



Development & Consulting, Inc

February 22, 2024

Project Name: HWY 470 & Gartrell Rd Chick-Fil-A

Project Address: 7495 S Gartrell Rd. Aurora, CO 80016

RE: CNLV – RESPONSE LETTER, 2nd Review // Application No. DA-1726-05 // Case No. 2023-6053-00

City Contacts: Ben Bravene // bbravene@auroragov.org

Applicant Responses shall appear in **RED** below city comments.

Public Comments

1. This is an already dangerous intersection with direct entry from a 2 lane residential street with an average of 141 cars per hour impacting the local street system and residential homes. (2264 daily weekday trips / 16 hours of operation 6:00 A.M. – 10:00 P.M.)

The drive thru queue can only accommodate 30 cars (as mentioned in the Neighborhood Zoom Meeting on 1/24/2024,) leaving 111 cars per hour impacting neighboring streets in some fashion – entering, exiting, and queuing onto nearby streets (Gartrell Rd, Hinsdale, and Dry Creek Rd).

While studies show that Chick-fil-A chains trying to address traffic congestion on nearby roads by adding more drive through lanes only encourages more cars, do the estimated 2264 daily weekday trips include Door Dash Delivery drivers and Chick-fil-A's own delivery cars to the surrounding traffic congestion? Or is that in addition the expected weekday trips?

Applicant Response: One vehicle in and out is counted as two trips; therefore, the average number of vehicles generated would be 79 vehicles per hour (158 peak hour trips). The movements at the intersection of Dry Creek Road and Hinsdale Avenue currently operate acceptably at LOS B or better during the peak hours. The intersection is expected to have movements continue to operate at LOS B or better throughout the 2040 horizon, with or without the addition of the Chick-fil-A project traffic. LOS B indicates that significant reserved capacity is available at this intersection.

The drive through lane was evaluated with both industry standard Institute of Transportation (ITE) drive through data as well as user specific data. With these two points of data, vehicles are calculated to be contained within the designated drive through area. At this site, two drive through lanes are proposed from the pick-up window to the ordering boards while three lanes are provided prior to the three ordering boards. Employees will deliver orders to vehicles in the outside pick-up lane. Therefore, the proposed project has a more streamlined process for moving vehicles through the designated drive through area than most other Chick-fil-A sites.

The trip generation does account for all forms of vehicle trips entering and exiting including Door Dash Delivery and Chick-fil-A's own delivery car. Of note, the proposed site does not provide indoor seating; therefore, it is believed that trips at this site will be less than typical Chick-fil-A sites; however, trip generation data for sites with indoor seating was conservatively utilized for this site.



2. The re-configuration of the East/West lanes of Dry Creek Rd into dual turn lanes moves traffic off Dry Creek Rd during peak hours, but how does this help when there are THREE lanes of traffic (one lane from Saddle Rock Village going westbound onto Dry Creek Rd, one right turn lane onto Dry Creek Rd from Gartrell Rd going southbound, and one left turn lane onto Dry Creek Rd from Gartrell Rd going northbound) being fed onto ONE westbound lane of Dry Creek Rd which is the main road that leads to Hinsdale for direct access to the proposed Chick-fil-A entrance during times when the traffic is backed up onto nearby road ways?

Applicant Response: Westbound traffic on the approach to the Dry Creek Road and Hinsdale Avenue intersection has free flow movements for traffic either continuing to travel westbound on Dry Creek Road or turning right to northbound Hinsdale Avenue. These traffic movements operate acceptably in this single westbound lane.

3. Why wasn't the Smoky Hill location used to estimate the traffic impact to the surrounding street network? It would seem to be the best indicator of what to expect for traffic congestion at this proposed site.

Applicant Response: The existing Chick-fil-A at E-470 and Parker Road was chosen to conduct trip generation counts due to its proximity to the freeway like this proposed site. Based on anticipated sales, we believe the trip generation calculations including this restaurant with the others surveyed provides an appropriate analysis.

4. Is Chick-fil-A's purpose of having locations near each other a strategy to capture lost "drive-by" revenue? Meaning, potential customers drive by, see the long lines and rather than go to a different fast food restaurant near by, they will hopefully choose to drive to the "other Chick-fil-A" that is only a mile away?

Applicant Response: Chick-fil-A desires to spread out the service to this area of Aurora and north Parker. As known, the existing two restaurants are busy, so spreading this demand over three locations instead of two will provide a site and overall street network benefit.

5. Has the City made any contractual concessions to Chick-fil-A for the Gartrell Rd/Dry Creek Rd location? If so, what are they?

City Response:

6. There are other locations in the same area that Chick-fil-A could build out and would not impact the surrounding neighborhood and residents, nor pose a safety concern for school children using this already congested intersection. Has the City encouraged Chick-fil-A to seek out a different location – one that is nearby, but not along a busy arterial roadway such as Gartrell Rd?

City Response:

7. Although the Traffic Impact Study considered the Hinsdale and Gartrell Rd intersection, no recommendations were made. The LOS never dropped below C per the Traffic Impact Study Table 7 page 32. I believe most residents in this area tend to avoid this intersection, (me) included. The intersection sits on a rise with both northbound and southbound traffic being hard to see. There are actually five lanes of traffic, three southbound with a dedicated left turn lane into Saddle Rock Village and two northbound lanes. I tend to avoid busy intersections when a left hand turn is required without a



traffic signal. With the proposed Chick-fil-A and the traffic impact from an additional 141 cars per hour at the Gartrell Rd and Dry Creek Rd intersection, accessing my own neighborhood during peak hours will be a challenge.

The proposed Chick-fil-A would not only impact the residents on Hinsdale which would be directly across the street, but also the other 14 homes on S Tempe Ct. which is a cul-de-sac. Hinsdale, the most affected street with this proposed site, is our ONLY access for entering and leaving our homes.

Applicant Response: All movements at the Hinsdale Avenue and Gartrell Road intersection operate acceptably with the addition of Chick-fil-A project traffic at LOS D or better in 2025. By the 2040 horizon, some movements may operate at LOS E, so traffic signal warrant evaluations were provided as requested by the City.

