

PLAN COMMISSION

INTER-DEPARTMENTAL REVIEW COMMITTEE REPORT

Four Paws LLC – 740 E ST CHARLES ROAD

April 19, 2021

Title

PC 21-12

Petitioner

Polka Dottie, LLC
Danielle Daidone
543 S Michigan Avenue
Villa Park IL 60181

Property Owner

CJC Auto Parts
740 E. St. Charles Road
Lombard IL 60148

Property Location

740 E. St. Charles Road
06-04-309-029
Trustee District #4

Zoning

B4

Existing Land Use

One story retail building

Comprehensive Plan

Community Commercial

Approval Sought

Conditional use to allow for a kennel

Prepared By

Jennifer Ganser, AICP
Assistant Director

**PROJECT DESCRIPTION**

The petitioner is proposing to establish an animal day care/kennel business at 740 E. St. Charles Road. They plan to purchase and occupy the building. Four Paws is currently located at 104 E. St. Charles Road and would close their current location to move to 740 E. St. Charles Road, should the request be approved.

Kennel uses are regulated by the Illinois Department of Agriculture.

APPROVAL(S) REQUIRED

The petitioner, Polka Dottie, LLC, requests a conditional use pursuant to Section 155.416(C)(3) of the Lombard Village Code to allow for a kennel to operate on the subject property located within the B4 Corridor Commercial District.

PROJECT STATS

Lot & Bulk

Parcel Size: 0.55 acres

Building Area: 8,000 sq. ft.

Submittals

1. Petition for a public hearing;
2. Site Pictures;
3. Response to Standards for a Conditional Use;
4. Partial Plat of Survey;
5. Interior floor plan, prepared by Chadha & Associates;
6. Exterior floor plan, prepared by Chadha & Associates;
7. Public comment, via voicemail

EXISTING CONDITIONS

The subject property is a one-story building. The petitioner would purchase the building and undertake internal modifications to convert it from a retail building to an animal care/kennel use.

Externally, the existing site is legal non-conforming in regards to landscaping and parking surface and design. The petitioner would improve the site by adding landscaping and fencing to the north. Access to the site is from St Charles Road and Highland Avenue.

INTER-DEPARTMENTAL REVIEW

Building Division:

The Building Division has no issues or concerns. They noted that some of the gravel will need to be removed to allow for drainage in this area. The business will need to have sealed waste containers, ability to wash down the turf area, and sound proofing. Additional comments may be forthcoming during permit review.

Fire Department:

The Fire Department noted the building does not have a fire alarm or sprinkler system installed. Kennels are required to be staffed at all times, or owners must install a fire alarm or sprinkler system in every building where animals are housed. The law defines "fire alarm system" as a system that "automatically triggers notification to local emergency responders when activated." Additional comments may be forthcoming during permit review.

Private Engineering Services:

Private Engineering Services (PES) has no comments. Additional comments may be forthcoming during permit review.

Public Works:

The Department of Public Works has no comments. Additional comments may be forthcoming during permit review.

Planning Services Division:

The Planning Services Division (PSD) notes the following:

1. Surrounding Zoning & Land Use Compatibility

	Zoning Districts	Land Use
North	R2	Single-family home
South	B4/R2	Great Western Trail
East	R2	Single-family home
West	B4	Vacant lot and commercial

The B4 zoning district is for commercial uses that are auto-oriented. The Zoning Code notes the B4 service area is not confined to any one neighborhood or community and is located on major commercial corridors. Staff finds that the proposed use will be complementary in the B4 District and on East St. Charles Road.

The exterior site plan shows two outside dog play areas and both would be fenced in. The existing site is legal non-conforming in regards to parking and landscaping. The petitioner proposes to add 10’ of new landscaping to the north, which would provide a buffer between the use and the single-family residential neighborhood to the north.

The petitioner is requesting a conditional use for a kennel as they do board dogs. All kennels would be inside. Four Paws provides dog day care mostly, and those dogs go home each evening. They may sell ancillary retail items, however, dogs would not be for sale.

2. Business Operations

The petitioner addressed their business operations in the response to standards. There are detailed discussions on cleaning and noise. The business model focuses on small group of dogs and obedience training to lessen noise. Noise panels would be added to the building interior. The business has standard operating procedures for when and how cleaning occurs. An outside waste receptacle will be screened per Code. There are no special requirements for trash handling per Waste Management. The trash dumpster is shown north of the building and will be screened per Code.

Two outdoor dog play areas are proposed at a combined amount of approximately 5,100 square feet. They would be fenced by a six-foot solid wood fence along the property lines to the west. A six-foot solid wood fence is also proposed at the north side of the property near the new landscaping. This fence would extend around the outdoor play areas to contain the dogs. Dogs may be walked around the neighborhood on a limited basis.

