

City of Calistoga

Planning Commission Agenda Item Summary

MEETING DATE

August 8, 2018

ITEM

Gas Station, Convenience Store, Car Wash and Restaurant Use Permit and Design Review Applications UP 2017-11, DR 2017-13

APPLICANT

AU Energy

PROPERTY ADDRESS

2449 Foothill Boulevard

ASSESSOR'S PARCEL NO.

011-360-003

GENERAL PLAN DESIGNATIONS

Community Commercial

Petrified Forest Gateway Character Area Upvalley Foothill Boulevard Entry Corridor

ZONING DISTRICT

Community Commercial (CC)

STAFF CONTACT

Lynn Goldberg, Planning & Building Director

POTENTIAL CONFLICTS OF

Abernathy (proximity)

INTEREST

RECOMMENDATION

Follow one of the suggested procedural options

outlined in the staff report

CALISTOGA PLANNING COMMISSION STAFF REPORT

To:

Calistoga Planning Commission

From:

Lynn Goldberg, Planning & Building Director

Meeting Date: August 8, 2018

Subject:

Gas Station, Convenience Store, Car Wash and Restaurant

Use Permit and Design Review Applications (UP 2017-11,

DR 2017-13) at 2449 Foothill Boulevard

ITEM

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Consideration of use permit and design review applications for the construction of a 2

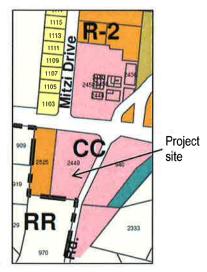
service station, convenience store, self-serve car wash and sit-down restaurant at

2449 Foothill Boulevard

BACKGROUND

Project setting: The 1.6-acre project site is located at the southwest corner of Foothill Boulevard and Petrified Forest Road. It is currently occupied by Calistoga Towing Company and auto repair and U-Haul truck rental businesses. Existing buildings include a circa 1925 former service station, which serves as an office and repair shop, and a circa 1945 house. There are 12 mature trees, primarily located along the periphery of the property. Numerous inoperable cars and trucks, automotive materials and other debris are stored behind the buildings.

Uses and zoning surrounding the project site include single-family residences to the west (R-2 Two-Family Residential), a commercial center (CC Community Commercial) and single-family residences (R-1 One-Family Residential) to the north, a gas station and convenience store to the east (CC), and a church with associated parking to the south (RR Rural Residential).



Previous reviews: The Planning Commission conducted a conceptual design review in 2007 for the development of a potential Rite Aid pharmacy on the subject property. In general, the Commission was not supportive of the project due to concerns regarding inconsistencies with the entry corridor guidelines and negative effects on downtown businesses. Formal entitlement applications were not pursued by the potential developer.

PROJECT DESCRIPTION

The following project description is based on the written narrative submitted by the applicant's architect and the project plans. All of the businesses would be independently-owned.

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New Facilities

Gas Station

The proposed gas station would include the construction of a 3,353-square foot fuel dispensing canopy with 5 multi-product fuel dispensers (10 total fueling positions) at the eastern portion of the project site. The fueling pumps would dispense both unleaded and diesel fuels and would allow for the simultaneous fueling of SUVs, full-size pick-up trucks and passenger vehicles. The fuel dispensers would be served by two 20,000-gallon underground storage tanks installed north of the canopy. The canopy would have a clearance height of 16 feet and a maximum height of 19 feet above grade. Canopy materials would be aluminum composite, finished with a white flat panel fascia. The fueling canopy would be illuminated with LED lights.

Convenience Store

The 3,222-square foot convenience store would be located in the western portion of the project site, oriented perpendicular to Foothill Boulevard. The store would sell fresh and pre-packaged food and beverage items, sundry items, and automobile accessories (e.g., air fresheners, cell phone accessories, anti-freeze, motor oil).

Ten parking spaces would be located along the store's frontage, inclusive of one accessible parking stall. Self-service vacuum, air, water, and vehicle maintenance equipment would be installed adjacent to the parking area.

The store building would have a height of 24'10". Finish materials for the façade include board-and-batten fiber cement siding (painted in earth-tone colors) and cultured stone.
The roof of the convenience store building would be a terracotta-colored standing-seam metal hip roof. Its entry tower would be finished with stone veneer. The southeast elevation would face the interior of the project site and contain the primary entrance to the store, with dark bronze aluminum doors and large storefront windows.

