Commissioner Dawson.

COMMISSIONER DAWSON: Yes.

MR. FIRSEL: Thank you all very, very much.

CHAIRPERSON ENNES: So, that's a unanimous approval. We look forward to having you filling that empty space and bringing some tax revenue to town.

MR. FIRSEL: We look forwards to doing so and we look forward to meeting all the pet lovers in the area, thank you.

CHAIRPERSON ENNES: Okay, Mr. Firsell, thank you very much.

MR. FIRSEL: Thank you all. Have a very good evening.

CHAIRPERSON ENNES: Okay, that is the end of our petitions for this evening.