

REVISED
CONDITIONAL USE PERMIT
CONDITIONS OF APPROVAL
3200–3220 Long Beach Boulevard
Application No. 1611-08
May 23, 2017

Special Conditions:

1. This Conditional Use Permit approval shall allow for a behavioral health urgent care center consisting of two secure units, one for twelve (12) adults and one for six (6) adolescents, and a “crisis walk-in center” walk-in clinic, in an existing 14,409-square-foot medical office building located at 3200–3220 Long Beach Boulevard in the SP-1-CDR and CCA zoning districts.
2. In addition to the requirements of these conditions of approval, the property owner shall provide for all on-site and off-site improvements shown on plans submitted for Site Plan Review in Application No. 1611-18, and as prescribed by conditions of approval for Application No. 1611-18. Those conditions are incorporated herein by this reference.
3. The operations and security plan submitted by the applicant, part of the case file for Application No. 1611-08, is hereby made part of these conditions of approval, and shall run with the land and be binding upon any future operators, successors, or assigns. The Director of Development Services is authorized to approve minor modifications or additions to the operations and security plan. Any changes proposed by the property owner or operator that, in the judgment of the Director of Development Services, would consist of a major change to the operations and security plan, and/or would potentially negatively affect the surrounding neighborhood and community, shall be subject to review by the Planning Commission.
4. The entrances for the secure units shall be on the parking lot side (east side) and the entrance for the walk-in clinic shall be on the Long Beach Boulevard street side (corner of Long Beach Boulevard and 32nd Street). The walk-in clinic may have an entrance on the parking lot side as well, and the secure units may each have a staff entrance on the Long Beach Boulevard street side. No patients shall be admitted to the secure units from the Long Beach Boulevard street side.
5. All vehicular access to the site shall be from 32nd Street only. No vehicular entrance on Elm Avenue shall be allowed.

6. The secure units may operate 24 hours a day, 7 days a week. The walk-in clinic shall be limited to the hours of 8:00 am – 8:00 pm, 7 days a week. The Director of Development Services may authorize an expansion to the hours of the walk-in clinic if requested by the operator and if, in the Director's judgment, the expanded hours would not create any negative impacts upon the neighborhood or community at large. Any such expansion of hours shall be recorded in a memo to the project file, approved by the Director.
7. Each secure unit shall have a controlled access entrance ("sally port") to prevent any unauthorized entrances or departures to and from the units. All staff entry/exit doors and any communicating doors with the walk-in clinic shall be appropriately secured to include positive identification of all entrants, prevention of unauthorized exiting, and positive closure of doors following an authorized entrance/exit.
8. All facilities at this site shall be outpatient facilities only, meaning the maximum patient stay shall be not more than 23 hours 59 minutes.
9. The operator shall maintain and implement plans for facility operations and security to the satisfaction of the Director of Development Services, Director of Health and Human Services, and the Chief of Police.
10. No outdoors or outside waiting or queuing of patients, clients, or associates of patients or clients, shall be permitted.
11. The operator shall maintain at least one outdoors security guard on the premises at all times when the facility is open to receive patients. The security guard shall ensure the following:
 - a. Quiet and orderly conduct of persons entering and leaving the building,
 - b. Quiet and orderly flow of vehicular traffic into and out of the parking lot,
 - c. Prevention of loitering outside by patients, associates of patients, and any other persons not employed at the facility,
 - d. Prevention of littering, graffiti, and other nuisance activity, and
 - e. Any other crime- or nuisance-prevention measures prescribed by the Chief of Police or Director of Development Services.