A pump house, roofed masonry trash enclosure and a 1,000-gallon propane tank and dispenser, for propane sales, would be situated southwest of the store. The pump house would be used to pump water to the restaurant and carwash.

Carwash

The self-service, drive-through carwash would be located at the rear of the convenience store, in the western portion of the site. The carwash would be accessed via a driveway on the south side of the convenience store and cars would exit towards Foothill Boulevard. The carwash would collect wastewater for re-use and pre-treatment before discharge to the public sewer system. Approximately 90 percent of the carwash wastewater would be reused in subsequent carwash cycles.

Restaurant

The 2,800-square foot restaurant would be located along the southern portion of the project site. The restaurant operator has not yet been determined, but would include approximately 112 seats for patrons. The proposed restaurant building has a height of 24'7". Finish materials for the façade include board-and-batten (painted in earth-tone

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colors) and cultured stone. The proposed roof would be comprised of terracotta-colored standing-seam metal panels on a hip roof, with dormers centered above large windows. Entryways would be finished with rough-sawn posts and beams. The northeast elevation faces the interior of the project site, contains the primary entrance to the restaurant, and features dark bronze aluminum doors and three windows accented with metal awnings. A roofed masonry trash enclosure would serve the restaurant.

Ancillary Improvements

Other proposed on-site improvements include a plaza/patio and a 14'3"-high trellis between Petrified Forest Road and the restaurant, a lighted monument sign, bicycle parking racks, landscaping, and pole-mounted LED lighting fixtures with a maximum height of 20 feet.

83 Site Operations

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The gas station and convenience store are proposed to be operational 24 hours a day.
The carwash is proposed to operate daily from 7:00 am to 10:00 pm. The restaurant is projected to be open daily between 7:00 am to 10:00 pm.

Operation of the fuel station would require one daily delivery of fuel that would typically occur outside of peak hour traffic (i.e., in the early morning, late evening, or mid-day). Fuel delivery would take approximately 30 to 40 minutes. Truck idling during delivery would be limited to less than 5 minutes. Delivery trucks would align parallel to the underground storage tanks to avoid conflict with fuel-dispensing activity and not interfere with vehicle queuing.

The convenience store, gas station and car wash would employ a maximum of four fulltime employees per shift. There would be three shifts per day.

Access and Parking

The project site would be accessed via two new 35-foot wide driveways, one located on Petrified Forest Road, directly opposite the southernmost Arco driveway, and one on Foothill Boulevard. Concrete sidewalks, curbs, and gutters would be installed along both project frontages. A 17-foot swath of right-of-way would be dedicated on Foothill Boulevard and 48 feet on Petrified Forest Road. In addition to accommodating sidewalks and storm drain inlets on the project frontages, these areas would accommodated vehicular travel, turning and merging associated with the future traffic signal. A Class II bike lane would be provided along the project's Foothill Boulevard frontage. Two above-ground power poles along Petrified Forest Road would be relocated to accommodate these improvements.

A total of 46 parking spaces would be provided as follows: 7 parallel parking stalls arranged along the site's southeastern periphery, 10 spaces for the convenience store; 10 spaces at the fueling positions; and 19 spaces for the restaurant, one of which would be an electric vehicle charging station.

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110 Landscaping

The preliminary planting plan includes shrubs, vines, ground cover, ornamental trees, and bio-retention planters. The proposed planting palette consists of low water use species and water demand would be below the state's maximum applied water allowance. Ten of the 13 on-site trees would be retained and 41 ornamental trees would be planted.

GENERAL PLAN CONSISTENCY ANALYSIS

The project's consistency with the Calistoga General Plan is evaluated below.

Land use designation

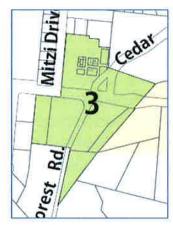
The project site is designated by the General Plan's Land Use Map as Community Commercial. Principal uses allowed in this classification include retail, personal services, professional offices, medical offices and clinics. The following uses are also permitted if they conform to all relevant General Plan policies: restaurants; bars; public uses; visitor accommodations where the development provides opportunities for amenities serving the local community; spas; religious facilities; service commercial uses; large residential care facilities for the elderly; skilled nursing facilities; outdoor sales such as nurseries; and service stations.

The proposed retail, restaurant, service commercial and service station uses would be considered consistent with this designation if it is determined that they conform to the relevant General Plan policies discussed below.

