SPECIAL USE PERMIT APPLICATION

TOWN OF CHAPEL HILL
Planning Department
405 Martin Luther King Jr. Blvd.
Chapel Hill, NC 27514
phone (919) 969-5066 *fax* (919) 969-2014
www.townofchapelhill.org

Parcel Identifier Number (PIN): 9789-93-9745 Date: 9-27-2018

Section A: Project Information

Project Name: 1507 & 1509 E Franklin St SUP Modification

Property Address: 1507 & 1509 E Franklin St Zip Code: 27514

Use Groups (A, B, and/or C): C Existing Zoning District: CC - Community Commercial

Project Description: Restricting northern driveway to one way, adding a drive-thru lane to existing restaurant, expanding patio, improving pedestrian access, and relocating bicycle parking

Section B: Applicant, Owner, and/or Contract Purchaser Information

Applicant Information (to whom correspondence will be mailed):

Name: Peter Turner

Address: 109 Butterfield Ct

City: Chapel Hill State: NC Zip Code: 27516

Phone: 919-357-2773 Email: pturner@cavucg.com

The undersigned applicant hereby certifies that, to the best of their knowledge and belief, all information supplied with this application and accurate.

Signature: Peter Turner Date: 16 FEB 2023

Owner/Contract Purchaser Information:

☒ **Owner** ~~☑ Contract Purchaser~~

Name: 1507 E Franklin Street LLC

Address: 109 Butterfield Ct

City: Chapel Hill State: NC Zip Code: 27516

Phone: 919-357-2773 Email: pturner@cavucg.com

The undersigned applicant hereby certifies that, to the best of their knowledge and belief, all information supplied with this application and accurate.

Signature: Peter Turner Date: 16 FEB 2023

Click here for application submittal instructions.

PROJECT FACT SHEET

TOWN OF CHAPEL HILL
Planning Department

Section A: Project Information

Use Type: *(check/list all that apply)*

☐ Office/Institutional ☐ Residential ☐ Mixed-Use ☒ Other: Restaurant / Retail

Overlay District: *(check all that apply)*

☐ Historic District ☐ Neighborhood Conservation District ☐ Airport Hazard Zone

Section B: Land Area

Net Land Area (NLA): Area within zoning lot boundaries		NLA=	67,160	sq. ft.
Choose one, or both, of the following (a or b), not to exceed 10% of NLA	a) Credited Street Area (total adjacent frontage) x ½ width of public right-of-way	CSA=	6,665	sq. ft.
	b) Credited Permanent Open Space (total adjacent frontage) x ½ public or dedicated open space	COS=	N/A	sq. ft.
TOTAL: NLA + CSA and/or COS = Gross Land Area (not to exceed NLA + 10%)		GLA=	73,825	sq. ft.

Section C: Special Protection Areas, Land Disturbance, and Impervious Area

Special Protection Areas: *(check all those that apply)*

☐ Jordan Buffer ☐ Resource Conservation District ☐ 100 Year Floodplain ☐ Watershed Protection District

Land Disturbance	**Total (sq. ft.)**
Area of Land Disturbance (Includes: Footprint of proposed activity plus work area envelope, staging area for materials, access/equipment paths, and all grading, including off-site clearing)	8253 sf
Area of Land Disturbance within RCD	0
Area of Land Disturbance within Jordan Buffer	0

Impervious Areas	**Existing (sq. ft.)**	**Demolition (sq. ft.)**	**Proposed (sq. ft.)**	**Total (sq. ft.)**
Impervious Surface Area (ISA)	39,126 sf	1073 sf	1053 sf	39,106 sf
Impervious Surface Ratio: Percent Impervious Surface Area of Gross Land Area (ISA/GLA)%	53 %	0.015%	0.014%	52.97 %
If located in Watershed Protection District, % of impervious surface on 7/1/1993	n / a			

Section D: Dimensions

Dimensional Unit (sq. ft.)	Existing (sq. ft.)	Demolition (sq. ft.)	Proposed (sq. ft.)	Total (sq. ft.)
Number of Buildings	2 (11,264 sf total)	0	0	2 (11,264 sf total)
Number of Floors	1	0	0	1
Recreational Space	n/a			

Residential Space				
Dimensional Unit (sq. ft.)	**Existing (sq.ft.)**	**Demolition (sq. ft.)**	**Proposed (sq. ft.)**	**Total (sq. ft.)**
Floor Area (all floors – heated and unheated)				
Total Square Footage of All Units				
Total Square Footage of Affordable Units				
Total Residential Density				
Number of Dwelling Units				
Number of Affordable Dwelling Units				
Number of Single Bedroom Units				
Number of Two Bedroom Units				
Number of Three Bedroom Units				

Non-Residential Space *(Gross Floor Area in Square Feet)*					
Use Type	**Existing**	**Proposed**	**Uses**	**Existing**	**Proposed**
Commercial	9006 sf	9006 sf			
Restaurant	2258 sf	2258 sf	**# of Seats**	45	45
Government					
Institutional					
Medical					
Office					
Hotel			**# of Rooms**		
Industrial					
Place of Worship			**# of Seats**		
Other					

Dimensional Requirements		Required by Ordinance	Existing	Proposed
Setbacks (minimum)	Street	22'	22'	22'
	Interior (neighboring property lines)	8'	8'	8'
	Solar (northern property line)	9'	9'	9'
Height (maximum)	Primary	34'	21'3	21'3
	Secondary	60'	n/a	n/a
Streets	Frontages			
	Widths			

Section F: Adjoining or Connecting Streets and Sidewalks

Note: For approval of proposed street names, contact the Engineering Department.

Street Name	Right-of-Way Width	Pavement Width	Number of Lanes	Existing Sidewalk*	Existing Curb/Gutter
East Franklin Street	100'	65'	5	☒ Yes	☒ Yes
				☐ Yes	☐ Yes

List Proposed Points of Access (Ex: Number, Street Name): uses existing driveways, new sidewalk access to 1509 E Franklin

*If existing sidewalks do not exist and the applicant is adding sidewalks, please provide the following information:

Sidewalk Information			
Street Names	**Dimensions**	**Surface**	**Handicapped Ramps**
			☐ Yes ☐ No ☐ N/A
			☐ Yes ☐ No ☐ N/A

Section G: Parking Information

Parking Spaces	Minimum	Maximum	Proposed
Regular Spaces	Shared 46	Shared 69	35 (+11 Wait Spaces)
Handicap Spaces	1	2	2
Total Spaces	Shared 49	Shared 72	Shared 37
Loading Spaces	1	1	1
Bicycle Spaces	18	n/a	10
Surface Type	Asphalt and pavers		

Section H: Landscape Buffers

Location (North, South, Street, Etc.)	Minimum Width	Proposed Width	Alternate Buffer	Modify Buffer
East	20'	20'	☒ Yes	☐ Yes
South	20'	20'	☒ Yes	☐ Yes
West	10'	10'	☒ Yes	☐ Yes
North	20'	20'	☒ Yes	☐ Yes

Section I: Land Use Intensity

Existing Zoning District: CC - Community Commercial
Proposed Zoning Change *(if any)*: none

Zoning – Area – Ratio			Impervious Surface Thresholds			Minimum and Maximum Limitations	
Zoning District(s)	**Floor Area Ratio (FAR)**	**Recreation Space Ratio (RSR)**	**Low Density Residential (0.24)**	**High Density Residential (0.50)**	**Non-Residential (0.70)**	**Maximum Floor Area (MFA) = FAR x GLA**	**Minimum Recreation Space (MSR) = RSR x GLA**
CC	0.429				46,653 sf	28,592 sf	
TOTAL					46,653 sf	28,592 sf	
RCD Streamside		0.01					
RCD Managed		0.019					
RCD Upland							

Section J: Utility Service

Check all that apply:

Water	☒ OWASA	☐ Individual Well	☐ Community Well	☐ Other
Sewer	☒ OWASA	☐ Individual Septic Tank	☐ Community Package Plant	☐ Other
Electrical	☒ Underground	☒ Above Ground		
Telephone	☒ Underground	☐ Above Ground		
Solid Waste	☐ Town	☒ Private		

SPECIAL USE PERMIT APPLICATION
SUBMITTAL REQUIREMENTS
TOWN OF CHAPEL HILL
Planning Department

The following must accompany your application. Failure to do so will result in your application being considered incomplete. For assistance with this application, please contact the Chapel Hill Planning Department (Planning) at (919) 969-5066 or at planning@townofchapelhill.org.

