

Dutch Bros.

STATEMENT OF OPERATIONS

Proposal

The applicant proposes to construct a 950 square foot Dutch Bros. Coffee with dual drive-through lanes, an exit lane, one drive-through window, one walk-up window, and associated site improvements including landscaping, curbing, and a trash/recycle enclosure.

Dutch Bros. Coffee Introduction

Dutch Bros. Coffee, known for its upbeat “broistas” and genuine-caring service, is a growing drive-through coffee company with more than 550 locations in eleven states and over 12,000 employees. The three main company values are speed, quality, and service. In addition to serving drinks, Dutch Bros. Coffee strives to excel in philanthropy benefitting not only the communities where they are located but also larger efforts such as the Muscular Dystrophy Association. They give back through fundraisers, grants and donations.

Service

All Dutch Bros. Coffee locations serve coffee that is roasted in Grants Pass, Oregon. Along with hot and cold brewed coffee drinks, the menu includes a variety of Dutch Bros Blue Rebel energy drinks, cocoa, lemonade, soda, smoothies and tea options. Packaged food items such as muffin tops and granola bars are also part of the menu, but no food is cooked or prepared on site.

Site Design and Orientation

The layout of a site is designed to create the best possible flow and the maximum queuing of vehicles possible to reduce the impact and spillover onto adjacent properties or public roads. In addition to the drive-through window with double queuing lanes, Dutch Bros. Coffee includes a separate customer window that is oriented to the opposite side of the structure to serve pedestrian walk-up traffic only. Parking stalls are accommodated on site.

Architecture

The proposed building is designed to be visually interesting and will be constructed with a variety of quality building materials offering simple yet bold colors. Vertical and horizontal façade breaks, building massing, and modulation have all been incorporated into the design. Canopy awnings are provided over entrances and service doors. Colorful and visually interesting wall signs depicting the Dutch Bros. Coffee logos are installed on all sides of the building.

Signs and Lighting

Signs proposed for use at the project site will conform to the zoning code. Signs proposed to be installed at the project site include wall, menu, drive-through, parking lot, and directional signs. Signs will be constructed with quality materials and properly installed under separate permits.

Site lighting is important for the safety and security of customers, pedestrians, and employees. Outdoor lighting and illumination at the site includes parking lot security lights and exterior building lighting. The drive-through area will also have security lighting. All lights will include shields to direct light toward the project site and keep glare away from the adjacent land uses and rights-of-way.

Hours of Operation, Deliveries and Employees

Dutch Bros typical hours of operation are between 5 am and 11 pm, 7 days a week. The site will employ up to seven (7) staff members per shift during peak periods. Deliveries for milk products and dry goods usually occur 2 times per week, via a small delivery truck or van (no lift gate). All deliveries are done during non-peak hours, typically between 10 a.m. and 3 p.m.

Customer Traffic

While Dutch Bros. Coffee does not have daily customer count data, the a.m. peak hours are 7:00am-9:00am and the evening peak hours are 3:00pm-5:00pm.

To satisfy the company value of “speed,” Dutch Bros. Coffee employs a comprehensive sign package, tailored to each site, to direct customers efficiently to and through the site.

In addition to the signage, staff are stationed outside to help alleviate congestion. All staff are required to attend a monthly shop meeting to discuss traffic plans in detail. The staff also gather before each shift to ensure the traffic strategy is set and employees understand their duties. During the peak hours, one employee's sole responsibility is traffic control which includes instructing all vehicles to pull forward as close as possible to utilize the maximum queuing available, directing cars into the waiting area or the escape/exit lane if needed, and ensuring no cars are blocking the roads or other areas. Three or four staff are also dedicated to the parking area throughout the day to take orders, receive payments, and sometimes deliver drinks, allowing customers to exit via the bypass/exit lane; these employees are referred to as “runners.”

These measures have proven effective in reducing customer time at the window to 30 to 45 seconds and efficiently controlling traffic, significantly minimizing the potential for queuing spillover outside the dedicated drive-through lanes.

Solid Waste Collection Plan

Dutch Bros. Coffee proposals include a 20' x 12' trash and recycle enclosure designed to be consistent with the colors and materials for the overall development and accessible by truck from the front with a pedestrian access point at the rear. Typical service includes one 4-yard dumpster one 3-yard recycling canister and 90 gallon organics cart.

Conclusion

The Dutch Bros. Coffee project is proposed to enhance the use of the outlying area of the shopping center and serve as commercial in-fill. Dutch Bros. Coffee is a successful business that will promote improvement of the existing commercial area; the company sites are known to be clean and well maintained, providing quick service from friendly staff. The proposed coffee shop will provide enhanced landscaping areas, lighting, and pedestrian open space at the project site.