Character area overlays

The project site is subject to the *Petrified Forest Gateway* character area overlay at the intersection of Petrified Forest Road and Foothill Boulevard. Gateway overlay designations are applied to three areas of the city that will play an integral role in the quality of life and economic vitality of Calistoga. Guidance for development and/or redevelopment of these areas is necessary to ensure that the values and vision of the community are realized and that Calistoga's identity as a unique historic small town is preserved.

The Land Use Element describes the Petrified Forest Gateway as a "country crossroads", and notes that this intersection primarily serves commute traffic between Lake, Napa and Sonoma counties.



Petrified Forest Gateway

Petrified Forest Gateway provisions that apply to the project include the following:

Commercial uses in the area should serve travelers but also include limited services for nearby residents. Although safety and circulation improvements are needed, the intersection should remain compact to avoid encouragement of commercial sprawl. The character of the area

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> should have an understated visual appearance and provide a preview of the community's unique qualities.

Land Use Considerations

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- The range of uses established for the Community Commercial land use designation is generally appropriate for the area.
- Agriculturally oriented uses such as produce stands, nurseries, winery and vineyard related uses are encouraged.
- Development or redevelopment around the intersection shall not be of a design or style that is typical for a suburban strip center. Formula chain businesses are discouraged.
- Commercial uses should primarily serve the commuter-traveler. Uses that also serve nearby residents but do not compete with downtown businesses may also be allowed.

Development and Design Considerations

- The scale of new development or redevelopment must not overpower the surrounding neighborhoods and should be understated, using small scale and low-rise building design.
- The approach to town from a rural setting must convey a sense of arrival and signify the characteristics of a unique, small visitor-friendly town.
- Building massing, form and lay-out must convey a diverse village character and reflect Calistoga's individualistic nature.
- Landscaping should convey a rural rather than manicured urban setting.
- Parking should be screened from street view and placed at the rear of properties while buildings should be placed in close proximity to the road.
- Uniform setbacks, heights, roof forms and architectural language should be avoided so that the appearance of a large development is that of one which was built over time.
- Outdoor lighting shall be designed to preserve and protect the nighttime environment in accordance with the following International Dark Sky Association model ordinance objectives:
 - Provide the minimum lighting level necessary for night-time safety, utility, security, productivity, enjoyment, and commerce.
 - Minimize adverse offsite impacts such as sky glow, light overspill and obtrusive light.
 - Conserve energy and resources to the greatest extent possible.

Connectivity Considerations

- Intersection improvements are needed to allow for increased/more efficient traffic flow during peak commuter traffic periods and to improve pedestrian and vehicular safety.
- Development should be coordinated to ensure logical and efficient circulation. Particular attention should be paid to minimizing site access points and creating opportunities for shared parking.
- Opportunities to improve pedestrian, bicycle and vehicular access to sites within close proximity to the intersection should be explored as part of public and private improvement projects.

The project site is also located within the *Upvalley Foothill Boulevard Entry Corridor*. Entry corridor overlays are intended to enhance Calistoga's small-town, rural character by interweaving elements of the natural and built environment between primarily agricultural lands in the county and developed lands in the city.

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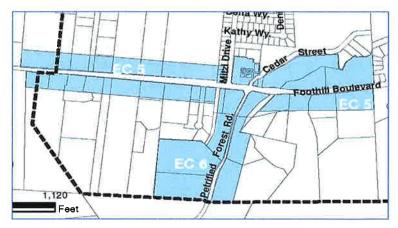
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UpValley Foothill Boulevard Entry Corridor Overlay

Upvalley Foothill Boulevard

Entry Corridor provisions that apply to the project include the following:

- Setbacks shall be wide in order to preserve rural characteristics and shall be landscaped with trees, vineyards and/or native vegetation.
- Walls, fences and berms included in landscaping should incorporate materials and design that blend harmoniously with the surrounding landscape.
- New buildings should reflect small-scale, low-rise design characteristics with an understated visual appearance, and should maintain existing small-town rural and open space qualities.
- Parking areas should not be visible from the entry corridor roadway.
- New development shall not include shopping centers, gas stations, "bigbox" retailers, or other commercial centers with strip retail characteristics, and formula businesses shall be discouraged.
- Commercial uses permitted in the entry corridor should complement rather than compete with Calistoga's downtown commercial core.

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Scenic resources and corridors

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The General Plan's Open Space and Conservation Element identifies a number of scenic resources within Calistoga's Planning Area. The project site is located within the scenic resource corridor identified as, "State Route 128 North of Petrified Forest Road."

