

# AMERCO<sup>®</sup>

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## REAL ESTATE COMPANY

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September 19th, 2024

U-Haul Self-Storage Facility  
Case No. DP-2021-2359 and CUP-2021-2360

### **Statement of Operation**

AMERCO Real Estate Company (AREC) has prepared this statement for the opportunity to receive the City of Murrieta's participation and counseling regarding DP-2021-2359 and CUP-2021-2360 for the property located at 25086 Jefferson Ave. AREC is the wholly owned real estate subsidiary of the U-Haul System.

The proposed 1.11-acre property currently consists of two parcels: Parcel 3 (.48 acres) and Parcel 4 (.63 acres). The applicant is proposing to merge the two parcels together into one parcel. This parcel merger application will be submitted in a separate submittal.

U-Haul is proposing to develop the site into a U-Haul Self-Storage location. Our use will consist only of self-storage. U-Haul strives to make moving and storing convenient and easy for our customers. We achieve this by offering a wide range of self-storage options to choose from, one of which is our U-Box program. We have offered U-Box for many years, but it became especially significant during COVID where customers were wanting a contactless solution to self-storage. U-Box is the same model as your typical self-storage model except instead of a storage room, we provide customers with a storage box. Customers can pick-up their U-Box from a U-Haul self-storage location or have the U-Box delivered to their doorstep where it can be filled with household items at their leisure. When the U-Box is packed and ready, customers can return the U-Box to a U-Haul self-storage location or have it picked up and delivered to any of our self-storage locations throughout the US and Canada. U-Boxes are temporarily stored until the customer decides they are ready to pick up their items or have them returned to them. In the interim, customers can access their items as needed from our location, true to a self-storage model. Customers will call ahead 12-24hrs to gain access to their boxes, customers will then come to their storage location during business hours and an employee will help them access their U-Box. To best assist customers, we schedule customers one at a time so that an employee can retrieve their U-Box for them and return it once finished. Customers will access their U-Box in the customer lobby area inside the building (please see site plan for details). All U-Boxes are kept inside the building, there is no outside storage of items or materials.

This infill development will allow U-Haul to better serve the storage needs of the community and activate a property that is currently vacant.

The property is currently zoned CC (Community Commercial). The use of self-storage requires a Conditional Use Permit. U-Haul has applied for this permit to allow this use.

Custom site design for every U-Haul location assures that the facility complements the community it serves. Adherence to community objectives is key to ensure each U-Haul store is both a neighborhood asset and an economic success.

U-Haul is more of a commercial type of use that serves the residential communities within a 3-5-mile radius. We feel the U-Haul would be an appropriate use for the property and there are proven benefits for allowing self-storage facilities in communities:

- Self-storage facilities are quiet
- They provide an excellent buffer between zones
- They create very little traffic
- They have little impact on utilities
- They have no impact on schools
- They provide a good tax revenue
- They provide a community service

U-Haul Storage is a convenience business. Our philosophy is to place U-Haul locations in high growth residential areas, where we fill a need for our services. Customers are made aware of U-Haul, primarily via drive-by awareness, much like that of a convenience store, restaurant or hardware store. Attractive imaging and brand name recognition bring in area residents — by our measures, those who live within a four-mile radius of the center.

### **U-Haul Storage:**

U-Haul characteristically serves the do-it-yourself household customer. When situated near public transit, approximately 50% of those families utilize alternative transportation to access U-Haul services.

- Families typically use U-Haul Storage to store furniture, household goods, sporting equipment, or holiday decorations. During transition periods between moves, moving to a smaller home, combining households, or clearing away clutter to prepare a home for sale, storage customers will typically rent storage space for a period of two months to one year.
- Storage is a synergistic business. Over half of our storage customers tell us they used U-Haul storage because of a household move.

### **Significant Policies:**

- Hours of Operation:
 

Mon. - Thurs.	7:00 am. to 7:00 pm.
Fri.	7:00 am. to 8:00 pm.
Sat.	7:00 am. to 7:00 pm.
Sun.	9:00 am. to 5:00 pm.
- Items that may not be stored include chemicals, flammables, and paints.
- U-Haul is protected by video surveillance.
- U-Haul is a non-smoking facility.
- U-Haul will provide added services and assistance to our customers with disabilities.

**Traffic Study:**

- U-Haul storage generates less vehicular traffic volume while still embodying an active-use site. Self-storage represents a dynamic transition from one customer to another. DIY moving customers are presented with opportunities to utilize storage on a temporary basis, supporting a shared-economy, an effective economic model and an environmentally-sound way to conduct business.

<b>USE COMPARISON</b>					
Use	Square Feet	Traffic Volume		Typical Hours	Days
		Weekday	Weekend		
Fast Food Restaurant	3,000 sq ft	3,161 trips	3,430 trips	18 hours - 24 hours	7
Gas Station w/ Convenience Store	2,200 sq ft	1,200 trips	2,200 trips	18 hours - 24 hours	7
Hotel	50,000 sq ft	905 trips	901 trips	24 hours	7
Casual Dining	5,000 sq ft	1,075 trips	1,258 trips	11 am - 11 pm 12 hours	7
U-Haul Center	80,000 sq ft	31 trips	53 trips	7 am - 7 pm 12 hours	7

U-Haul looks forward to working with the City of Murrieta as you consider our application.

Sincerely,

Stephany Sheekey, AICP  
AMERCO Real Estate - Planner