

To: Boothbay Planning Board

From: Mark Eyerman

Subject: Services

Date: November 9, 2018

The Table of Land Uses includes a category called Service Business. The current ordinance defines a service business as a business establishment that provides services to the public and that attracts little or no client traffic, other than employees of the entity operating the principal use. It goes on to say that service businesses do not engage in the on premise sale, rental or lease of goods. The table also includes "business and professional offices" and "retail business".

There is some ambiguity as to where certain types of activities fall. Different activities that meet the definition of service business can have very different impacts. For example a small call center or telemarketing operation is probably a service business but so is a contractor or a landscaping business. Or typically a hair or nail salon is thought of as a "personal service" but is probably a retail business under the current set up. If you go to the NAICS Code these various types of activities fall into different categories.

I'm not sure whether this is a problem or not but here is an alternative approach to think about services:

- Professional services – this is covered under the business and professional office use.
- Personal services – this is something of a catch all for the group of activities that provide a service to a consumer where the customer/client comes to business but do not fall neatly into an office or a retail category. This includes things like beauty and nail salons, consumer repair services, tax prep, etc.
- Business services – this covers businesses that provide services primarily to other businesses and therefore typically do not have many if any customers who come to the property. This includes things like call centers, backroom operations, testing services, etc.
- Property services – this covers uses like contractors, landscapers, etc. that may have an office, shop, yard, trucks, etc.

If this is something the Board wants to pursue, I will put together draft definitions and revisions to the table of uses. Or we can leave it as is.