

OPERATIONAL PLAN

Dog Daycare, Boarding and Grooming — Unit 700 (Bay 3A)

James Business Park | 17035 Persimmon Boulevard West, Westlake, Florida

Submitted in response to Planning and Zoning Staff Comments #1, Items 9 and 10

August 28, 2026

1. Purpose

This Operational Plan describes how the proposed dog daycare, boarding and grooming facility will be operated on a day-to-day basis. It is submitted in support of Conditional Use application CU-2026-01 and responds to Staff Comments 9 and 10. The operator currently runs three other facilities in Palm Beach County; the procedures described here are the operator's existing, in-use protocols. This revision reflects the tenant floor plan on Sheet A-2.1, the outdoor yard plan, elevations and drainage detail on Sheets A-1.1 and A-2.1, and the product data sheets on Sheet A-2.2, all prepared by GBM Architecture, PA, dated August 28, 2026.

2. Nature of the Operation

It is worth being clear at the outset about what this business actually is, because the Code category the application is filed under does not describe it very well. The Conditional Use is requested for an overnight kennel because that is the category the City Code puts this use in. In practice, the facility operates predominantly as a weekday dog daycare. Owners drop their dogs off in the morning on the way to work, the dogs spend the day in supervised group play with rest periods and outdoor rotations, and the owners collect them in the evening on the way home. That daily cycle is the business.

Overnight boarding is a service offered to the existing daycare clients rather than a separate line of business. It is used when a client travels, and it concentrates around holidays, school breaks and vacation periods, or around a specific client need.

The floor plan demonstrates the intended program and operation. Of the 10,855 square feet in the tenant space, 5,347 square feet is daycare area and 2,435 square feet is boarding area. Boarding is roughly 22 percent of the tenant space, and the daycare area is more than twice the size of the boarding area. The balance is 825 square feet of reception and office, 438 square feet of grooming, and 1,810 square feet of corridor, restroom and electrical room. The kennel area is comparatively small, and it is a hard physical limit on the number of dogs that can ever be boarded here on a given night.

Within the boarding area the plan shows eight private rooms and a separate group of private suites. These are higher-service accommodations for specific client needs: a dog that does not do well in a group setting, an older dog, a dog on medication that needs to be watched, or a client who simply wants a private room for the pet. They are not the everyday model.

The everyday model is the three separate communal daycare rooms, divided for small, medium and large dogs. Dogs are grouped by size and temperament, play in supervised groups, rest on a rotation, and use the outdoor yard in supervised rotations through the day.

The operator runs three other facilities in Palm Beach County. Westlake would be the fourth. Everything described in this plan, in the Noise Management Plan and in the Odor, Sanitation, Animal Waste and Facility Maintenance Plan is a procedure the operator uses today at those locations. None of it was written for this application.

The facility is predominantly a dog facility, but it is not exclusive to dogs. Cats are occasionally boarded, generally around holidays and in small numbers. Cats are housed in the private rooms and suites rather than in any group area, and they do not use the outdoor yard.

3. Facility Description

The facility occupies 10,855 square feet in Unit 700 (Bay 3A) of the North Building. That figure comes from the Site Data table dated August 28, 2026, which controls. Of the 10,855 square feet, 7,782 square feet is animal boarding kennel and daycare area. The office area designated for the parking analysis is 3,073 square feet.

The dimensioned floor plan on Sheet A-2.1 tabulates the interior as follows:

Interior Area (Sheet A-2.1)	Square Feet
Reception / office area / Grooming Area (office)	1,263
Corridor/Restroom / Electric (office)	1,810
Daycare areas (small, medium and large dog daycare rooms)	5,347
Boarding areas (private rooms, separate private suites, kennel area and kennel prep)	2,435
Total	10,855

The interior program shown on Sheet A-2.1 is:

- A reception and customer lobby with a 15-foot reception desk and glass from 4 feet to 8 feet above finished floor. Customers are limited to this area.
- A 438-square-foot grooming area with two bathing tubs, cage dryers and a grooming desk.
- An employee break room and a laundry for bedding and towels.
- Eight private rooms and a separate group of private suites. Top of wall in these rooms is 5 feet above finished floor.
- Three communal daycare rooms, separated as small dog daycare, medium dog daycare and large dog daycare.
- A kennel area with runs at 4 feet by 5 feet, 3 feet by 5 feet and 5 feet by 5 feet, and an adjoining kennel prep area.
- An existing electrical room.
- A new ramp down at the rear of the tenant space leading out to the outdoor yard through the existing man door.

