



Planning and Building Agency  
Planning Division  
20 Civic Center Plaza  
P.O. Box 1988 (M-20)  
Santa Ana, CA 92702  
(714) 647-5804  
[www.santa-ana.org](http://www.santa-ana.org)

## ENTERTAINMENT PERMIT APPLICATION AND INFORMATION PACKET

### Permit Requirements

The City Manager, or designee, shall issue an entertainment permit to an applicant who submits a completed entertainment permit application and has fulfilled all conditions of approval found in the Santa Ana Municipal Code. No permit shall be issued if the applicant or any person interested in or having any control of any part of the management of the entertainment has been convicted of a felony. Any such conviction will justify the revocation of any existing permit.

### Application Process

1. Visit the Planning Counter for information. Entertainment Permit application, handouts, and security plan information are available at the Planning Counter or online at: <http://santa-ana.org/departments/planning-division/>. Please note: Category 1 entertainment applicants do not require application materials but are required to contact the Planning Division to have their venue logged in for recordkeeping purposes only.
2. All Applicants: Submit all materials, including the application, plans, security plan, and other materials, to the Planning Counter for processing to receive an Entertainment Permit number.
3. Category 2 applicants only: Proceed from the Planning Counter to the Police Department for review of application, plans, security plan, and other materials.
4. Category 3 and 4 applicants only: Proceed from the Planning Counter to the Permits & Plan Check Counter for preliminary review by the Building Division and Orange County Fire Authority (OCFA).
  - a. If the preliminary review by the Building Division and OCFA indicates that no additional review or permits are required, proceed to the Police Department for review of application, plans, security plan, and other materials.
  - b. If the preliminary review by the Building Division and OCFA indicates that additional plan check and/or permits are required, submit plans for plan check. Once all review is complete and required permits have been issued, proceed to the Police Department for review of application, plans, security plan, and other materials.
5. All Applicants: Once the Police Department completes its review, return to the Planning Counter for final processing. All applications are forwarded to the City Manager's Office for final review.
6. After the City Manager's Office makes its final determination, the Planning Division will contact the applicant. If approved, the Entertainment Permit takes effect immediately.

## **Plan Requirements for All Applications**

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### **Site Plan Minimum Requirements**

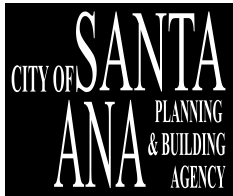
- Show all buildings, parking areas, landscaping, etc. on plans.
- Label all abutting uses, streets and alleyways, within 150 feet of the site.
- North Arrow and Plan Scale (not to be smaller than one inch = 40 feet for site plans).
- A Legend of Project Data including: Project address; Assessor's Parcel Number; Name, address, and telephone number of applicant and property owner; Current zoning; Total lot size in square footage and acres; Proposed use and floor area of each building on site; and Total number of existing and proposed parking spaces.
- Include and correctly dimension all property lines.
- Include and dimension all existing and proposed landscaping and building setbacks.
- Depict and fully dimension all landscape areas, loading zones, drop-off areas, trash enclosures, and the location of all existing and proposed utility meters and services including transformers.
- Depict and label all existing and proposed on-site outdoor vending machines, telephones, seating areas, and lighting.
- Depict the height, location, and construction type of all existing and proposed fences or walls.
- Fully dimension the proposed parking lot, drive aisles, and parking stalls.
- Show and fully dimension any drive-through lane and appurtenant menu board(s) and speaker(s).

### **Floor Plan Minimum Requirements**

- Plan Scale (not to be smaller than 1/8th inch = one foot for floor plans).
- Provide a detailed and dimensioned floor plan of the establishment depicting all entertainment configurations, dance floors, stage areas, and square footages, as well as any pool tables, video games, or other devices, if applicable. If multiple configurations are proposed for different events, times, dates, etc., submit a floor plan for each configuration.

### **Police Department Security Plan Minimum Requirements**

- The Police Department requires submittal, review, and approval of a Security Plan. Requirements for the Security Plan vary depending on the category of entertainment proposed. For further detail, please consult the information in the Operational Standards section of this handout, Chapter 11 of the Santa Ana Municipal Code, or the Police Department.
- One legible, detailed copy of a primary form of photo identification.