The business is currently located at 104 E. St. Charles Road and abuts a multi-family building. The Village has not received any complaints or concerns about Four Paws at their current location.

3. Comprehensive Plan Compatibility

The proposed location and use as animal day care is consistent with the Comprehensive Plan’s recommendation of community commercial uses “providing services extending beyond daily living needs.”

4. *Sign Ordinance Compatibility*

The petitioner has not yet proposed any signage. Any future signage applications will be reviewed by staff for their consistency with the Village's Sign Ordinance. If any future signage is determined to be non-compliant the petitioner will have the option to request a variation from the Plan Commission and Village Board of Trustees.

5. *Site Plan: Access & Circulation*

Access to the site is from St. Charles Road and Highland Avenue. Drivers will enter from Highland Avenue and exit at St. Charles Road as is currently done on the premises. Six parking spaces are shown.

FINDINGS & RECOMMENDATIONS

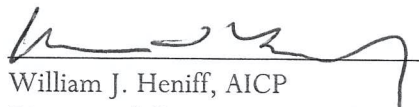
Staff finds that the proposed kennel is consistent with its surroundings, the Village of Lombard Comprehensive Plan, and Zoning Ordinance.

The Inter-Departmental Review Committee has reviewed the standards for the requested conditional use for a kennel and finds that the proposed use **complies** with the standards established by the Village of Lombard Zoning Ordinance, subject to conditions of approval based on the above considerations. As such, the Inter-Departmental Review Committee recommends that the Plan Commission make the following motion for **approval** of PC 21-12:

Based on the submitted petition and the testimony presented, the proposed conditional use does comply with the standards required by the Village of Lombard Zoning Ordinance and that granting the conditional use permit is in the public interest and, therefore, I move that the Plan Commission accept the findings of the Inter-Departmental Review Committee Report as the findings of the Plan Commission, and recommend to the Village Board **approval** of PC 21-12, subject to the following conditions:

1. That the petitioner shall develop the site in accordance with plans submitted as part of this request;
2. That the petitioner shall satisfactorily address all comments noted within the Inter-Departmental Review Committee Report;
3. Caging or boarding of animals shall not be allowed in the outdoor area. The outdoor area shall be reserved as an area where animals can roam freely;
4. The fence shall be maintained in a good state of repair at all times;
5. The landscaping at the north property shall be maintained in good condition at all times;
6. No dogs shall be allowed outside between 10:30pm and 7:00am;
7. The petitioner shall sound proof the building, as reviewed and approved by the Village;
8. That the petitioner shall be required to apply for and receive building permits prior to construction; and
9. This relief shall be valid pursuant to timing provisions in Section 155.103(F)(11)(a) and Section 155.103(F)(12) of Village Code.

Inter-Departmental Review Committee Report approved by:


William J. Heniff, AICP
Director of Community Development
c. Petitioner

Site Pictures

Gravel, north property line



Parking area



PETITIONERS' GUIDE TO THE PLAN COMMISSION

VII. STANDARDS FOR CONDITIONAL USES

The following is an excerpt from the Lombard Zoning Ordinance. A detailed response to all of these standards should be provided for all conditional uses of the Lombard Zoning Ordinance.

SECTION 155.103 (F)(8) OF THE LOMBARD ZONING ORDINANCE:

No conditional use shall be recommended by the Plan Commission unless it finds:

1. That the establishment, maintenance, or operation of the conditional use will not be detrimental to, or endanger public health, safety, morals, comfort, or general welfare;

Four Paws is an established Dog Daycare, Boarding, Grooming, Retail and Training facility located in the Downtown Lombard District for the past 4 years. The relocation of Four Paws to 740 E. St. Charles Road, Lombard, will continue to adhere to the Standards for Conditional Uses outlined by the Plan Commission. The use will not be detrimental to, or endanger the public health, safety, morals, comfort, or general welfare of the community. Four Paws existing services to be operated out of the proposed new location are as follows: (1) **Dog Daycare:** from 7AM until 7PM (Monday through Friday) and 8AM until 6PM (Saturday) the facility will receive canines for play and care. Dog Daycare provides group play, interactive activities with the staffing and dogs, obedience training reinforcement throughout the day and nap breaks in kennels and runs along with meals. (2) **Day School:** from 9AM until 4PM (Monday through Saturday) which is essentially Daycare 2.0. The students receive: one on one training session with our head trainer, micro groups of play with dogs who are perfectly matched to their personality and play style, peanut butter kong during rest breaks, smart toy or puzzle and a report card emailed at the end of the day. (3) **Boarding:** overnight guests will engage in Daycare or Day School activities and lodge overnight in individual kennels or runs. (4) **Training:** group classes (both indoors and outdoors) ranging from obedience to agility and leash walking, private training lessons, board and train, day train and Day School. (5) **Grooming:** professional, experienced and certified Groomers will bathe dogs and perform haircuts to owner's specifications. (6) **Retail:** pet products included food, toys, beds, training equipment, toys and other fun items for at home care and enrichment.