The outdoor yard is located within the existing loading apron on the east side of the North Building, directly behind Bay 3A, and uses only area previously designated for loading for Unit 3A. The enclosure is dimensioned on Sheet A-1.1 at roughly 60 feet by 33 feet 4 inches overall, made up of a 5-foot

landscape strip along the rear and two play bays at 26 feet and 29 feet. The play area is approximately 1,840 square feet. The yard is divided into two separate play yards for dog sized-grouping separation. Access is through a new ramp down at the rear of the tenant space leading out to the outdoor yard through the existing overhead door. No new building doors and no new wall openings are proposed, and no change is made to the building footprint, elevations, parapet or architectural treatment.

4. Hours of Operation

Category	Hours
Customer hours (lobby open for drop-off, pick-up, grooming appointments, ancillary retail)	Monday–Friday 7:00 a.m. – 7:00 p.m.; Saturday 9:00 a.m. – 5:00 p.m.; Sunday 9:00 a.m. – 3:00 p.m.
Employee and animal-care hours	Not limited or fixed by this application. Staff are on site before the lobby opens and after it closes for opening preparation, animal care, the final outdoor rotation and closing cleanup.
Outdoor yard hours	5:00 a.m. – 11:00 p.m., seven days a week. Outside those hours the outdoor yard is used for emergencies only.
Overnight staffing	One trained attendant on site overnight whenever any animal is boarded, including a single animal. A second attendant on peak holiday periods.

Dogs do not use the outdoor yard after 11:00 p.m. The final outdoor rotation begins at approximately 8:30 p.m. and concludes by 11:00 p.m., after which dogs remain inside the building until 5:00 a.m. the following morning. The Applicant has no objection to a condition of approval fixing outdoor hours to 5:00 a.m. to 11:00 p.m., with emergencies only being the exception.

5. Capacity

Measure	Proposed Maximum
Maximum dogs on site at any one time (daycare and boarding combined)	150
Maximum dogs boarded overnight	70, at a peak period
Maximum dogs in the outdoor yard at one time	35, across the large dog and small dog play areas combined
Maximum dogs per supervised play group (indoors or outdoors) grouped by size and temperament	

Boarding capacity is limited by the physical kennel area, which is comparatively small. The boarding areas total 2,435 square feet within a 10,855-square-foot tenant space, and the number of runs, private rooms and suites drawn on Sheet A-2.1 sets a ceiling on how many dogs can be boarded on any night regardless of demand. Daily daycare capacity is managed by reservation. The facility does not accept

walk-in daycare or boarding beyond the stated maximums, and reservations are closed once the daily maximum is reached.

The outdoor yard is divided into a large dog play area and a small dog play area of roughly equal size, so the 35-dog outdoor maximum is carried as two separate, size-matched groups that never mix.

6. Staffing

- Eight employees at the greatest shift. That is the peak figure carried in the parking analysis for Bay 3A. It reflects a holiday or high-occupancy period, not a typical weekday.
- One trained attendant on site overnight whenever any animal is boarded, including a single animal. On a peak holiday period there may be two.
- A manager or shift lead is on duty during all customer hours.
- All staff are Pet CPR certified and complete the operator's animal handling and safety training before working unsupervised with animals.
- Staffing ratios in play areas are maintained so that no group of dogs is ever left unattended.

7. Animal Intake and Screening

- Every dog completes a four-hour temperament evaluation before it is accepted for daycare or boarding.
- Current vaccination records and medical records from the dog's veterinarian are required before acceptance and must be kept current thereafter.
- Dogs that display aggression toward people or other dogs, or that cannot be safely managed in the facility, are not accepted.
- Dogs showing signs of illness at drop-off are not admitted and the owner is asked to consult their veterinarian.
- Intake records, including emergency contact and veterinarian information, are maintained for every animal on site.

8. Grouping, Separation and Supervision

- The interior includes separate daycare play areas for small, medium and large dogs, together with individual holding and separation areas for dogs that require individual handling or cannot be combined with other animals.
- Dogs that require individual handling are housed in the private rooms or in the separate private suites. That is what those accommodations are for, and it is why they are drawn as individual rooms rather than as additional group space.
- A trained staff member is physically present with the dogs at all times, indoors and outdoors. Dogs are never left unattended in the outdoor yard.
- Boarded dogs are housed in individual kennel runs, private rooms or private suites overnight.

- Customers are limited to the front lobby. Only trained personnel and staff enter the animal care areas.
- Play groups are rotated with rest periods to reduce over-stimulation, which also reduces barking.