12. Exterior lighting shall clearly illuminate the common areas surrounding the building including, but not limited to, the entrance and exit doors, as well as the business address. Lighting should be positioned to discourage vagrant persons from sleeping on the premises. Metal halide or other similar bulbs, which emit a white light spectrum, should be used. Low- or high-pressure sodium lighting and mercury-vapor lamps should be avoided. All exterior lighting systems shall be maintained in good working condition. Lights shall be appropriately shielded to prevent intrusion of light and glare onto adjacent properties or the public right-of-way.
13. The building's address shall be clearly posted on each building frontage so as to be visible from Long Beach Boulevard and 32nd Street.
14. A video surveillance system is recommended be installed to assist with monitoring the property on both the interior and exterior. A Digital Video Recorder (DVR), capable of exporting video in uncompressed non-proprietary AVI file, and images in TIFF, BMP, or JPG format, should be used. A minimum resolution of 640 x 480 pixels is required, with a full 1080p HD resolution preferred. Recordings should be retained for no less than 30 days.
15. Exterior newsstands or vending machines shall be prohibited, and any existing ones shall be removed.
16. Exterior on-site recycling or donation bins or machines shall be prohibited, and any existing ones shall be removed.
17. Publicly accessible telephones on the exterior of the premises shall be prohibited. Any existing publicly accessible telephones shall be removed.
18. The operator shall prevent loitering, loud noises and nuisance activity around the subject site, and in all parking areas serving the use, at all times.
19. Exterior security bars and roll-up doors applied to windows and pedestrian building entrances shall be prohibited.
20. No tint or window darkening shall be allowed. Windows shall not be obscured with coverings, screens, graphics, or any other type of application intended to block or decrease light. No storage or stacking of boxes or supplies in windows shall be allowed. Window openings and treatments also shall be designed for HIPAA compliance to avoid the need for after-the-fact window screening.
21. All exterior trash containers shall be properly stored and secured in an approved trash receptacle storage area.

22. The operator shall establish a dedicated 24-hour telephone line that may be called to notify the operator of nuisance activity at the facility, or of nuisance activity caused in the immediate vicinity of the facility by persons released from the facility within the previous 24 hours.
23. Within 12 months of issuance of a Certificate of Occupancy for the facility, the operator shall return to the Planning Commission for a review of the facility operations and any alleged nuisance activity associated with the facility. The Planning Commission may add or modify conditions of approval at this time to address any substantiated nuisance activity that is directly related to the facility. As part of this review, the operator shall provide a list of all calls received on the telephone line established per Condition #22; however, the operator shall be allowed to address and rebut the nature and volume of any received complaints. The fact of receipt of complaints on the established telephone line shall not be binding upon the Planning Commission for any specific action beyond review. The Planning Commission also shall review any calls for service received by the Police Department at the facility.
24. Any special event activity at the facility or site shall require a Special Events Permit if it would involve 75 or more persons.
25. The operator and property owner shall provide for and comply with all CPTED (Crime Prevention Through Environmental Design) recommendations and requirements provided by the Long Beach Police Department for the project, as follows:
 - a. Lighting shall be placed at the following locations:
 - i. Pedestrian main entrance and walkway located on the North / East corner of 32nd Street and Long Beach Boulevard.
 - ii. South side of the property to illuminate the sidewalk along 32nd Street.
 - iii. West side of the property to illuminate the sidewalk along Long Beach Boulevard.
 - iv. East side of the property to illuminate back doors.
 - v. Uniformed lighting in the open parking lot to eliminate any dark areas for the safety of the patrons and employees.
 - vi. Trash Container area by the parking lot.
 - vii. Over the pedestrian's doors located on the west side of the property.
 - b. Exterior lighting shall conform to the following standards:
 - i. All pedestrian walkways should have a minimum maintained 1 foot-candle.

- ii. Wall pack lighting should be placed on each side of the buildings and above exterior doors.
 - iii. Light alcoves to discourage subjects from sleeping there.
 - iv. Lighting should clearly illuminate the building addresses and front and rear door way.
 - v. Foot-candles shall be measured on a horizontal plane and conform to a uniformity ratio of 4:1 average/minimum.
 - vi. Landscaping shall not be planted to obscure required light levels.
 - vii. LED, Metal halide or other similar bulbs, which emit a “white light”, should be used. Avoid yellow sodium lighting.
 - viii. All light fixtures should be the type with proper cut-offs to avoid glare and night sky glow.
 - ix. All light fixtures should be vandal resistant.
 - x. Install lights on building exterior walls.
 - xi. Activation of the required exterior lighting shall be either by a photocell device or a time clock with an astronomic clock feature.
 - xii. A photometric report and electrical plan should identify all lighting requirements.
- c. Lighting shall comply with these general lighting standards:
- i. Walking surfaces shall be illuminated always with a minimum maintained 1.25 foot-candle of light.
 - ii. All common area exterior doors shall be illuminated, during the hours of darkness, with a minimum maintained one foot-candle of light, measured within a five-foot radius of each side of the door at ground level.
 - iii. Recessed areas of buildings will have a minimum depth of two feet, a minimum height of five feet, and do not exceed six feet in width and are capable of human concealment, shall be illuminated with a minimum maintained 0.25 foot-candles of light at ground level.
 - iv. All luminaries utilized to meet the requirements of this section shall have vandal resistant light fixtures, if on the exterior, with no portion of the fixture placed less than 72 inches above the walking or driving surface.
 - v. A site plan shall be provided showing buildings, walkways, detailed landscaping and a point-by-point photometric calculation of the required light levels. Foot-candles shall be measured on a horizontal plane and conform to a uniformity ratio of 4:1 average/minimum.
 - vi. Landscaping shall not be planted to obscure required light levels.
 - vii. A photocell device or a time clock shall control the light source.
- d. A video surveillance system shall be installed in compliance with the following standards:
- i. Camera locations
 - 1) Pedestrian main entrance and walkway located on the south / east corner of Long Beach Boulevard and 32nd Street.