What sets Four Paws apart from other dog-related establishments is that we are family run operation, we are not in business just to turn a profit but, rather, to partner with the families and dogs to ensure a lifelong relationship for care, and we pride ourselves on operating a clean, quiet and calm environment for our canine guests and the community. We intend to replicate our operations in this relocation building with the highest standard of care for our dogs and our neighbors. Some potential standard concerns for the operation of a dog daycare and kennel will be addressed in the design and build-out as follows:

Noise Attenuation: Through 4 years of experience and operating in the Downtown Lombard, with residential and business neighbors surrounding us, we have tried and tested proven methods for sound control. The number one sound control is based on operations itself: (1) strict policies on attendance and acceptance into the services. All dogs are required to attend on a weekly basis which promotes comfort and resolves opportunity for anxiety (which may lead to excessive barking) for the

individual dogs and the pack as they are familiar with the facility/people/routine and their pack mates. All overnight guests are required to attend daycare or day school prior to their overnight in order to accomplish the same results. During the evaluation period, we test each dog in a crate or kennel and if there is excessive barking the dog is required to do training with us prior to scheduling daycare or boarding services and if they do not than the client is denied from attending. (2) Proper rest breaks and play group placement: All dogs are susceptible to overstimulation from being too tired, so we provide 1-2 (and often 3 times for puppies) rest breaks throughout the day based on the length of time the dog will be in our care. Well rested dogs are healthier and happier. We create smaller group sizes and micro-groups (1-3 dogs that are a perfect match for play style) which will continue to do, even with a larger footprint because this is also healthier for the group and individual dogs. (3) Obedience Training: throughout the day we ask for and encourage good behaviors from all of our guests. We required one dog at a time to be let inside and outside for outdoor time. This looks like a group of 15 dogs waiting at the door until they are called in or if it is an individual dog we often walk them on a slip lead until we go outside so there is no frenzied running through the building which riles up the other dogs. (4) Noise panels for walls, where necessary, to limit reverberation of sound throughout the building. (5) Cinder Block Building: this is where we have our current boarding room and it limits noise effectively. The relocation building is all cinderblock and brick. (6) Additional Landscaping: we will add bushes on the exterior of the fenced in outdoor space which will be aesthetically pleasing and also assist in absorbing noise.

Odor Control: Our standard SOP system provides for cleaning to be completed as needed throughout the day and two (2) times with all Kennel Techs being assigned to a Zone for deep cleaning. The Zone Cards detail the cleaning required and 12pm and 7pm daily. We also have a cleaner that comes in at 5:30am daily and deep cleaning procedures for Sundays. We have multiple 5 star reviews on Google that state that the facility is very clean and smells pleasant. For the outdoor space, we had switched to turf which has proven to be more sanitary for the dogs and easier to clean and less odorous than pea gravel. At the relocation building we would keep the existing gravel and add sand to the surface and then have turf installed over. This is the best method for installation and drainage. All waste is immediately picked up and placed in an outdoor trash bin within the yard. That trash bin is double bagged and thrown in to the Waste Management receptacle daily. The turf is spot sprayed with Outdoor Simple Green solution which acts as an odor control and antibacterial cleaner. The turf and fencing is sprayed down in full 2 times a day with the same solution.

Health Requirements: Four Paws has policies in place for required vaccinations for all guests and for all services. These policies are in line with the State of Illinois code, Department of Agriculture and our insurance policy. A copy of the dogs shot records are maintained on site by physical copy and within our CRM system, Petexec. All vaccines, registration form and waivers must be completed prior to the dog's first visit to the building. Our system sends auto-reminders when vaccines are coming due to our existing clients and, once expired, the dog cannot book until the dates are current. This information is on our website and discussed with all inquiring clients. These measures are in place to ensure safety the individual dog, the pack, the staff as well as the customers and our community.

2. That the conditional use will not be injurious to the uses and enjoyment of other property in the immediate vicinity for the purposes already permitted, not substantially diminish and impair property values within the neighborhood in which it is to be located.