The Element also identifies six scenic corridors in the Calistoga Planning Area. The project site is located within two of them:

- Foothill Boulevard
- Petrified Forest Road

OSC Policy P5.1-1 requires that development safeguards scenic vistas and gateways and maintains the rural small-town character of these roadways, It includes the following strategies to accomplish this:

- Retain landscaped pedestrian/bicycle pathways
- Limit structures adjacent to roadways to one story
- Set structures back from roadways
- Implement design review for development along scenic corridors
- Implement setbacks and screening from roadways
- Limit or prohibit certain types of development, particularly that with "big box" or strip commercial characteristics

General Plan Consistency Summary

The project is consistent with the following land use, development and design considerations of the Petrified Forest Gateway character area and Upvalley Foothill Boulevard Entry Corridor overlays, and the scenic resources policy.

- The proposed commercial uses would primarily serve the commuter-traveler, and the proposed car wash would serve residents but not compete with downtown businesses.
- The proposed development scale would not overpower the surrounding neighborhoods and would be understated, using small scale and low-rise building designs.
- The proposed landscape palette featuring grasses would convey a rural rather than manicured urban setting.
- The proposed lighting design that employs the use of recessed LED fixtures would not create excessive glare or light spillage onto adjacent properties.
- The dedication of significant areas of public right-of-way on both project frontages would facilitate needed intersection improvements.
- The project design would limit site access points to two, including one aligned with an existing gas station driveway.

The construction of sidewalks and a section of bike lane would improve pedestrian and bicycle access to sites within close proximity to the intersection.

General Plan Inconsistencies Summary

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The project would be inconsistent with these provisions in several instances.

- The fueling station canopy and the monument sign with gas prices located in a highly-visible location would not provide an understated visual appearance to the project.
- Although the proposed board-and-batten and stone finish materials would reflect the community's agrarian setting, the proposed complex itself would not convey a sense of arrival and signify the characteristics of a unique, small visitor-friendly town.
- The use of similar architectural designs, materials and colors for the two proposed buildings would not create the appearance of a development that was built over time.
- Gas stations are prohibited in entry corridors if they have "strip retail characteristics."
- The gas station and convenience store constitute formula businesses, which are discouraged in entry corridors.
- Some parking spaces would not be screened from street view and the fueling station canopy would be placed in close proximity to the road.
- The car wash would be set back only 25 feet from Foothill Boulevard and the closest point of the fueling station canopy would be 20 feet from Petrified Forest Road, which conflicts with the guideline of providing wide setbacks in order to preserve rural characteristics.

Formula business policies

Several policies in the Calistoga General Plan address formula businesses.

Land Use Element Policy P1.1.-1 generally prohibits formula businesses unless they primarily meet local residents' and business owners' needs:

P1.1-1 Formula businesses within the city limits shall generally be prohibited. Exceptions may be made for formula businesses primarily meeting local residents' and business owners' needs.

Community Identity Element Policy P.1.2-9 prohibits formula visitor accommodations and restaurants, but allows other types of formula businesses if they reflect Calistoga's unique small town qualities and do not include common design elements found in other communities:

P.1.2-9 Formula visitor accommodations and restaurants shall be prohibited in Calistoga. Other formula businesses and chain

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> stores may be allowed but shall reflect Calistoga's unique smalltown qualities and shall not include common design elements found in other communities.

While the proposed gas station, car wash and convenience store uses, which are considered "formula businesses," would meet the needs of local residents, it is likely that a high percentage of customers would be visitors and commuters, and they would therefore not primarily be serving local residents' and business owners' needs. Furthermore, the project would include common design elements that are found in other communities, primarily the "Shell" and "Loop" signage, which is prohibited by Policy P.1.2-9.

ZONING CODE CONSISTENCY ANALYSIS

The project's consistency with the Calistoga Zoning Code (Title 17) is evaluated below.

Zoning District

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The project site is zoned Community Commercial (CC). The intent of the CC Zoning District, in part, is to provide for the day-to-day needs of residents in areas outside of the downtown commercial core.

The CC District allows a wide range of permitted and conditionally-permitted uses. Retail activities are permitted; restaurants and service stations (including car wash facilities) require approval of a use permit, as do formula businesses (excluding formula restaurants and visitor accommodations, which are prohibited).

The following table demonstrates that the project's proposed design complies with the development standards of the CC District.

