along Stuart Avenue to Orange Street, and then running south along Orange Street back to its intersection with the railroad tracks.

3. **Service Commercial (SC) District**

3.1 Minimum lot area and dimensions: 5,000 square feet area; 50 feet minimum width; 100 feet minimum depth.

3.2 Maximum Floor Area: 2.0 times lot area. Off-street parking structures shall not be counted in the calculation of Floor Area Ratio.

3.3 Maximum Building Height and Number of Stories: Three stories, not to exceed a maximum building height of fifty-five (55) feet.

3.4 Setbacks

   a. Minimum Front Setback, from the front property line at the planned street right-of-way: Ten (10) feet. Solid walls over 3 feet high and off-street parking are not permitted in the front setback area. Low walls shall have a minimum setback of 10 feet.

   b. Minimum Side Street Setback: Ten (10) feet. Solid walls over 3 feet high and off-street parking are not permitted in the side street setback area. Low walls shall have a minimum setback of 10 feet.

   c. Interior Side and Rear Setback: No setback required unless adjacent to a residential use, in which case the minimum setback shall be five (5) feet from the lot line or ten (10) feet from the structure, whichever is less restrictive.

   d. Setback from Alleys: No requirement.

3.5 Maximum lot coverage by structures: 50%.

This shall include primary and accessory structures, including covered open air structures.

3.6 Landscaping

   a. All front and side street setback areas shall be fully planted with a combination of trees and shrubs following the standards of Paragraph (b) below. Driveways, sidewalks and decoratively-paved pedestrian areas may be located in the setback area, provided they do not exceed 50% of the required front or side street setback area.

   b. A minimum of 8% of the total lot area must be fully landscaped. Internal landscaped areas of parking lots and service areas may be counted toward this total. All required landscaped area must be
fully planted with a combination of trees and shrubs. The tree species shall be drought tolerant.

3.7 Off-Street Parking

Off-street parking shall be provided as required by the Zoning Ordinance of the City of Redlands.

Joint use parking facilities, as provided for by the Zoning Ordinance, are permitted if the joint use participating property is located within three hundred (300) feet of the parking facility. Joint use parking in the Service-Commercial District is intended primarily for employee parking.

An in-lieu fee for new construction or existing development may be paid to the City, Redevelopment Agency or City-sponsored Parking District if the parking location meets all requirements of this Plan and the City of Redlands Zoning Ordinance. The amount and schedule for payment shall be determined by the City.

3.8 Location of Off-Street Parking and Service Areas

a. Off-street parking and service areas shall not be located in required front or side street setback areas. Off-street parking and service areas may be located in required interior side and rear setback areas, except that, when abutting an existing residential use, the parking or service area shall be set back at least five (5) feet from the abutting residential property line.

The required 5-foot setback area must be fully landscaped with a combination of trees and shrubs, including one tree, minimum size 15 gallon, spaced at an interval of twenty (20) feet or less on center along the property line. Tree species shall be drought tolerant.

b. The 6-foot high solid masonry wall required by the City of Redlands Zoning Ordinance for locations where industrial and commercial uses abut residential districts shall not be required in the Service Commercial (SC) District.

c. Off-street parking and service areas visible from public streets shall be screened with a minimum 30-inch high solid wall, 30-inch high landscaped earth berm or minimum 5-foot wide continuous landscaped edge with shrubs that reach a minimum height of at least 30 inches after two years growth. Solid walls used for screening must be accompanied by a minimum 3-foot wide landscaped edge facing the street.
3.9 Variances

Variances shall be allowed subject to the regulations of the Redlands Zoning Ordinance.

3.10 Emergency Shelters

a. Purpose.

The purpose of these regulations is to provide a definition and development standards for Emergency Shelters within the Service Commercial (SC) District. The regulations contained herein are designed to make such uses compatible with surrounding uses.

b. Definition.

Emergency Shelter shall be defined as: “Housing with minimal supportive services for homeless persons that is limited to occupancy of six months or less by a homeless person. No individual or household may be denied emergency shelter because of an inability to pay” (California Health and Safety Code, Section 50801).

c. Development Standards

- Minimum / Maximum Number of Persons /Beds. Emergency shelters may have a minimum of 25 beds/persons for overnight occupants per facility. The Maximum number of Persons/beds shall be based on building occupancy requirements established by the building official for the structure(s). Facilities shall be designed with separate areas for males, females, and families with children.

- On-site Supervisors. A minimum of two on-site supervisors one (1) male and one (1) female shall be present on site during the hours of operation. Additional supervisors shall be required on site at a ration of one (1) supervisor for every twenty (20) persons.