The property is located on an industrial strip of St. Charles Road with other businesses including: Auto Repair shops, Owl Lumber yard, Safe Storage, Gas Stations, Cat Guardians (a cat rescue), Foremost Liquors, Plumbing, Insurance agencies and residential single family homes. Our current location is neighbors with an auto shop and a photography studio with a meter a mere feet between the buildings. We also have apartment units that look down into our backyard spaces for the dogs. We have not received a noise or odor complaint in our tenancy here since 2016. The relocation will position us in a more industrial part of town which is well suited for our use. The residential neighbors we are making our top priority, as we have in our existing location. We will add landscaping to enhance the property visually and upgrade with plants, bushes and cedar wood fencing so it is more in line with the residential roads versus the concrete slab it currently is. The exterior fencing for the dog yard will be pulled inward towards the building and away from the residential fencing. There will also be some landscaping in between the two fences to assist with sound attenuation.

Sound control measures will be taken to limit outdoor activity for group play during business hours. We will permit small groups outside for bathroom breaks after hours and ensure that no loud or excessive barking is permitted. All dogs will be supervised when outside and we have tools to assist dogs in remaining calm and quiet when we use the outdoor space. When a dog becomes overly excited and barks, we will use a slip lead (a leash) to walk around with them. This is 100% effective in controlling barking. If a dog is too anxious or typically gets 'the zoomies' (running around stirring up the other peaceful dogs) then we will typically have that individual go out separately for an outdoor break or we will use the slip lead to bring them inside and outside. We will not have dogs outside overnight.

3. That the establishment of the conditional use will not impede the normal and orderly development and improvement of the surrounding property for uses permitted in the district;

This conditional use will not impede the surrounding properties for existing permitted uses. Our goal has always been, and will remain, to be a contributing member of the community. We know all of our guests by name when they arrive as well as their owners' names and what car they drive, what time they pick up and drop off, what service they are in for and even some personal information like if they are married or have kids or how they commute to work etc. We will continue to employ methods that promote a clean and quiet operation for the benefit of our neighbors, our guests and their pet parents. We always welcome discussion from our neighbors and the community and will address any question or concern immediately. We vow to continue to work with the Village, our neighbors and our guests to ensure we are good neighbors.

4. That the adequate public utilities, access roads, drainage and/or necessary facilities have been or will be provided;

We will be adding a new HVAC rooftop unit(s) to the building as this does not presently exist. We will engage with an engineer to ensure the roof structure can support the new units. We will also have an engineer evaluate the plumbing to ensure the lines are wide enough. The turf for the outdoor space is installed over gravel (existing) and sand to provide for drainage. The outdoor spaces will be disinfected multiple times throughout the day. This is the current set up we have at our Downton Lombard location and we have not had any issues with drainage. Access roads to the building will not be modified and when we add the fencing and trash receptacle, it will be within a safe distance for cars to comfortably enter and exist as they do now. All necessary utilities, electrical, plumbing, mechanical,

including heating, ventilation and air-conditioning systems will be up and running in new and proper condition prior to our occupancy of the building.

5. That adequate measures have been or will be taken to provide ingress and egress so designed as to minimize traffic congestion in the public streets.

We will have parking spaces for our clients to utilize during pick-up and drop-off times. The average time spent at pick-up and drop-off is less than 2 minutes as we are reservation only for all services and expect clients to arrive at a certain time. Pick ups are much quicker as well since we have majority owner's payment information on file and we do not need to spend time checking folks out at the end of the day.

6. That the proposed conditional use is not contrary to the objectives of the current Comprehensive Plan for the Village of Lombard;

One of the Goals of the Comprehensive Plan is to promote general economic development and business growth. We have outgrown our current location and need more spaces in order to accept more clients and allow our training and grooming departments to expand as well. We have made it a priority to stay in Lombard, as this community has shown their support throughout our 4 years here and especially during the pandemic. Our clients never stopped showing their support and communicating with us, even when we were all stuck at home during the Shelter in Place. For the support we received during the most challenging time our community and the world has faced, we vow that we will always be there for our clients and this Village. There are not too many options for a relocation of this business as the site criteria must include outdoor space for the dog's quality of care. The relocation building is large enough to grow our client base and provide adequate space for dogs to be exercised. We will be hiring more staff to match the larger GLA. We will pull more clients from the Elmhurst side of town and we will retain our Lombard and Glen Ellyn client base as the distance is less than 5 minutes from the current operation. We also support local! Whether it is getting candles and soap for our lobby from Fairy Tales or Paradiso or treating the staff to a meal from Shannon's Deli or Babcock's or having our website and branding redeveloped by Red Caffeine, we will always continue to support our neighbors as they have to us.

