

September 30, 2024

Development Services Department  
City of Costa Mesa  
77 Fair Drive, 2<sup>nd</sup> Floor  
Costa Mesa, CA 92626

**RE: Request Letter – Third Round  
Conditional Use Permit Amendment Application  
Hydrant Pet Hotel  
776 W. 17<sup>th</sup> Street**

Development Services Department staff,

Project Description

We are pleased to submit this request to amend a Conditional Use Permit (CUP) to modify exhibits and revise conditions of approval (COA) in conjunction with an existing pet boarding and day care facility at the above address. The project site is located in the M-G, Light Industrial Zone and has a General Plan land use designation of Light Industrial. The 20,250 s.f. property is developed with a 6,701 s.f. one story building and 20 parking spaces. The applicant, Brooke Bradford, partner with Hydrant Pet Hotel, LLC (“Hydrant”), currently operates the business. I’m a land use consultant representing the applicant as the “Agent”. The property owner is Henry Pyle. The property is surrounded by retail, multi-tenant industrial buildings, and automotive businesses.

The property is developed with a 6,701 s.f. one story commercial building, a 1,980 s.f. fenced outdoor dog day care play area, 20 parking spaces, including one handicapped space, trash enclosure, front landscaped setback, and a 6-foot high decorative vinyl fence with swinging gates. As shown on the attached floor plan, the tenant space is developed with dog suites, a large dog day care room, kitchen, a suite for cats, grooming room, lobby, office, storage, restroom, and small dog day care room. Hydrant Pet Hotel has been operating at the site since 2018. Hours of operation from 6:00 a.m. to 9:00 p.m. daily. Hydrant offers washing and grooming services, obedience training, daytime day care, overnight boarding, and a pick-up and drop-off service.

Amend Conditions of Approval

This request is to modify COA’s and approved exhibits in conjunction with the CUP that was approved by the Planning Commission in 2017. The CUP included conditions of approval with limitations on the number of pets and other operational restrictions. Specifically, our request is to modify Condition Nos. 1, 9, and 12 as follows:

1. *The use shall be limited to the type of operation described in this staff report and applicant's description, subject to conditions. Any change in the operational characteristics including, but not limited to, increased hours of operation, type of service provided, number of dogs and employees, shall be subject to Planning Division review and may require an amendment to the conditional use permit, subject to either the Zoning Administrator or Planning Commission approval, depending on the nature of the proposed change. The applicant is reminded that Code allows the Planning Commission to modify or revoke any planning application based on findings related to public nuisance and/or noncompliance with conditions of approval [Title 13, Section 13-29(0)]. The approved use is as follows:*
  - ~~Hours of operations from 6:00 a.m. to 7:00 p.m.~~
  - Daycare and boarding for a maximum of ~~70~~ 150 dogs and cats

- *Bathing and Grooming*
- *Obedience training*
- *Pick up and drop off service*
- *Accessory retail sales of pet products*

**COA 1 Justification:** our request is to delete the above hours of operation because customers may need to occasionally drop off or pickup pets outside of those times, especially after 7:00 p.m. We are also requesting to increase the current 70 dog limitation to a total of 150 dogs and cats. Our justifications to increase the number of pets are listed below:

- The actual number of pets at the premises varies every day. For example, even though the facility has 26 dog suites, there may be up to 60 dogs in the suite area during the busiest times (weekends and holidays) because some suites are shared with multiple dogs from the same household, as requested by the customer.
- The number of pets at any given time are dispersed throughout the following areas: boarding, temperament tests, bathing/grooming, half or full day of day care in three areas, taxi service, dogs checking out for boarding early in the day, and dogs checking in for boarding late in the day.
- Each of the three day care areas (two inside the building and one outside fenced area) can comfortably accommodate up to 40 dogs in each area (although that number may be higher at times), and some pets may be in the grooming area or lobby during drop off or pickup during that same time.
- The photos in Appendix B below clearly show that 40 dogs or more can easily be accommodated in these rooms. For example, if 40 dogs were housed in each of these rooms, then that would result in 120 dogs in the day care areas with no issues.
- Hydrant operates in full compliance with State Law, which regulates the how pet boarding facilities operate to ensure the health and safety of the pets. See SB 945 section below.
- Hydrant would operate in full compliance with Orange County Animal Control exercise area standards (even though Hydrant isn't required to be licensed by the County). For example, see section 7.05(b) in the County's regulations below, which requires a minimum exercise area 16 s.f. per dog. Hydrant would provide 34 s.f. of exercise area per dog (for 150 dogs), which results in over twice the amount of exercise area than the County's minimum standards.