	Application fee (including Engineering Review fee) (refer to fee schedule)	Amount Paid $ 7785.00
	Pre-application meeting –with appropriate staff	
	Digital Files – provide digital files of all plans and documents	
	Recorded Plat or Deed of Property	
	Project Fact Sheet	
	Traffic Impact Statement – completed by Town's consultant (or exemption)	
	Description of Public Art Proposal	
	Statement of Justification	
	Response to Community Design Commission and Town Council Concept Plan comments	
	Affordable Housing Proposal, if applicable	
	Provide existing Special Use Permit, if Modification	
	Mailing list of owners of property within 1,000 feet perimeter of subject property (see GIS notification tool)	
	Mailing fee for above mailing list (mailing fee is double due to 2 mailings)	Amount Paid $ 348.80
	Written Narrative describing the proposal	
	Resource Conservation District, Floodplain, & Jordan Buffers Determination – necessary for all submittals	
	Jurisdictional Wetland Determination – if applicable	
	Resource Conservation District Encroachment Exemption or Variance (determined by Planning)	
	Jordan Buffer Authorization Certificate or Mitigation Plan Approval (determined by Planning)	
	Reduced Site Plan Set (reduced to 8.5" x 11")	

Stormwater Impact Statement (1 copy to be submitted)

a) Written narrative describing existing & proposed conditions, anticipated stormwater impacts and management structures and strategies to mitigate impacts
b) Description of land uses and area (in square footage)
c) Existing and proposed impervious surface area in square feet for all subareas and project area
d) Ground cover and uses information
e) Soil information (classification, infiltration rates, depth to groundwater and bedrock)
f) Time of concentration calculations and assumptions
g) Topography (2-foot contours)
h) Pertinent on-site and off-site drainage conditions
i) Upstream and/or downstream volumes
j) Discharges and velocities
k) Backwater elevations and effects on existing drainage conveyance facilities
l) Location of jurisdictional wetlands and regulatory FEMA Special Flood Hazard Areas
m) Water quality volume calculations
n) Drainage areas and sub-areas delineated
o) Peak discharge calculations and rates (1, 2, and 25-year storms)
p) Hydrographs for pre- & post-development without mitigation, post-development with mitigation
q) Volume calculations and documentation of retention for 2-year storm

r) 85% TSS removal for post-development stormwater runoff
s) Nutrient loading calculations
t) BMP sizing calculations
u) Pipe sizing calculations and schedule (include HGL & EGL calculations and profiles)

Plan Sets (10 copies to be submitted no larger than 24" x 36")

Plans should be legible and clearly drawn. All plan set sheets should include the following:

- Project Name
- Legend
- Labels
- North Arrow (North oriented toward top of page)
- Property boundaries with bearing and distances
- Scale (Engineering), denoted graphically and numerically
- Setbacks
- Streams, RCD Boundary, Jordan Riparian Buffer Boundary, Floodplain, and Wetlands Boundary, where applicable
- Revision dates and professional seals and signatures, as applicable

Cover Sheet

a) Include Project Name, Project fact information, PIN, and Design Team

Area Map

a) Project name, applicant, contact information, location, PIN, & legend
b) Dedicated open space, parks, greenways
c) Overlay Districts, if applicable
d) Property lines, zoning district boundaries, land uses, project names of site and surrounding properties, significant buildings, corporate limit lines
e) Existing roads (public & private), rights-of-way, sidewalks, driveways, vehicular parking areas, bicycle parking, handicapped parking, street names
f) 1,000' notification boundary

Existing Conditions Plan

a) Slopes, soils, environmental constraints, existing vegetation, and any existing land features
b) Location of all existing structures and uses
c) Existing property line and right-of-way lines
d) Existing utilities & easements including location & sizes of water, sewer, electrical, & drainage lines
e) Nearest fire hydrants
f) Nearest bus shelters and transit facilities
g) Existing topography at minimum 2-foot intervals and finished grade
h) Natural drainage features & water bodies, floodways, floodplain, RCD, Jordan Buffers & Watershed boundaries

Detailed Site Plan

a) Existing and proposed building locations
b) Description & analysis of adjacent land uses, roads, topography, soils, drainage patterns, environmental constraints, features, existing vegetation, vistas (on and off-site)
c) Location, arrangement, & dimension of vehicular parking, width of aisles and bays, angle of parking, number of spaces, handicapped parking, bicycle parking. Typical pavement sections & surface type.
d) Location of existing and proposed fire hydrants
e) Location and dimension of all vehicle entrances, exits, and drives
f) Dimensioned street cross-sections and rights-of-way widths
g) Pavement and curb & gutter construction details
h) Dimensioned sidewalk and tree lawn cross sections
i) Proposed transit improvements including bus pull-off and/or bus shelter
j) Required landscape buffers (or proposed alternate/modified buffers)
k) Required recreation area/space (including written statement of recreation plans)
l) Refuse collection facilities (existing and proposed) or shared dumpster agreement
m) Construction parking, staging, storage area, and construction trailer location
n) Sight distance triangles at intersections
o) Proposed location of street lights and underground utility lines and/or conduit lines to be installed
p) Easements
q) Clearing and construction limits
r) Traffic Calming Plan – detailed construction designs of devices proposed & associated sign & marking plan

Stormwater Management Plan

a) Topography (2-foot contours)
b) Existing drainage conditions
c) RCD and Jordan Riparian Buffer delineation and boundary (perennial & intermittent streams; note ephemeral streams on site)
d) Proposed drainage and stormwater conditions
e) Drainage conveyance system (piping)
f) Roof drains
g) Easements
h) BMP plans, dimensions, details, and cross-sections
i) Planting and stabilization plans and specifications

Landscape Protection Plan

a) Rare, specimen, and significant tree survey within 50 feet of construction area
b) Rare and specimen tree critical root zones
c) Rare and specimen trees proposed to be removed
d) Certified arborist tree evaluation, if applicable
e) Significant tree stand survey
f) Clearing limit line
g) Proposed tree protection/silt fence location
h) Pre-construction/demolition conference note
i) Landscape protection supervisor note
j) Existing and proposed tree canopy calculations, if applicable

Planting Plan

a) Dimensioned and labeled perimeter buffers
b) Off-site buffer easement, if applicable
c) Landscape buffer and parking lot planting plan (including planting strip between parking and building, entryway planting, and 35% shading requirement

Steep Slope Plan

a) Classify and quantify slopes 0-10%, 10-15%, 15-25%, and 25% and greater
b) Show and quantify areas of disturbance in each slope category
c) Provide/show specialized site design and construction techniques

Grading and Erosion Control Plan

a) Topography (2-foot contours)
b) Limits of Disturbance
c) Pertinent off-site drainage features
d) Existing and proposed impervious surface tallies

Streetscape Plan, if applicable

a) Public right-of-way existing conditions plan
b) Streetscape demolition plan
c) Streetscape proposed improvement plan
d) Streetscape proposed utility plan and details
e) Streetscape proposed pavement/sidewalk details
f) Streetscape proposed furnishing details
g) Streetscape proposed lighting detail

Solid Waste Plan

a) Preliminary Solid Waste Management Plan
b) Existing and proposed dumpster pads
c) Proposed dumpster pad layout design
d) Proposed heavy duty pavement locations and pavement construction detail
e) Preliminary shared dumpster agreement, if applicable

Construction Management Plan

a) Construction trailer location
b) Location of construction personnel parking and construction equipment parking
c) Location and size of staging and materials storage area
d) Description of emergency vehicle access to and around project site during construction
e) Delivery truck routes shown or noted on plan sheets

Energy Management Plan

a) Description of how project will be 20% more energy efficient than ASHRAE standards
b) Description of utilization of sustainable forms of energy (Solar, Wind, Hydroelectric, and Biofuels)
c) Participation in NC GreenPower program
d) Description of how project will ensure indoor air quality, adequate access to natural lighting, and allow for proposed utilization of sustainable energy
e) Description of how project will maintain commitment to energy efficiency and reduced carbon footprint over time
f) Description of how the project's Transportation Management Plan will support efforts to reduce energy consumption as it affects the community

Exterior Elevations

a) An outline of each elevation of the building, including the finished grade line along the foundation (height of building measured from mean natural grade)

1507 & 1509 East Franklin Street

Project Narrative and Statement of Justification

Project Narrative

This project is a Special Use Permit Modification to an existing Planned Development - Shopping Center (Community) located at 1507 and 1509 East Franklin Street between Estes Drive and Elliot Road. The property's PIN is 9789-93-9745 and the site is zoned CC – Community Commercial.