7. That the conditional use shall, in all respects, conform to the applicable regulations of the district in which it is located, except as such regulations may, in each instance, be modified pursuant to the recommendations of the Plan Commission;

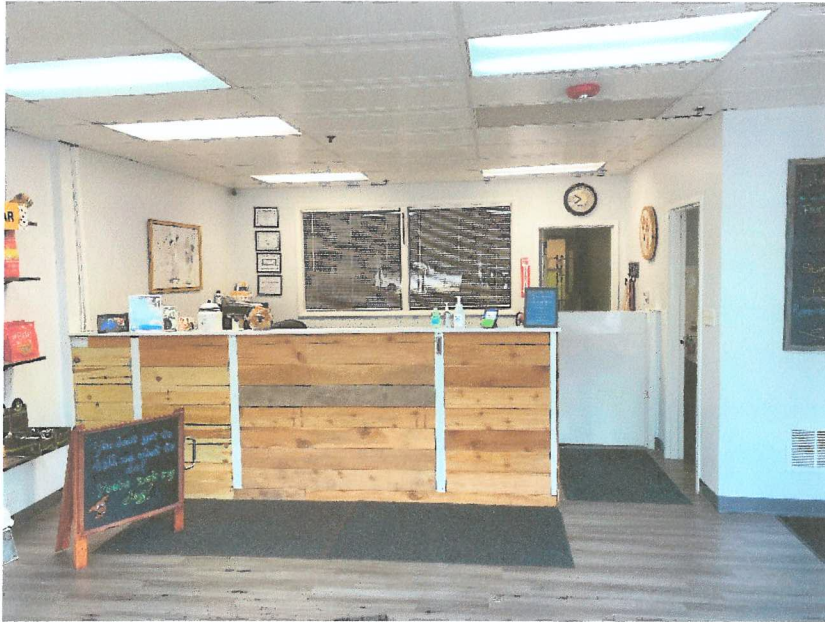
Anticipated concerns about allowing a dog daycare as a conditional use near single-family home residential properties may include noise, odor and building appearance. Besides the residential aspect of this building, this property is situated in an industrial area and more acceptable of location than mixed in with retail uses in a Downtown district. With the years of experience operating with close retail and residential neighbors, we have learned the best practices for ensuring our activities are kept clean, quiet and odorless while still providing excellent customer service and care for our canine guests. Attached in Exhibit A are photos of the current location which show interior photos and exterior photos.

Exhibit A

Four Paws Website: <https://www.fourpawdogs.com/>

Facebook: <https://www.facebook.com/fourpawslombard>

Facility Photos of the current location at 104 E. St. Charles Road, Lombard:



Reception and lobby



Reception and lobby



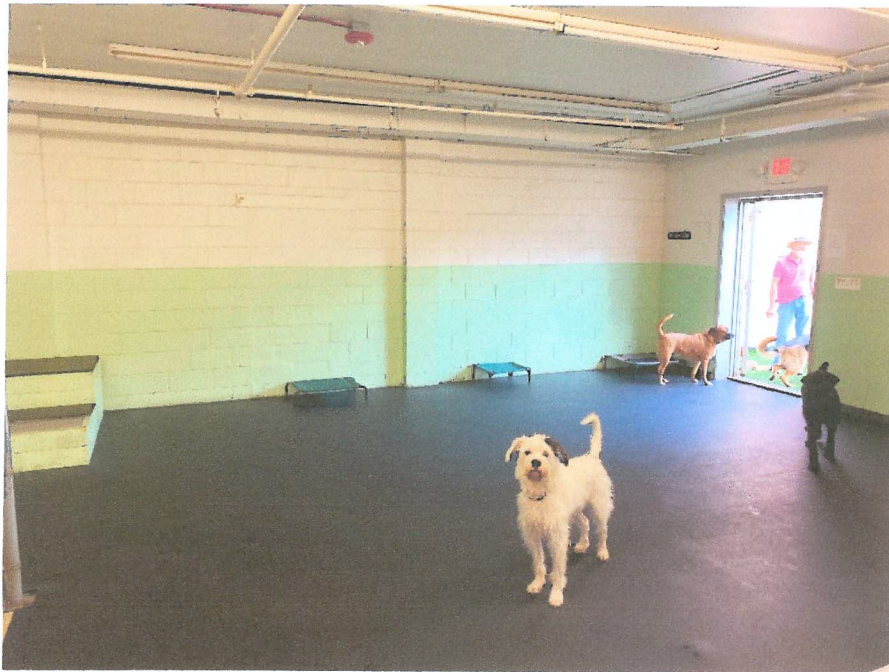
Training room and micro-group play room / Boarding Room entrance and loft entrance