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**APPLICATION FOR ENTERTAINMENT PERMIT**

**APPLICANT & BUSINESS INFORMATION**

Applicant's Name: \_\_\_\_\_  
 Applicant's Home Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Venue/Business Name: \_\_\_\_\_  
 Venue/Business Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Applicant's Phone No.: \_\_\_\_\_ Venue/Business Phone No.: \_\_\_\_\_  
 Emergency/Best Contact Person: \_\_\_\_\_ Phone No.: \_\_\_\_\_

**OPERATIONAL INFORMATION**

Present Use of Property: \_\_\_\_\_ Zone: \_\_\_\_\_  
 Please describe the day(s) and time(s) you are proposing entertainment activities (dancing, live music, etc.) and any additional information: \_\_\_\_\_  
 \_\_\_\_\_

**DESIRED ENTERTAINMENT CATEGORY**

- Category 1* (no amplified music, no dancing, no after-hours operations)—no permit required.
- Category 2* (amplified music, no dancing, no after-hours operations)—See SAMC § 11-7 (b)
- Category 3* (amplified music, dancing, no after-hours operations)—See SAMC § 11-7 (c)
- Category 4* (amplified music, dancing, and after-hours operations)—See SAMC § 11-7 (d)

**UNDERSTANDING AND AFFIDAVIT**

I understand and agree that my application can be processed for final approvals only when the following steps are completed:

1. I/we, the applicant(s), am/are the licensee(s) of record, sole party/parties, either directly or indirectly interested in the entertainment for which this permit is sought and no other person is, or will be, in any manner interested, directly or indirectly, during the continuance of the permit;
2. I/we have received approval from the property owner of the venue proposing entertainment;
3. I/we have read and also understand the definitions and standard conditions associated with the Entertainment Permit and understand that the sale/service of alcohol and after-hours operations may be subject to the approval of a conditional use permit (CUP), which is separate from this application, and that any adult entertainment is subject to separate regulations;
4. I/we will comply with applicable building and fire codes and occupancy limitations of the building and site in which various forms of entertainment are proposed;
5. My plans and application are subject to review by City agencies.

I CERTIFY under penalty of perjury that the foregoing statements and answers herein contained and any other information herewith submitted as part of this application are in all respects true and correct to the best of my knowledge and belief.

Applicant's Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Title: \_\_\_\_\_ Date: \_\_\_\_\_  
 Property Owner's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**NOTE:** An agent may sign for the property owner if a notarized power of attorney is filed with this application. No permit will be issued if the use is not legally occupying the premises.

**ENTERTAINMENT PERMIT NO.:** \_\_\_\_\_

**SUBMITTAL CHECKLIST**

- Site Plan (2 copies, see minimum required details in this packet)
- Floor Plan (2 copies, see minimum required details in this packet)
- Supplemental Questionnaire
- Police Department Security Plan (2 copies)
- Copy of Primary Form of Photo Identification, Detailed and Legible (1 copy)
- Required Fees

**CITY APPROVALS**

Planner Name: \_\_\_\_\_ Date: \_\_\_\_\_

Approved C. of O.?  Yes  No | Fee Required?  Yes (Amount Collected: \_\_\_\_\_)  No

Comments: \_\_\_\_\_

**ENTERTAINMENT PERMIT APPROVED?**  Yes (Category: \_\_\_\_\_)  No

**STAFF NAME:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_

Police Department: \_\_\_\_\_

Name

Phone No.

Conditions/Comments: \_\_\_\_\_

POLICE STAMP REQUIRED

**APPROVE**  **DENY** Date: \_\_\_\_\_ Signature: \_\_\_\_\_

**CATEGORY 3 & 4 PERMITS ONLY**

Orange County Fire Authority: \_\_\_\_\_

Name

Phone No.

Conditions/Comments: \_\_\_\_\_

**APPROVE**  **DENY** Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Building Division: \_\_\_\_\_

Name

Phone No.