- Parking. Emergency shelters shall provide on-site parking at a rate of one space per staff member working in the shelter at any one time plus one space per five (5) beds.

- Bicycle Parking. One secured bicycle space shall be provided per five (5) beds.
- Waiting and Intake Areas. Each emergency shelter shall provide a minimum interior waiting area of no less than 500 square feet and be of adequate space to accommodate waiting clients in order to prevent queuing outside of the building and public right-of-way.

- Personal Property Storage. Adequate area shall be provided, inside the building, for the storage of small personal items of the occupants of the facility. Storage of larger items (i.e. tents, carts, or items of similar size may be stored outside within a storage area that is secured and screened from Public-right-of-way and neighboring properties.

- Pets. An enclosure shall be provided for the pets of occupants of the emergency shelter. The enclosure shall be designed in a manner as to not be a nuisance to neighboring properties. The enclosure shall be cleaned at least once a day.

- Onsite Management and Operations Plan. The agency or organization operating the shelter shall comply with the following requirements:
  
  o Each shelter shall be operated by a responsible agency or organization, with experience in managing and/or providing social services.
  
  o Staff and services shall be provided to assist residents to obtain permanent shelter and provide referral information and/or services for health or mental health services, education opportunities, job training / employment and life skills training.
  
  o Operator shall maintain a log of occupants which may be reviewed by the City upon twenty-four (24) hour notice to assure compliance with Length of Stay provisions.
  
  o Operations Plan. An operations plan shall be submitted for review and approval by the Development Services Director, Police Chief, and other City departments as applicable prior to operation of the emergency shelter. The plan shall include a floor plan that demonstrates compliance with physical standards. The plan shall include minimum provisions related to onsite security and
safety including the use of security camera’s, staff training (including child safety and sexual harassment), requirements for background checks for all staff, good neighbor policies, loitering control, client eligibility, food services (including food preparation and distribution times), and treatment programs for residents with services provided at the facility, transportation, indoor and outdoor management of the facility, screening of residents to ensure compatibility, and for training, counseling. The operator of each emergency shelter shall annually submit the management plan to the Development Services Department with updated information for review and approval. The City Council may establish a fee by resolution, to cover the administrative cost of review of the required management plan.

- Separation Requirements. A minimum distance of 300 feet shall be maintained from other emergency shelters. The distance separation shall be measured in a straight line between the property lines of each use without regard to intervening structures or objectives.

- Hours of Operation. Occupants shall be permitted entry beginning at 5 pm (except children which may enter at 3 pm for study hours if provided by shelter services). Once admitted into the shelter, occupants shall not leave the premises until 3 am the following morning. Occupants that leave before 8 am may not be readmitted into the facility. Occupants that violate this provision may not be permitted to utilize the facility in the future pursuant to the operators and/or the City of Redlands Police Department’s determination.

- Outdoor Use Area. Outdoor recreation areas may only be used between 4pm and 10 pm. Loitering shall not be permitted on the shelter site or on the sidewalks, streets, or adjacent to, or in the vicinity of, the shelter.

- Length of Stay. Individuals and families may not stay at an emergency shelter for more than a total of 180 days in a consecutive 12 month period.

- Lighting. Adequate external lighting shall be provided for security purposes in compliance with the Chapter V1. Section 10. Site Lighting.
• Security. Parking and outdoor facilities shall be designed to provide security for clients, visitors, employees, neighbors and the public. On-Site supervisory and security personnel shall be provided at all times during the hours the shelter is in operation, with security provided at both interior and exterior locations. In addition, the area surrounding the shelter site during hours that the shelter is in operation shall be patrolled by the facilities security personnel, to ensure that homeless persons who have been denied access are not congregating in the neighborhood.

• Laundry Facilities. Laundry facilities shall be provided for an emergency shelters with ten (10) or more beds.

• Outdoor Cleanliness. The outdoor areas (yards) of shelters and surrounding areas shall be kept clean and free of debris, litter, and storage of personal effects shall not be stored outdoors.

• Vehicles. Nonoperational and unregistered vehicles shall not be kept on site. Towing shall be the responsibility of the emergency shelter operator.

• Alcohol and Narcotics. Alcohol and narcotics use and consumption are prohibited within the facility and on the property.

• Weapons. Weapons are prohibited within the facility and on the property.

• Downtown Specific Plan. Emergency shelters proposed in the Service Commercial (SC) District shall comply with the site development standards, with the exception of parking, which shall comply with this Section.