Outdoor Turf Yard



Runs in the Boarding room



Daycare play space



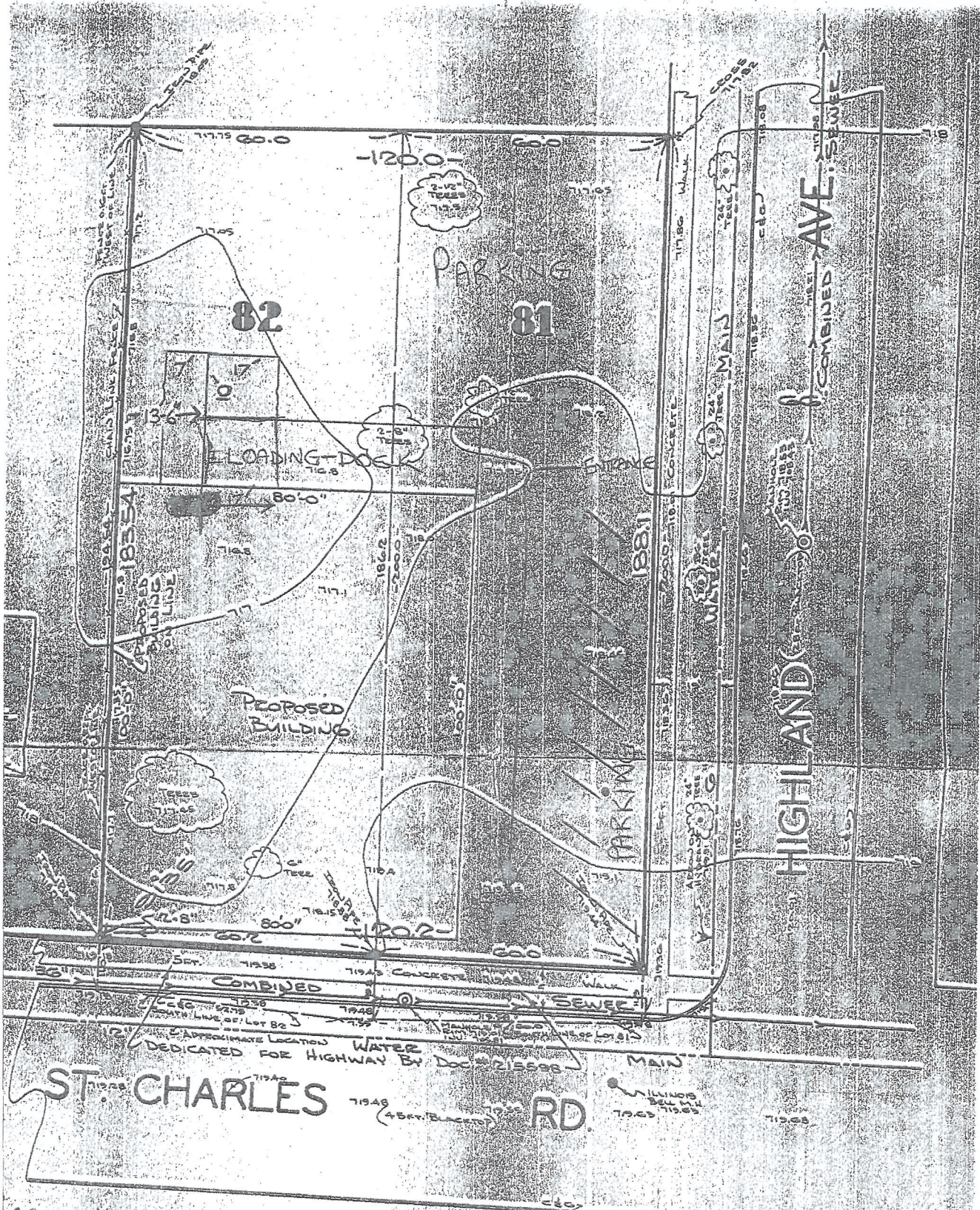
Grooming room



Grooming tubs



Aerial view showing the turf yard, real grass yard and the proximity to neighboring businesses and residential



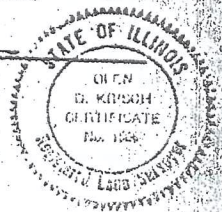
3.5. THIS IS TO CERTIFY THAT I, AN ILLINOIS LAND SURVEYOR, HAVE SURVEYED THE PROPERTY DESCRIBED IN THE PLAN BY THE ANNEXED PLAT WHICH IS A CORRECT AND TRUE REPRESENTATION OF SAID SURVEY.