9. Outdoor Yard Use Protocol

- Dogs use the outdoor yard in supervised rotations of approximately 20 minutes throughout the day.
- Rotations are staggered so that no more than 35 dogs are outside at one time, carried as two size-matched groups, one in the large dog play area and one in the small dog play area.
- The first rotation begins no earlier than 5:00 a.m.; the final rotation begins at approximately 8:30 p.m. and concludes by 11:00 p.m. Outside that window the yard is used for emergencies only.
- Access between the tenant space and the yard is through the existing man door and the ramp down via the existing overhead door.
- Four gates serve the enclosure, and all of them are part of the fence rather than the building. One gate leads from the existing man door landing into the play area and is the everyday staff and animal route. One internal gate within the enclosure divides the large dog play area from the small dog play area. The remaining two are 4-foot-wide gates with 10-inch magnetic latches opening from the rear drive aisle, one into each play area, and they are for occasional maintenance access only.
- The two maintenance gates swing outward, consistent with the dumpster enclosure gates immediately adjacent to the tenant's enclosure, so no gate swings inward into the area where a group of dogs is gathered. They are kept closed and latched at all times except during maintenance procedures.
- Gates are opened one at a time. Two staff members manage each transfer between the tenant space and the enclosure through the man door gate, and the gate is latched again before the group is released. Every gate is latched at all times except during passage.
- Because the yard is divided, size-matched groups can be outside at the same time without mixing. The internal gate is closed whenever two groups are out.
- A 3-foot-wide stepping stone and pad path provides the walking route to the maintenance gates, so staff are not crossing the turf every time the enclosure is entered from outside.
- The yard surface is K9Grass by ForeverLawn with AlphaSan antimicrobial protection, installed over an AirGrid base laid directly on the existing concrete loading apron.
- The dogs use the slope of the existing ramp areas inside the enclosure. That grade change is a feature of the design rather than a leftover condition. It gives the dogs more activity than a flat pad would, and it moves surface water toward the landscape area at the rear of the enclosure.
- Three 16-foot by 20-foot grey UV shade sails are provided over the yard. They are carried on 4-inch steel posts set in 4-foot-deep concrete foundations and on eye bolts set into the existing

concrete tilt wall at 12 feet above finished floor with structural epoxy, and they are held by steel cables and quick-release mechanisms.

- Exterior dog rotations are suspended during lightning, heavy rain or extreme heat, and dogs are exercised indoors instead.
- Solid waste is collected immediately upon deposit and the surface is rinsed at the end of each rotation, as described in the Odor, Sanitation, Animal Waste and Facility Maintenance Plan.

Shade sail take-down protocol

The quick-release mechanisms are there to be used. When a named storm, a tropical storm or hurricane watch or warning, or any other high-wind event is forecast for the area, the manager releases the quick-release clips, takes the sail fabric down, and stores the fabric inside the tenant space. The sails are not left up through the event, and the decision is not left to judgment at the time. It is a written rule assigned to the manager and it is part of the facility's storm checklist. The posts, cables, eye bolts and clips are inspected after the event, and the sails are re-hung only after that inspection. The yard remains usable with the sails down, subject to the heat protocol below.

10. Outdoor Yard Waste and Surface Management

Waste handling and surface cleaning in the yard are described in detail in the Odor, Sanitation, Animal Waste and Facility Maintenance Plan submitted with this application. In summary:

- Solid waste is picked up the moment it is deposited. Nothing is left on the turf between rotations.
- A Low Profile Dog Waste Station with a round can is provided in the yard, so bagging and containment happen at the point of deposit rather than at the end of a trip back inside.
- The turf is rinsed at the end of each rotation and again at closing, and is treated with a bio-enzymatic product on a set schedule.
- Nothing leaves the enclosure. A proposed 8-inch Type D curb rings the enclosure and is set above the finished grass elevation, so the yard works as a contained basin. Surface flow is directed inward and toward the rear, into the landscape and dry well area, where it percolates into the soil column.
- Nothing is piped anywhere, there is no connection to the sanitary sewer, and nothing reaches the site's stormwater management system.

11. Customer Drop-off, Pick-up and Circulation

- Three reserved customer drop-off and pick-up spaces are provided immediately adjacent to the Unit 700 (Bay 3A) entrance. They are signed generically for short-term use and are not assigned to individual users.
- Customers enter from the main drive aisle, park in a designated space, and walk the dog on leash into the lobby. All transfers occur inside the lobby.
- Dogs are required to be leashed or crated from the vehicle to the lobby door.

- Drop-off activity coincides with the morning commute and pick-up with the evening commute; both are short-duration transactions of a few minutes at the counter.
- Eight employees at the greatest shift is the figure carried in the parking analysis for this tenant. It is a peak and holiday-period number rather than a typical weekday count, and employee arrivals are spread across a shift change rather than concentrated.
- Grooming appointments are scheduled and spread across the day to avoid concentrating arrivals.
- No customer queuing occurs in the drive aisle, and no loading, fire access or dumpster service route is used for customer circulation.

12. Grooming and Ancillary Retail

- Grooming is provided by appointment within a dedicated interior grooming area and primarily supports daycare and boarding clients.
- The retail component is less than 200 square feet, it is ancillary, and it is not open to the general public. It serves only clients whose pets are at the facility, and it carries miscellaneous dog supplies and treats, specialty shampoos specific to a pet's stay, and convenience items for pets. It is bought by customers who are already in the lobby dropping off or picking up a pet, so it generates no independent customer trip and no separate parking demand.

