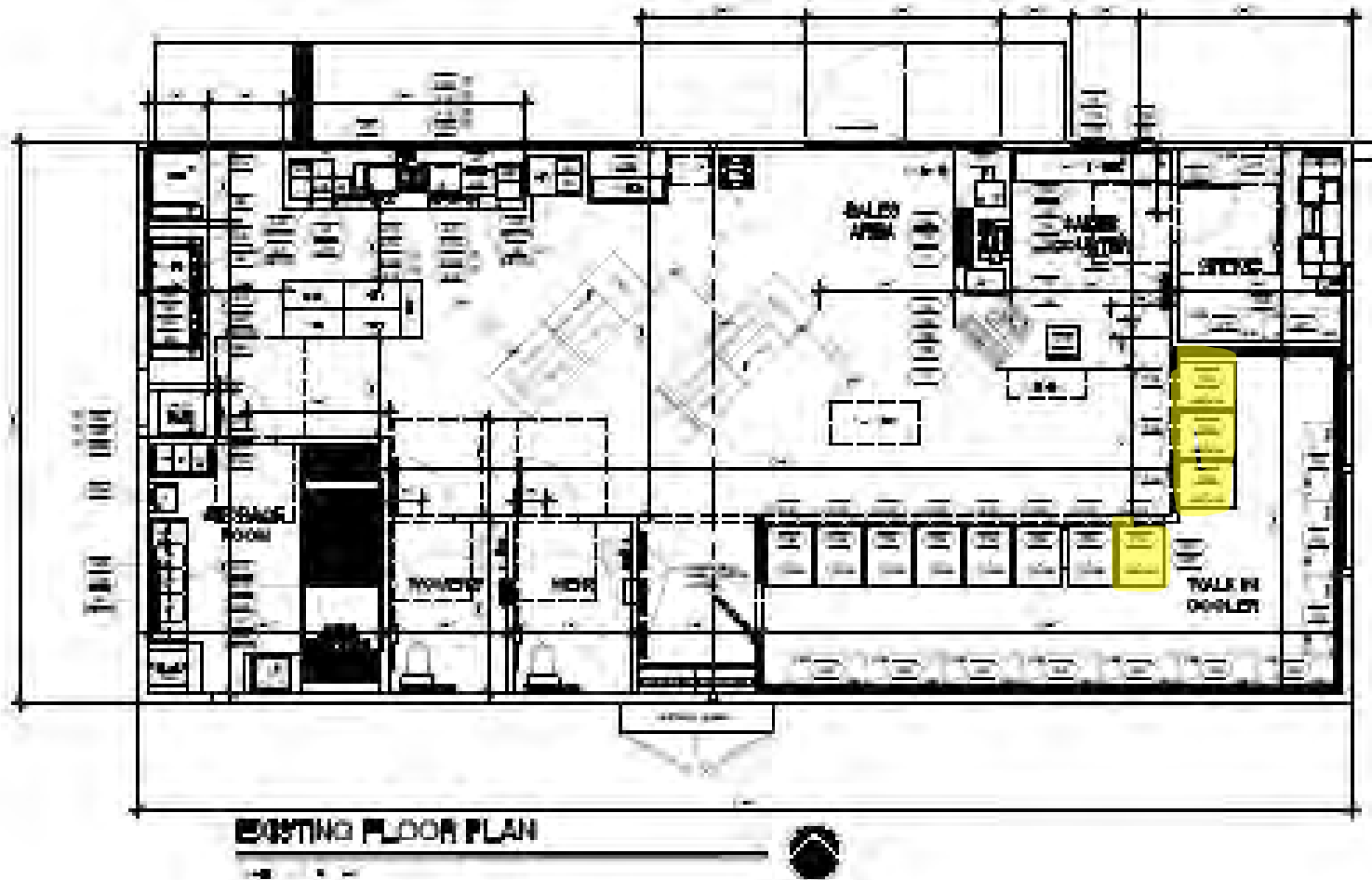
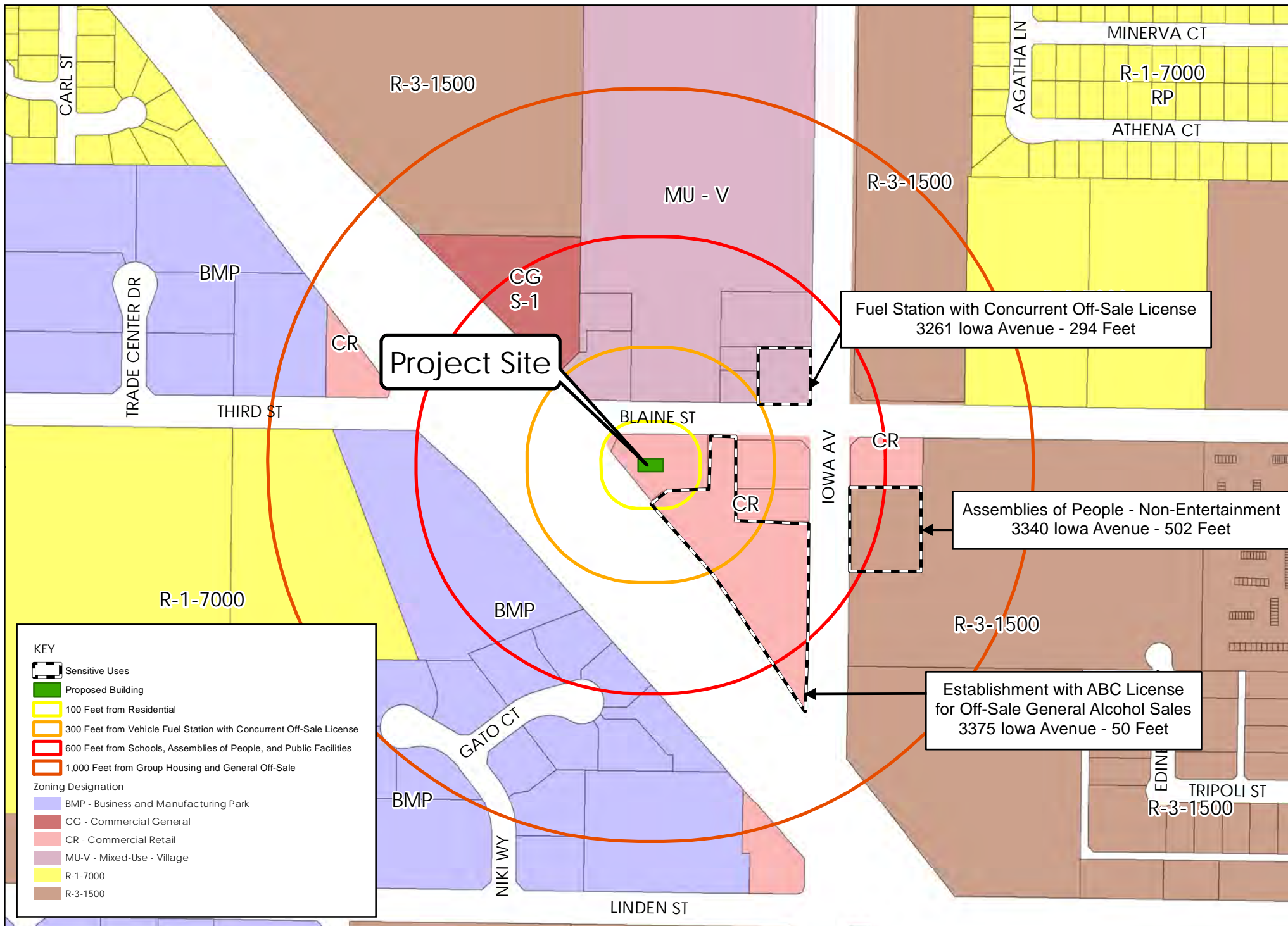


