

Operations Plan Example and Other Operational Details

Operations Plan for Fictional Business							
		Daycare/School/Church (does not include family daycare homes with 14 or fewer children)		Public Drinking Establishment (i.e., a bar that does not serve full meals during all hours of operation)			
		Late Night (defined as having hours between 12:00 a.m. to 6:00 a.m.)		Assisted Living, Residential Care/Service Facility, or Memory/Medical Care Facility			
		Off-Sale of Alcohol (beer and/or wine or full range of alcoholic beverages)		Drive-through (carwash, restaurant/café, banks, pharmacy, etc.)			
Days of Operation		<i>Weekday</i>					
		<i>Weekend</i>					
Hours of Operation		<i>Weekday</i>					
		<i>Weekend</i>					
		<i>Describe shifts.</i>					
Number Employees/Staff/Residents (full-time or part-time; hours of shifts)							
Number Children/Students with Ages							
Number and Type of Security Personnel and devices							
Alcohol Service?		<i>If yes, list alcohol license type(s) and describe location of service.</i>					
Merchandise or Food Service?		<i>If yes, describe operations/floor area/merchandise sold/food served.</i>					
Deliveries (merchandise, fuel, etc.)?		<i>If yes, describe delivery hours and location.</i>					
Drop-off and Pick-up?		<i>If yes, describe drop-off and pick-up hours and operations.</i>					
Parking Operations or Layout?		<i>Alternative (i.e., Tandem)</i>		<i>Alternating (i.e., users sharing parking at different times)</i>		<i>Off-Site (i.e., business using parking not located on site)</i>	
		Yes No		Yes No		Yes No	
		Circle One		Circle One		Circle One	
		<i>If yes, describe.</i>					
Outdoor Uses (day care or school play areas, patios, dining, etc.)?		<i>If yes, describe operations and hours of use.</i>					
Noise		<i>Describe decibels at the property line (DNL and dBA) and distance to residential/day care/school/hospitals or similar medical uses, etc. (in feet).</i>					

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1. **Trash/Litter/Graffiti/Site Maintenance, etc.** The project site and all public streets and spaces within 300 feet of the site will be well maintained, clean and free of litter, graffiti, etc.
2. **Security and Police Issues.** The project will employ up to # security personnel, positioned at each exit/throughout the facility. At a minimum, there will be a minimum of # security persons for every # patrons. If required by operations/law, security personnel will check all patron identification cards prior to admitting. If there is queueing, this will be monitored by security personnel and will occur in a defined area. Security cameras will be strategically throughout the space, including facing the public right-of-way. All security camera video footage will be retained for 30 days in the event that an incident needs review by security personnel or the police.
3. **Loitering and Panhandling.** Loitering and panhandling will not be tolerated and the business operator will maintain a zero tolerance policy. No loitering signs will be posted in conspicuous places containing wording (Spanish and English) that aligns with state and local law (business owner to work with San Jose Police to obtain proper language). All loitering and panhandling issues will be dealt with in a swift and consistent manner by notifying local police. No consumption or open alcoholic beverages will be permitted on the premises. Signs specifically prohibiting this activity will also be placed in conspicuous places in both Spanish and English.
4. **Addressing Neighborhood Concerns.** The project applicant/business operator will engage the community organization/neighborhood leaders/etc. to address neighborhood concerns with any aspect of the business. The project applicant/business operator will be available to meet with concerned parties and create a mutually beneficial mitigation plan in accordance with any and all relevant laws and regulations.
5. **Entertainment.** There are no entertainment uses proposed for this site currently.
6. **Lighting and Windows.** The proposed project is located in a well-lit area that contains ample street light/parking lot lighting/exterior lighting (detailed on the site plan). All lighting issues, such as inadequate lighting or burned out lights, will be addressed promptly by our maintenance provider. The business is designed with full height glass windows to provide a clear and unobstructed view from inside and out. All signage affixed to the windows will not obstruct these views.
7. **Noise.** The project will conform to all local noise performance standards as required by the Municipal Code. All efforts will be made to limit the amount of noise emanating from the business at all times. No entertainment is proposed in the space. Any music played will be kept to ambient background music.
8. **Employee Training.** All staff are trained to check IDs when necessary and cease service to patrons if they feel they've had too much to drink.