Conditions/Comments: \_\_\_\_\_

**APPROVE**  **DENY** Date: \_\_\_\_\_ Signature: \_\_\_\_\_



Planning & Building Agency  
 Building Safety Division  
 20 Civic Center Plaza  
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**SUPPLEMENTAL QUESTIONNAIRE FOR  
 ENTERTAINMENT PERMIT  
 BUILDING INFORMATION**

PMT-09 CBC 2013

Business Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

Please provide the following information:

1. What is the existing "Maximum Occupancy" posting? \_\_\_\_\_ or N/A \_\_\_\_\_

2. Is the space Fire Sprinklered?  Yes  No

3. Provide square footage of space by use:

a. Dining Area \_\_\_\_\_ sq. ft.

b. Bar Area \_\_\_\_\_ sq. ft.

c. Waiting Area \_\_\_\_\_ sq. ft.

d. Kitchen \_\_\_\_\_ sq. ft.

e. Storage Area \_\_\_\_\_ sq. ft.

f. New Dance Area \_\_\_\_\_ sq. ft.

g. New Stage Area \_\_\_\_\_ sq. ft.

4. Will there be different seating arrangements for dancing or shows?  Yes  No

If "Yes", please provide all possible seating arrangements for review.

5. Will there be a change to the "Maximum Occupancy" listed above?  Yes  No

If "Yes", please list proposed "Maximum Occupancy" \_\_\_\_\_



**III. Provide detailed procedures for handling patrons involved in fighting, arguing or loitering about the building or around the immediate adjacent area:**

**IV. Describe the procedures taken to verify the age of patrons for the purposes of alcohol sales:**

**V. Provide a detailed description for the procedures taken to ensure that servers monitor patrons to ensure that their drinking limit/ potential intoxication is not exceeded:**

**VI. Describe in detail the procedures taken for calling the police regarding observed or reported criminal activity:**



**VII. Provide in detail the procedures for management of queuing lines:**

**VIII. Provide in detail the location and description of any video games proposed to be on the premises:**

### **CATEGORY 3 APPLICANTS ONLY**

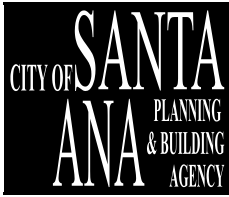
In addition to the items required in the Category 2 Security Plan (above), describe the following:

- I. Provide a detailed description of the procedures for counting the number of occupants entering and exiting the venue for purposes of enforcing established occupancy limits

### **CATEGORY 4 APPLICANTS ONLY**

In addition to the items required in the Category 2 and 3 Security Plan (above), describe the following:

- I. In detail provide the procedures for the provisions of alternate transportation services to patrons. This may include procedures for access to a telephone, the provision of a list of taxi services, or other services that will ensure the safe travel of any patron, particularly those who are intoxicated, in leaving the establishment.



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## DEFINITIONS AND OPERATIONAL STANDARDS

### Definitions

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1. *After-hours* is operation of an establishment with live entertainment between the hours of 12 midnight and 2 a.m. Live Entertainment will not be allowed between 2 a.m. and 6 a.m.
2. *Ambient music* is recorded music which is audible from a distance of no more than twenty (20) feet from any portion of the exterior of the premises and which is utilized to create ambience and is not intended to entertain.
3. *Amplified music* is electronically enhanced music which is audible from a distance of no more than twenty (20) feet from any portion of the exterior of the premises and which is intended to entertain.
4. *Dance or Dancing* is movement of the human body accompanied by music or rhythm.
5. *Live entertainment* includes, but is not limited to, musical performances (non-ambient, live or recorded), any act, play, revue, pantomime scene, dance act, DJ, Karaoke, strolling musician or any combination thereof, performed by one (1) or more persons whether or not they are compensated for the performance.
6. *Private entertainment* is entertainment which is limited to those persons individually invited, to which no admission charge is made, or entertainment conducted by a bona fide club, society or association, or organization incorporated for benevolent, charitable, dramatic, literary, recreational or entertainment purposes having an established membership, and which holds meetings other than such entertainment at regular stated intervals, and when the proceeds, if any, of such entertainment are used only for the purposes of such club, society, association or organization.

## **Operational Standards**

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All establishments with an entertainment permit shall comply with the following operational standards:

### **Category 1**

If the establishment has no amplified music, no dancing, and is not operating after-hours, as defined in this chapter, then no entertainment permit is required. The establishment must still contact the Planning Division for recordkeeping purposes only.