13. Deliveries and Service

- Deliveries are limited to parcel and small box-truck deliveries of food, bedding and supplies. The tenant does not receive tractor-trailer deliveries.
- Deliveries occur during customer hours and are received at the front of the tenant space.
- The tenant's waste container is a lidded, leak-proof container located inside the tenant space. Bagged waste is carried from that container out to the private hauler's container on the property's regular service schedule. No waste is stored in the outdoor yard at any time.

14. Emergency and Incident Procedures

Escaped animal

The enclosure is fully fenced to six feet, with four gates fitted with latches that are kept latched at all times except during passage, two of which are maintenance gates from the rear drive aisle that stay closed in normal operation, and all transfers between the building and the enclosure are made on leash by two staff members. If an animal does escape the enclosure or the building, staff immediately announce a facility-wide alert, secure all remaining animals indoors, and initiate a search of the site by at least two staff members while the manager notifies the owner. If the animal is not recovered promptly, the manager notifies Palm Beach County Animal Care and Control and adjacent tenants. Every incident is logged and reviewed, and any resulting corrective action to the enclosure or procedures is implemented before the outdoor yard is used again.

Animal medical emergency

Staff are Pet CPR certified. In a medical emergency the animal is separated, first aid administered, and the owner and the animal's veterinarian of record contacted. If the owner cannot be reached, the animal is transported to the nearest emergency veterinary hospital under the authorization obtained at intake. All incidents are documented.

Dog-to-dog or dog-to-person incident

Groups are separated immediately, the animals involved are moved to individual holding areas, and injuries are assessed and treated. Owners are notified the same day. Any animal involved in a serious incident is removed from group play and may be excluded from the facility. Incidents involving injury to a person are reported in accordance with applicable law.

Fire, alarm and evacuation

The facility maintains a written evacuation plan with assigned staff roles. Animals are evacuated on leash or in crates through the nearest safe exit to a designated assembly area, and a headcount is taken against the day's roster. Staff do not re-enter the building. Palm Beach County Fire Rescue is contacted and owners are notified as soon as animals are secure.

Severe weather, named storms

The facility maintains a written hurricane plan and will be available to board animals during hurricanes and major storms. The tenant will install a Manual Transfer switch that will enable the facility to operate off of a portable generator, should the need arise. Any change to normal operating hours during an event is communicated to customers by phone, email and social media and posted at the entrance to the facility.

A named storm or high-wind forecast also triggers the outdoor checklist. The three shade sails are released at the quick-release clips, taken down and stored inside the tenant space. The waste station liner is removed, sealed and taken inside, and the station can is secured. Loose items are removed from the yard. The gates are latched and checked. Nothing in the enclosure is left to become airborne. After the event the manager inspects the fence panels, the gate latches, the curb line, the turf and the dry well area before the yard is used again, and the sails are re-hung only after the posts, cables, eye bolts and clips have been inspected.

Extreme heat

South Florida heat is a routine operating condition rather than an emergency, and it is managed on a written protocol. When temperatures are high, outdoor rotation length is reduced and rotations are moved toward the early morning and the evening. Staff check the turf surface temperature by hand before a group is turned out, and a group is not turned out onto a surface that is too warm. Dogs are kept under the shade sails and in the shade cast by the building, and fresh water is available in the yard on every rotation. Staff watch for panting, lethargy and other signs of heat stress and bring a dog inside immediately if any are observed. When conditions do not allow safe outdoor use, rotations are suspended and dogs are exercised indoors. If the shade sails are down after a storm event, rotations are shortened and shifted to the cooler parts of the day until the sails are back up.

Power failure

In the event of a power failure, staff monitor interior temperature and ventilation, reduce group sizes, and increase outdoor rotations during permitted hours as conditions allow. The tenant will install a manual transfer switch that will enable the facility to operate off of a portable generator, should the need arise, which allows ventilation, lighting and climate control to be maintained for the animals on site for the duration of an outage.

After-hours issues and 24-hour contact

A manager is on call at all times. A 24-hour contact number is provided to the City of Westlake and to adjacent tenants, is posted at the tenant entrance, and is monitored continuously. Any complaint or after-hours issue receives a same-day response, and a written log of complaints, responses and corrective actions is maintained and available to the City on request.

15. Recordkeeping and Compliance

- Daily rosters, intake and vaccination records, incident logs, cleaning logs and complaint logs are maintained at the facility and are available to the City upon request.
- The storm checklist, including the shade sail take-down and the post-event inspection, is logged each time it is used.
- The facility will maintain all licenses and registrations required by the City of Westlake and Palm Beach County.
- This Operational Plan will be posted for staff, reviewed with all employees at hire and annually thereafter, and updated as operations change.