February 3, 2022

Town of Matthews
Public Works Department
1600 Tank Town Road
Matthews, NC 28105
704-708-1243
shwoolard@matthewsnc.gov

Re: #836 Chick-fil-A scrape and rebuild – vehicular traffic impacts
9905 Matthews Park Drive

To whom it may concern,

The proposed project includes redeveloping the existing Chick-fil-A restaurant (0836) located at 9905 Matthews Park Drive. The project includes demolishing the existing 4300 sf building and a single lane drive thru, which accommodates a 20 car stacking queue, and building a new restaurant building site includes a new 4989 sf building and reconfigured dual lane drive thru allowing for 37 cars to stack in the queue. The new drive thru configuration is expected to increase safety, vehicular stacking as well as facilitate better vehicle movements. We have included exhibits documenting the existing and proposed drive thru configurations.

The existing drive-thru lane has the ability for approximately 20 cars to stack in the queue, which is reported to have vehicles backing up onto Independence Boulevard. The existing peak hour for the subject site is 12 PM-1PM, and on March 20, 2020 there were a reported 198 cars were documented during the peak hour. The existing average daily vehicle count for 2019 was 1,098 vehicles, and for 2020 was 1,188 vehicles. The most vehicles reported in a single day was 1,380 on March 6, 2020. The vehicle trip data was obtained using a corporate software program, Tableau, which is utilized during the ordering process. The vehicle counts recorded were not site specific but were for a similar size Chick-fil-A location in North Carolina.

The proposed improvements will convert the existing single drive-thru into two lanes and increase the stacking queue to 37 cars vs. today’s 20 capacity. Furthermore, the existing conditions exhibit illustrates after 37 cars enter the drive-thru, traffic would be impacted within Independence Boulevard. In contrast the proposed condition would facilitate approximately 56 cars in the queue before right of way areas would be impacted. Additionally, during our coordination with NCDOT regarding the proposed Independence Road Project, the existing curb cuts into the commercial shopping center are to be removed, therefore alleviating any interference with the vehicular traffic along the Independence corridor.
It should also be noted that a critical component to the drive-thru efficiency is the kitchen size. The new facility would have a significantly larger area, more updated and efficient equipment along with a more efficient kitchen layout which all affects the drive-thru timing and vehicle queuing.

In conclusion, the proposed drive-thru improvements will almost double the existing traffic queue concerns in the drive thru and in our opinion will greatly improve vehicular movements and safety.

Sincerely,

Casey Durden, PE