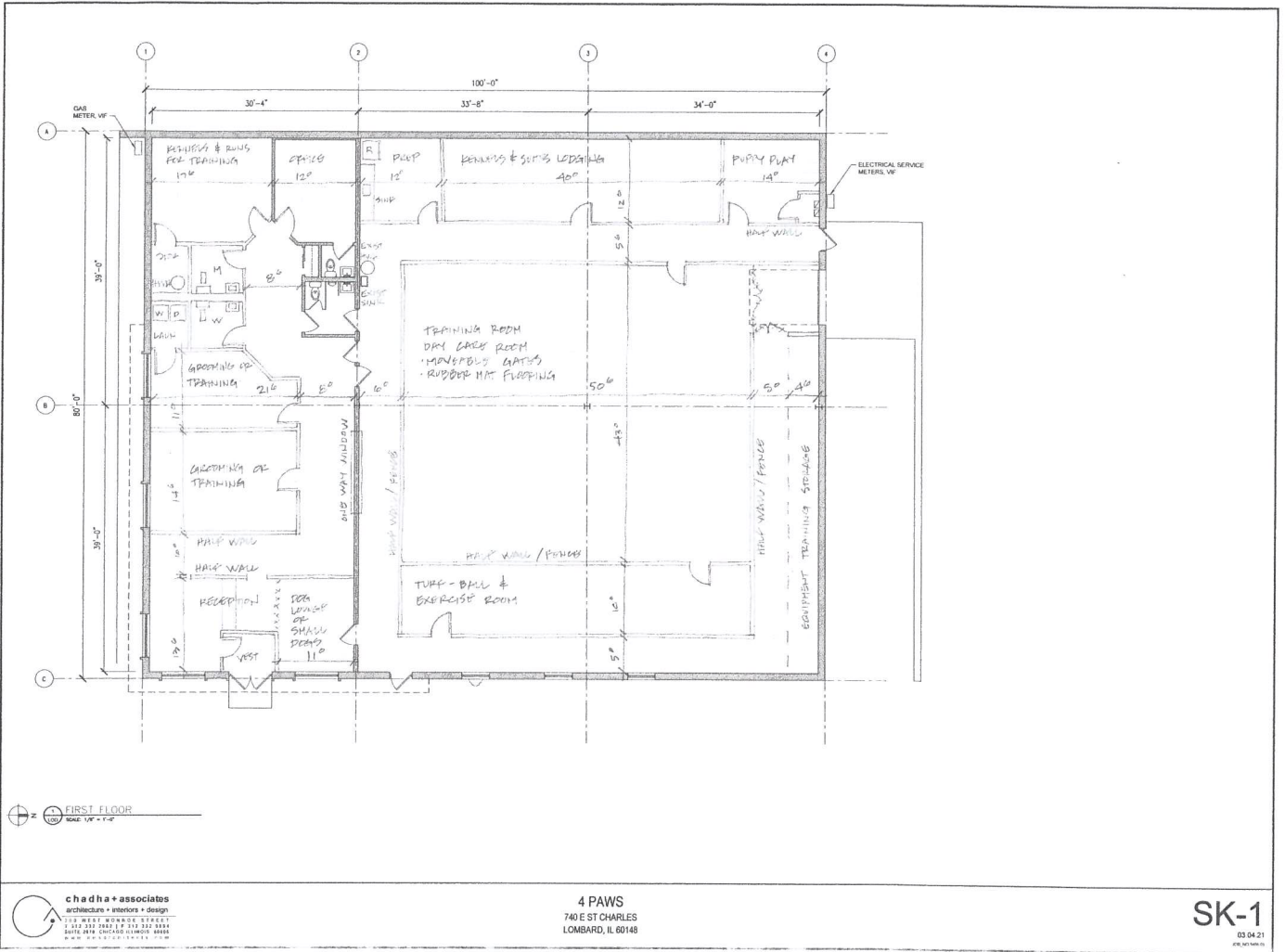
AND SEAL AT ADDISON, ILLINOIS, THIS 6TH DAY