ARCO AM/PM
1340-1360 Blaine Street
Riverside CA



4 cooler doors each 36" wide are proposed for the display of beer and wine

48 SF (2% of the 1,775 SF floor area of the convenience store) is proposed for the display of refrigerated beer/wine





Alicen Wong, Esquire
32690 Watkins Circle
Murrieta, CA 92562
AlicenDianeWong@gmail.com
(909) 215-8112

July 2, 2019

VIA EMAIL DELIVERY

Planning Commissioners
City of Riverside
3900 Main Street
Riverside, CA 92522
CAssadzadeh@riversideca.gov

Re: PCORN Request for 1340-1360 Blaine Street, Riverside CA

Dear City Planning Commissioners:

I represent Gurkirpa Properties, Inc, the owner of the above-referenced Arco AM/PM gas station. Gurkirpa applied to the City for a Conditional Use Permit and to the Department of Alcoholic Beverage Control (the "ABC") for a Type 20 license to sell beer and wine at the Arco. The ABC advised that because the Arco is located in an overconcentrated census tract, a Finding of Public Convenience or Necessity ("PCORN") is required. This letter serves as a request for a PCORN finding and provides facts and information in support of that request.

Expansion at the Arco: Gurkirpa recently opened an additional gas island at the Arco including 10 new gas dispensers (20 pumps) and a new car wash facility. Other than at the Arco, no other business in the surrounding area offers a car wash.

Overconcentration of Licenses: The Arco is located in census tract 422.09 (the "Census Tract"). See map and ABC list of active alcohol licenses in the Census Tract, attached as Exhibit A. The Census Tract contains 4 businesses licensed to sell beer and wine for off-site consumption (type 20 license), 5 businesses licensed to sell liquor for off-site consumption (type 21 license) and 1 restaurant licensed to sell beer and wine for on-sale consumption. The population of the census tract will support 6 licenses but there are currently 10 businesses already selling alcohol in the census tract.

Gurkirpa is well qualified to sell beer and wine responsibly at the Arco site, as shown by the information below:

Gurkirpa has a 17-year track record of responsible beer and wine sales: Gurkirpa owns and operates 8 gas stations licensed for beer and wine sales, located in: Fontana, Barstow, Jurupa Valley, Yermo,

and four stations in Tucson Arizona. **During the past 17 years operating these 8 gas station convenience stores, Gurkirpa and its cashiers have never been cited by the ABC or by the Police for selling alcohol in violation of the law.**

Operations Plan: Gurkirpa requires all employees to comply with the Operations Plan. See copy attached as Exhibit "B". Under this plan, all cashiers are required to attend a Responsible Alcohol Sales training course offered by the ABC. The Operations plan also requires employees to walk around the outside of the premises once every thirty minutes between 6 am and 2 am. The patrol is intended to ensure that the ARCO is clean and that the gas pumps and the car wash are functioning correctly. The employees patrolling the site will advise any people standing around that loitering is not permitted at the ARCO.

Unannounced Inspections: Gurkirpa participates in two inspection programs sponsored by ARCO, that are intended to ensure operational excellence and cleanliness, and scored 100 percent and better on each one.

The CORE Mystery Shopper visits the Arco three times per year, focusing on cleanliness and customer service. On March 28th, the Mystery Shopper awarded the ARCO 100% in all categories. The results are attached as Exhibit "C".

ARCO's CORE Operations Inspection aim's at ensuring excellence in operations. On May 20, 2019, the ARCO scored 102 percent on an unannounced inspection focusing on: customer service, the store interior and exterior, and the restrooms. The results of the CORE Operations inspection are attached as Exhibit "D".

Gurkirpa's performance on the inspections above confirms that it is implementing the Operating Plan successfully at the Arco. In addition, the new car wash, by its very existence and operation, is reducing loitering in the area. Furthermore, for 17 years Gurkirpa has been selling beer and wine responsibly at 8 other convenience stores associated with gas stations. Gurkirpa is an example of the type of retail owner the City can trust to sell alcohol responsibly over the long term.

For these reasons, we ask you to please approve the PCORN to permit Gurkirpa to sell beer and wine at the ARCO.

Very truly yours,

Alicen Wong

CC: Candice Assadzadeh
Deep Singh



EXHIBIT "A" pg. 1



California Department of Alcoholic Beverage Control

[Save As CSV](#)

Active Off-Sale Retail Licenses

For the County of RIVERSIDE and the Census Tract of 422.09

Report as of: 08/09/2018

Rows Per Page:

Total Licenses: 10

Page 1 of 1

Click on column header to sort

| | <u>License Number</u> | <u>Status</u> | <u>License Type</u> | <u>Orig. Iss. Date</u> | <u>Expir. Date</u> | <u>Primary Owner</u> | <u>Business Name</u> | <u>Premises Addr.</u> | <u>Geo Code</u> |
|----|------------------------|---------------|---------------------|------------------------|--------------------|---------------------------------|-------------------------|---|-----------------|
| 1 | 236623 | ACTIVE | 21 | 11/13/1989 | 03/31/2019 | STATER BROS MARKETS | STATER BROS MARKET 114 | 2995 IOWA AVE RIVERSIDE, CA 92507 Census Tract: 0422.09 | 3312 |
| 2 | 349968 | ACTIVE | 20 | 03/08/1999 | 02/28/2019 | RIVERSIDE MINI MART INC | RIVERSIDE MINI MART INC | 1855 COLUMBIA AVE RIVERSIDE, CA 92507 Census Tract: 0422.09 | 3312 |
| 3 | 404967 | ACTIVE | 20 | 01/12/2004 | 12/31/2018 | CHING, CLAYTON VINCENT | VINTAGE VAULTS | 1660 CHICAGO AVE, STE N5 RIVERSIDE, CA 92507 Census Tract: 0422.09 | 3312 |
| 4 | 413959 | ACTIVE | 21 | 07/26/2004 | 06/30/2019 | RALPHS GROCERY COMPANY | FOOD 4 LESS 329 | 3900 CHICAGO AVE RIVERSIDE, CA 92507 Census Tract: 0422.09 | 3312 |
| 5 | 483732 | ACTIVE | 21 | 04/12/2010 | 03/31/2019 | LOUIS, HATEM | UNIVERSITY LIQUOR | 1443 UNIVERSITY AVE RIVERSIDE, CA 92507 Census Tract: 0422.09 | 3312 |
| 6 | 533786 | ACTIVE | 85 | 08/21/2013 | 07/31/2018 | REALTY PUBLICATIONS INC | FIRST TUESDAY | 3474 NIKI WY RIVERSIDE, CA 92507-6811 Census Tract: 0422.09 | 3312 |
| 7 | 535026 | ACTIVE | 21 | 09/25/2013 | 08/31/2018 | SINGH BROTHERS ENTERPRISES, INC | CAMPUS LIQUOR | 3375 IOWA AVE, STE A RIVERSIDE, CA 92507 Census Tract: 0422.09 | 3312 |
| 8 | 544903 | ACTIVE | 20 | 09/29/2014 | 04/30/2019 | MERCADO DON JUAN 3, INC | MERCADO DON JUAN | 3375 IOWA AVE, STE O & P RIVERSIDE, CA 92507-3691 Census Tract: 0422.09 | 3312 |
| 9 | 553941 | ACTIVE | 20 | 04/22/2015 | 03/31/2019 | PETRO CONSULTING SERVICES LLC | UCR SHELL | 3261 IOWA AVE RIVERSIDE, CA 92507-2816 Census Tract: 0422.09 | 3312 |
| 10 | 568991 | ACTIVE | 21 | 07/20/2016 | 06/30/2019 | CANYON CREST WINE & SPIRITS INC | CANYON CREST LIQUOR | 1350 MASSACHUSETTS AVE RIVERSIDE, CA 92507 Census Tract: 0422.09 | 3312 |

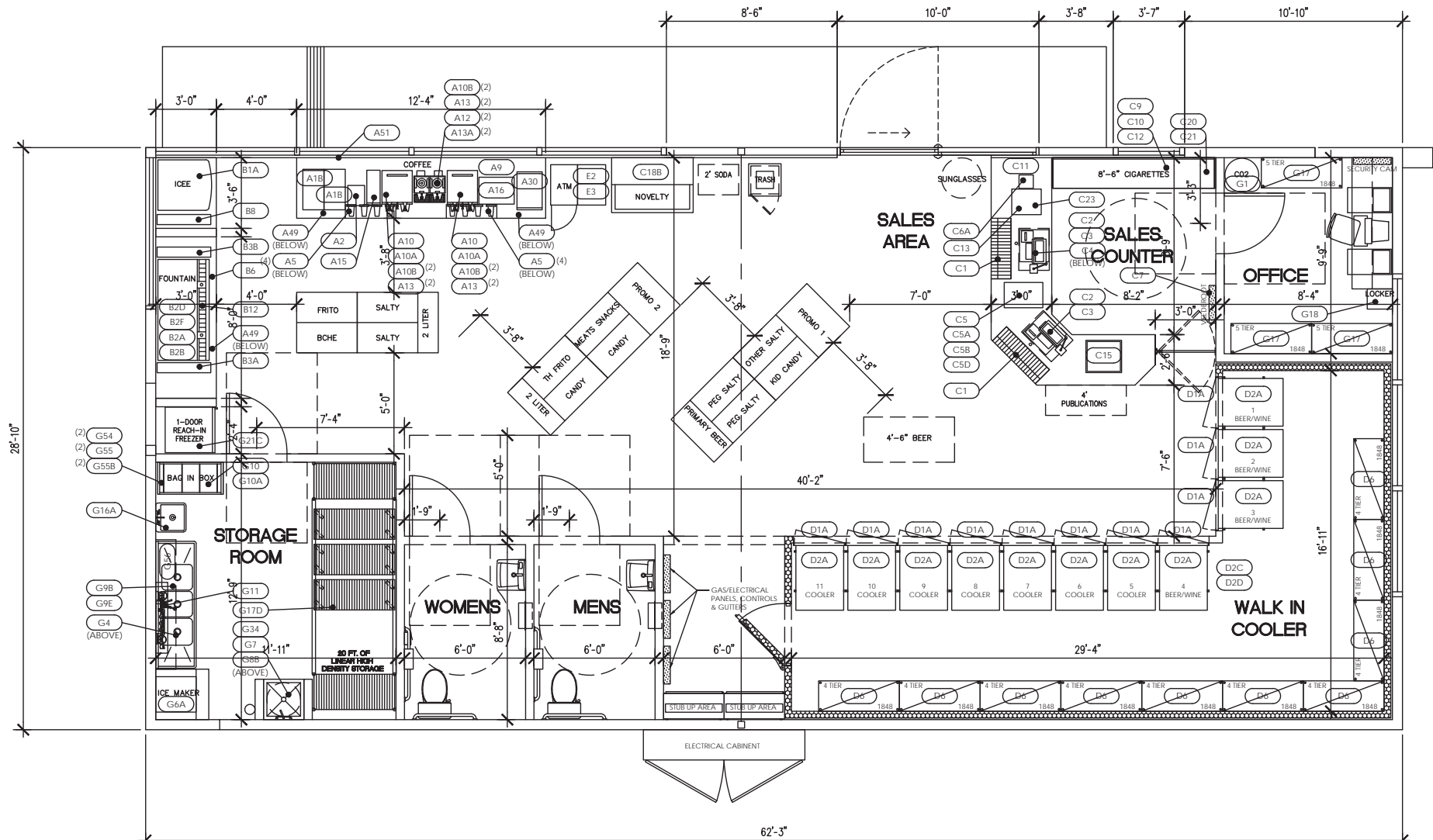
Exhibit "A" pg. 2

P18-0492, P18-0590, P18-0591, P18-0592, P18-0593, Exhibit 9 -
Public Convenience or Necessity Request and Security Plan

Operations Plan: The convenience store at the Arco is 1,775 square feet in size. A site plan and a floor plan are attached. The store contains 11 refrigerator cases, three of which are proposed for the display of beer and wine.