### **Category 2**

If the establishment has amplified music, but no dancing, and is not operating after-hours, as defined in this chapter, then an entertainment permit is required and the establishment shall comply with the following operational standards:

- (1) The owner or manager of the entertainment venue shall maintain on the premises a written security plan approved by the Police Department. The Category 2 Security Plan shall consist of a policies and procedures manual that addresses the following items:
  - (A) Procedures for handling obviously intoxicated persons.
  - (B) The method for establishing a reasonable ratio of employees to patrons, based upon activity level, in order to ensure adequate staffing levels to monitor beverage sales and patron behavior.
  - (C) Procedures for handling patrons involved in fighting, arguing or loitering about the building, and/or in the immediate adjacent area that is owned, leased, rented or used under agreement by the Licensee(s).
  - (D) Procedures for verifying the age of patrons for purposes of alcohol sales.
  - (E) Procedures for ensuring that servers monitor patrons to ensure that their drinking limit/potential intoxication is not exceeded. This procedure should include a description of the procedure the server would use to warn, or refuse to serve, the patron.
  - (F) Procedures for calling the police regarding observed or reported criminal activity.
  - (G) Procedures for management of queuing lines.
  - (H) The location and description of any video games proposed to be on the premises.
- (2) Any pool tables, amusement machines or video games maintained on the premises at any time must be reviewed and approved in the security plan. Any pool or billiard tables will be subject to the provisions of Santa Ana Municipal Code Chapter 29 – Pool and Billiards.
- (3) Neither the responsible party for the permitted establishment, nor any person or entity operating the premises with the permission of the responsible party, shall violate the City's adult entertainment ordinance contained in Santa Ana Municipal Code section 12-1 and 12-2.
  - (4) The premises shall not be operated as an adult entertainment business as such term is defined in Santa Ana Municipal Code section 41-1701.6.

- (5) Persons who appear obviously intoxicated shall not be admitted into the venue.
- (6) Employees shall not consume any alcoholic beverages during their work shift, except for product sampling for purposes of employee education about new products. Under no circumstances may contract security personnel consume alcoholic beverages during their work shift.
- (7) Music/noise shall not be audible beyond 20 feet from the exterior of the premises in any direction.
- (8) There shall be no public telephones located on the exterior of the premises. All interior pay phones must be designed to allow outgoing calls only.
- (9) Any graffiti painted or marked upon the premises or on any adjacent area under the control of the responsible party for the permitted establishment shall be removed or painted within 24 hours of being applied.
- (10) It shall be the permitted establishment's obligation to ensure that California Penal Code section 602 - Trespassing is complied with at all times that the premises are in operation.
- (11) The responsible party for the permitted establishment shall be responsible for maintaining free of litter the area adjacent to the premises under the control of the licensee.
- (12) In no event shall the applicant allow the number of occupants to exceed the posted maximum occupancy.
- (13) Existing venue and required parking must conform to the provisions of Chapter 8, Article II, Division 3 of the Santa Ana Municipal Code (Building Security Ordinance). These code conditions will require existing project lighting may require upgrading and new lighting must meet current code standards. Lighting standards cannot be located in required landscape planters where they may become obscured by the mature canopy growth of trees.
- (14) Cash register(s) must be visible from the street at all times and shall not be obstructed at any time by temporary or permanent signage or other mitigation agreed upon with the Police Department.
- (15) Window displays must be kept to a minimum for maximum visibility and shall not exceed 25 percent of window coverage.
- (16) Window displays and racks must be kept to a maximum height of three feet including merchandise.
- (17) A timed-access cash controller or drop safe must be installed or other mitigation measures agreed upon with the police department.
- (18) Installation of a silent armed robbery alarm or other mitigation measures agreed upon with the police department.
- (19) The permittee is ultimately responsible for all activity on the premises.
- (20) The permit is non-transferable. The permit cannot be transferred to a new owner/operator, under a sublease or by a subcontractor.