***"Sec. 7.05 HOUSING SIZE - Primary enclosures must also comply with one of the following:***

***(a) REGULAR HOUSING - The run must be contiguous with the enclosure, or other shelter acceptable to the Director which is continuously accessible and shall provide each dog housed therein a minimum square footage such that the dog can turn about freely and easily stand, sit, or lie in a comfortable position; or***

***(b) TEMPORARY HOUSING - For animals being transported in a vehicle, held at a pet show, kept in a pet shop, or otherwise temporarily housed for not more than seventy-two (72) hours, or as otherwise specified by the Director, the house (cage, crate, etc.) must provide sufficient space to allow each dog to turn freely and to easily stand, sit, and lie in a comfortable position. After each twelve (12) hours of confinement in such an enclosure, the dog must be removed to an exercise area of not less than sixteen (16) square feet, for at least one hour. The finding of a dog being forced to lie in its own excrement shall be considered evidence that the provisions of this section are being violated."***

- Even with the increase to 150 dogs, there would be no additional impacts on parking, traffic, or noise in and around the area because there are no sensitive land uses in the area and there have been no neighbor complaints since the business opened in 2018.
- The onsite parking supply would be adequate because customers briefly visit the site for drop off and pickup only. To determine the actual parking demand at the site, parking counts were conducted for several weeks at three intervals for each day – see Appendix A below for the parking counts. The counts concluded that a maximum of 6 spaces were occupied at anytime, resulting in a surplus of 14 spaces during the peak hours.

Lastly, we are requesting to add a pickup and drop off service and accessory retail pet sales to COA 1. Retail products are offered for customers only within the main lobby area. The retail sales are an accessory part of the business and are provided as a convenience to the pet owners who already utilize the boarding and day care services.

9. *The business shall be conducted, at all times, in a manner that will allow the quiet enjoyment of the surrounding neighborhood. The applicant and/or business owner shall institute whatever security and operational measures are necessary to comply with this requirement. ~~such as reducing the number of dogs, limiting outdoor breaks, number and frequency of walks, etc.~~*

COA 9 Justification: Our request is to delete a portion of this operational restriction on the business that we believe is unnecessary. All of the other COA's will ensure that the business will have no adverse impacts on adjacent uses; therefore, we don't believe that reducing the number of dogs or breaks is needed. Further, the business has been operating at the site with no complaints from the adjacent neighbors since 2018.

12. *A staff or caretaker shall remain on the premises overnight with the dogs. ~~A ratio of 1 employee to 15 dogs shall be on-site at all time.~~*

COA 12 Justification: Our request is to delete the ratio of employees to dogs because this number can vary based upon the how many dogs and employees are at the premises at anytime. In fact, better care is provided for the pets when the employee/pet ratio is higher, not lower. For example, when too many employees interact with the dogs, especially within the day care rooms, then it can cause confusion and disorder in these areas where larger groups congregate. The employees are all well-trained and know how to manage the suite and day care areas competently without the need for additional employees. Staffing will continue to be provided 24 hours a day.

#### Senate Bill No. 945

We have carefully reviewed SB 945 and determined that the pet boarding and day care business operates in compliance with all of the provisions contained within the bill. For example, the facility is maintained in a clean and sanitary manner, adequate staffing is provided 24 hours a day, adequate space is provided within the suites and day care areas, and water and food are provided for each pet as needed. The business provides each pet owner with written policies and procedures that address animal care, safe handling, routine care, emergency care, and disaster planning. A list of the company's policies and procedures are attached to this letter.

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Lastly, we are requesting to modify the exhibits which were originally approved by the Planning Commission in 2017. The original floor plan showed an "open warehouse" in the front suite. However, as stated in the staff report, it was anticipated at that time that the front suite would be built out to accommodate the entire pet day care and boarding business. The attached floor plan shows a day care room, office, storage, and hallway that currently exists in the front suite.

For any questions related to the proposed CUP Amendment request, please feel free to call or email me anytime. Thank you for your time and consideration.

Regards,



David See  
President  
See's Development Advisors LLC

## APPENDIX A PARKING COUNTS

DATE	TIME	NO. OF SPACES OCCUPIED
Monday Jan. 22	8:00 a.m.	3
	3:00 p.m.	3
	5:00 p.m.	5
Tuesday Jan. 23	8:00 a.m.	4
	3:00 p.m.	5
	5:00 p.m.	4
Wednesday Jan. 24	8:00 a.m.	4
	3:00 a.m.	3
	5:00 p.m.	2
Thursday Jan. 25	8:00 a.m.	6
	3:00 p.m.	4
	5:00 p.m.	5
Friday Jan. 26	8:00 a.m.	6
	3:00 p.m.	5
	5:00 p.m.	4
Saturday Jan. 27	8:00 a.m.	5
	3:00 p.m.	4
	5:00 p.m.	5
Sunday Jan. 28	8:00 a.m.	3
	3:00 p.m.	3
	5:00 p.m.	2
Monday Jan. 29	8:00 a.m.	5
	3:00 p.m.	5
	5:00 p.m.	4
Tuesday Jan. 30	8:00 a.m.	4
	3:00 p.m.	3
	5:00 p.m.	5
Wednesday Jan. 31	8:00 a.m.	5
	3:00 p.m.	4
	5:00 p.m.	4
Thursday Feb. 1	8:00 a.m.	6
	3:00 p.m.	6
	5:00 p.m.	6
Friday Feb. 2	8:00 a.m.	6
	3:00 p.m.	5
	5:00 p.m.	4
Saturday Feb. 3	8:00 a.m.	5
	3:00 p.m.	4
	5:00 p.m.	5

