

TOWN OF NORTH HAVEN

MEMORIAL TOWN HALL / 18 CHURCH STREET

NORTH HAVEN, CONNECTICUT 06473



REPLY TO:

Tel. (203) 239-5321

Fax (203) 234-2130

#P21-20

PLANNING & ZONING COMMENTS FOR 13 SEPTEMBER 2021

560 UNIVERSAL DRIVE NORTH
(MAP 21, LOT 10)

IL-80

**CHICK-FIL-A, INC. & BOMBINO LLC, APPLICANTS
BOMBINO LLC, OWNER
SITE PLAN APPLICATION**

Review Comments:

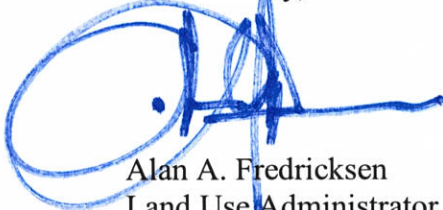
1. This application is intended to modify Site Plan application #P15-20 approved by the Commission on 3 August 2015. Modifications proposed include an approximately 58'x11' foot canopy to cover the food pickup area, the addition of an approximately 6'x6' cash station canopy/kiosk in the front yard setback off the southeast corner of the building for which the Zoning Board of Appeals (#21-06) granted a variance on 17 June 2021 (#21-06), and the widening of the combined drive-thru lanes.
2. Since the beginning of the Covid-19 pandemic the drive-thru feature has not operated in the manner in which it was approved. The approved site plan has two queuing lanes up to the order board and then one lane with a by-pass lane through the food pickup area. Chick-Fil-A now operates with two parallel lanes from queuing to ordering to stacking to food pick up, with no by-pass lane. The queuing lanes have extended onto the Cinemark property either through a cone defined labyrinth or directly out to Universal Drive North. The Commission needs to determine the acceptability of the proposed drive-thru improvements relative to Chick-Fil-A's normal operations and relative to their effect on the adjacent Cinemark, Panera, and Hampton Inn sites.
3. My count of the parking spaces indicates that only 72 are being provided while 73 are required by the table in Section 8.5.1.6 of the regulations. As such, the Commission needs to determine if 72 spaces are sufficient for this site.

Recommended Conditions of Approval, if granted:

1. Submit revised plans which include:
 - a. A note indicating "#P21-20, Site Plan Approval".
 - b. Revised parking counts.
 - c. Corrected Lot # on Cover Sheet.
2. Soil and erosion controls must be inspected by the Zoning Enforcement Officer before work may commence.

3. The owner must maintain (repair/replace when necessary) the siltation control until all regulated activity is completed and all disturbed areas are permanently stabilized.
4. Any proposed signage or fencing will require the filing of applications with the Zoning Enforcement Officer.
5. Submit two as-built plans prior to bond release.
6. Post bond, as required.

Submitted by,



Alan A. Fredricksen
Land Use Administrator
AAF:lc
#P21-20



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REPLY TO: Engineering

Tel. (203) 239-5321

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PLANNING AND ZONING

Date of Meeting: 09/13/2021

Dev: Site Plan – Chick-fil-A

Loc: 550 Universal Drive

File: P21-20

Comments:

1. The proposal is for modifications to the site to better suit Chick-fil-A's current drive thru operation. Under the current operational plan, employees are stationed outdoors along the drive thru lanes to take orders. As this is an unconventional drive thru model, no by-pass lane is proposed. Employees would be available in the drive thru lines to assist drivers in the event a by-pass is necessary. Chick-fil-A claims that this drive thru allows them to process more orders faster, resulting in shorter que lines, and less congestion than a traditional drive-thru. Despite this modified operational approach, drive-thru back-ups are not uncommon, exceeding the designated que lanes, and spilling over onto the Cinemark property and occasionally the main driveway entrance off of Universal Drive. Based on our review of this revised proposal, we offer the following:
 - a. The design of this revised drive-thru is based on Chick-fil-A's current operational model. If the model was to change back to a conventional drive thru, the current proposal would lack a by-pass lane which is normally required by the Commission. The Town should have assurance that if the operational model was to change back to a conventional operation, changes to signing and striping would be made in order to reestablish a traditional drive thru with a dedicated by pass lane. Such a change would require a new application and Commission approval.
 - b. To limit backups onto the Cinemark site, as well as the entry drive, consideration should be made to close the southwesterly driveway entrance either permanently, or temporarily during exceptionally busy times, and direct the excess que through the Chick-fil-A parking lot via the northwesterly driveway entrance.
 - c. To further facilitate bypass capability in the drive thru, consideration should be made to connect the drive thru at the curve at the northeasterly corner of the site with the adjacent parking lot.
 - d. Line striping at the new entrance to the drive thru should be extended to the overhead clearance bars to clearly indicate two drive thru lanes from the start of the que.

BOND RECOMMENDATION: \$3,500

DATE REVIEWED 09/09/2021

TOWN ENGINEER: J. Andrew Bevilacqua, P.E.