- 2) On the west side of the property facing the sidewalk on Long Beach Boulevard and the pedestrian's doors.
 - 3) Inside of the building facing west toward the main entrance.
 - 4) On the east side of the building facing the parking lot.
 - 5) Vehicle entrance/exit of the parking lot located on 32nd Street.
 - 6) On the south side of the property facing the sidewalk on 32nd Street.
- ii. Camera specifications:
 - 1) Record in color with output of at least 480 lines resolution.
 - 2) Automatic exposure for day/night conditions.
 - 3) Positioned where they are vandal and tamper resistant.
 - 4) Use vandal resistant housings where necessary.
 - 5) Full camera coverage of all public rights of way and private parking areas provided by the business.
 - 6) A minimum camera and DVR or digital storage resolution of 640 X 480 pixels. 1280 X 960 pixels is preferred
 - 7) An IP-configurable DVR or digital storage setup with a public IP address.
 - 8) Ability to provide a surveillance system username and password to the Long Beach Police Department.
 - 9) Internet service with a minimum upload speed of 1 MBs (megabytes per second), 5 MBs upload speed is preferred.
 - 10) Cameras and DVR should support standard MPEG formats.
 - 11) Cameras should have low light capability, auto iris and auto focus.
 - iii. Video recording equipment specifications:
 - 1) A Digital Video Recorder (DVR) should be used.
 - 2) Capable of exporting images in TIFF, BMP or JPG format.
 - 3) DVR capable of exporting video too uncompressed non-proprietary AVI file, maintaining original aspect ratios.
 - 4) Recordings should be retained for no less than 30 days.
 - 5) Use the least amount of compression possible to maintain high-resolution image quality. A lower quality image to save storage space is highly discouraged, as the low quality images will be useless to law enforcement.
 - 6) The DVR units must be stored in a secure place.
 - 7) DVR or digital storage system should be surge protected.
- e. Parking lot improvements shall comply with the following:
 - i. Fencing should be placed on the east and south side of the parking lot to secure it from unwelcome subjects.
 - ii. Motorized wrought iron fence should be used and should be six feet tall.
 - iii. Secure parking lot with CCTV and roving security to protect against stolen vehicles and vandalism.

- iv. Trash containers should be properly secured. Lighting should also be located above the enclosure for safety.
- v. A minimum maintained 2 foot-candle of light is recommended for open parking lots.
- vi. Foot-candles shall be measured on a horizontal plane and conform to a uniformity ratio of 4:1 average/minimum.
- vii. Bicycle storage units or racks shall be located in high visibility areas.
- viii. Vehicle access to the parking lot should be controlled by automatic tubular steel fens and not solid steel. FOBS keyless entry devices should be given to tenants /employee instead of remotes to disable the security devices when they are stolen from vehicles.
- ix. A photometric report and electrical plan should identify all lighting requirements.
- x. Post signage in the parking lot, stating vehicle owners are parking at their own risk, do not leave items in open sight and lock and secure the vehicle.
- f. Stairways and stairwells shall comply with the following:
 - i. Interior doors should have glazing panels a minimum of five inches wide and 20 inches in height and meet requirements of the Uniform Building Code.
 - ii. Areas beneath stairways at or below ground level shall be fully enclosed or access to them restricted.
 - iii. Stairways should be designed to be completely visible from either the interior or exterior or both, unless mandated by the Uniform Building Code to be enclosed.
 - iv. Stairwells should exit into a highly visible area for enhanced safety and security.
 - v. Fully enclosed interior or exterior stairways with solid walls, when required, should have shatter resistant mirrors or other equally reflective material at each level and landing and be designed or placed in such a manner as to provide visibility around corners.
 - vi. Stairways shall be illuminated at all times with a minimum maintained 2 foot-candle of light on all landings and stair treads.
- g. Signage shall comply with the following:
 - i. Signs should be large, legible, and identifiable. The use of strong colors, standard symbols, single shapes, and graphics is recommended for signs of information and help.
 - ii. Signs should be strategically located at entrances and near activity nodes and placed for visibility at an appropriate height.
 - iii. Hours of operation should be indicated at the entrance of a route.
 - iv. Long Beach Police Department No Loitering-No Trespassing signs should be posted in the front doors entering the premises, and in the parking lot.