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Sunday Feb. 4	8:00 a.m.	3
	3:00 p.m.	3
	5:00 p.m.	2
Monday Feb. 5	8:00 a.m.	5
	3:00 p.m.	5
	5:00 p.m.	4
Tuesday Feb. 6	8:00 a.m.	4
	3:00 p.m.	3
	5:00 p.m.	5
Wednesday Feb. 7	8:00 a.m.	5
	3:00 p.m.	4
	5:00 p.m.	4
Thursday Feb. 8	8:00 a.m.	6
	3:00 p.m.	6
	5:00 p.m.	6



## **APPENDIX B**

### **DAY CARE AND SUITE PHOTOS**



Day care room with approximately 20 large dogs



Day care room for small dogs

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Outdoor play area



Large suite that can accommodate up to 6 dogs from the same household





Small suite that can accommodate 1-3 dogs from the same household



Cat suite that can accommodate up to 9 cats

**Hydrant Pet Hotel**  
776 W 17th St, Costa Mesa, CA 92627



## **Policies**

### **Pets:**

All dogs must complete a temperament test prior to boarding or daycare  
All dogs must be neutered by 8 months of age  
All dogs/cats must be up to date on vaccines/fecal exams  
All dogs must exhibit behavior standard for a group play environment- if at any given time they show signs of aggression, staff will expel the dog from the facility after speaking to owner about exhibited behavior  
All dogs must remain in the facility at all times while in Hydrants care  
All dogs must be leashed in lobby  
All owners must sign agreements required  
All dogs must be on a flea preventive  
All dogs must be in good health prior to boarding/daycare -If a dog in Hydrants care falls ill during boarding/daycare, staff will take all necessary measures to get the animal to the vet to seek medical attention  
All dogs must not show aggression towards staff or clients while in our lobby  
All dogs must be present in the facility once every 6 months in order to stay "Active" in our system  
All dogs of the same family will sleep in a shared overnight boarding suite or crate provided by owner unless otherwise specified  
All dogs/cats are feed as owners request and given medication per owner request while in our care  
Our daycare areas offer K9 grass specialized for dogs, canine agility play platforms  
Our cats are provided designated time out of their overnight condo so they can interact on our cat tree or wall units

### **Staff:**

All staff must be comfortable working with cats/dogs  
All staff must be in uniform and look presentable while clocked in  
All staff must be trained on basic dog handling by our training team  
All daytime staff has checklist through out the day to ensure that our facility is clean and sanity for the pets in our care. Our daycare indoor yards are vacuumed and mopped twice daily with the use of an industrial floor cleaning machine. Our outdoor turf is cleaned twice daily with our industrial turf cleaning machine. Our overnight staff deep cleans the entire facility each night.  
Our overnight staff is present to ensure all animals are safe and comfortable while in our care as well as maintaining and deep cleaning the facility. They are not allowed to sleep while on the clock. Camera footage is reviewed by management each morning to ensure that overnight staff is supervised and keep on track  
All staff must maintain a positive and cheerful attitude while interacting with clients wether on the clock or not

## **Facility Key Features For Safety and Comfort of all pets (in reference to SB 945)**

All dog overnight boarding suites have glass front doors so dogs can see out, in addition to custom-made steel raised bed frames with memory foam orthopedic mattresses and a blanket

All overnight boarding rooms have exposed roofs for air circulation, our entire facility is climate controlled and monitored through a nest thermostat to keep all of the animals comfortable with the constant temperature staying between 68-70 degrees

All cat condos have glass front doors and consist of three levels: the first level has an area for their litter box as well as an area to lounge, the second level is where we keep their food and water, and the third level there is a enclosed area where they can sleep or just relax.

Our cat room has interactive climbing ladders, octagon shaped beds lifted off the ground, toys, and a soft rug to lounge on. Our cat room also has a tv where we play animal style shows for the cats boarding

Our outdoor yard has several large umbrellas and misting fans to keep the dogs cool during the summer

Our outdoor play yard also has an interactive splash pad with twelve nozzles that shoots water into the air. This not only is a fun activity for the dogs, but keeps them cool in the summer time as well

Our small dog play yard has plush rubber mat style flooring that provides comfort to the dogs joints and muscle

Our small dog play yard also has a canine agility platform that the dogs love to walk/run/ climb up and down

Both yards have fresh, filtered water at all times

Our facility consists of many double door/gate systems to ensure no animals escape the facility

Our overnight staff plays classical music for the dogs at night during the time they are asleep to ensure all animals feel calm and relaxed

Our facility has a fire system as mentioned previously in our paperwork

Our facility has a vinyl fence on the perimeter of the property to provide safety and peace of mind to the overnight staff that a stranger wouldn't be welcomed to walk the property after hours

Our facility has a camera system monitoring all rooms/play yards, inside and out

All dogs/cats boarding have a personalized cubby for belongings/food/medication, etc

Food is kept in fridge or freezer if requested by owner

A "panic button" is installed in the lobby as well as our break room that is directly linked to the police department in the case our staff ever feels threatened by a stranger/client,etc