8. Although the Traffic Study did account for pedestrian and bicycle traffic, virtually no counts were made. The study is being done in February –not in the Spring, Summer, or Fall when more bicycles, pedestrians, and school age children are navigating this intersection. Although accurate for the study, the count is not reflective of actual use during other seasons of the year.

This location is the worst location possible for road safety with bicyclists and pedestrians trying to access the High Plains Trail.

Has anyone from the planning department actually visited this location during peak morning and evening hours – or when Liberty Middle School is letting out?

Applicant Response (This also includes a question of the City Planning Department): Dry Creek Road and Gartrell Road both have designated bicycle lanes. Additionally, sidewalk is located along both sides of these two roadways throughout the study area. Signalized pedestrian phases are provided at the signalized Dry Creek Road and Gartrell Road intersection with designated crosswalks across all four legs. Bicycle and pedestrian traffic is accommodated within these facilities.

9. The Traffic Impact Study on page 10 3.4 Unspecified Development Traffic Growth, uses a 2% growth rate to estimate traffic conditions for both short-term 2025 and long-term 2040. Is that a realistic growth factor for this particular intersection knowing that King’s Point at the west end of Dry Creek Rd will be bringing an additional 1700 homes to this area within the next three to five years? Has the traffic volume for those homes been calculated into the Kimley Horn Traffic Impact Study?

Applicant Response: This was scoped with the City. The 2 percent growth in traffic results in a 40 percent growth in traffic over the 17-year study period. This accounts for future development in the area.

10. The Planned Development District’s purpose is to “promote and improve the health, safety, and general welfare” of residents with an intent to create mixed-use developments that provide high levels of “amenities.” This area already has three drive through restaurants across the street from this neighborhood and within walking distance from each other: Starbucks, Taco Bell, and Carl Jr’s (approved, but not yet built). How does a 4th drive-through facility that will place over 2200 vehicles onto our neighborhood streets, emitting CO2 gases 40’ from residential homes while idling in queue lines, contribute to the health, safety, and general welfare of our neighborhood?



City Response:

11. This traffic study has so many questions for residents. Can a time be scheduled to answer questions and possibly view the physical site during peak hours with neighbors before a final decision is made?

Applicant Response: The traffic study is complete and follows the standards and guidelines established by the City of Aurora. It follows the City of Aurora provided scope and was updated to include additional information as requested by the public. It doesn't seem that additional traffic questions remain unanswered, but Kimley-Horn is available for another meeting if desired by the City.

Proposed Chick Fil A
Park Learned
7223 South Ukraine Street
Aurora, CO 80016

As a current resident nearby the proposed Chick Fil A, I am adamantly opposed to the location. Why – the traffic and surrounding disruption to the extremely close neighborhoods is not in keeping with the intent of the City of Aurora's goal of "Create a superior quality of life for residents, making the city a desirable place to live and visit" and the UPDATED traffic study posted 2/8/24 still drastically under-estimates the impact to the neighboring streets and neighborhoods.

Why is the traffic in the UPDATED study STILL not-representative of the impact to the area:

1. The comparison Table 1 on page 15, in section 4.1, of the report by Kimley/Horn posted to the City of Aurora website on 2/8, lists 4 "comparable" locations and their traffic. These comps should have included the site on Smoky Hill, just West of Aurora Parkway as being a realistic comp. Not a random location in Greeley or Broomfield. I do support the applicability of the Parker Chick Fil A location as a reasonable comp – if you note the volume there is much greater than the study estimates, but in reality, it has a similar location to the proposed site, validating that this updated study "under-estimates" the reasonable traffic to be expected. Why was the Smoky Hill location not used as a comp?

Applicant Response: The existing Chick-fil-A at E-470 and Parker Road was chosen to conduct trip generation counts due to its proximity to the freeway like this proposed site. Based on anticipated sales, we believe the trip generation calculations including this restaurant with the others surveyed provides an appropriate analysis.

2. Table 1 on page 15, in section 4.1 uses site square footage to scale traffic from comps and is the source metric to pull estimated traffic counts from the ITE Trip Gen document. THIS IS FUNDAMENTALLY FLAWED. Why – because the ITE source and escalation comps impacts are lowered as a function of the proposed smaller square footage. BUT this is intentionally designed as a "Drive through" only restaurant, therefore it is reasonable to assume that it's service would be more analogous to a much bigger square footage restaurant, than a smaller footprint. Recommendation – the traffic study should use metrics and estimation methodology that align with a "full size" Chick Fil A.

a. Why is there not a reasonable accommodation to estimate based on larger square footage?



Applicant Response: As this will only be a drive-thru restaurant, trip generation is anticipated to be lower than at a restaurant that also includes indoor seating/dinning. Otherwise, building area is always used as the independent variable when estimating trip generation for restaurants.

3. What would a more appropriate peak be for this Chick Fil A, based on the comp data provided and not scaling for size. Remember that Chick Fil A is touting how their “drive thru” will be super-efficient and can handle the crowds...that is why the crowds should be estimated at a greater square footage, because this discussion is about the VOLUME OF TRAFFIC.

Table 1 – Chick-fil-A Trip Generation Comparison

Land Use and Size	Weekday Vehicle Trips					
	AM Peak Hour			PM Peak Hour		
	In	Out	Total	In	Out	Total
Existing Chick-Fil-A Counts (User-Specific)						
Chick-fil-A Greeley - 4,950 Square Feet	71	66	137	133	112	245
Chick-fil-A Timnath - 4,760 Square Feet	77	73	150	147	138	285
Chick-fil-A Broomfield - 5,120 Square Feet	39	40	79	61	92	153
Chick-fil-A Parker - 4,460 Square Feet	93	101	194	174	169	343
Proposed Site Trip Generation – 2,931 Square Feet						
ITE Trip Gen - Fast Food Restaurant w/ DT (ITE 934)	67	64	131	50	47	97
User Specific Trip Gen Rates (Four Chick-fil-A Sites)	42	45	87	77	81	158

- a. Based on Table 1 (above), the average AM peak would be about 140 (avg of 137, 150, 79, 194). This updated study recommends a total of 87 (Table 2, below).
- b. Based on Table 1 (above), the average PM peak would be about 257 (avg of 245, 285, 153, 343). This updated study recommends a total of 158 (Table 2, below).