1507 E. Franklin Street was first developed as a small retail building in 1967. After a few expansions, the first Special Use Permit (SUP) for the property was issued in 1975 to build a gas station at the 1509 E. Franklin Street location. Subsequently, a 1983 SUP modification to expand the gas station combined the two properties into a Planned Development - Shopping Center (PD-SC) with a "Community" (versus "Neighborhood") designation: PD-SC (Community). This allowed multiple buildings to exist on the same zoning lot without buffers between them in order to facilitate cross-access.

For a number of years a Sherwin Williams paint store and the gas station leased the two buildings on the property from the property owner who lived in Winston-Salem. In 2013 the gas station terminated its lease and closed. In 2015 the SUP was modified via a minor change to allow demolition of the gas station and redevelopment of the 1509 E. Franklin Street side of the property into a 2438 square foot restaurant for a build-to-suit lease to a local area Dunkin Brands franchisee.

The Sherwin Williams paint store that had been leasing the 1507 E. Franklin Street building for a number of years remained a tenant. But the parking and circulation pattern was modified in a manner that significantly reduced impervious surface, introduced new landscaping and improved buffers, reduced driveway access from three driveways to two driveways by eliminating the central driveway, and widened the sidewalk along its frontage from 5 feet to 10 feet as part of a planned Franklin Street multi-use sidepath. The change from gas station to restaurant also significantly reduced the traffic impact of the property.

Construction was completed and the restaurant opened in Spring of 2017. Later that year, the Dunkin franchisee owner (who lives in Chapel Hill), purchased the property from the Winston-Salem family that originally owned and developed the land becoming the landlord for the Sherwin Williams paint store and the owner (not just tenant) of the restaurant located on the property.

Although he had initially expressed interest in including drive-through window service in his lease negotiations, the out-of-town property owner at that time was not interested in pursuing that more involved review and approval process, opting instead for an adminis-

trative process that allowed demolition of the gas station and construction of the restaurant building.

However, since approximately half of the restaurant's customer orders are "to go", the current property owner and restaurant operator is now interested in activating that use on the property which is a permitted accessory use for Planned Development - Shopping Center (Community) developments. Included with this particular customer service modification are also other customer service related modifications, including improved one-way traffic circulation by limiting the eastern driveway to entrance-only, conversion of 90-degree parking to 45-degree parking for sit-down diners who no longer will need to compete with "to go" orders for parking, an expanded patio for more outdoor seating opportunities, relocation of the bicycle parking from the rear corner of the building to right beside the front door, and providing an additional pedestrian access sidewalk from the front sidepath to the restaurant's front door, patio, and bicycle parking area.

Project Surroundings

This shopping center is located mid-block on East Franklin near the intersection with Estes Drive. East Franklin Street is a five-lane cross section between these two intersections with a continuous center turn lane to serve the property and surrounding businesses and residences. The property is next door to the Sienna Hotel to the west and is visually separated from that use by a natural landscape buffer that includes mature trees.

On the east side is a two-way paved driveway that provides access via a flag lot stem to The Retreat at Franklin condominiums located north of the shopping center. An alternative landscape buffer was approved by the Community Design Commission in 2015 along the eastern and northern edge of the property due to a sloped bank between these two properties and multiple utility easements that serve the condominiums but are located on the shopping center property. No windows from the condominium buildings face the common property line between the two properties and those residential buildings are located well above the grade of the shopping center.

Also running parallel to The Retreat's driveway access is a paved connector pathway from a bus stop location on East Franklin Street to the Chapel Hill Library site north of The Retreat property. There is bicycle and pedestrian activity from the bus stop and library connector path as the restaurant is the closest source of food and drink to the library. In addition there are other apartment communities located within walk distance east of the property along East Franklin Street.

Located across East Franklin Street from the shopping center is existing non-residential development including the recently constructed Pep Boys and Montessori Academy buildings.

Findings of Fact

The applicant hereby justifies the request for a Special Use Permit Major Modification as per the Town of Chapel Hill's Land Use Management Ordinance, Appendix A, Section 4.5.2 (a): Standards and Findings of Fact

Finding 1: The use or development is located, designed, and proposed to be operated so as to maintain or promote the public health, safety, and general welfare.

Traffic: The activation of drive-through window service as a permitted accessory use for Planned Development - Shopping Center (Community) will utilize the two existing driveway access points (needed for truck delivery service to the Sherwin Williams paint store), but will restrict the eastern driveway entrance from its current two-way access to an entrance-only one-way access. This removes exiting traffic from this driveway, thereby eliminating conflict with exiting traffic from The Retreat at Franklin condominium exiting traffic. The drive-through service lane (former exiting traffic lane) is designed to hold a stack of ten cars, as required by the Land Use Management Ordinance, without encroaching on the public right of way. An additional wait space will be provided beyond the drive-through service window, so customers will have a place to pull ahead if there is a delay in fulfilling their order. Dunkin has optimized its procedures for speed and efficiency and strives companywide to keep drive through window service transactions under 150 seconds from greeting to order fulfillment. In addition, food is cooked off-premises and only heated and/or mixed on-site. This combination of operating procedures and design features prevents the customer wait line from spilling out onto Franklin Street or blocking the sidewalk. In a 2017 nationwide study by Quick Service Restaurant magazine less than one percent of customers at 169 observed Dunkin locations ever encountered more than six vehicles in line. Placement of the menu board at wait position five allows the kitchen to see multiple orders at a time and fulfill them before the vehicle reaches the service window for the economic transaction. The wait line storage line length and menu board placement location are both as per design requirements found within the Land Use Management Ordinance for drive-through window service.

Safety: The one-way circulation pattern for the restaurant's portion of the parking lot will be safer for dine-in customers who arrived by vehicle as well as for pedestrians and bicyclists. A raised pedestrian crosswalk to the restaurant's side door makes it safer to go to and from parked vehicles and they will no longer need to watch for vehicles moving from both directions as the driveway is converted from two-way traffic flow to one-way traffic flow. By raising the pedestrian crosswalk, drive-through window service customers will be discouraged from blocking it and the crosswalk is not part of the drive-through vehicular storage area, occurring between wait positions seven and eight (with

wait lines rarely longer than six deep as per the study referenced above). Provision of 45-degree parking stalls also makes parking easier to navigate than 90-degree parking stalls and reinforces the one-way traffic circulation pattern. Furthermore, pedestrian and bicycle traffic will now be kept completely separate from the drive aisles and the drive-through window service area. The existing pedestrian sidewalk and front sidepath access point will remain (leading to the side door where the parking lot pedestrian crosswalk is also provided). However a new sidewalk connection is now also added from the front ten-foot wide sidepath to the restaurant's front door and expanded outdoor dining patio, providing a new way for pedestrians and bicycles to approach the building completely separated from vehicular traffic. A component of the patio expansion also involves relocating the restaurant's bicycle parking from the rear corner of the store to the front of the store beside the front door. In addition to easier access, this will provide a safer, and more visible place for diners to park their bicycles. Finally, the pedestrian system, including front patio area and sidewalk connection to the Sherwin Williams paint store are all separated from the drive-through window service area by raised curb and and continuous evergreen hedge that also serves as a headlight screening feature for vehicles at the drive-through service window.

