

Sweet Doggies CUP Application

261 Moffett Blvd Dog Daycare and Boarding Facility

Project Description 11/14/25

Few Changes To Existing Facility Required

This project is at 261 Moffett Blvd, (one of three commercial units on the property) which has been vacant since it was extensively permitted and remodeled with plans approved on 7/06/2020. The plan and conditional use permit is to occupy and operate a cage free dog daycare and boarding facility in this unit.

Overview of Sweet Doggies Daycare and Boarding

Sweet Doggies is a family owned and operated Dog Daycare and Boarding business looking to expand to Mountain View. Open for 14 years with locations in Sunnyvale and Santa Clara we have a stellar reputation with our clients shown by the countless five star reviews, long term clients and long waitlists. By offering a place where dogs can have a fun, safe cage free environment and through our involvement with local charities and non profits we have set down deep roots that benefit not just the Sweet Doggies family of loyal clients but the community as a whole.

This high level of care and community service will be the foundation of our new Mountain View location. Drawing from our years of experience, the best recommendations from vets and advice from professional cleaning and janitorial companies we have worked closely with, the proposed Mountain View location is designed to have the highest standards of cleanliness and safety. These changes meet or exceed the requirements of other previously approved dog daycare projects by the city of Mountain View. They are detailed in the attached documents.

In order to ensure our seamless addition to the community we have carefully selected the site of our future location to be in keeping with nearby business and with other approved dog day care businesses. The building is owned by a local small business owner who has struggled to find a tenant that would be the right fit causing great financial hardship. By choosing a location near a train station, automotive garages and other industrial services, we have assured that Sweet Doggies will be a great neighbor in keeping with the surroundings. We have also worked with Salter and the city of mountain view to produce a noise report showing that we would be a great fit for the neighborhood. We are excited to build on our impeccable track record of zero noise complaints and long history of good neighborhood relationships.

It is not just our facility designed by experts and carefully chosen location that ensure that we would be a great part of Mountain View. We owe a great part of our success to our staff. We have a dedicated group of long term employees who are deployed at all times with the dogs to guarantee the best standard of care. Our employees have on average been with the business for more than 7 years and we are privileged to draw on their diverse experiences and backgrounds to work tirelessly to accomplish our mission. Our dedicated staff will guide new team members in the new jobs created by our expansion. These jobs brought to Mountain View will have 401k, healthcare, weeks of paid sick and vacations time in addition to well above minimum wages salaries.

The Facilities (inside and outside)

Our facility is designed from the top down to ensure a clean and safe environment.

Inside.

As the floorplans show the primary existing interior space is divided into two large cage free play areas. There are additional small areas designed for a staff break room, the lobby, a temperament evaluation room for prospective client appointments, dog feed stations, and a laundry area with a stacked washer/dryer and a utility sink.

The floor throughout the day is mopped with an animal appropriate diluted disinfectant using a mop and bucket. Used water is disposed of in the floor mop sink in the laundry area at the edge of one of the play areas. We clean the wall and gates as well with the same attention to detail. In addition we are also constantly washing the bedding and dog beds. Adhering to protocols recommended by vets and to make sure the facility meets the standards for cleanliness and prevents unpleasant smells.

Outside

The project requires the addition of an enclosed walled area at the back of the building, divided into two sections. From the hours of 8 am to 6 pm only, the dogs in each area will have access through roll-up doors to an outside walled area for sunshine, fresh air and additional play areas. Current setbacks will be maintained. The 8 ft walls are sited so that all access to utilities will be outside the enclosed areas and accessible to City/utility personnel 24/7. The walls will be constructed using the same building materials as approved and used for the existing trash enclosures for the 3 units located on Unit 259. The purpose of this is to be both aesthetically pleasing when viewed from the street at the back of the building and to minimize incidental distractions to the dogs from the few passers by (either walking or driving) .

We will replace the one existing tree, a *geijera parviflora*, that is currently in the soon to be enclosed area with a 24" *geijera parviflora* to be planted outside the walled area.

This enclosed outside area is also where dogs will relieve themselves. Then the waste is immediately bagged and sealed and placed in covered trash cans before being disposed of. This ensures their waste does not smell. The outside area features a drain that allows us to pressure wash with dog safe chemicals to sterilize it as well.

In the front of the building, we will have a poop bag dispenser and a trash receptacle which will be emptied throughout the day.

Noise Report.

We have included a Noise report addressing our exceptional fit in the area. This report was created by Salter inc a highly respected group of sound engineers and with the direct input on scope and design criteria from the MV Planning Department.

After using state of the art equipment to compare our existing location to models of our future location they made multiple determinations.