1. Hours of Operation: 24 hours per day
2. No. of Employees working at the store now: 18 employees working in 3 eight-hour shifts
2 employees are present 18 hours per day and
1 employee is present between 2 am – 6 am shift
3. Cash registers: State of the art, less than 2 years old
Will be programed to prompt cashiers to check ID if beer and wine sales are approved
4. Hours for Sale of Beer:
The refrigerator cases will lock and the cash registers will be programmed to stop selling beer and wine at 2 am
5. Security cameras:
32 existing cameras - 16 inside and 16 outside the store
Store Management located offsite watches security camera footage in real time to oversee the operation of the store when not at the premises.
6. Signage:
5 “No Loitering” signs are posted behind the store
7. Alcohol Sales Training Program:
All cashiers will be required to attend an online Licensee Education on Alcohol and Drugs (“LEAD”) program, either instructor led or online, approved by the Department of Alcoholic Beverage Control within 30 days of starting work at the station and once every 2 years during their employment.
Cashiers will also be required to sign the ABC’s Clerk’s Affidavit which summarizes CA alcohol-sales law (see Affidavit, attached)
8. Employee Patrol:
Employees monitor the area around the outside of the store and the car wash to prevent loitering and increase customer’s comfort level. Every 30 minutes (except between 2 am and 6 am) one employee circles the outside of the store to make sure no loitering is occurring. If a person is loitering or resting outside the store, the employee asks the person to please find a more appropriate place to rest and reminds them that no open containers of alcoholic beverages are permitted on the premises.
9. CORE Mystery Shopper Program sponsored by ARCO:
ARCO’s CORE Mystery Shopper program provides store owners the opportunity to monitor employee conduct and the operation of the store through the eyes of a mystery shopper who visits the store unannounced once every four months to rate the store in terms of interior and exterior cleanliness and customer service. On March 28th, the Mystery Shopper conducted a visit to the store. The store received a score of 100% in all categories. The results for the Mystery Shopper visit are attached.

Exhibit "B"



EXISTING FLOOR PLAN

SCALE: 1/4" = 1'-0"



P18-0492, P18-0590, P18-0591, P18-0592, P18-0593, Exhibit 9 - Public Convenience or Necessity Request and Security Plan

Clerk's Affidavit and Sign

TO LICENSEE:

Section 25658.4 requires every person who sells alcoholic beverages in your store to read, understand and sign a Clerk's Affidavit. You may photocopy this form or create your own. If you create your own, its content must match parts 1 through 4 of this form. You must keep the signed Clerks' Affidavits on your licensed premises at all times and make them available for inspection by the Department.

If you have more than one store, you may keep the signed Clerks' Affidavits at a location other than your licensed stores. However, you must notify the Department in advance and in writing. If you decide to keep the signed Clerks' Affidavits at a location

other than your licensed stores, you must maintain at each store a notice of where the signed Clerk's Affidavits are kept. In addition, you must provide any signed Clerk's Affidavit to the Department, upon its written demand, within 10 days.

Section 25658.4 also requires you to post a sign like the one shown on page 31 in your store. You must post it at your entrance, point of sale or any other location visible to your customers and employees. The sign should be at least 8-1/2 x 11 inches.

Failure to comply with the above may result in the suspension or revocation of your ABC license.

PART 1: REVIEW OF LAWS

(Clerk Must Read And Understand These Laws)

B & P CODE 25658. SALES TO MINORS

- a) Except as otherwise provided in subdivision (c), every person who sells, furnishes, gives, or causes to be sold, furnished, or given away, any alcoholic beverage to any person under the age of 21 years is guilty of a misdemeanor.
- b) Any person under the age of 21 years who purchases any alcoholic beverage, or any

person under the age of 21 years who consumes any alcoholic beverage in any on-sale premises, is guilty of a misdemeanor.

- c) Any person who violates subdivision (a) by purchasing any alcoholic beverage for, or furnishing, giving, or giving away any alcoholic beverage to, a person under the age of 21 years, and the person under the age of 21 years thereafter consumes the alcohol and thereby proximately causes great bodily injury or death to himself, herself, or any other person, is guilty of a misdemeanor.

- e) (1) Except as otherwise provided in paragraph (2) or (3), any person who violates this section shall be punished by a fine of two hundred fifty dollars (\$250), no part of which shall be suspended, or the person shall be required to perform not less than 24 hours or more than 32 hours of community service during hours when the person is not employed and is not attending school, or a combination of a fine and community service as determined by the court. A second or subsequent violation of subdivision (b) shall be punished by a fine of not more than five hundred dollars (\$500), or the person shall be required to perform not less than 36 hours or more than 48 hours of community service during hours when the person is not employed and is not attending school, or a combination of a fine and community service as determined by the court. It is the intent of the Legislature that the community service requirements prescribed in this section require service at an alcohol or drug treatment program or facility or at a county coroner's office, if available, in the area where the violation occurred or where the person resides. (2) Except as provided in paragraph (3), any person who violates subdivision (a) by furnishing an alcoholic beverage, or causing an alcoholic beverage to be furnished, to a minor shall be punished by a fine of one thousand dollars (\$1,000), no part of which shall be suspended, and the person shall be required to perform not less than 24 hours of community service during hours when the person is not employed and is not attending school. (3) Any person who violates subdivision (c) shall be punished by imprisonment in a county jail for a minimum term of six months not to exceed one year, by a fine of one thousand dollars (\$1,000), or by both imprisonment and fine.

B & P CODE 25658.5 ATTEMPT TO PURCHASE BY MINOR

- a) Any person under the age of 21 years who attempts to purchase any alcoholic beverage from a licensee, or the licensee's agent or employee, is guilty of an infraction and shall be punished by a fine of not more than two hundred fifty dollars (\$250), or the person shall be required to perform not less than 24 hours or more than 32 hours of community service during hours when the person is not

employed or is not attending school, or a combination of fine and community service as determined by the court. A second or subsequent violation of this section shall be punished by a fine of not more than five hundred dollars (\$500), or the person shall be required to perform not less than 36 hours or more than 48 hours of community service during hours when the person is not employed or is not attending school, or a combination of fine and community service, as the court deems just. It is the intent of the Legislature that the community service requirements prescribed in this section require service at an alcohol or drug treatment program or facility or at a county coroner's office, if available, in the area where the violation occurred or where the person resides.