Utilities: No utilities will need to be modified or relocated for this project. Water and sewer are provided by OWASA and a grease trap was installed when the restaurant was constructed. Solid waste collection for the shopping center will continue from a shared set of garbage and recycling dumpsters as it does today.

Stormwater: Currently the site cross-connects its on-site stormwater collection facilities with the Sienna Hotel collection system next door to the west. Stormwater also enters the site from the condominium project to the north via a tail ditch along the western edge of the property to an inlet structure located on the shared property line between the shopping center and the Sienna Hotel. An operations and maintenance plan is currently being developed for this inlet separate from this application. The small increase in impervious surface that results from the expanded patio and parking lot circulation improvements will be offset by the use of pervious pavers for a designated portion of the asphalt area currently striped out near the front door to the Sherwin Williams paint store to be utilized as a bicycle parking area.

Floodway/RCD: The project is not located within a designated floodway or resource conservation district.

Finding 2: The use or development complies with all required regulations and standards of this chapter, including all applicable provisions of Articles 3 and 5, the applicable specific standards contained in the supplemental use regulations (Article 6), and with all other applicable regulations.

Article 3: Zoning Districts, Uses, and Dimensional Standards

The site is zoned Community Commercial (CC) and has been issued a Special Use Permit for "Planned Development - Shopping Center (Community)". The paint store is classified as "business - general" (use group C) and the restaurant as "business - convenience" (use group C), both classified as a "principal use" (P) within the Community Commercial zoning district. "Drive-in window" is defined as "a window or other opening in the wall of a principal building through which goods or services are provided directly to customers in motor vehicles by means that eliminate the need for such customers to exit their motor vehicles" within the Definitions (Appendix A) section of the Land Use Management Ordinance and is classified as a permitted "accessory use" (A) under Planned Development - Shopping Center (Community) within the Use Matrix found within Article 3. The property is not located within any special or overlay zoning districts. This SUP Modification will be compliant with all dimensional standards identified within Article 3 including lot dimensions, building setbacks, impervious surface ratios, and floor area ratios.

Article 5: Design and Development Standards

The 2015 Special Use Permit Modification brought the shopping center up to current Chapel Hill standards with new site lighting, interior landscaping, and perimeter landscape buffers as approved by the Community Design Commission. These site elements will all remain in place under this Special Use Permit Modification. Interior landscaping elements disturbed during construction of site improvements will be relocated or replaced allowing the property to continue to meet shading requirements.

The site's existing hydrology was improved by the 2015 Special Use Permit Modification by lowering the amount of impervious surface on the property. That existing hydrology will be maintained by this Special Use Permit Modification.

All design and development standards identified within Article 5 are met or exceeded by this Special Use Permit Modification.

Article 6: Special Regulations for Particular Uses

Within the Use Matrix found within Article 3 the use identified as "Drive-in Window" has an added parenthetical note "(See Article 6)". Section 6.14 "Drive-in window, as an accessory use to permitted principal use" contains the following special regulation for this use: "Pedestrian walkups shall be separated from service areas by curbs."

There are no separate pick-up windows proposed by this SUP Modification for pedestrians. However, all pedestrian areas, including the outdoor dining patio, the bicycle park-

ing area by the front door, and the interior sidewalk system that cross-connects the restaurant and the paint store are separated from the drive-through window service area by not only raised curbs but also by a continuous evergreen hedge. Pedestrians approaching the restaurant from the Franklin Street multi-use sidepath along the property's frontage are brought directly to the restaurant's front door. Similarly, bicyclists can also access bicycle parking racks via this same sidewalk connection to the multi-use sidepath. As an alternative, there is also a separate sidewalk system that delivers pedestrians from the multi-use sidepath along the frontage to the side door utilized by customers arriving by vehicle that is separated from the drive-through window service lane by raised curb.

Other Potentially Applicable Regulations

Although this property is located outside the Blue Hill District, this SUP Modification also meets the drive-in window design standards for that form-based code district. The regulations for that district require that ten vehicular wait spaces be provided within the drive-through window service lane with four spaces located after the menu board placed at wait position number five. This menu board placement requirement allows the food/drink preparation area to fulfill multiple orders before the vehicle arrives at the pick-up window for the economic transaction.

The dimensions of the wait space are not specified in the Chapel Hill LUMO. However, the proposed design utilizes the 20-foot-long by 8-foot-wide wait space dimensions required by the Town of Apex, which has identical drive-through window service stacking requirements. Most cars are approximately six feet wide and the typical midsize sedan is approximately 16 feet long, while many compact cars and SUVs are less than 14 feet long. Therefore the 20-foot length of the wait space utilized in the design allows for a variety of vehicle sizes and includes the natural gaps drivers might place between themselves.

Screening of the headlights and lower portions of the cars at the drive-through window service window will also be provided utilizing Blue Hill zoning district design standards. A low continuous evergreen hedge will follow the perimeter of the drive-through window service return lane, not only screening the headlights and lower portions of the vehicles, but also providing a physical barrier between pedestrians utilizing the adjacent sidewalk and vehicles utilizing the return lane on the other side of the hedge. A soft-touch variety of Japanese holly will be utilized for the hedge to be compatible with both vehicles that might brush against it while in the wait space area and pedestrians on the other side as they use the sidewalk that connects the restaurant with the paint store. The Blue Hill zoning district requires a height of 3 feet at planting with a mature height of 4 feet and this species should fulfill that objective. It is noted that the police representative at this project's pre-application review advocated considering a 3-foot height at maturity for security purposes and that design objective can also be met if deemed desirable.

Finding 3: That the use or development is located, designed, and proposed to be operated so as to maintain or enhance the value of contiguous property, or that the use or development is a public necessity.

Only two properties are contiguous to this property, the Sienna Hotel to the west and The Retreat at Franklin condominiums to the north, including their entry drive along a flag-lot stem that borders the eastern side of the property.

The installed site improvements that were a component of the 2015 Special Use Permit Modification, including installing modern site lighting, adding missing interior landscaping, and enhancing the perimeter landscape buffers on all four sides, helped to meet this objective. A natural buffer with mature trees separates the property from the Sienna Hotel and the improvements associated with this SUP Modification have little effect on the hotel. A byproduct of this modification should help better protect the hotel from off-site storm drainage impacts from the condominiums to the north as the tail ditch that flows from the condominium property between this site and the hotel might be improved along with the current storm drainage structure that is located on the property line between the two properties. Stormwater overflows from that ditch and that device currently flow across a portion of their parking access during certain storm events.

At a preliminary meeting with the condominium association's board of directors, their primary concern was that adding drive-through window service might result in cars backing out into the public right-of-way for Franklin Street, thereby conflicting with their driveway access located on the flag lot stem just east of the property. These fears are understandable, as the popular Sunrise Biscuits drive-through window service restaurant frequently has this issue on busy weekend mornings, with the line of cars overflowing that small lot and extending into the westbound right lane of Franklin Street.

However there are both design and operational differences between the two restaurants that eased their initial concerns. Sunrise Biscuits is located on a small lot that only has space for approximately six cars before the line starts to intrude into the sidewalk and drive lanes of Franklin Street. Additionally, the menu board is located at the wait space right before the service window, limiting the kitchen into only working on one or two orders at a time. Finally, the food is being cooked and prepared in that kitchen area, requiring some additional time before orders can be fulfilled.

In contrast, this project's restaurant has a 10-car stack with more generous dimensions than Sunrise Biscuit's shorter on-site stack. Additionally, the menu board is placed at wait space 5 within the stack, allowing the multi-station food and drink preparation area to see up to four orders at the same time when the line is full. Finally, the food is cooked off-site and only heated/mixed/served on-site via multi-function ovens with operating routines that are less than a minute in duration.

There is a corporate goal to limit the customer experience time from ordering to driving away from the window to 150 seconds and the local franchisee has experienced no problems meeting that goal at his other local area locations. Additionally a 2017 Quick Service Restaurant study of 169 Dunkin locations was shared with them that confirmed this approximate amount of time from greeting to drive-away and also noted that only 0.4% of all customers every encountered more than six vehicles in line (menu board at position five). This study seemed to ease their concerns, but the design was also revised after that meeting to include provision of a wait space within the return loop area after the service window position for vehicles to wait for orders that might somehow hold up the line and cause unforeseen back-ups.