A. D. 1970.

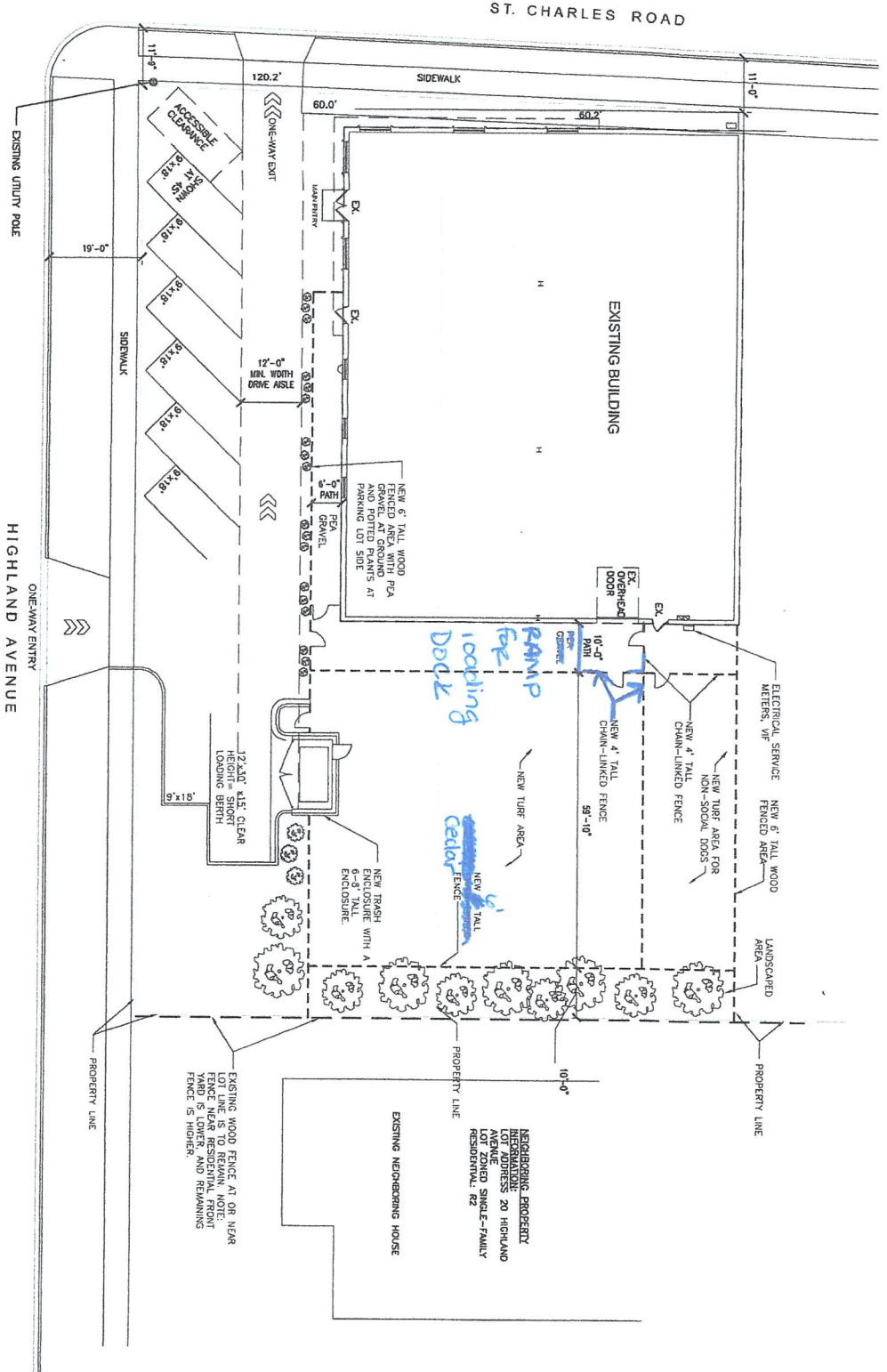
PREPARED BY: ADDISON ENGINEERING SERVICE
 21 NORTH ADDISON ROAD
 ADDISON, ILLINOIS 60101
 PHONE: 833-9677

[Signature]
 LAND SURVEYOR NO. 1506





PROPOSED SITE PLAN
 SCALE: 1/8" = 1'-0"



EXISTING WOOD FENCE AT OR NEAR LOT LINE IS TO REMAIN. NOTE: FENCE NEAR RESIDENTIAL FRONT FENCE IS CONCR. AND REMAINING FENCE IS WOOD.

NEIGHBORING PROPERTY
 LOT ADDRESS 20 HIGHLAND AVENUE
 LOT ZONED SINGLE-FAMILY RESIDENTIAL R2

EXISTING NEIGHBORING HOUSE

Voicemail received Tuesday, March 30, 2021

My name is Tom Gibbs and I live at 102 N Highland Avenue. And this is in response to public notice PC 21-12 the former CJC Auto Parts potentially purchased by a dog kennel. My only concern is the nearby neighborhood. I'm just a few doors north of this facility and I don't want to see it turned into dog walking and a canine toilet. Unfortunately, with a kennel they will need to walk the dogs and we don't want them to be walked down the neighborhood and messing up the neighborhood. My recommendation would be to take them across the street to the Great Western Trail or to have the backyard area used for walking the dogs.