- b) The penalties imposed by this section do not preclude prosecution or the imposition of penalties under any other provision of law, including, but not limited to, Section 13202.5 of the Vehicle Code.

B & P CODE 25660. DOCUMENTARY EVIDENCE OF AGE AND IDENTITY; PROOF OF RELIANCE AS DEFENSE

- a) Bona fide evidence of majority and identity of the person is any of the following:
 - » 1) A document issued by a federal, state, county, or municipal government, or subdivision or agency thereof, including, but not limited to, a valid motor vehicle operator's license, that contains the name, date of birth, description, and picture of the person.
 - » 2) A valid passport issued by the United States or by a foreign government.
- b) Proof that the defendant-licensee, or his or her employee or agent, demanded, was shown, and acted in reliance upon bona fide evidence in any transaction, employment, use, or permission forbidden by Section 25658, 25663, or 25665 shall be a defense to any criminal prosecution therefor or to any proceedings for the suspension or revocation of any license based thereon.

Note: The person accepting identification must make a reasonable inspection of the identification and act with due diligence to confirm that the

identification presented is that of the person presenting it. The picture and physical description on the identification must match the customer. If the identification is altered or mutilated, it is not acceptable. It must be currently valid, in other words, not expired.

B & P CODE 25631. RETAIL HOURS OF OPERATION

Any on- or off-sale licensee, or agent or employee of that licensee, who sells, gives, or delivers to any persons any alcoholic beverage or any person who knowingly purchases any alcoholic beverage between the hours of 2 o'clock a.m. and 6 o'clock a.m. of the same day, is guilty of a misdemeanor.

For the purposes of this section, on the day that a time change occurs from Pacific standard time to Pacific daylight saving time, or back again to Pacific standard time, "2 o'clock a.m." means two hours after midnight of the day preceding the day such change occurs.

B & P CODE 25632. CONSUMPTION

Any retail licensee, or agent or employee of such licensee, who permits any alcoholic beverage to be consumed by any person on the licensee's licensed premises during any hours in which it is unlawful to sell, give, or deliver any alcoholic beverage for consumption on the premises is guilty of a misdemeanor.

B & P CODE 25633. HOURS FOR DELIVERY

Except as otherwise provided in this section, no person licensed as a manufacturer, winegrower, distilled spirits manufacturer's agent, rectifier, or wholesaler of any alcoholic beverage shall deliver or cause to be delivered any alcoholic beverage to or for any person holding an on-sale or off-sale license on Sunday or except between the hours of 3 a.m. and 8 p.m. of any day other than Sunday. Any alcoholic beverage may be delivered at the platform of the manufacturing, producing, or distributing plant at any time. Nothing contained in this section prohibits the transportation or the carriage and delivery in transit at any time of any alcoholic beverage between the premises of a manufacturer, winegrower, wholesaler, distiller, importer, or any of them. Every person violating the provisions of this section is guilty of a misdemeanor.

Note: Some stores must stop selling alcoholic beverages earlier than 2:00 a.m. because of local laws or special conditions (restrictions) on the ABC license.

B & P CODE 25602. OBVIOUSLY INTOXICATED PERSON

- a) Every person who sells, furnishes, gives, or causes to be sold, furnished, or given away, any alcoholic beverage to any habitual or common drunkard or to any obviously intoxicated person is guilty of a misdemeanor.
- b) No person who sells, furnishes, gives, or causes to be sold, furnished, or given away, any alcoholic beverage pursuant to subdivision (a) of this section shall be civilly liable to any injured person or the estate of such person for injuries inflicted on that person as a result of intoxication by the consumer of such alcoholic beverage.

Note: It is illegal to sell alcohol to a person who is displaying obvious symptoms of intoxication.

B & P CODE 25602.1. CIVIL LIABILITY

Notwithstanding subdivision (b) of Section 25602, a cause of action may be brought by or on behalf of any person who has suffered injury or death against any person licensed, or required to be licensed, pursuant to Section 23300, or any person authorized by the federal government to sell alcoholic beverages on a military base or other federal enclave, who sells, furnishes, gives or causes to be sold, furnished or given away any alcoholic beverage, and any other person who sells, or causes to be sold, any alcoholic beverage, to any obviously intoxicated minor where the furnishing, sale or giving of that beverage to the minor is the proximate cause of the personal injury or death sustained by that person.

B & P CODE 23393 & 23394. OFF-SALE PRIVILEGES

B & P Code 23393. A retail package off-sale beer and wine license authorizes the sale, to consumers only and not for resale, of beer in containers, and wine in packages and in quantities of 52 gallons or less per sale, for consumption off the premises where sold.

B & P Code 23394. An off-sale general license includes the privileges specified in Section 23393

and authorizes the sale, to consumers only and not for resale, except to holders of daily on-sale general licenses issued pursuant to Section 24045.1, of distilled spirits for consumption off the premises where sold. Standards of fill for distilled spirits authorized for sale pursuant to this section shall conform in all respects to the standards established pursuant to regulations issued under the Federal Alcohol Administration Act (27 U.S.C. Secs. 201 et seq.) and any amendments thereto.

Note: Alcoholic beverages may only be sold in sealed, unopened bottles, packages or containers. No person may drink alcoholic beverages in a store or in adjacent parking lots or other areas under the control of the store.

B & P CODE 25659.5. BEER KEG REGISTRATION

- a) Retail licensees selling keg beer for consumption off licensed premises shall place an identification tag on all kegs of beer at the time of sale and shall require the signing of a receipt for the keg of beer by the purchaser in order to allow kegs to be traced if the contents are used in violation of this article. The keg identification shall be in the form of a numbered label prescribed and supplied by the department that identifies the seller. The receipt shall be on a form prescribed and supplied by the department and shall include the name and address of the purchaser and the purchaser's driver's license number or equivalent form of identification number. A retailer shall not return any deposit upon the return of any keg that does not have the identification label required pursuant to subdivision (a).
- b) Any licensee selling keg beer for off premise consumption who fails to require the signing of a receipt at the time of sale and fails to place a numbered identification label on the keg shall be subject to disciplinary action pursuant to this division. The licensee shall retain a copy of the receipt, which shall be retained on the licensed premise for a period of six months. The receipt records shall be available for inspection and copying by the Department or other authorized law enforcement agency.
- c) Possession of a keg containing beer with knowledge that the keg is not identified as required by subdivision (a) is a misdemeanor.
- d) Any purchaser of keg beer who knowingly

provides false information as required by subdivision (a) is guilty of a misdemeanor.