Finally, it is noted that no windows from the condominium buildings overlook this property and that the menu board faces into a raised slope in the northeast corner of the property over one hundred feet away from the common property line.

Finding 4: That the use or development conforms to the general plans for the physical development of the town as embodied in the Land Use Management Ordinance and in the Comprehensive Plan as embodied in this appendix and in the comprehensive plan.

A Place for Everyone

Approximately half of customer orders for this Dunkin restaurant are “to go”. Currently this requires customers to park their vehicle, enter the restaurant, stand in line, carry their order back to their vehicle, and then exit their parking space. This not only requires more time than these customers may be able to afford for their “to go” order, but also impacts sit-down customers who have chosen to dine in the restaurant. Beyond competition for parking spaces in the parking lot with the “to go” customer, they must currently also wait in line behind them to place and receive their own order. Provision of a means for the “to go” customer to receive their order in a predictable timely manner that does not require them to park and exit the vehicle meets their preferences and improves the customer experience for sit-down diners in that better parking is now available closer to the door and shorter lines at the counter.

In addition, drive-through window service will enable Dunkin to better serve customers with limited mobility, such as senior citizens and people with injuries or physical disabilities. It can also be helpful to parents with small children that make exiting the vehicle a major undertaking and provides an option in adverse weather conditions.

The patio expansion provides more outdoor dining space for those that enjoy that experience. And providing separate and convenient bicycle and pedestrian access will also make Dunkin an even better place for customers who do not usually get around via motorized vehicles by separating the vehicular traffic from their dedicated pedestrian access and front-door bicycle parking.

Community Prosperity and Engagement

Although Dunkin is a national chain, this property owner is a Dunkin franchisee who operates multiple Dunkin locations throughout the Triangle area but chooses to live in Chapel Hill as his home. In addition to keeping the dollars local by living within the Town limits, this franchisee also supports many local non-profits by such things as hiring workers identified by the homeless women support groups and donating food and money to many local causes.

Furthermore the property's proximity to the library provides a good place for patrons to take a break from studying or get a change of scenery while enjoying a snack or beverage. With the Franklin Street bus stop and library connector trail nearby, this restaurant becomes the closest place to find food and beverage for such breaks.

Enhancing the bicycle parking options and location, plus providing dedicated pedestrian connections to the 10-foot wide multi-path along the property's frontage (first section to be provided on East Franklin Street), makes taking a non-vehicular break much easier to enjoy.

Getting Around

Offering an option for timely and predictable "to go" service that does not impact others is a desirable option to have for those on a tight time budget. The right-in and right-out option for those commuting into Town and campus in the morning is convenient and safe for those that choose to pick up an order on the way to work or a meeting.

Good Places, New Spaces

Modern drive-through window service is not common in Chapel Hill with most examples being from decades ago and on the fringes of the economic community. A well-designed option that has little impact on others is a desirable feature for the community.

This vehicular option is balanced in this modification with enhanced pedestrian and bicycle access as well offering a better customer service experience for all, including an expanded outdoor dining patio out front as a new space that is comfortable to sit within behind the streetside landscaping.

This new space serves all including those with disabilities and offers a place for commuters and visitors going in and out of downtown and university area to either purchase something to-go or sit and enjoy either inside the restaurant or on the patio.

Nurturing Our Community

This modification maintains impervious surface area at the same reduced level that was achieved when the 2015 modification replaced the gas station with a restaurant. The expanded patio and drive-through service window area pavement is offset by the introduction of a large landscape island in the service window area.

Traditional air pollution concerns associated with drive-through window service is now reduced by advances in automotive technology.

Many modern cars now switch off their engines when not moving, only restarting when moving again. Hybrid cars switch off their gasoline engines and go exclusively electric at low speeds and when idling, burning no fuel and putting out no emissions. And, of course, increasingly popular electric vehicles are always running in this mode.

Plus the speed of drive-through window service by this particular restaurant minimizes the amount of vehicle idle time to the point where the impact of having to alternatively park and un-park may be equivalent.

Finally, the amount of tree canopy and tree shading provided on this property was increased dramatically by the 2015 modification and that level of canopy and shading is maintained in this modification.

Conclusion

The Findings of Fact required by Section 4.5.2.(a) of Article 4 of the Chapel Hill Land Use Management Ordinance can be made for this Special Use Permit Modification.

204 West Clay Street
Mebane, NC 27302
Phone: (919) 563-9041
Fax: (919) 304-3234

EarthCentric Engineering, Inc.

September 26, 2018

Town of Chapel Hill
Stormwater Department
208 N Columbia St
Chapel Hill, NC 27514

Subject: Engineer's Letter
Explanation of changes in impervious surfaces

Reference: 1509 East Franklin Restaurant
Impervious Area

Dear Reviewers:

The proposed development for the above site involves the minor reconfiguration of the parking and drive areas to allow for the addition of a drive thru window on the existing restaurant building. The change required are summarized as follows:

- Addition of drive thru lane and reconfiguration/reduction of parking on the west side of the building.
- Reconfiguration of drive aisles to one way traffic pattern
- Reconfiguration of tree islands and parking on the eastern side of building from 90 degree to angled parking.
- Modification of patio and walk area at the front and west of the building.
- Conversion of curb inlets to drop inlet structures
- Conversion of graveled landscape islands to planted islands.
- Modification of impervious area adjacent to drive thru to a landscape island to direct traffic flow
- Conversion of striped impervious area adjacent to western corner of Sherwin-Williams building to pervious pavers.

The net results of the above changes reduce the total impervious surface from 39,126 sf to 39,106 sf and maintain the existing drainage patterns. Based on these conditions, this development has no substantial hydrologic impact and requires no stormwater management facilities.

We trust that you will find this letter and the supporting documentation adequate and thank you again for your cooperation on this project. Should you have any questions or concerns regarding this information, please contact our office at 919-563-9041.

Sincerely,

Charles P. Koch, PE
President

RESTAURANT
w/ DRIVE THRU

← PATH TO LIBRARY

EAST FRANKLIN STREET
100' PUBLIC R/W
P.B. 37-72

PEP-BOYS

5 10 30 50
10 0 20 40

NORTH

THE DESIGN RESPONSE
215 E. Chatham St., Suite 125
P.O. Box 3585, Cary, NC 27519
thedesignresponse.com
(919) 469-2080

7.19.2017

QSR
Limited-Service, Unlimited Possibilities

Vehicles in Line

THE DRIVE-THRU PERFORMANCE STUDY (/REPORTS/2017-DRIVE-THRU-PERFORMANCE-STUDY)

BRAND INSIGHTS:

- Arby's (/reports/drive-thru-2017-arbys)
- Carl's Jr./Hardee's (/reports/drive-thru-2017-carlsjr)
- Chick-fil-A (/reports/drive-thru-2017-chickfila)
- McDonald's (/reports/drive-thru-2017-mcdonalds)
- Taco Bell (/reports/drive-thru-2017-taco-bell)
- Wendy's (/reports/drive-thru-2017-wendys)

Drive-Thru Performance:
A Closer Look (/content/drive-thru-2017-closer-look)
Methodology (/content/drive-thru-2017-methodology)

CHARTS:

- Order Accuracy (/content/drive-thru-2017-accuracy)
- Speed of Service (/content/drive-thru-2017-speed-service)
- Service Attributes (/content/drive-thru-2017-service-attributes)
- Vehicles in Line (/content/drive-thru-2017-vehicles)
- Suggestive Sells (/content/drive-thru-2017-suggestive-sell)
- Type of Suggestive Sell (/content/drive-thru-2017-suggestive-sell-type)
- OCB in Place (/content/drive-thru-2017-ocb)
- Stations in Use (/content/drive-thru-2017-stations)
- Issues Experienced (/content/drive-thru-2017-issues)