Table 2 – Chick-fil-A Traffic Generation

Chick-fil-A – 2,931 Square Feet	Weekday Vehicle Trips						
	Daily	AM Peak Hour			PM Peak Hour		
		In	Out	Total	In	Out	Total
Non Pass-By Trips	1,018	21	23	44	35	37	72
Pass-by Trips	1,246	21	22	43	42	44	86
Total Project Trips	2,264	42	45	87	77	81	158

- c. In both cases above, the traffic estimates proposed are approximately 60+% underestimated!
- d. Why is there not a reasonable accommodation to estimate based on the average of the comps?

Applicant Response: Trip generation was calculated correctly and is anticipated to be accurate for this proposed project.



4. Table 3 (below) is very telling in the change in impact to the community...Nearly FOUR TIMES more traffic than the bank model (from 482 daily to 2,264). Based on historical memory, since I've lived her since 2004 in the neighborhood, that bank was VERY rarely used, which is why Chase Bank closed many years ago and no one has touched the site since. Having had an account there and talking to the managers when they were open, they were very adamant that the location stunk, in large part due to the wonky traffic patterns (Westbound on Gartrell has to go through the neighborhood via a left on Dry Creek and a right on Hinsdale Ave or U turn on Gartrell at Hinsdale and come back East on Gartrell)

Table 3 – Chick-fil-A Redevelopment Trip Generation Comparison

Land Use and Size	Weekday Vehicle Trips						
	Daily	AM Peak Hour			PM Peak Hour		
		In	Out	Total	In	Out	Total
Previous Use (Currently Vacant) – ITE 11th Edition							
Bank (ITE 912) – 4,800 Square Feet	482	28	20	48	50	51	101
Current Proposal – ITE 11th Edition							
Fast-Food Restaurant w/ DT (Chick-fil-A Data) – 2,931 Square Feet	2,264	42	45	87	77	81	158
Net Change	+1,782	+14	+25	+39	+27	+30	+57

Applicant Response: The peak hour traffic volumes are what is studied for project impact. As you can see from this, the proposed Chick-fil-A will generate about 60 percent more traffic than the previous bank user during the controlling afternoon peak hour. This is why the City of Aurora requested a traffic study be performed to evaluate these traffic volumes.

5. Growth rates of 2% per year on page 15, section 3.4, is WOEFULLY INADEQUATE. There is going to continue to be major projects in the area to support future growth – Kings Point to the south of this location, but still within the service area will bring enormous growth. Additionally, they are still building out houses East of 470 off Gartrell near Inspiration, Rockinghorse and the recent fire damaged property near Red Hawk Park.

a. Why is the growth rate not higher, given the planned near-term construction projects approved by City of Aurora and in development?

Applicant Response: A two percent growth rate is appropriate for this area. As noted, this equates to a 40 percent traffic volume growth in the full study horizon.

6. Figure 6 – Why is it assumed that NO traffic will come up/down via Ukraine to Hinsdale to the Access road (point 4)? Fact - I live on Ukraine and we get a lot of school drop off traffic for Liberty Middle School, cut through the neighborhood to avoid Gartrell.

a. Assumes 40% via Gartrell from East, 10% from Dry Creek, and 50% of traffic from Gartrell heading West.

b. Same with Figure 7 – AM traffic headed to Liberty MS (on Dry Creek road) cuts through on Ukraine all the time, same with the school buses to Liberty.



Applicant Response: It is not anticipated that Chick-fil-A traffic will use Ukraine Street. As noted during discussion with City staff, the City is planning to prepare a before and after study along this roadway. Possible traffic calming measures could be the result of this study.

7. Why is there no analysis on the impact of customers “short-cutting” out Gartrell and go up/down Ukraine street?

Applicant Response: It is not desired that Chick-fil-A traffic uses Ukraine Street, as this is a local roadway. As noted during discussion with City staff, the City is planning to prepare a before and after study along this roadway. Possible traffic calming measures could be the result of this study.

8. Section 5.5 – Yes, there is no Public Transportation today near the site, but if this forecasts out through 2040,

a. Why is there not an inclusion to forecast that Public Transportation will exist in the area by then?

Applicant Response: It cannot be determined at this time whether the Regional Transportation District (RTD) will serve this area with transit. RTD has more recently been reducing transit service, so an expansion to this area currently seems unlikely.

Overall, again this updated traffic study falls far short of the expectation for the most popular restaurant for the local demographic. I’ve waited for over 30 min to get served up on the Chick Fil A on Smoky Hill and Aurora Parkway, in the lines that stretch out to Smoky Hill or extend into that shopping center parking lot. No restaurant drive through is “so good” to reasonably expect it not to back up daily. These daily backups will have a material impact on the QOL for the residents on Hinsdale as well as the surrounding neighborhoods. These types of backups would not be expected if the site were developed more in keeping with the location as some sort of services (bank, health, etc.) An alternative is to move it across the street into the Super Target shopping center. It’s a usable site, just not for a Chick Fil A, known for their notoriously LONG lines in the drive through and backups. Please DO NOT APPROVE this submission.

Applicant Response: This restaurant will better serve the community by adding another restaurant to serve the existing demand of residents and travelers through the area. With this restaurant addition, drive-through queuing will be adequately handled at this site as well as reducing the queuing at nearby existing restaurants.

February 20, 2024

Re: Proposal for Chick-fil-a on Gartrell at Dry Creek

Dear Mr. Bravenec,

I live at 7506 S Quatar Way, in Ridgeview Eagle Bend, Aurora, CO 80016. My back yard is on Dry Creek. I am concerned that the traffic from Chick-fil-a will significantly and inexcusably interfere with our resident’s daily access in and out of our neighborhood because Dry Creek, at the intersection of Gartrell, is our only way in and out from the neighborhood. We have 333 family units. It also will restrict our access to emergency services. Delays from additional overflow traffic that already hamper an intersection used by the middle school and our neighborhood, will be critical if the site application is approved.