### **Category 3**

If the establishment has amplified music and dancing, but is not operating after-hours, as defined in this chapter, then an entertainment permit is required and the establishment shall comply with all of the operational standards for Category 2 entertainment permits, as well as the following operational standards:

- (1) The owner or manager of the entertainment venue shall maintain on the premises a written security plan approved by the Police Department. The Category 3 Security Plan shall consist of a policies and procedures manual containing all of the items required in the Category 2 Security Plan plus the following:
  - (A) A fully-dimensioned site plan showing:
    - (i) The posting locations of any required security guards;
    - (ii) The location of all emergency exits;
    - (iii) The location of primary entrances and exits for patrons;
    - (iv) The location and square footage of the alcohol storage area;
    - (v) The dimensions and locations of the dance floor(s), stage(s) and fixed bar(s);
    - (vi) The location of the designated queuing area including the location of any stanchions;
    - (vii) The location of all cameras for the required Closed Circuit Television System (CCTV);
    - (viii) Occupancy standards and approvals from the Building Department and Orange County Fire Authority;
    - (ix) Additional items as required to be indicated as determined necessary by the City Manager, or designee.
  - (B) Procedures for counting the number of occupants entering and exiting the venue for purposes of enforcing established occupancy limits.
- (2) Except in case of emergency, the responsible party for the permitted establishment shall not permit its patrons to enter or exit the licensed premises through any entrance/exit other than the primary entrance/exit, excluding entrances/exits from enclosed patio areas. Steps shall be taken by the responsible party for the permitted establishment to discourage unauthorized exiting.
- (3) The Police Department will require uniformed, state-licensed security guards and/or Santa Ana police officers, at the owner's expense, to perform crowd control inside and outside of the establishment, based upon the type of activities anticipated at the location or based upon prior history of activity at this establishment or other similar businesses. These security guards will be deployed as per the agreed upon, Security Policies and Procedures Manual that has been approved by the Police Department. At a minimum and at all times, entertainment is being offered, the applicant shall employ a minimum of one (1) uniformed, state licensed security guard for every 100 persons in attendance per event, for keeping the peace. Mandated security officers will be required to use a radio frequency and communication equipment that is specified by the Police Department. Radios and communication equipment will be provided by the establishment at the establishment's

cost. Guards will be required to provide escort service to patrons of the establishment if requested, insofar as the guard is not off the premises for more than ten (10) minutes. Mandated security guards will be required to participate in mutual aid activities with the Police Department and other guard companies at the direction of the Police Department. This may include the adoption of mutual aid communications as well as attendance at information sharing meetings. It is the responsibility of the permittee to keep copies and associated records of all individuals acting as private security for the establishment, which illustrate their State-licensed certification. These copies/records shall be readily accessible and provided to Santa Ana Police personnel 24 hours a day upon request.

- (4) An electronic incident log shall be maintained at the licensed premises on a continual basis with at least one year of entries and be readily available for inspection by a police officer. The log is for recording any physical altercations, injuries, and objectionable conditions that constitute a nuisance occurring in, on, or at the licensed premises, including the immediately adjacent area that is owned, leased, or rented by the licensee. The log will indicate date, time, description of incident, and action taken. "Objectionable conditions that constitute a nuisance" means disturbance of the peace, public drunkenness, drinking in public, harassment of passersby, gambling, prostitution, loitering, public urination, lewd conduct, drug trafficking, excessive loud noise, etc.
- (5) Contract security services, proprietary security personnel, or personnel assuming the functions typically associated with security shall be familiar with the establishment's written Police Department approved Security Policies and Procedures by reviewing them and signing that they have read and understood the policy. The signed acknowledgement shall be kept in a file relating to the security manual and shall be made available to the Police Department upon request.
- (6) Security personnel required by the entertainment permit issued for the entertainment venue shall be in a uniform or clothing, which is readily identifiable as a security person. Security uniform standards will be included in the Security Policy and Procedures Manual and will not be the same colors as the Police Department's. They shall maintain order and enforce the establishment's no loitering policy, and shall take "reasonable steps" (as that term is defined in subparagraph (3) of Section 24200 of the California Business and Professions Code) to correct objectionable conditions that constitute a nuisance.
- (7) If there is an increase of 25% in the number of police-related incidents on or near the premises, the permittee shall increase the number of uniformed, state-licensed security guards to a total number of guards as determined by the Chief of the Police Department.
- (8) In addition to the above number of state-licensed uniformed security guards, the applicant shall provide a minimum of one state-licensed uniformed security guard to ensure patron safety when going to and from the required parking for the venue whether on-site or off-site. Said guard is specifically assigned to this function until all activity on the premises has ceased and patrons have cleared the parking area.
- (9) For any concert/live entertainment event where attendance exceeds 400 persons, it shall be the Permittee's responsibility to pay for a minimum of two uniformed Santa Ana police officers to work the event and ensure public safety. If the proposed event is deemed to have special circumstances by the Police Department, the Chief of Police or his authorized representative may increase the number of required police officers to ensure public safety. The officer costs shall be the Permittee's responsibility to include, at a minimum one-half hour prior to, during, and one-half hour after the time the event is scheduled to end or until