RESULTS REFLECT A PERCENTAGE OF DRIVE-THRU VISITS AT EACH CHAIN

CHAIN (/CONTENT/DRIVE-THRU-2017-VEHICLES?SORT=CHAIN&DIR=DESC)	0-2 (/CONTENT/DRIVE-THRU-2017-VEHICLES?SORT=02&DIR=ASC)	3-5 (/CONTENT/DRIVE-THRU-2017-VEHICLES?SORT=35&DIR=ASC)	6 OR MORE (/CONTENT/DRIVE-THRU-2017-VEHICLES?SORT=6_OR_MORE&DIR=ASC)
Arby's	78.70	21.30	0.00
Burger King	81.30	18.10	0.60
Carl's Jr.	89.80	10.20	0.00
Chick-fil-A	21.90	50.80	27.30
Dunkin' Donuts	79.30	20.10	0.60
Hardee's	88.10	11.90	0.00
KFC	83.20	15.60	1.20
McDonald's	34.60	48.60	16.80
Panera Bread	78.90	21.10	0.00
Raising Cane's	65.30	32.00	2.70
Starbucks	60.50	37.10	2.40
Taco Bell	78.40	21.60	0.00
Tim Hortons	92.10	7.90	0.00
Wendy's	69.70	27.30	3.00
Zaxby's	62.70	36.00	1.30
Summary	68.30	27.00	4.80

QSR
Limited-Service, Unlimited Possibilities

Speed of Service

THE DRIVE-THRU PERFORMANCE STUDY (/REPORTS/2017-DRIVE-THRU-PERFORMANCE-STUDY)

BRAND INSIGHTS:

- Arby's (/reports/drive-thru-2017-arbys)
- Carl's Jr./Hardee's (/reports/drive-thru-2017-carlsjr)
- Chick-fil-A (/reports/drive-thru-2017-chickfila)
- McDonald's (/reports/drive-thru-2017-mcdonalds)
- Taco Bell (/reports/drive-thru-2017-taco-bell)
- Wendy's (/reports/drive-thru-2017-wendys)

Drive-Thru Performance:
A Closer Look (/content/drive-thru-2017-closer-look)
Methodology (/content/drive-thru-2017-methodology)

CHARTS:

- Order Accuracy (/content/drive-thru-2017-accuracy)
- Speed of Service (/content/drive-thru-2017-speed-service)
- Service Attributes (/content/drive-thru-2017-service-attributes)
- Vehicles in Line (/content/drive-thru-2017-vehicles)
- Suggestive Sells (/content/drive-thru-2017-suggestive-sell)
- Type of Suggestive Sell (/content/drive-thru-2017-suggestive-sell-type)
- OCB in Place (/content/drive-thru-2017-ocb)
- Stations in Use (/content/drive-thru-2017-stations)
- Issues Experienced (/content/drive-thru-2017-issues)

CHAIN (/CONTENT/DRIVE-THRU-2017-SPEED-SERVICE?SORT=CHAIN&DIR=DESC)	AVERAGE TIME (IN SECONDS) (/CONTENT/DRIVE-THRU-2017-SPEED-SERVICE?SORT=AVERAGE_TIME_IN_SECONDS&DIR=ASC)
Arby's	244.37
Burger King	189.48
Carl's Jr.	270.22
Chick-fil-A	251.04
Dunkin' Donuts	173.85
Hardee's	287.87
KFC	230.98
McDonald's	239.03
Panera Bread	262.68
Raising Cane's	168.23
Starbucks	266.41
Taco Bell	212.71
Tim Hortons	202.66
Wendy's	180.05
Zaxby's	212.85
Summary	224.77

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Limited-Service, Unlimited Possibilities

Methodology for The 2017 Drive-Thru Performance Study

THE DRIVE-THRU PERFORMANCE STUDY (/REPORTS/2017-DRIVE-THRU-PERFORMANCE-STUDY)

BRAND INSIGHTS:
- Arby's (/reports/drive-thru-2017-arbys)
- Carl's Jr./Hardee's (/reports/drive-thru-2017-carlsjr)
- Chick-fil-A (/reports/drive-thru-2017-chickfila)
- McDonald's (/reports/drive-thru-2017-mcdonalds)
- Taco Bell (/reports/drive-thru-2017-taco-bell)
- Wendy's (/reports/drive-thru-2017-wendys)

Drive-Thru Performance: A Closer Look (/content/drive-thru-2017-closer-look)
Methodology (/content/drive-thru-2017-methodology)

CHARTS:
- Order Accuracy (/content/drive-thru-2017-accuracy)
- Speed of Service (/content/drive-thru-2017-speed-service)
- Service Attributes (/content/drive-thru-2017-service-attributes)
- Vehicles in Line (/content/drive-thru-2017-vehicles)
- Suggestive Sells (/content/drive-thru-2017-suggestive-sell)
- Type of Suggestive Sell (/content/drive-thru-2017-suggestive-sell-type)
- OCB in Place (/content/drive-thru-2017-ocb)
- Stations in Use (/content/drive-thru-2017-stations)
- Issues Experienced (/content/drive-thru-2017-issues)

See Level Human Experience. (http://www.seelevelhx.com)Data for the bsp;2017 QSR Drive-Thru Study was collected and tabulated by SeeLevel HX. The study included 15 chains and data from 2,011 visits, with the following break-down of visits by chain: Arby's (169), Burger King (171), Carl's Jr. (88), Chick-fil-A (183), Dunkin' Donuts (169), Hardee's (84), KFC (167), McDonald's (179), Panera Bread (76), Raising Cane's (75), Starbucks (168), Taco Bell (167), Tim Horton's (76), Wendy's (165), and Zaxby's (75). Visits were conducted across the country, across 156 markets. No restaurant location was visited more than once. All data was collected between June 1 and July 30, 2017.

Daypart analysis was based on the time of day of the visit--breakfast (5–9 a.m.), mid morning (9–11:30 a.m.), lunch (11:30 a.m. to 1:30 p.m.), late afternoon (1:30–4 p.m.), and dinner (4–7 p.m.). The distribution of visits mirrored revenue by daypart.

Upon each visit, a trained data collection specialist surveyed the drive-thru lane and then entered the line as any other customer. Each order placed by our researchers consisted of one main item, one side item, and one beverage. A minor special request was also made with each order, such as beverage with no ice. Although two different speed-of-service times were recorded for each visit (one for the researchers' order/experience and another from a randomly selected vehicle), all tables within this feature are related to the researchers' own vehicle and experience only, as this was the controlled order. Service time was defined as the time from stopping at the order station to receipt of all items (including change). Additional data collected by each researcher included but was not limited to: order accuracy, drive-thru and exterior appearance, speaker clarity, and customer service. All purchases were made using cash so as not to influence timing.

Kirkland Appraisals, LLC

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www.kirklandappraisals.com

February 21, 2023

Mr. Pete Turner
1507 E Franklin St, LLC
109 Butterfield Court
Chapel Hill, NC 27516

Mr. Turner

I have considered the likely impact of the proposed Dunkin Donuts addition to include a Drive Thru at 1509 E Franklin Street, Chapel Hill, North Carolina.

The scope of this assignment is to address the likely impact this may have on adjoining property values. To this end I have reviewed the site plan and considered other drive thru sites where I have completed appraisal assignments. I have not been asked to assign any value to any specific property.

This letter is a real property appraisal consulting assignment. My client is 1507 E Franklin St, LLC represented to me by Mr. Pete Turner. The intended use is to assist in the SUP development plan approval. The effective date of this consultation is February 21, 2023.

Existing Use Description

The property is currently improved with two buildings: Sherwin Williams built in 1971 with 8,426 s.f. (based on the tax card) and Dunkin Donuts built in 2018 with 2,334 s.f. (based on the tax card). Only the Dunkin Donuts is proposed to be modified to include a drive thru window.

Proposed Use Description

The property is proposed to be added to with a drive thru window and associated drive thru lane and improvements. No new buildings are constructed.

The pattern of traffic in the parking lot will remain the same with minimal modification. A 3D rendering of the property with the turn lane included is shown on the following page.