We already have school traffic with buses to and from Liberty Middle School, which is significant in the morning, noon and night. If that intersection receives overflow from Chick-fil-a, no matter the additional penalty that Chick-fil-a will pay for the traffic it produces, it is a greater concern to and negative impact to residents who live here. The intersection does not have room for overflow. The site does not have room for overflow. Additionally, I was at the Aurora City Council meeting when the builder asked for permission to build residential homes on the street that is the only other place overflow from Chick-fil-a can go. To give permission for residential homes on a residential street, and then convert it to a waiting space for Chik Fil a cars waiting in line, is disingenuous and illogical. It is inappropriate for a commercial entity such as Chick-fil-a, with a well-known heavy traffic pattern, to try to occupy a small space and then encroach on its surrounding neighbors. That is poor planning. Lastly, the independent traffic study was unrealistic and did not even look at traffic at noon. That is an incomplete study. Traffic to and from the school is not only morning and at night, it is at noon and when school lets out.

Note:

The Chick Fil a built in the shopping center on the corner of Smoky Hill and Aurora Parkway (Eagles Nest?), has three exits for cars leaving the restaurant. It still gets jammed up. Every time I am over there, I ask myself, who planned this?! This proposed site has a residential street, a segway into 7/11, and that is it. The proposed site had a bank in it. Chick-fil-a will be a nuisance, at best. Why can't Chick-fil-a go into the now defunct Village Inn on the corner of Parker and Arapahoe Road. There is more room for traffic there. It will not affect a neighborhood and school traffic pattern nor our access to timely emergency services.

Sincerely,
Kari J Gallo
Tel. 720-240-1289

Applicant Response: Through its site selection process, Chick-fil-A considered the entire area for a proposed location of this new restaurant. This is believed to be a good option for a location that will adequately and acceptably the generated traffic.

Name: Young Kim
Organization: 22531 E Hinsdale Ave
Address: Aurora Co 80016
Phone:
Email: Jikinc@netzero.com

Comment: I am against building chick-fil-a in the front of the housing area. Don't get me wrong we like chikfila. We already get enough traffic from gas station. I don't know if you seen the lines of most of the chick-fil-a, but they are long. The lines will extend to Hinsdale Ave road. We are going to have accidents and too much traffics even at nights. Our house value will go down as well. Please consider the neighborhood.

Applicant Response: A detailed queueing analysis was performed for the drive-thru. Traffic is anticipated to be accommodated onsite without any drive-thru queues backing to Hinsdale Avenue

Name: Jamie Beavers



Development & Consulting, Inc

Organization: 22015 East Jamison Place
Address: Aurora CO 80016
Phone: 7203501744
Email: jmelynn777@hotmail.com

Comment: There is absolutely no way that this particular intersection can accommodate their traffic on top of the school traffic that Dry Creek experiences each day, as well. We, the residents of Ridgeview at Eagle Bend, have a very difficult time getting out of our neighborhood when school is in session and we have no other exit to our community except for E. Dry Creek Rd. This situation will simply be an accident waiting to happen, especially with the traffic that inundates Starbucks across the street. Besides, what if there's an emergency? How will first responders get in or out, if traffic is backed up?

In my opinion, this franchise would be much better suited across E-470 in the shopping center located at E. Aurora Pkwy & Gartrell Rd. The infrastructure is already there to accommodate the expected traffic that Chick-fil-A will bring along with it.

Applicant Response: The traffic study was prepared for the purpose of evaluating the surrounding street network to determine what improvements would be needed to successfully accommodate the project traffic. As outlined in the traffic study, acceptable traffic conditions will result with the identified recommendations to dual left turn lanes and updated signal timing at the Dry Creek Road and Gartrell Road signalized intersection.

Name: Jeff McLaughlin
Organization: 7447 S Tempe Ct
Address: Aurora CO 80016
Phone: 7204359077
Email: jeffmclaughlin@mail.com

Comment: As a resident who lives very close to the proposed Chik-fil-A, I have several deep concerns over the project.

1. Safety—there are residential homes directly across Hinsdale from the site, and children play in their driveways, and I am very concerned about the increased traffic on Hinsdale that will result from the project. Additionally, Chik-fil-A drive-through lines frequently are VERY long, and I'm concerned they may sometimes even back up onto Hinsdale Ave, blocking residents driveways. Additionally, many children walk to and from Liberty Middle School on Hinsdale during the morning breakfast rush for the new restaurant, and the increased traffic would pose a significant danger to these children. My own children ride their bikes on Hinsdale and Dry Creek and I'm concerned about their safety. I have never seen a Chik-fil-A located SO CLOSE to residential homes. It seems unprecedented to me. I would like to know how Chik-fil-A and the city plan to address these safety issues.

Applicant Response: The studied intersections and accesses all operate acceptably with LOS C or better during the peak hours throughout the 2040 horizon. Based on feedback from the Neighborhood Meeting, Chick-fil-A has engaged a traffic team to complete additional studies of the site and surrounding area.



The existing development area currently contains a vacant bank, and this site is appropriately zoned for this restaurant use.

The drive through lane was evaluated with both industry standard Institute of Transportation (ITE) drive through data as well as user specific drive through data. With these two points of data, vehicles are calculated to easily be contained within the designated drive through area for the proposed site. At this site, two drive through lanes are proposed from the pick-up window to the ordering boards while three lanes are provided prior to the three ordering boards. Employees will deliver orders to vehicles in the outside pick-up lane. Therefore, the proposed project has a more streamlined process for moving vehicles through the designated drive through area than most other Chick-fil-A sites.

2. Traffic—On schoolday mornings, the traffic to/from Liberty Middle School that runs on Dry Creek makes the intersection of Hinsdale and Dry Creek a major backlog. The restaurant will make this significantly worse, particularly during the breakfast rush. How will this be addressed.

Applicant Response: The traffic study evaluated the school peak hours of traffic to determine appropriate improvements needed to accommodate Chick-fil-A traffic during school beginning and ending times. As recommended in the study, dual left turn lanes and updated signal timing at the Dry Creek Road and Gartrell Road signalized intersection will provide acceptable traffic operations of the study area.

3. Noise—With homes so close to the project, it is inevitable that there will be significant noise pollution with potential to greatly disturb these private residences both during construction and after restaurant opening. What will be done to mitigate this?