- e) The identification label required pursuant to subdivision (a) shall be constructed of material and made attachable in such a manner as to make the label easily removable for the purpose of cleaning and reusing the keg by a beer manufacturer.
- f) The Department is authorized to charge a fee not to exceed the actual cost of supplying receipt forms and identification labels required pursuant to subdivision (a). Fees collected pursuant to this subdivision shall be deposited in the Alcohol Beverage Control Fund.
- g) As used in this section, "keg" means any brewery-sealed, individual container of beer having a liquid capacity of six gallons or more.

Note: Keg receipts must be fully completed at the time of sale and be maintained in the store with accurate, corresponding identification labels.

PART 2: CLERK'S PRIOR VIOLATIONS

(Clerk Must Check One)

- ☐ I have never been convicted of violating any law in the Alcoholic Beverage Control Act (such as selling an alcoholic beverage to an underage or obviously intoxicated person).
- ☐ I have been convicted of violating a law (or laws) in the California Alcoholic Beverage Control Act (such as selling an alcoholic beverage to an underage or obviously intoxicated person). [If you checked this box, please explain in full what happened. Use the space below or a separate sheet of paper, if necessary]

PART 3: DECLARATION UNDER PENALTY OF PERJURY

(Clerk Must Complete This Section)

I have read and understand this affidavit. I swear that all statements I have made in this affidavit are true. I swear that I signed this affidavit, on the date stated, under "penalty of perjury." I understand that if I did not tell the truth in this affidavit, I may be found guilty of perjury.

Signature of Clerk Date

Name of Clerk (Printed)

Home Address City State / Zip

Home Telephone Work Telephone

PART 4: ACKNOWLEDGMENT OF LICENSEE

(Licensee Must Complete This Section)

I have reviewed the attached Clerk's Affidavit with the person who signed it. I will keep a signed copy of the Clerk's Affidavit at (address):

- ☐ I understand if I do not have a signed Clerk's Affidavit for every person who sells alcoholic beverages in my store, the ABC may discipline my license.

Signature of Licensee (Or Licensee's Agent) Date ABC License Number

PART 5: NOTICE TO LICENSEE

(Licensee Must Read This Section, Then Post Sign In Store)

Pursuant to Section 25658.4 of the Business and Professions Code, you must post a sign in your store that warns customers about certain laws and penalties relating to the sale of alcoholic beverages to, or the purchase of alcoholic beverages by, any person under the age of 21 years. The sign must be placed at an entrance or at a point of sale in your store, or in any other location in your store that is visible to your customers and employees. A sample sign that complies with Section 25658.4(b) and (c) is shown on the following page.

NOTICE TO CUSTOMERS

Pursuant to Section 25658.4 Business and Professions Code

This store will not sell alcoholic beverages in violation of the California Alcoholic Beverage Control Act.

We will refuse to sell an alcoholic beverage to any customer if we reasonably suspect that: (1) The customer is under the age of 21 years; (2) The customer looks or acts intoxicated; (3) The request to buy an alcoholic beverage is made between the hours of 2:00 a.m. and 6:00 a.m. on any day or in violation of legally required shorter hours of sale; (4) The customer intends to drink the alcoholic beverage in this store or on adjacent property immediately outside this store; or (5) Any other violation of the California Alcoholic Beverage Control Act will occur as a result of the sale.

FINES AND PENALTIES

for the Sale or Furnishing of Alcoholic Beverages to, or the Purchase of Alcoholic Beverages by, Persons Under Age 21

For the Person Under Age 21 Who Tries to Purchase Alcohol

Up to \$100 fine and/or 24-32 hours of community service; second offense, up to a \$250 fine and/or 36-48 hours of community service (and a one-year suspension or delay of the person's driver's license).

For the Person Under Age 21 Who Purchases Alcohol

A \$250 fine and/or 24-32 hours of community service; second offense, up to a \$500 fine and/or 36-48 hours of community service (and a one-year suspension or delay of the purchaser's driver's license).

For the Person Who Furnishes Alcohol or Causes Alcohol to be Furnished to a Person Under Age 21

A \$1,000 fine and at least 24 hours of community service (and a one-year suspension or delay of the furnisher's driver's license if the furnisher is under age 21). If great bodily injury or death occurs, the penalty is 6-12 months county jail and/or a \$1,000 fine.

For the Person Who Sells Alcohol to a Person Under Age 21

A \$250 fine and/or 24-32 hours of community service; second offense, up to a \$500 fine and/or 36-48 hours of community service (and a one-year suspension or delay of the seller's driver's license if the seller is under age 21).

***In addition, the Department of Alcoholic Beverage Control (ABC)
will file charges to suspend or revoke this store's license to sell alcoholic beverages.***

--The Management

ABC-299 (01/11)

CORE Mystery Shop

Consumer and Operations Retail Excellence



Shop Date: 03/28/2019

Store: 42888

1360 WEST BLAINE STREET
Riverside CA 92507

Start Time: 09:49 AM

End Time: 10:09 AM

Weather Condition: Cloudy

Item Purchased: Hot Dog

Purchase Amount: \$1.08

SHOP SCORE: 81 / 81 = 100.00%

CORE CONTRIBUTION: 20.00%

Contributes 20% to the quarterly CORE score

EXTERIOR OBSERVATIONS

100.0% (18 of 18)

- | | | |
|----|---|-----|
| Q1 | Were the pumps closest to you clean and properly maintained? (Choose all that apply) | 4/4 |
| | <i>Yes The pumps closest to me were clean and properly maintained.</i> | |
| Q2 | Were the garbage containers at the pump island properly maintained? (Choose all that apply) | 5/5 |
| | <i>Yes The garbage containers were properly maintained.</i> | |
| Q3 | Were the window washing supplies at the pump island properly stocked? (Choose all that apply) | 5/5 |
| | <i>Yes The window washing supplies were properly stocked.</i> | |
| Q4 | Did the parking lot, landscape areas and storefront appear clean and properly maintained? (Choose all that apply) | 4/4 |
| | <i>Yes The exterior of the store entrance I used parking lot and landscape areas was clean and properly maintained.</i> | |

INTERIOR OBSERVATIONS

100.0% (28 of 28)

- | | | |
|----|---|-----|
| Q1 | Windows and entrance doors clean and properly maintained? (Choose all that apply) | 4/4 |
| | <i>Yes The windows and entrance doors were clean and free of graffiti & excessive fingerprints.</i> | |
| Q2 | Store interior clean and accessible? (Choose all that apply) | 3/3 |
| | <i>Yes The store was clean and accessible.</i> | |
| Q3 | Was the public restroom available? | 5/5 |
| | <i>Yes The public restroom was available.</i> | |
| Q4 | Was the public restroom clean? (Choose all that apply) | 5/5 |
| | <i>Yes The public restroom was clean.</i> | |
| Q4 | Photo: | |

20190328_095544.jpg



Q5 Was the public restroom properly stocked with supplies? (Choose all that apply)

5/5

Yes The public restroom was properly stocked with supplies.