Develop	ment Standards Confo	rmance	
CC District Development Standard		Project	Compliant
Minimum front yard (Foothill Boulevard)	10 feet	25 feet	Yes
Minimum interior side yard (west property line)	5 feet	5 feet	Yes
Minimum street side yard (east property line)	10 feet	20 feet	Yes
Minimum rear yard	0 feet	10 feet	Yes
Minimum parking setback	10 feet	10 feet	Yes
Maximum lot coverage	60%	22%	Yes
Maximum building height	30 feet	24 ft. 10 in.	Yes
Maximum no. of stories	3 with use permit	1	Yes

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Parking and connectivity

Parking

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The following table summarizes the project's vehicle parking compliance per the Zoning Code.

Parking Regulations Conformance					
Land Use	Parking ratio	Proposed	Required		
Retail	1 / 200 sq. ft.	3,222 sq. ft.	16		
Restaurant	1 / 100 sq. ft.	2,800 sq. ft.	28		
Service station	1 / island	5 islands	5		
Total required spaces			49		
Total provided spaces			46		

Therefore, the project is deficient by three parking spaces. It does not appear that there is an opportunity to easily add these spaces to the site. A determination could be made that many of the customers purchasing gas would also patronize the convenience store, thereby reducing the overall parking demand. Other alternatives to meeting this deficiency include reducing the size of the proposed restaurant in order to lower its parking demand.

Staff is concerned about the proposed distribution of parking spaces. As noted in the above table, 28 spaces would be required for the restaurant. However, only 19 spaces are located in reasonable proximity to this building. It is unlikely that restaurant patrons would feel comfortable parking directly in front of the convenience store, even if vacant spaces are available. Additionally, 10 of the proposed parking spaces are located beneath the fuel canopy, which would not be realistically available to restaurant patrons. There is no off-site overflow parking that would available unless the business made an arrangement with the adjoining church for use of its parking lot.

Furthermore, the seven parallel parking spaces proposed between the fuel pumps and the project frontage could be difficult to access, would require passengers to use the adjoining landscaping as access, and would not be adequately screened from off-site view by the proposed flat landscape strip that would be planted with groundcover. The project's traffic impact study recommends that the parallel stalls be reserved for use by compact vehicles, but this restriction would be difficult to monitor.

The Zoning Code requires one bicycle parking space for every 10 required vehicle spaces, which would be five, in this case. Bicycle racks are proposed adjacent to the convenience store and the restaurant; however, it is unclear how many bicycles could be accommodated.

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Pedestrian Connectivity

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The project's Traffic Impact Study identified a potential pedestrian connectivity issue with the proposed location of the project's sidewalk along Foothill Boulevard, which would be set back more than 20 feet from the edge of the travel way at the adjacent property line. This would make it difficult for any future pedestrian facilities on the adjoining property to connect to the project sidewalk. The dedication of more property than needed could result in unnecessary sections of pavement, longer crossing distances for pedestrians, and discontinuous sidewalks. For these reasons, the consultant recommends that the applicant work with the City to develop a design such that sufficient property is dedicated to accommodating the planned intersection improvements, and project sidewalks are continuous with the adjacent properties or future plans, to the extent feasible.

GROWTH MANAGEMENT

The project would connect to public water and sewer. After accounting for the property's current baseline, annual allocations of 2.017 acre feet of water and 1.657 acre feet of wastewater would be required to serve the project.

A Growth Management Allocation must be awarded to the project prior to the issuance of any building permits, and the developer would be required to pay water and wastewater service connection fees.

ENVIRONMENTAL REVIEW

An Initial Study was prepared to determine the level of environmental review necessary for the proposed project. Consistent with Section 15070(b) of the California Environmental Quality Act (CEQA) Guidelines, the Initial Study identified potentially-significant effects in the following areas, which are briefly described below.

- <u>Aesthetics</u>: Foothill Boulevard and Petrified Forest Road are designated scenic corridors and are located within an Entry Corridor Overlay Area. Due to the location of the proposed project within a designated scenic corridor and entry corridor overlay, the project will be held to elevated standards for quality of design, landscaping and screening. Installation of lighting at the project site would result in a minor increase in nighttime lighting relative to existing conditions.
- <u>Air Quality</u>: During construction activities, the project would generate temporary air pollutant emissions associated with site preparation, ground disturbance, the operation of heavy-duty construction equipment, workers traveling to and from the site, and the delivery and off-hauling of materials. These activities would create temporary emissions of fugitive dust from site grading, and the release of toxic air contaminants, particulate matter, and ozone precursors from combustion of fuel and the operation of heavy-duty construction equipment.
- Biological Resources: Construction of the proposed project would result in the removal of trees and an abandoned building that could provide suitable nesting

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habitat for raptors and passerines, and suitable roosting habitat for the pallid bat, which are protected by state and federal regulations. Three trees proposed for removal are protected under the City's tree regulations.