Applicant Response: At this time, we are proposing a screen wall and heavy landscaping along Hinsdale & Dry Creek to mitigate noise.

4. Light Pollution—Ditto above, huge volume of headlights will inevitably negatively affect the residents directly across Hinsdale from the project, both during construction and after the restaurant opens. What will be done to mitigate this?

Applicant Response: The site is proposing a screen wall as well as dense vegetative screening to shield Hinsdale and Dry Creek from vehicle headlights within the lot. Overhead lighting fixtures are designed to meet City of Aurora standards and have a 0-foot candle reading at the property line.

Name: Hanna Kim

Organization:

Address:

Phone:

Email: hannaymk@gmail.com

Comment: The neighborhood on the Hinsdale Ave will be crowded with too many cars driving by the Hinsdale Ave. currently with 7Eleven, there is a lot of cars through Hinsdale Ave and with chik fil a, it will be worse. The neighbor will be conjusted with drive by cars.



Applicant Response (KH): A complete traffic study was prepared to evaluate the existing and proposed traffic conditions. The traffic study was prepared for the purpose of evaluating the surrounding street network to determine what improvements would be needed to successfully accommodate the project traffic. As outlined in the traffic study, acceptable traffic conditions will result with the identified recommendations to dual left turn lanes and updated signal timing at the Dry Creek Road and Gartrell Road signalized intersection.

Name: Tyler Bloomer

Organization:

Address:

Phone:

Email: Bloomer.Tyler@yahoo.com

Comment: Very much opposed to this restaurant being built on the corner of Gartrell and E Dry Creek Road. The traffic at this intersection is already very busy, and this proposed fast food restaurant will back to residential property. These residents will have no on street parking if this allowed to open, will hinder their ability to enter and exit their properties, will lower their re-sale value, and with the proposed Chick-Fil-A hours, will be flooded with drive-thru customers from sun up to sun down. Please use the traffic flow issues that arise from the Chick-Fil-A restaurant on East Smoky Hill Road as a barometer for how impactful this will be to the residents in this area if allowed to continue.

Applicant Response (KH): A complete traffic study was prepared to evaluate the existing and proposed traffic conditions. The traffic study was prepared for the purpose of evaluating the surrounding street network to determine what improvements would be needed to successfully accommodate the project traffic. As outlined in the traffic study, acceptable traffic conditions will result with the identified recommendations to dual left turn lanes and updated signal timing at the Dry Creek Road and Gartrell Road signalized intersection.

Name: Robert Nussmeier

Organization: 7397 S Tempe Ct

Address: Baker Construction Enterprises Aurora CO 80016

Phone: 7132081883

Email: robertnussmeier@aol.com

Comment: Safety concerns— traffic on Hinsdale will be a shortcut and dangerous to the children on that street and noisy to the north end of the street. How many cars a day will be on Hinsdale when dry creek backs up? Bike and walking trail access will be difficult and dangerous. Snow plow is seldom and one lane on Hinsdale. Who will be paying the home owners for loss of home value as a result of the dangerous congestion and vehicle and trunk noise. Who will pay compensation from increased accidents occurring to walkers, bikers and wild life on Hinsdale? Who pays legal and court costs related to the significantly increase likelihood of harm people living on hinesdale and s Tempe court? This is not a good location. How many customers per month will this service?



Applicant Response (KH/CFA): Nominal increases in traffic are expected along Hinsdale Avenue north of the Chick-fil-A access. Traffic along Hinsdale south of the access is projected to increase from about 500 vehicles per day to 2,000 vehicles per day for this 300-foot segment of Hinsdale Avenue.

Name: Robert Nussmeier

Organization: 7397 S Tempe Ct
Address: Baker Construction Enterprises Aurora CO 80016
Phone: 7132081883
Email: robertnussmeier@aol.com

Comment: Because this location very close to a very active wildlife refuge, the amount of increased traffic and noise will hurt the owls, deer, fox, coyote, rabbits ducks and may other animals that the creek area supports. How will this be compensated , measured and managed so to have zero impact including harmful pollution

City Response:

Name: Deanna Thaler
Organization: 7606 South Sicily Way
Address: Aurora Colorado 80016
Phone:
Email: Deannathaler@gmail.com

Comment: Hello,

I was unable to make the meeting earlier this week but wanted to submit a strong concern for traffic issues with the proposed building of chick-fil-a in this location. There are already issues with traffic at this intersection due to it being the only way into/out of Liberty Middle School and the neighborhood I live in - Ridgeview EagleBend, as well as a memory facility. I love chick-fil-a as much as the next person but do not think this is a smart location with the way that traffic builds up around current locations in the area. Even moving it to the Parkway parking lot (across 470) would be a much better location with space concerns. Please consider other locations for this very popular chain restaurant.

Applicant Response: A complete traffic study was prepared to evaluate the existing and proposed traffic conditions. The traffic study was prepared for the purpose of evaluating the surrounding street network to determine what improvements would be needed to successfully accommodate the project traffic. As outlined in the traffic study, acceptable traffic conditions will result with the identified recommendations to dual left turn lanes and updated signal timing at the Dry Creek Road and Gartrell Road signalized intersection.

Name: Katia Gor



Development & Consulting, Inc

Organization: 7125 S Ukraine St
Address: Aurora CO 80016
Phone:
Email: 312katusha@gmail.com

Comment: I live in the neighborhood and although I love Chick Fil A I know how much traffic it will cause. Hour long lines, too many new people and cars. This is a residential community with many older people and young kiddos. Also pets. God forbid someone gets hurt from all the new cars. Also I worry about how much trash this will bring as well.

Applicant Response: Response: Our trash bins will be located within a trash enclosure and regular pickup will be scheduled with the local trash purveyor, Waste Management.

Name: Katia Gor
Organization: 7125 S Ukraine St
Address: Aurora CO 80016
Phone:
Email: 312katusha@gmail.com

Comment: I live right on the street that would be affected by this the most. I ride my bike and I am 62 years old, so I don't want so much traffic where I would be at risk to be run over. I have young grandkids visiting me often and would be too scared to let them play outside due to all this new traffic and new unknown people and the trash they will leave behind. Also there is a middle school on the road that would lead to Chick fil a. This will cause major traffic for the kids in that school. We are against this.