- v. Signs stating warning you are being recorded should be placed near the video surveillance cameras.
- h. The operator shall provide for the following general CPTED requirements:
 - i. A FOB or access card to control Pedestrian/employee entrances.
 - ii. A security officer walking inside and outside of the property.
 - iii. Secure trash containers to prevent illegal dumping.
 - iv. Conform to the 2' by 6' rule with bushes no higher than 2 feet and tree canopies no lower than 6 feet.
 - v. Ensure landscaping does not block lighting fixtures or visibility to and from the windows.
 - vi. Care should be taken in the selection and placement of landscape to prevent the creation of hiding places near entries and exits.
 - vii. Have a maintenance plan in place to show pride of ownership.

Standard Conditions:

- 26. Prior to the issuance of a building permit, the applicant shall submit a revised set of plans reflecting all of the design changes set forth in the conditions of approval, to the satisfaction of the Director of Development Services.
- 27. This permit and all development rights hereunder shall terminate two years from the effective date of this permit unless construction is commenced or a time extension is granted, based on a written and approved request submitted prior to the expiration of the two-year period as provided in Section 21.21.406 of the Long Beach Municipal Code.
- 28. This permit shall be invalid if the owner(s) and/or applicant(s) have failed to return written acknowledgment of their acceptance of the conditions of approval on the *Conditions of Approval Acknowledgement Form* supplied by the Planning Bureau. This acknowledgment must be submitted within 30 days from the effective date of approval (final action date or, if in the appealable area of the Coastal Zone, 21 days after the local final action date).
- 29. If, for any reason, there is a violation of any of the conditions of this permit or if the use/operation is found to be detrimental to the surrounding community, including public health, safety or general welfare, environmental quality or quality of life, such shall cause the City to initiate revocation and termination procedures of all rights granted herewith.

30. In the event of transfer of ownership of the property involved in this application, the new owner shall be fully informed of the permitted use and development of said property as set forth by this permit together with all conditions that are a part thereof. These specific requirements must be recorded with all title conveyance documents at time of closing escrow.
31. This approval is required to comply with these conditions of approval as long as the use is on the subject site. As such, the site shall allow periodic re-inspections, at the discretion of City officials, to verify compliance. The property owner shall reimburse the City for the inspection cost as per the special building inspection specifications established by City Council (Sec. 21.25.412, 21.25.212).
32. The operator of the approved use shall prevent loitering in all parking and landscaping areas serving the use during and after hours of operation. The operator must clean the parking and landscaping areas of trash and debris on a daily basis. Failure to do so shall be grounds for permit revocation. If loitering problems develop, the Director of Development Services may require additional preventative measures such as but not limited to, additional lighting or private security guards.
33. All structures shall conform to the Long Beach Building Code requirements. Notwithstanding this subject permit, all other required permits from the Building Bureau must be secured.
34. All conditions of approval must be printed verbatim on all plans submitted for plan review to the Department of Development Services. These conditions must be printed on the site plan or a subsequent reference page.
35. The Director of Development Services is authorized to approve minor modifications to the approved design plans or the any of the conditions of approval if such modifications shall not significantly change or alter the approved design and project. Any major modifications shall be reviewed by the Zoning Administrator or Planning Commission, respectively.
36. The property shall be developed and maintained in a neat, quiet, and orderly condition and operated in a manner so as not to be detrimental to adjacent properties and occupants. This shall encompass the maintenance of exterior facades of the building, designated parking areas serving the use, fences and the perimeter of the site (including all public parkways).
37. Any graffiti found on site must be removed within 24 hours of its appearance.

38. As a condition of any City approval, the applicant shall defend, indemnify, and hold harmless City and its agents, officers, and employees from any claim, action, or proceeding against City or its agents, officers, and employees to attack, set aside, void, or annul the approval of City concerning the processing of the proposal/entitlement or any action relating to, or arising out of, such approval. At the discretion of the City and with the approval of the City Attorney, a deposit of funds by the applicant may be required in an amount sufficient to cover the anticipated litigation costs.