CUSTOMER SERVICE

100.00% (35 of 35)

Q1 How many people are in line?

0

Q2 How much time elapsed from when you entered the line to pay for your purchase and when you were greeted by the cashier? (Enter the exact time in seconds)

0

Q3 Did the cashier provide a proper greeting? (Choose all that apply)

10/10

Yes The cashier provided a proper greeting.

Q4 Was the cashier performing any secondary tasks during the transaction?

5/5

No The cashier was not performing any secondary tasks and processed my transaction quickly.

Q5 Was the cashier wearing a company branded uniform?

5/5

Yes The cashier was wearing a company branded uniform.

Q6 Was the cashier wearing a company branded nametag?

5/5

Yes The cashier was wearing a company branded nametag.

Q7 Did the cashier provide a proper parting remark? (Choose all that apply)

10/10

Yes The cashier provided a proper parting remark.

ADDITIONAL VISIT INFORMATION

Cashier Information

Cashier Name:

Jaggi

Name Tag:

Yes

Gender:

Male

Age Group:

35 to 45

Approx Height:

5' 8" to 5' 11"

Hair Color:

Brown/Black


In Store Receipt:

 20190328_100118.jpg



Explain "No Receipt"

Building Exterior Photo:

 20190328_100024.jpg



CORE Operations Inspection

Consumer and Operations Retail Excellence



Date: 05/20/2019

Start Time: 11:22 AM

End Time: 11:40 AM

42888

1360 WEST BLAINE STREET
Riverside CA 92507

OPERATIONS INSPECTION: 102.40% (128 / 125)

Luminate Score:
(if applicable) **100.00% (56 / 56)**

CORE CONTRIBUTION: 81.92%

Contributes 80% to the quarterly CORE score

OVERALL:

Building Exterior Photo:

IMG_1411 (1).JPG



Canopy/Forecourt Photo:

IMG_1412 (3).JPG



SECTION 1 - CUSTOMER SERVICE:

100.0% (6 of 6)

| | | |
|----|--|---------|
| Q1 | All employees on duty working at the premises are wearing official ARCO polo or branded building logoed uniform and pants meet specifications. | Yes |
| Q2 | All employees on duty working at the premises are wearing official ARCO name tags. | Yes |
| Q3 | ARCO 1-800 customer satisfaction decal is in good condition and posted at building entrance. | Yes |
| Q4 | Each Paypoint must display PayPoint 35 cents fee decal. | Yes 3/3 |
| Q5 | ARCO Fleet Card application current, is clearly visible and available in the building. | Yes |

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|----|---|-----|-----|
| Q6 | ARCO PumpPass Gift Cards are available in the building. | Yes | 3/3 |
|----|---|-----|-----|

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|------------------------------|------------------------|
| SECTION 2 - INTERIOR: | 100.0% (9 of 9) |
|------------------------------|------------------------|

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|----|---|-----|-----|
| Q1 | All floor mats (if present) are clean and in good condition. | Yes | |
| Q2 | Interior floors are cleaned. | Yes | |
| Q3 | All interior lights are operable and lenses are clean (ceiling). | Yes | |
| Q4 | Ceiling frames, tiles, heat and AC vents are clean and in good condition. | Yes | 2/2 |
| Q5 | Building is free of banned products. Prohibited items are not sold at the premises. | Yes | |
| Q6 | Video surveillance system in use. All systems must be in good working order. | Yes | |
| Q7 | Is the Assignment Board posted and completed for the current date? | Yes | 4/4 |
| Q8 | Site Walkthrough Checklist is in use. | Yes | 3/3 |

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| SECTION 3 - RESTROOMS: | 100.0% (12 of 12) |
|-------------------------------|--------------------------|

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|----|--|-----|-----|
| Q1 | Restrooms identified and available to public. | Yes | |
| Q2 | Restrooms are in working order, including plumbing mechanisms. All public restrooms are wheelchair accessible. | Yes | |
| Q3 | No merchandise or equipment is stored in the public restroom. | Yes | 3/3 |
| Q4 | Adequate supplies are available in restroom. | Yes | 3/3 |
| Q5 | Hand washing decal is present and legible in restroom(s). | Yes | |
| Q6 | Restroom lights are in good condition and operable. | Yes | 3/3 |
| Q7 | No graffiti in restroom. | | 3/3 |
| | <i>There is no graffiti in the restroom</i> | | |
| Q8 | Restroom(s) is clean. | Yes | |

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| SECTION 4 - EXTERIOR: | 103.1% (101 of 98) |
|------------------------------|---------------------------|


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|-----|--|-----|-----|
| Q1 | MID Sign is clean and in good condition. | Yes | |
| Q2 | MID prices are clearly identified, in good condition and match prices posted at dispenser. | Yes | |
| Q3 | MID is free of temporary or permanent signs or decals and is clearly visible. | Yes | 3/3 |
| Q4 | Trash enclosure gates closed at all times. Dumpster lids closed if dumpster is visible to customer. No trash outside of dumpster visible to customers. | Yes | 5/5 |
| Q5 | Forecourt and exterior customer areas (driveway/perimeter and parking areas) are clean per standards. | Yes | |
| Q6 | Landscaping are neatly maintained and free of excessive weeds. | Yes | 3/3 |
| Q7 | Landscaping is free of trash and debris. | Yes | |
| Q8 | Air/Water/Vacuum units and bumper posts are clean, in good condition, and appear operable. | Yes | 5/5 |
| Q9 | No unauthorized solicitors, junk cars, cars for sale, and lot free of obstruction to customer and fuel delivery traffic. | Yes | |
| Q10 | Trash Can/ashtray containers at facility entrance are clean, lined and in good condition. | Yes | 3/3 |
| Q11 | Building, building fascia, sidewalks, and graphics are clean and in good condition. Sidewalks are unobstructed by stored items. | Yes | |
| Q12 | Building, building fascia, sidewalks, and graphics lights are operable. | Yes | 3/3 |
| Q13 | Building, building fascia, windows, ledges, exterior fixtures and graphics are free of graffiti including engraved graffiti. | Yes | 6/6 |
| Q14 | Building window glass is clean, free of smears, fingerprints and old tape. | Yes | 3/3 |
| Q15 | Exterior window ledges and frames are clean and free of dirt build-up and cigarette residue. | Yes | 3/3 |
| Q16 | Front of doors are free of dirt build-up, smears and fingerprints. | Yes | 3/3 |
| Q17 | ADA Accessibility Decal must be present on the front window. | Yes | 5/5 |