Applicant Response: The studied intersections and accesses all operate acceptably with LOS C or better during the peak hours throughout the 2040 horizon. There is reserved capacity along Hinsdale Avenue to accommodate existing and project traffic. Of note, the currently vacant bank was previously utilizing the same travel patterns that this proposed restaurant. The traffic counts and traffic analysis accounted for the morning peak hour of the school and the afternoon peak hour of the adjacent street traffic. Based on feedback from the Neighborhood Meeting, Chick-fil-A has engaged a traffic team to complete additional studies of the site and surrounding area.

Name: Robert Bertsche

Organization: 22581 E Hinsdale Ave
Address: Aurora CO 80016
Phone:
Email: bertschehouse@gmail.com

Comment: I was not notified or aware of proposed plans to open a Chick-fil-a in our neighborhood until another neighbor informed me this week. I am very opposed to this being opened so close to our homes on Hinsdale Ave. It will cause significant traffic and safety issues due to the high volume of vehicle



traffic one would expect at a typical Chick-fil-a restaurant, one of the most consistently busy fast food establishments around. Traffic to get in and out of one's driveway will be more difficult and riskier due to more traffic as well. The site being proposed is not large enough to accommodate such high traffic volume and will inevitably lead to vehicles backed up on the street. Chick-fil-a is a fine restaurant, but it does not belong in this neighborhood with the proposed site being so close to our residential area.

Applicant Response: The studied intersections and accesses all operate acceptably with LOS C or better during the peak hours throughout the 2040 horizon. Based on feedback from the Neighborhood Meeting, Chick-fil-A has engaged a traffic team to complete additional studies of the site and surrounding area.

The drive through lane was evaluated with both industry standard Institute of Transportation (ITE) drive through data as well as user specific data. With these two points of data, vehicles are calculated to be contained within the designated drive through area. Parking is calculated to be contained on site with 43 parking spaces being proposed when code only requires a minimum of 11 parking spaces. Therefore, vehicles are calculated to be contained on-site and will not park along Hinsdale Avenue or next to the adjacent residential property.

At this site, two drive through lanes are proposed from the pick-up window to the ordering boards while three lanes are provided prior to the three ordering boards. Employees will deliver orders to vehicles in the outside pick-up lane. Therefore, the proposed project has a more streamlined process for moving vehicles through the designated drive through area than most other Chick-fil-A sites.

Name: Scott Penrod
Organization: 7369 S. Ukraine St.
Address: Aurora CO 80016
Phone: 3036671313
Email: spenrod@pmtllc.com

Comment: I am against the proposed Chick Fil A restaurant on Gartrell/Hinsdale. This is way to close to residential housing and will cause major traffic concerns. The houses along the Hinsdale will have their driveways being blocked and unwanted additional traffic. This subdivision and side streets already have an issue with speeding cars and people flying through the neighborhood. Adding the Chick Fil A will only increase the traffic flow and speeding cars. There are a ton of children in this area (I have two in elementary) and it's already concerning to have them in the front yard playing because people speed excessively and nothing is ever patrolled by police. Chick fil A should look for a parcel across the street (target shopping center) where it's less residential and decreases the amount or traffic and speeders. I oppose the development and hope they find a different location to build.

Applicant Response (Comment Only – No Response Needed):



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Name: Erin Bloomer
Organization: 7407 S Tempe Court
Address: Aurora CO 80016
Phone: 7206615095
Email: El.Bloomer@gmail.com

Comment: As a homeowner in the area I oppose this build. Not only will it diminish the home values directly across the street from it, this will severely congest car traffic on E Dry Creek/Hinsdale and Gartrell. This area is not able to support this much increase in traffic. Use Smoky Hill Chic-fil-A as an example. The line traffic consistently runs well into Smoky Hill Road, luckily there are no personal residences adjacent. The hours of operation are huge concern! This would also be walking distance to nearby high school which would create safety concerns on an incredibly busy street. This would significantly reduce the quality of living for nearby residences and decrease value. Strongly and highly oppose this build.

Applicant Response: A complete traffic study was prepared to evaluate the existing and proposed traffic conditions. The traffic study was prepared for the purpose of evaluating the surrounding street network to determine what improvements would be needed to successfully accommodate the project traffic. As outlined in the traffic study, acceptable traffic conditions will result with the identified recommendations to dual left turn lanes and updated signal timing at the Dry Creek Road and Gartrell Road signalized intersection.

Name: Katie Nussmeier
Organization: 7397 S Tempe Ct
Address: Homewife Aurora CO 80016
Phone: 281-528-5587
Email: Katienussmeier@gamil.com

Comment: Given how much 470 traffic will want to exit to chick filet that drivers can see from 470, what is the mitigation plans for the county to deal with the back up traffic on the gartrial exit that will result in move accidents while the bridge is being rebuilt and lights working? Will aurora compensate all the drivers and pedestrians ,bike trail riders, in the accidents? As result of the new congestion and bridge construction?

Applicant Response (City of Aurora):

Name: Katie Nussmeier
Organization: 7397 S Tempe Ct
Address: Homewife Aurora CO 80016
Phone: 281-528-5587
Email: Katienussmeier@gamil.com

Comment: Turning into target from gartrell and out of Hinsdale is dangerous now with a few ugly accidents, With the increase traffic on Hinsdale at gartrell when will the will the new turning lanes and traffic lights be added and if not will aurora pay for the damages ,legal costs, resulting from the



increased congestion accidents from vehicles, hikers and bikers because of chick filet new site The turn is a bad blind spot currently Thanks

Applicant Response: The City of Aurora requested that this intersection be added to the traffic study based on public comment received. All movements at the Hinsdale Avenue and Gartrell Road intersection operate acceptably with the addition of Chick-fil-A project traffic at LOS D or better in 2025. By the 2040 horizon, some movements may operate at LOS E, so traffic signal warrant evaluations were provided as requested by the City.