The following aerial shows the surrounding area with heavy commercial uses located across E. Franklin Street including a quick oil change facility, a Pep Boys and an office. The property adjoining to the south (past the Sherwin Williams retail building is the Siena Hotel. The property adjoining to the north and also located behind the subject property is The Retreats Condominiums.

The distance from the Dunkin Donuts to these adjoining uses is not changing and the parking lot is also not getting closer to any of these uses. The drive thru primarily impacts the parking lot for the Dunkin Donuts.


1509 E FRANKLIN ST, CH, NC, 27514
E FRANKLIN ST

Specific Factors on Harmony of Use

I have completed a number of Impact Studies and I have found that the most common areas for impact on adjoining values typically follow the following hierarchy with descending levels of potential impact. I will discuss each of these categories and how they relate to the subject property.

1. Hazardous material
2. Odor
3. Noise
4. Traffic
5. Stigma
6. Appearance

1. Hazardous material

The proposed change to the Dunkin Donuts presents no potential hazardous waste byproduct as part of normal operation. I consider this to be a non-factor for the impact analysis.

2. Odor

The project as presented has no specific concerns related to odor and is therefore a non-factor in this impact analysis.

3. Noise

The subject property is located adjoining a commercial shopping center near a high traffic corridor. The noise associated with this project is expected to be consistent with this area and consistent with current use of the property and presents no additional impact on adjoining properties, especially given the commercial nature of this corridor.

4. Traffic

A 2022 study by QSR Magazine indicated that the service time at Dunkin' Donuts was measured at 238.16 seconds for orders consisting of one main item, one side item, and one beverage along with a minor special request. This is less than 4 minutes per car and the second fastest national chain considered. The same study showed that 90% of the time observed Dunkin' Donuts have 3 cars or less in line and 99% of the time they have 7 cars or less. These are national rates and not specific to NC or Chapel Hill.

I have also considered the Ramey Emp & Associates Drive Through Vehicle Stacking Assessment prepared on April 5, 2019 for this site. The conclusion of that assessment indicates that the spacing is adequate for the site and unlikely to exceed 6 vehicles during peak periods.

I therefore conclude that the traffic generated by this site will have no negative impact on adjoining property values.

5. Stigma

There is no stigma associated with the proposed use.

6. Appearance

The project will be in harmony with the surrounding area in terms of appearance and is consistent with the adjoining uses and very similar to the current appearance.

7. Conclusion

On the basis of the factors described above, it is my professional opinion that the proposed project will be in harmony with the area in which it is to be developed and have no negative impact on adjoining property values. This is a simple inclusion of a drive thru.

Discussion

The primary method for determining the impact of one use on an adjoining use that appraiser's employ is paired sales analysis. This type of analysis would be applied in this case through a comparison of commercial property sales adjoining a similar donut shop and comparing those to similar commercial property sales near a donut shop with a drive thru. The difficulty in applying this type of analysis to a commercial use is that commercial properties do not typically sell with enough frequency for this type of analysis to provide any meaningful results. Furthermore, commercial properties are sold primarily based on the traffic that the site has access to and may or may not be heavily influenced by long term leases.

The adjoining properties to the subject property include automotive repair, offices, a hotel and condominiums. The condominiums are already impacted by adjacency to commercial uses on a commercial corridor and the drive thru would make no change to the condominium experience so long as the queuing is kept on the subject property site. As noted earlier, this report assumes that all suggestions by the traffic engineer will be followed to ensure this is not an issue.

Given the difficulty in applying a paired sales analysis, I have opted to illustrate how common fast food uses with a drive thru is within the Chapel Hill Market to show market acceptance of this use.

Comparable Situations in Chapel Hill

I have considered the following similar drive thrus as shown on the following pages. This shows an acceptance of this use in commercial locations similar to the subject property.

1. 450 S Elliot Rd, Chapel Hill – Cook Out (Former Burger King)

This location is at the intersection of S. Elliot Road and Fordham Boulevard.

2. 1305 E Franklin Street, Chapel Hill – Sunrise Biscuit Kitchen

This location was originally built in 1964 and has a drive thru that appears to have an ordering window very close to the road. The aerial imagery above shows a queue on Franklin Street. There are at least 11 cars shown in this image. I do not know what the typical order time is at this location or the number of trips per day they get that results in this, but this would not be typical for Dunkin' Donuts as noted earlier 99% of the time, a Dunkin' Donuts would have 7 cars or fewer.

Furthermore, there is a substantial difference in the design of this location versus the design of the proposed Dunkin Donuts drive thru. The Sunrise location has space for a 4-car stack versus the Dunkin Donuts that has a 10-car stack. The Sunrise location does not meet the current code, which helps to explain the image shown above. For this reason, I do not consider this to be a comparable example, but more of an example of why the current code is much stricter than what is shown at Sunrise.

3. 409 W Franklin Street, Chapel Hill – McDonalds

Conclusion

The proposed use is a typical use for this type of location and is a simple expansion of the existing use.

Dunkin' Donuts has consistently performed well for drive thru times in QSR Magazine surveys of drive thru activity. Given that and the typical number of cars identified for drive thru queues for Dunkin' Donuts is low, I conclude there is low potential for impacts on traffic due to the drive thru. For these reasons I see no basis for an impact on adjoining property values.

I conclude that the proposed use is in harmony and will maintain or enhance adjoining property values.

If you have any further questions please call me any time.

Sincerely,

Richard C. Kirkland, Jr., MAI
State Certified General Appraiser

Nicholas D. Kirkland
State Certified General Appraiser

Kirkland Appraisals, LLC

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Professional Experience

Kirkland Appraisals, LLC, Raleigh, N.C. 2003 – Present
Commercial appraiser
Hester & Company, Raleigh, N.C.
Commercial appraiser 1996 – 2003

Professional Affiliations

MAI (Member, Appraisal Institute) designation #11796 2001
NC State Certified General Appraiser # A4359 1999
VA State Certified General Appraiser # 4001017291
SC State Certified General Appraiser # 6209
FL State Certified General Appraiser # RZ3950
GA State Certified General Appraiser # 321885
MI State Certified General Appraiser # 1201076620
PA State Certified General Appraiser # GA004598
OH State Certified General Appraiser # 2021008689
IN State Certified General Appraiser # CG42100052

Education

Bachelor of Arts in English, University of North Carolina, Chapel Hill 1993

Continuing Education

Uniform Standards of Professional Appraisal Practice Update	2022
Sexual Harassment Prevention Training	2021
Appraisal of Land Subject to Ground Leases	2021
Michigan Appraisal Law	2020
Uniform Standards of Professional Appraisal Practice Update	2020
Uniform Appraisal Standards for Federal Land Acquisitions (Yellow Book)	2019
The Cost Approach	2019
Income Approach Case Studies for Commercial Appraisers	2018
Introduction to Expert Witness Testimony for Appraisers	2018
Appraising Small Apartment Properties	2018
Florida Appraisal Laws and Regulations	2018
Uniform Standards of Professional Appraisal Practice Update	2018
Appraisal of REO and Foreclosure Properties	2017
Appraisal of Self Storage Facilities	2017
Land and Site Valuation	2017
NCDOT Appraisal Principles and Procedures	2017
Uniform Standards of Professional Appraisal Practice Update	2016