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| Q18 | Canopy and canopy columns are clean. | Yes | |
| Q19 | Canopy and canopy columns are in good condition. | Yes | 5/5 |
| Q20 | Canopy and canopy columns are neatly painted. | Yes | 3/3 |
| Q21 | Curbs, bumper poles and bollards are clean. | Yes | |
| Q22 | Curbs, bumper poles and bollards are in good condition. | Yes | 3/3 |
| Q23 | Curbs, bumper poles, and bollards are neatly painted. | Yes | 3/3 |
| Q24 | Canopy fascia and graphics are clean and in good condition, with operable lights. | Yes | 5/5 |
| Q25 | "Top Tier" decal present and placed according to ARCO brand standards. | No | 0/3 |

Q25 Comment:

PUMP 9 DOES NOT HAVE THE TOP TIER DECAL PRESENT

Q25 Photo:

 IMG_1415 (1).JPG




| | | | |
|-----|---|-----|-----|
| Q26 | Current ARCO bumper post POP present, placed according to ARCO brand standards and in good condition. If applicable, bumper post POP can be a 50/50 split between ARCO fuels and a bona fide adjoining retail premise. | Yes | |
| Q27 | Current ARCO pump approach POP present, placed according to ARCO brand standards and in good condition. | Yes | |
| Q28 | Current ARCO pump topper POP is present on every pump, placed according to ARCO brand standards and in good condition. If applicable, pump topper POP can be a 50/50 split between ARCO fuels and a bona fide adjoining retail premise. | Yes | |
| Q29 | Trash containers at pump islands are clean and in good condition with liners. | Yes | 3/3 |
| Q30 | Windshield washing supplies must be available at each pump island. | Yes | 3/3 |
| Q31 | Gas/oil spills are properly cleaned and no old absorbent is visible. | NA | |
| Q32 | ARCO dispenser skins are in good condition. | Yes | |
| Q33 | Pumps are numbered with legible numbers on pump overhead. | Yes | |
| Q34 | All lighted valances are clean and in good condition. | Yes | |
| Q35 | All pumps, dispenser card readers, canopy and surrounding forecourt fixtures are free of graffiti, including engraved graffiti. | No | 0/6 |

Q35 Comment:

PUMPS HAVE ETCHED GRAFFITI

Q35 Photo:

 IMG_1413 (3).JPG



P18-0492, P18-0590, P18-0591, P18-0592, P18-0593, Exhibit 9 -
Q36 All approved and required pump decals are legible at pump island.
 Public Convenience or Necessity Request and Security Plan
 New Image Marketing

| | | | |
|------------|--|------|-----|
| Q37 | All fuel products are available. | Yes | |
| Q38 | All pumps are clean. | Yes | 5/5 |
| Q39 | All pumps are in good condition. | Yes | 5/5 |
| Q40 | All dispensers are operable. | Yes | |
| Q41 | Dispensers have flow rates of 7-10 GPM. | Yes | 5/5 |
| Q41 | Enter total time (In Seconds) observed at the dispenser (1 Gallon Observation) | 8.49 | |
| Q41 | Enter Dispenser Number: | 15 | |
| Q42 | Brochure canister must be placed on both sides of each dispenser. | Yes | |
| Q42 | Number of missing canisters | 0 | |
| Q42 | Number of empty canisters | 0 | |
| Q43 | Dispenser card readers are operational, clean and in good condition. | Yes | +12 |
| Q44 | Printed receipts are available at all dispenser card readers. | Yes | |
| Q45 | Payment Acceptance decal listing the .35 cents fee decal displayed at all payment points (dispenser card readers). | Yes | |
| Q46 | Approved hand sanitizer dispenser available, in good condition, clean and stocked on each pump island. | Yes | |
| Q47 | Neat and professional Out-of-Order sign in place if dispenser card reader or pump is out of order. Decommissioned PIC's do not have "out of order" signs of any type. | NA | |
| Q48 | Lot lights, lenses and light poles are clean, in good condition. | Yes | |

NOTE: This section is used to calculate the Luminate score only and the points in this section are not included in the total CORE operations inspection score.

| | | | |
|------------|---|-----|-----|
| Q1 | <i>MID Sign is clean and in good condition.</i> | Yes | 5/5 |
| Q3 | <i>MID is free of temporary signs and is clearly visible.</i> | Yes | 3/3 |
| Q18 | <i>Canopy and canopy columns are clean.</i> | Yes | 3/3 |
| Q19 | <i>Canopy and canopy columns are in good condition.</i> | Yes | 5/5 |
| Q20 | <i>Canopy and canopy columns are neatly painted.</i> | Yes | 3/3 |
| Q21 | <i>Curbs, bumper poles, and bollards are clean.</i> | Yes | 3/3 |
| Q22 | <i>Curbs, bumper poles, and bollards are in good condition.</i> | Yes | 3/3 |
| Q23 | <i>Curbs, bumper poles, and bollards are neatly painted.</i> | Yes | 3/3 |
| Q24 | <i>Canopy fascia and graphics are clean and in good condition, with operable lights.</i> | Yes | 5/5 |
| Q29 | <i>Trash containers at pump islands are clean and in good condition with liners.</i> | Yes | 3/3 |
| Q30 | <i>Windshield washing supplies must be available at each pump island.</i> | Yes | 3/3 |
| Q32 | <i>ARCO dispenser skins are in good condition.</i> | Yes | 5/5 |
| Q33 | <i>Pumps are numbered with legible numbers on pump overhead.</i> | Yes | 3/3 |
| Q34 | <i>All lighted valences are clean and in good condition.</i> | Yes | 4/4 |
| Q39 | <i>All pumps are in good condition.</i> | Yes | 5/5 |