Name: Erin Orcutt
Organization: 22214 E Glasgow Pl
Address: Aurora CO 80016-6011
Phone: 5053859706
Email: hotcocoa310@gmail.com

Comment: I am gravely concerned about a chick-fil-a or any fast-food place on this side of the neighborhood. Bottom line, this is not a good location and will create so many safety issues. First off, the extreme added traffic at the intersection which has no turn signal lights will not be good. There are already several near miss accidents and I myself have almost been hit by a car while walking across Gartrell Rd as a pedestrian in the crosswalk. Second, there is not room for traffic growth on Gartrell Rd or Dry Creek intersection. Third, there are many kids that walk through the area to and from school every day and often walk across the street to taco bell or Starbucks after school. As it is now, we worry about the current traffic level let alone once a chick-fil-a is here. Fourth, Hinsdale Ave is lined with houses and this area is their front yard. In my opinion not rated for heavy commercial traffic that we all know a chick-fil-a will bring. In addition, this is a common walking path for myself and neighbors as we walk our pets.

There are many times where we avoid the other chick-fil-a locations and their parking lots because people become inattentive drivers, and now this would be in my neighborhood. I urge you to truly seek out a safer more accessible location for another chick-fil-a, for the safety of our children that walk the area to school and the integrity of our neighborhood. Across the street with Target or the large area on the other side of E-470 with a large kid's sports arena called Achieve sports, the area is larger and away from neighborhood streets and pedestrian traffic. There are many new businesses moving in and that area is still close by to allow many people to enjoy chick-fil-a without bringing heavy traffic to someone's neighborhood.

Applicant Response: A complete traffic study was prepared to evaluate the existing and proposed traffic conditions. The traffic study was prepared for the purpose of evaluating the surrounding street network to determine what improvements would be needed to successfully accommodate the project traffic. As outlined in the traffic study, acceptable traffic conditions will result with the identified recommendations to dual left turn lanes and updated signal timing at the Dry Creek Road and Gartrell Road signalized intersection.

Name: Andree LaRiviere



Development & Consulting, Inc

Organization: 7263 S Tempe Ct

Address: Aurora CO 80016

Phone:

Email: AndreeLa@msn.com

Comment: There is already a chick fil an about a mile from this planned one - at smoky hill and aurora parkway. their queues are a mess from the time they open through meal peak hours. I've been tot he credit union in that mall at 11am, 1:30pm and 4:00pm and the queues are constantly snaking all over the mall and jamming up the entrance traffic. As you heard on the call last week from a former employee of chick fil a who is a resident of the impacted area, the target delivery window of 30 seconds is rarely met and usually they are "in the red". - over target time. She also reiterated that parking lot garbage was a constant challenge to clean. I am also concerned about the entrance configuration coming from Gartrell through the 7-11 gas island entry - I can see that easily jamming up onto gartrell and clogging up access to the 7-11 that is already tight on space and parking. That will surely be a choke point. How did the chick fil a projections for traffic for both the smoky hill and Parker locations compare to the actual traffic they are seeing. Let's see the data. Were they underestimated by 10%, 20,50%? Or is it the opposite? By how much? There is plenty of space in the target mall across the street, go open there.

Applicant Response: Traffic volumes from specific Chick-fil-A's were used in the traffic analysis rather than using the industry standard ITE Trip Generation Equations. Based on this, acceptable traffic conditions will result with the identified recommendations to dual left turn lanes and updated signal timing at the Dry Creek Road and Gartrell Road signalized intersection.

Good afternoon Ben and Brandon,

I hope that both of you are doing well. After reviewing the new traffic study, I have some questions and would like to request that another neighborhood meeting is scheduled to cover these. The concerns are detailed below.

The most glaring issue of this traffic study appears on page 156 and 157, where the data analysis is detailed. In this section we see that the data points used were from 13 years ago in another state, at fast food locations that are not listed as Chick Fil A restaurants. Why are these data points being hidden in the back of this report and how are these remotely relevant to a Chick Fil A in another state, 13 years later? We have a Chick Fil A a mile away where accurate data could easily be collected. Why is this not being done? **This information on page 156 and 157 was provided for information purposes only. It wasn't used in this traffic analysis. Actual Chick-fil-A drive thru queuing data collected and information was actually used in the study.**

This traffic study recommends that the eastbound and westbound approaches at the Dry Creek Road and Gartrell Road intersection be restriped to include dual left turn lanes. If there are proposed left turn lanes in both the eastbound and westbound directions, these lanes will not empty traffic in the same direction. One will provide dual turn lanes onto Dry Creek, while the other would provide dual turn lanes into the Target complex. **This is an incorrect statement. The dual left turn lanes recommended are eastbound Dry Creek Road to northbound Gartrell Road and westbound exit out of Target Shopping Center to southbound Gartrell Road.**



This study says:

. "Therefore, the existing westbound through lane would convert to a second left turn lane while the existing westbound right turn lane should be converted to a shared through/right turn lane."

There is a Starbuck with attached drive through that backs up every morning onto Gartrell and a line of cars that occupy the right turn lane. If the right turn lane is converted into a shared through/ right turn lane as proposed above, Gartrell will only be accessible with one lane. The cars from Starbuck will spill onto Gartrell on the right, and double turn lanes will be turning onto Dry Creek on the left, where there is currently only one lane available. **Incorrect dual left turn lane assignments are noted here as noted previously.**

If double turn lanes are necessary to get the traffic onto Dry Creek, how are double turn lanes going to be added to Hinsdale, a residential street where the entrance to Chick Fil. **Incorrect dual left turn lane assignments are noted here as noted previously. Dual turn lanes aren't needed to Hinsdale Avenue.**

3.4 Fast Food Restaurants

Data collection was done at six fast food restaurants with drive-through services in August 2011 and February 2012. Fourteen days of data were collected. The restaurants were located in the cities of Golden Valley, Hopkins, Minneapolis and St. Louis Park, MN. Vehicles being served were counted as being in the queue.