Regarding Land Use Compatibility, "we estimated existing noise levels at the Mountain View Sweet Doggie building facade based on measured data to be DNL 68 dB and below . This is within the City's Normally Acceptable category for land use compatibility for business commercial projects. For reference, measured noise levels at the nearby residential single-family residences were DNL 59 dB which falls into the City's Conditionally Acceptable category for single-family residences".

In layman terms this means that not only does the project fall within the acceptable parameters of the zoning, it falls in it also would meet the parameters for the stricter single family zoning for which it is not located in but is near by to. We included this extra level of detail to show precisely how we would be a fantastic fit for this location.

Hours of Operation and Staff Levels

We plan on being open for customers 7 days a week from 7am to 7pm. Customers may only drop off or pick up during those hours. During the day the dogs will be in supervised playgroups with a staff member at all times and have access to walled outside areas described above from 8am to 6pm. We anticipate that the total number of dogs on site during daytime hours will average between 20-40 dogs divided into appropriate groups. At night during boarding, dogs will be still in small groups supervised by an onsite staff member at all times but no longer have access to the outside area. We anticipate an average of 10 to 20 dogs onsite during our boarding hours. During boarding hours we will be closed for customer pickup and dropoff.

Dogs will be present 24 hours/day, 7 days a week. Our employees typically work an 8 hour shift, 5 days a week. Shift assignments vary according to day of week and time of day to mirror the number of expected dogs on site. To cover all shifts we expect to have a total of 7 to 9 employees on staff at this location with 2 to 3 present during the hours of 7 am to 7pm and 1 to 2 during boarding nights, 7pm to 7am.

Quiet, Well Behaved Dogs

A large part of our success is how we select and manage the dogs in our care. Prospective customers fill out a request for a temperament evaluation online. They are added to our waitlist until an appointment becomes available (currently 4 to 6 months). When the owner and their dog(s) come in for the 20 minute

evaluation, we create a small play group of dogs to see how they behave and interact with a wide variety of our existing dogs. If accepted, the client is given 5 consecutive days of daycare as the next step in the evaluation process. The purpose is threefold: 1) allow the dog to be phased in slowly (shortened days), particularly if young, shy, or anxious at no cost to client 2) allow us a longer time to evaluate whether the dog is a good fit in our cage free environment and with our staff and operating procedures, and 3) give the prospective clients a better chance to evaluate our services and their ability to honor 7pm hard stop (no late pick up). All of the dogs who we allow to be clients must be well behaved, safe with other dogs, employees and the community at large. We find this results in happy dogs, happy clients, happy neighbors and happy staff.

Dogs at play

Our staff is responsible for keeping all dogs resting, playing and interacting in a safe manner and keeping the rooms and outside areas quiet and clean. They will give individual dogs timeouts (usually 15 to 30 secs) if needed. The timeout is kept brief so dogs remember the behavior that caused it. Multiple short timeouts in a row, if necessary, slow the momentum and encourage pattern recognition (if I do this, then that happens so maybe I don't need to do it).

Timeouts are usually given for one of three reasons:

- 1) Humping/ Mounting - a dominance display and often unwelcome.
- 2) Nuisance Barking - We have had everyone from clients to even the mail man surprised at how when they visit our facility they do not hear barking and many are shocked there are even dogs present due to how well they are behaved.
- 3) Uneven or Disruptive Play - It is important for all play to be consensual (both dogs are willing participants and are having a good time) and evenly matched. Staff helps dogs find an appropriate playmate if necessary but will timeout a dog if their repeated invitations to play with a specific dog is unwelcome.

Customer Parking.

Our proposed site more than meets our parking needs based on our experience at both of our other locations. There are 12 previously approved off-street approved parking spaces for the 3 units at 261, 259 and 257 Moffett. Our customers are permitted to drop off and pick up any time throughout the day between 7am and 7pm so bunching rarely occurs. We meet our customers at the front door when picking up and dropping off their dogs, so they spend on average around 1 to 3 minutes, so we require a total of about 120 minutes of parking throughout the day. Our needs can be accommodated by the 12 existing parking spaces.

Staff Parking

We usually have 2-3 staff members in the building during the day (7am to 7pm) and 1 staff member overnight with the dogs after hours (7pm to 7am). Our staff gets to and from work using a mix of public transport, bikes, skateboards, scooters and their own cars. Based on our staff at our current locations for

the past 14 years we anticipate needing between 2-3 spots for staff which leaves lots of parking in the parking lot and on the streets surrounding the building.

Submitted Plans

Enclosed for the conditional use permit, please find plans for the rear elevations and the interior floor layout. We look forward to the opportunity to collaborate on how we can become a valued member of the city of mountain view and to answer any question or concerns.