Quick Quack Car Wash Operating Statement

3 minutes fast & no waiting! Quick Quack is a growing chain of exterior-only, soft cloth car washes in California, Texas, Colorado, Utah, and Arizona. We take pride in being environmentally friendly by conserving & recycling water. Quick Quack's reclaim system uses as little as eighteen to twenty-three gallons of fresh water per car and the environmentally friendly shampoos are water soluble and biodegradable. Quick Quack does not use any of the acids or other corrosive materials that touchless car washes typically employ. Besides being more environmentally friendly than traditional commercial car washes, Quick Quack wants to pull people away from washing in their driveways. A person washing their own car in their driveway uses between 80-150 gallons of fresh water. That water mixes with harmful detergents that go down the storm drains that lead to streams and rivers. Many communities have banned driveway car washing not just because of the wasted water, but because of the phosphates and other harmful detergents and chemicals going into freshwater systems. Quick Quack is a proud member of Water Savers, a car wash industry program dedicated to raising awareness for water conservation and environmentally friendly practices at professional car washes. Quick Quack is also the very first car wash in Northern California to be certified as a Sustainable Business by the Sacramento Business Environmental Resource Center. ***DontDriveDirty.com***

1. Hours of operation:

- 7am – 9pm
- 7 days per week

2. Team Members:

- At any given time, we will have 2-3 Team Members on site depending on expected volume. Each store typically employs up to 18 Team Members.

3. Water Usage:

- 100% of the water used is reclaimed from the showroom and recycled. The water is pumped back into the showroom and through cleaning and filtering equipment, then back to the wash equipment again to be re-used. On average, we are discharging about 18-23 gallons of water per vehicle back into the sewer system. The soaps that we use are water-soluble, biodegradable, and environmentally friendly.

4. How long does it take to get a car wash?

- Unlike carwashes typically found at gas stations, Quick Quack Car Wash uses a conveyor that keeps cars moving even if there are a few cars in line. The entire wash cycle lasts about THREE MINUTES and since there is no waiting for the car in front of you to finish, you will rarely spend more than five minutes from the time you pull in to when you are back on your way.

5. Fast, Clean, Loved... Everywhere!

- Why do Quick Quack team members wear ties? Cleanliness is one of our company visions and we believe that this extends beyond just a clean car. We feel that our facilities and team members should also represent the highest standards of appearance. Unlike full-service car washes or other automotive service centers where employees might be more hands-on, our team members are primarily cashiers and customer service professionals who greet customers with a friendly smile and clean appearance. Quick Quack Car Wash's state-of-the-art car wash equipment does the heavy lifting and the "dirty work". Our signature duck ties have become an important part of our brand image that most of our customers appreciate and have come to expect and love. The Main Vision of our Company is: Fast, Clean, Loved...Everywhere.

6. Traffic and Parking:

- At any given time, there are two or three employees on site; they have their own parking stalls including one accessible stall apart from the customer vacuum stalls. We are an express wash and our desired site size for each location is +/- 1 acre and we are typically over-parked per local codes. We are really a convenience stop for most of our customers; they are expecting to be in and out quickly. We offer individual, varied washes, or we also offer an unlimited program. With the unlimited program, those customers are waved through the line and can visit the wash as many times as they want per month.

7. Sound and Equipment:

- We have 141 operating stores and have always complied with local requirements relative to sound standards. All our equipment is contained inside the building, and we take care to do our best to design so that whatever sound is coming out of the building is directed away from any areas considered a conflict. Most of the wash equipment in the showroom is hydraulic except for the blowers that dry the car, which are electric. The hydraulic pumps are contained inside of our equipment room that remains closed during operating hours unless we are completing some type of maintenance. The blowers are also contained inside the building and are typically compliant with sound guidelines at the property line. Since our latest hours of operation are at 9PM, we are closed by the time allowable dB levels drop for most municipalities.

8. Being a Good Neighbor:

- Our goal is to always be a good neighbor. We employ people who live in the community, and we do our best to contribute to the community in a positive and kind way for all our customers, team members and neighbors. Once open, we also have a proven track record of being active members in our communities. We participate in many of the local municipality's programs for welcoming new residents to the city, we participate in local events and fund raisers, we also offer a "Day at the Wash" where we offer an alternative from the typical group car washes with hoses and soaps heading down the storm drain, to groups who want to have a fundraiser, but want us to do all the work. We partner with local sports groups, local charities, and we open each new location by serving one local family in need before we serve ourselves. The fund raiser consists of one day of requesting donations for the family, Quick Quack will double the donation up to a maximum amount and we present the family with what we raised for the day at the ribbon cutting ceremony. Our efforts have been successful, and we are very proud of how we give back.