- <u>Cultural Resources</u>: Cultural resources associated with prehistoric human occupation may be buried on the site, including undiscovered human burial sites. The potential for the inadvertent discovery of paleontological or unique geological resources exists.
- <u>Hazards and Hazardous Materials</u>: Asbestos-containing materials and leadbased paints may be present in existing structures onsite that would be disturbed during demolition activities.
- Hydrology/Water Quality: Construction activities associated with redevelopment of the project site have the potential to result in runoff that contains sediment and other pollutants that could degrade water quality.
- Noise: Residents adjacent to the project site may be adversely impacted by noise associated with the project operations and mechanical equipment.
- <u>Transportation/Traffic</u>: Landscaping and signage could obscure sight line distances at the project driveways.

Mitigation measures agreed to by the applicant, as contained in the Mitigation Monitoring and Reporting Program, would avoid the effects or mitigate the effects to a point where clearly no significant effect would occur. Furthermore, there is no substantial evidence, in light of the whole record before the agency, that the project as revised may have a significant effect on the environment. Therefore, as the lead agency, the City of Calistoga has determined that a Mitigated Negative Declaration (MND) is the appropriate level of environmental review.

The MND was circulated for the mandated 30-day review period to the Planning Commission, applicant, public agencies and the general public, during which eight comment letters were received. As noted in the summary of the "Response to Comments" document, the recirculation of a revised IS/MND or the preparation of an environmental impact report is not required as a result of these comments.

REQUIRED FINDINGS

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The Zoning Code requires the Planning Commission to make all of the following findings in approving the subject use permit and design review applications:

- The proposed design is in accord with the General Plan and any applicable planned development.
- The proposed design is in accord with all applicable provisions of this title [Zoning Code].
- The proposed design will not impair or interfere with the development, use or enjoyment of other property in the vicinity or the area.

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- The proposed design is consistent with any adopted design review guidelines to the extent possible.
- The proposed use is consistent with and enhances Calistoga's history of independently-owned businesses, thus contributing to the uniqueness of the town, which is necessary to maintain a viable visitor industry in Calistoga and to preserve its economy.
- The proposed use is resident-serving, in the case of a formula business.

PUBLIC COMMENTS

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In addition to the comments received regarding the project's draft Mitigated Negative Declaration, which are addressed in its Responses to Comments, a petition with 131 signatures and letters from 5 individuals expressing concerns about the project have been received by the City.

RECOMMENDATIONS

Staff recommends that the Planning Commission take the following steps:

- Receive presentations from staff, the applicant and the environmental consultant, and answers to any commissioner questions regarding the project, staff's analysis or the environmental documents
- 2. Open the public hearing to receive public comments and questions, directed to the Commission
- 3. Request that staff, the applicant and the environmental consultant respond to comments and questions, as needed
- 4. Close the public hearing
- 5. Provide comments on the project and select one of the options outlined below.

PROCEDURAL OPTIONS

After considering input from staff, the applicant, the environmental consultant and the public, the following options are available to the Planning Commission:

- 1. Continue the item to a subsequent meeting, and request additional information and/or revisions to the project
- Continue the item to a subsequent meeting, and direct staff to draft resolutions for approval of the project's Mitigated Negative Declaration and the project, with appropriate conditions of approval
- 3. Continue the item to a subsequent meeting, and direct staff to draft a resolution denying the project
- 4. Take other appropriate action

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ATTACHMENTS

- 1. Vicinity map and site photos
- 2. Project description dated July 25, 2018
- 3. Project plans and color/materials samples
- 4. Draft Mitigated Negative Declaration (distributed under separate cover)
- 5. Response to Comments on Draft Mitigated Negative Declaration
- 6. Petition
- 7. Letter from Yvonne Henry
- 8. Letter from Cynthia Kohles
- 9. Letter from Lucretia Marcus
- 10. Letter from Stephen Marcus
- 11. Letter from Antoinette Mailliard
- 12. Letter from Chris Stoner
- 13. Letter from Gerry Turgeon and Shelly Rodrigues
- 14. Letter from Melanie Waterson