all patrons have left the premises and parking areas. Law enforcement presence is required at a minimum of four hours for each officer assigned to the venue.

- (10) The permittee will be responsible for verifying the age of those wishing to purchase and/or consume alcoholic beverages in order to ensure that the business is in compliance with State law restricting the age of the sales and consumption of alcohol to those twenty-one (21) years of age and older. This verification process may include such techniques as, the manual checking of identification by a trained employee, the use of an identification scanner or similar device, or other method as approved in the security plan. This condition is not intended to be used as a means to discriminate against patrons based on race, ethnicity or legal status.
- (11) The owner/operator shall provide a Closed Circuit Television System approved by the Police Department and capable of viewing and recording events on the property and inside the premises with a resolution that will clearly identify individuals for later identification. This system will be clearly identified within the agreed upon Security Policy and Procedures manual. Camera system components shall include:
  - (A) A minimum of one color camera at each police department specified location.
  - (B) A color camera recorder or digital system capable of recording events on all cameras simultaneously.
  - (C) Provide an IP-based system.
- (12) The permittee shall submit a monthly activity schedule to the Police Department. The schedule must include a brief synopsis of the type of venue, hours of the venue, artist(s) names and expected attendance. The submission must be via e-mail and must be received 30 days prior. Updates to the proposed schedule must be sent immediately.
- (13) A ticket manifest for an event shall be provided, on demand, to an authorized Police Department representative, if requested. The ticket manifest must clearly outline the total number of tickets sold for said event. It is generally understood that the industry standard is to utilize an electronic ticketing system. Authorization by the Police Department to access this online electronic system is the preferred method.
- (14) Queuing lines shall be managed in an orderly manner and all disruptive and intoxicated patrons shall be denied entry. The business owner or his designate shall be responsible for monitoring and managing the queuing lines at all times. Food or alcohol may not be served to patrons waiting to enter the establishment.
- (15) The outdoor queuing line shall not block public walkways or obstruct the entry or exit doors of adjacent businesses and residences. Stanchions or barriers must be used to maintain order at all times the queue exceeds 25 patrons. Placement of stanchions and barriers must receive Public Works Agency approval.
- (16) Controls shall be established to maintain occupancy levels allowed by the Orange County Fire Authority and these Fire Department approved levels will not be exceeded. Methods of controlling occupancy can include, but not limited to the following: Counters used to count the number of occupants entering and exiting the location, which are available for inspection by OCFA or the police department.
- (17) The permitted establishment shall at all times comply with Santa Ana Municipal Code sections 10-181 through 10-187 regarding curfews for minors.



#### **Category 4**

If the establishment has amplified music, dancing, and is operating after-hours, as defined in this chapter, then an entertainment permit is required and the establishment shall comply with all of the operational standards for Category 2 and Category 3, as well as the following operational standards:

(1) The owner or manager of the entertainment venue shall maintain on the premises a written security plan approved by the Police Department. The Category 4 Security Plan shall consist of a policies and procedures manual containing all of the items required in the Category 2 and Category 3 Security Plans plus the following:

(A) Procedures for the provision of alternate transportation services to patrons.

This may include procedures for access to a telephone, the provision of a list of taxi services, or other service that will ensure the safe travel of any patron, particularly those who are intoxicated, in leaving the establishment.