Table 3.4 – Drive-Through Fast Food Restaurant Maximum Queue Statistics

Number of Data Points	14
Average Maximum Queue (Vehicles)	8.50
Standard Deviation (Vehicles)	2.68
Coefficient of Variation	32%
Range (Vehicles)	5-13
85th Percentile (Vehicles)	12.00
33rd Percentile (Vehicles)	7.90

A is. This street is only two lanes wide. How can this possibly meet fire code, when cars are already parked along the west (residential) side of the road, and it is barely accessible as it is. **The design will be developed in accordance with the Fire Code.**

The intersection at Gartrell and Hinsdale is extremely busy due to it being the main entrance for the Target parking lot. When taking a left turn off of Gartrell onto Hinsdale, there is poor visibility because of the turn lane in the opposite direction turning into Target. It will likely be necessary to add a traffic light in this intersection if Chick Fil A goes in this location. How many traffic lights and road amendments need



to be done to see that this is not an appropriate location for Chick Fil A? **This sight distance issue noted here is an existing issue that was recommended for turn phasing improvement in the traffic study.**

The study said that there are 2,264 additional daily drive ups proposed, yet only 87 are believed to be in the morning peak hours when this road is at its busiest. They believe only 3.8% of the daily business will come during the peak hours. How were these figures arrived at when this is the peak breakfast time when most vehicles are in the area? The study also estimated that Chick Fil A will only bring in 39 more vehicles in the morning and 57 more vehicles in evening peak hours than the Chase Bank that previously occupied but proposed that two turn lanes be added in each direction to accommodate for this traffic. We are all aware of the volume of traffic that a Chick Fil A adds, and this study's projections are completely inaccurate because they are not based off current traffic figures from a Chick Fil A. We would like to request a second traffic study from a different company be conducted using accurate traffic counts that are readily available in our neighborhood. **These trip generation estimates are based on actual traffic counts of other Chick-fil-A locations. A different traffic engineer would come to the same conclusion as they follow standard traffic engineer procedures. Engineers are bound by an ethical oath where their purpose is to serve the public. Kimley-Horn is one of the best firms at representing impartial traffic evaluations.**

We are expected to rearrange a road system that already needs every lane to accommodate vehicles traveling in each direction. There is only one lane accessing E470 westbound and one lane that continues straight over the E470 overpass. If these lanes are both turned into dual right turn lanes for Chick Fil A, then how will anyone access E470 or the overpass that is the only non-toll access to Parker Road? There are several details that this study did not consider, including backups at other drive throughs and community access to roadways that are not toll roads. **Incorrect dual left turn lane assignments are noted here as noted previously.**

Why are we reconfiguring our entire road system to provide double turn lanes in multiple directions to put one of the nation's busiest fast-food restaurants on the corner of a residential street and a street with a school. There are bike lanes for students that are now going to be crossed with double turn lanes posing a safety risk to students. This area was not designed for this amount of traffic and there are plenty of other areas that are not on residential streets that Chick Fil A can go in.

Why are we using taxpayers' dollars to entirely reconfigure streets, mast arm lights, medians, bike lanes and restriping to allow for a fast-food chain that has a location less than one mile away? **These are development identified improvements.** Why are we using old figures from different states and less busy fast-food locations for future traffic projections? **We aren't, those are shown for reference. Actual Chick-fil-A specific traffic information from sites in Colorado was used in this traffic analysis.** Why are we not shown a diagram of what these projected intersections will look like with multiple double turn lanes in this 161-page study? **The recommended improvements are shown in Figure 13 on Page 38 (Page 42 of the PDF).** These are all questions that have been discussed among the neighbors of Saddle Rock and we are requesting a meeting to address them properly.

Thank you for your time,



Mariah Ward
720-238-3573

Applicant Response: With so many incorrect statements and questions provided within this letter, responses were provided throughout the text instead of in a paragraph here. Please see above.

Name: Mariah Ward
Organization: 7186 S Ukraine St
Address: Aurora Colorado 80016
Phone: 7202383573
Email: mariahtward@gmail.com
User FileID: 8840859

<http://intraweb2:80/DevelopmentPlanReviewAD/MyProjects/ViewFile.aspx?FileID=rRa8i+dSNyM=>

Comment: Realistic Chick Fil A data from location within one mile is not listed. 2011 data collected from 6 fast food restaurants in Minnesota is being used for traffic models. Double turn lanes will not fit on streets proposed. Entrance to Chick Fil A is on two lane residential street lined with cars. How will double turn lanes that funnel down to one lane residential street help with traffic flow. Why is Starbucks back up onto Gartrell blocking right turn lane bring proposed that it is a dual straight/ turn lane. Why are diagrams showing the double turn lanes not provided in the traffic report. Why is this project still deceptively labeled Hwy 470 & Gartrell Chick Fil A? Residents are having a hard time locating the project.

Applicant Response: Double left turn lanes are for traffic turning to Gartrell Road, which will be accommodated well. Double left turns are not proposed for entering traffic turning to Dry Creek Road and Hinsdale Avenue. Actual Chick-fil-A specific traffic information from sites in Colorado was used in this traffic analysis. The recommended improvements are shown in Figure 13 on Page 38 (Page 42 of the PDF).

Name: Park Learned
Organization: 7223 South Ukraine Street
Address: Aurora CO 80016
Phone: 3037258140

Email: parklearned@yahoo.com
User FileID: 8859464

<http://intraweb2:80/DevelopmentPlanReviewAD/MyProjects/ViewFile.aspx?FileID=p dLqUIN3fxE=>

Comment: Overall, again this updated traffic study falls far short of the expectation for the most popular restaurant for the local demographic. I've waited for over 30 min to get served up on the Chick Fil A on Smoky Hill and Aurora Parkway, in the lines that stretch out to Smoky Hill or extend into that shopping center parking lot. No restaurant drive through is "so good" to reasonably expect it not to back up daily. These daily backups will have a material impact on the QOL for the residents on Hinsdale as well as the



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surrounding neighborhoods. These types of backups would not be expected if the site were developed more in keeping with the location as some sort of services (bank, health, etc.) An alternative is to move it across the street into the Super Target shopping center. It's a usable site, just not for a Chick Fil A, known for their notoriously LONG lines in the drive through and backups. Please DO NOT APPROVE this submission.

Applicant Response: The drive-thru queuing analysis was performed based on actual Chick-fil-A obtained data.
