

OPERATIONAL PLAN

for
Circle K Fuel Station and Convenience Store
Southeast Corner of Pecos Road and Sossaman Road
Mesa, Arizona

Case No.: ZON25-00324

Date: November 2025

1. FACILITY MANAGEMENT CONTACT INFORMATION

Store Manager: [Name to be provided at opening]

Phone: [To be assigned]

Email: [To be assigned]

Available: Monday-Friday, 8:00 AM - 5:00 PM

24/7 Customer Service: 1-800-CIRCLEK (1-800-247-2535)

Emergency Contact: [To be assigned]

Contact information will be posted at the store entrance and on all fuel pumps.

2. COMPLAINT RESPONSE PROCEDURES

A. How to File a Complaint

- In person at the store
- Call the store or 1-800-CIRCLEK
- Email [To be assigned]
- Mail to store address

B. Response Timeline

- Emergency issues (safety, spills): Immediate response
- Urgent issues (noise, lighting): Within 2 hours
- Standard issues (cleanliness, parking): Within 24 hours

C. Investigation Process

1. Log complaint with date, time, and details
2. Investigate the issue promptly
3. Take corrective action as needed
4. Contact complainant with resolution
5. Follow up within 30 days to ensure satisfaction

D. Remedial Actions

- Immediate fixes for safety issues
- Operational changes to prevent recurrence
- Employee retraining if needed
- Facility improvements when necessary

3. LITTER CONTROL MEASURES

A. Daily Cleaning Schedule

- Morning (6:00 AM): Complete property litter removal and empty all trash cans
- Midday (12:00 PM): Check and empty trash cans as needed
- Evening (6:00 PM): Complete property litter removal and empty all trash cans
- Closing (10:00 PM): Final cleanup and secure dumpster area

B. Trash Receptacles

- Covered trash cans at each fuel pump
- Trash cans at store entrance and parking areas
- Empty when 75% full or during scheduled cleanings
- Weekly deep cleaning of all receptacles

C. Special Cleaning

- Immediate cleanup of spills using appropriate materials
- Weekly cleaning of storm drains and catch basins
- Monthly perimeter cleanup including adjacent sidewalks

4. OPERATIONAL COMPATIBILITY

A. Delivery Hours

- Fuel deliveries: 6:00 AM - 10:00 PM only
- Vendor deliveries: 6:00 AM - 9:00 PM only
- No deliveries on Sundays before 8:00 AM

B. Noise Control

- No outdoor speakers or paging systems
- Delivery trucks must turn off engines during unloading
- Equipment placed away from property lines
- Regular maintenance to prevent equipment noise

C. Lighting Control

- All fixtures are full cutoff to prevent light spillage
- Lights automatically dim after 11:00 PM
- Monthly checks to ensure no light trespass
- Immediate repair of any malfunctioning lights

D. Traffic Management

- Clear directional signage throughout site
- Separate entrance and exit points
- Additional staff during peak hours (6-9 AM and 4-7 PM)
- Delivery vehicles use designated routes

5. GOOD NEIGHBOR COMMITMENTS

Circle K is committed to being a responsible neighbor by:

- Maintaining a clean and attractive property
- Responding promptly to all concerns
- Operating quietly and respectfully
- Controlling light and glare
- Managing traffic flow efficiently
- Participating in community activities
- Hiring locally when possible

6. IMPLEMENTATION AND MONITORING

This Operational Plan will be:

- Implemented before opening
- Posted at the facility
- Provided to all employees
- Reviewed quarterly
- Updated as needed
- Available for City inspection at any time

Circle K will maintain detailed logs of all maintenance activities, complaints, and resolutions. An annual summary report will be provided to the City of Mesa upon request.