Forecasting Revenue	2015
Wind Turbine Effect on Value	2015
Supervisor/Trainee Class	2015
Business Practices and Ethics	2014
Subdivision Valuation	2014
Uniform Standards of Professional Appraisal Practice Update	2014
Introduction to Vineyard and Winery Valuation	2013
Appraising Rural Residential Properties	2012
Uniform Standards of Professional Appraisal Practice Update	2012
Supervisors/Trainees	2011
Rates and Ratios: Making sense of GIMs, OARs, and DCFs	2011
Advanced Internet Search Strategies	2011
Analyzing Distressed Real Estate	2011
Uniform Standards of Professional Appraisal Practice Update	2011
Business Practices and Ethics	2011
Appraisal Curriculum Overview (2 Days – General)	2009
Appraisal Review - General	2009
Uniform Standards of Professional Appraisal Practice Update	2008
Subdivision Valuation: A Comprehensive Guide	2008
Office Building Valuation: A Contemporary Perspective	2008
Valuation of Detrimental Conditions in Real Estate	2007
The Appraisal of Small Subdivisions	2007
Uniform Standards of Professional Appraisal Practice Update	2006
Evaluating Commercial Construction	2005
Conservation Easements	2005
Uniform Standards of Professional Appraisal Practice Update	2004
Condemnation Appraising	2004
Land Valuation Adjustment Procedures	2004
Supporting Capitalization Rates	2004
Uniform Standards of Professional Appraisal Practice, C	2002
Wells and Septic Systems and Wastewater Irrigation Systems	2002
Appraisals 2002	2002
Analyzing Commercial Lease Clauses	2002
Conservation Easements	2000
Preparation for Litigation	2000
Appraisal of Nonconforming Uses	2000
Advanced Applications	2000
Highest and Best Use and Market Analysis	1999
Advanced Sales Comparison and Cost Approaches	1999
Advanced Income Capitalization	1998
Valuation of Detrimental Conditions in Real Estate	1999
Report Writing and Valuation Analysis	1999
Property Tax Values and Appeals	1997
Uniform Standards of Professional Appraisal Practice, A & B	1997
Basic Income Capitalization	1996

Mr. Pete Turner
February 21, 2023

Kirkland Appraisals, LLC

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Professional Experience

Kirkland Appraisals, LLC, Raleigh, N.C. 2015 – Present

Professional Affiliations

NC State Certified General Appraiser # A8662	2021
NC State Licensed Appraiser # A8509	2020
NC State Trainee Appraiser # T5825	2015

Education

Bachelor of Arts in Communication, North Carolina State University, Raleigh 2018

Continuing Education

Uniform Standards of Professional Appraisal Practice Update	2020
The Basics of Expert Witness for Commercial Appraisers	2019
Introduction to Expert Witness Testimony for Appraisals	2019
Uniform Standards of Professional Appraisal Practice Update	2018
Fundamental Concepts of Analysis	2017
The Cost Approach	2017
Uniform Standards of Professional Appraisal Practice Update	2016
Uniform Standards of Professional Appraisal Practice	2015
Residential Market Analysis & Highest & Best Use	2015
Basic Appraisal Procedures	2015
Basic Appraisal Principles	2015

RAMEY KEMP & ASSOCIATES, INC.
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April 5, 2019

Mr. Chuck Edwards, PE
NCDOT District Engineer
115 East Crescent Square Drive
Graham, North Carolina 27253
Phone: 336.570.6833
E-mail: cnedwards@ncdot.gov

Subject: Drive-Through Vehicle Stacking Assessment
Dunkin' Donuts – 1509 E. Franklin Street, Chapel Hill, North Carolina

Dear Mr. Edwards:

This letter presents the findings of a vehicle stacking assessment performed by Ramey Kemp & Associates, Inc. (RKA) for the existing Dunkin' Donuts site located at 1509 E. Franklin Street in Chapel Hill. A site location map is attached for reference. This store does not currently have a drive-though. It is proposed that a drive-through be constructed and that internal site circulation be modified to accommodate the drive-through. Refer to the attached site plan showing the proposed drive-through lane and internal site circulation plan.

This assessment was prepared to request a reduction in the vehicle stacking (storage) capacity requirements as set forth by NCDOT in the Policy on Street and Driveway Access to North Carolina Highways. Per NCDOT policy, fast-food restaurants with drive-through window service must provide storage within the site to accommodate a minimum of eight vehicles per service lane from the menu board. The policy assumes that each vehicle is 25 feet in length; therefore, 200 feet of stacking is required per NCDOT policy.

It should be noted that numerous municipalities within the state, including Raleigh, Durham, Charlotte, and Greensboro, each use 20 feet as the minimum length of stacking spaces, while the Town of Cary typically assumes a length of 18 feet, which is the length of a standard parking space. Pertinent information on stacking space lengths from these municipalities is attached.

Due to the size and layout of the existing Dunkin' Donuts site, the proposed drive-through lane is limited in length and cannot accommodate 200 feet of stacking from the menu board as required based on a vehicle length of 25 feet. As shown on the attached site plan, the proposed drive-through lane could accommodate six vehicles at 20 feet each, for a total of 120 feet of stacking capacity within the site. In addition, while not technically on-site, there is capacity for a seventh vehicle to stack within the right-of-way and out of the travel lanes on E. Franklin Street. Refer to the attached site plan.

It should also be noted that the proposed drive-thru layout can accommodate an additional four vehicles (approximately 100 feet of stacking) between the menu board and the pick-up window. In total, the drive-thru can

stack ten 20-foot vehicles from the pick-up window. Although the menu board could be moved forward 80 feet to meet the 200-foot stacking requirement, this would impede on the efficiency of processing orders.

Based on discussions with NCDOT, a reduction in stacked vehicle length could be supported for this site if sufficient data can be found or collected to justify it. It was determined that the site's stacking issues could be addressed by collecting and analyzing data at similar Dunkin' Donuts locations in the area to determine actual stacking conditions during peak store times.

Data Collection

RKA collected drive-through data at the following three existing Dunkin' Donuts locations:

Site #1: 13600 Falls of Neuse Road, Raleigh
Site #2: 2608 Erwin Road, Durham
Site #3: 8201 Creedmoor Road, Raleigh

Each of the selected Dunkin' Donuts locations has one drive-through lane. Counts were conducted at the above locations on a typical weekday AM (6:00 – 9:00 AM) and Saturday AM (8:00 – 11:00 AM), since those are the peak times for the stores. The maximum number of queued vehicles (counted from the menu board) in the drive-through was recorded for each five-minute interval during the count period. The collected data is summarized in the attached tables.

Based on the data, there was a maximum of seven vehicles queued at any one time beyond the menu board at any of the locations counted. It should be noted, however, that the maximum queue length of seven vehicles occurred only once during the count periods and at only one of the sites (Site #2). Therefore, a queue length of less than seven vehicles was observed for over 99.5% of the peak periods counted. The 95th percentile queue lengths at each of the sites were five vehicles or fewer, and average queue lengths were less than 2.5 vehicles.

Internal Site Circulation

Changes to the internal site circulation will be needed to accommodate the construction of a drive-through on the existing Dunkin' Donuts site. As shown on the attached site plan, the existing site driveway will be converted from two-way (enter/exit) to one-way (entrance only) with two ingress lanes. This will allow the drive-through lane to extend along what is now the driveway egress lane and for the second ingress lane to provide access to parking and allow for one-way counter-clockwise site circulation.

There is a Sherwin Williams store located next to the Dunkin' Donuts site that receives deliveries via box truck during business hours. The loading dock for the Sherwin Williams store is located on the north side of the store and can be seen on the attached site plan as an approximately 40-foot x 15-foot hatched area. Since the business hours of the Sherwin Williams store coincide with those of the Dunkin' Donuts store, deliveries will need to be made while the Dunkin' Donuts store is open. Since both stores are under the same ownership, deliveries to Sherwin Williams can be coordinated to occur at non-peak times for the Dunkin' Donuts store to reduce interaction with circulating vehicles.

Conclusions

Based on the findings of this assessment, the drive-through stacking lengths shown on the attached Dunkin' Donuts site plan are expected to be adequate to accommodate the stacking needs of the site. Based on the data collected for this assessment, it is unlikely that queue lengths will exceed six vehicles during peak periods; at non-peak times, queue lengths would be much shorter. Numerous municipalities in North Carolina already assume a stacked vehicle length of 20 feet or less. Using a stacked vehicle length of 20 feet, the existing Dunkin' Donuts site would be able to accommodate six stacked vehicles on-site and, therefore, the standard queues observed at similar Dunkin' Donuts locations.

Additionally, since the adjacent Sherwin Williams store is under the same ownership as the Dunkin' Donuts store, deliveries to Sherwin Williams can be scheduled to occur at non-peak times for Dunkin' Donuts, minimizing any potential impacts to site circulation.

If you should have any questions or comments relative to this assessment, please feel free to contact me at 919-872-5115.

Sincerely,
Ramey Kemp & Associates, Inc.

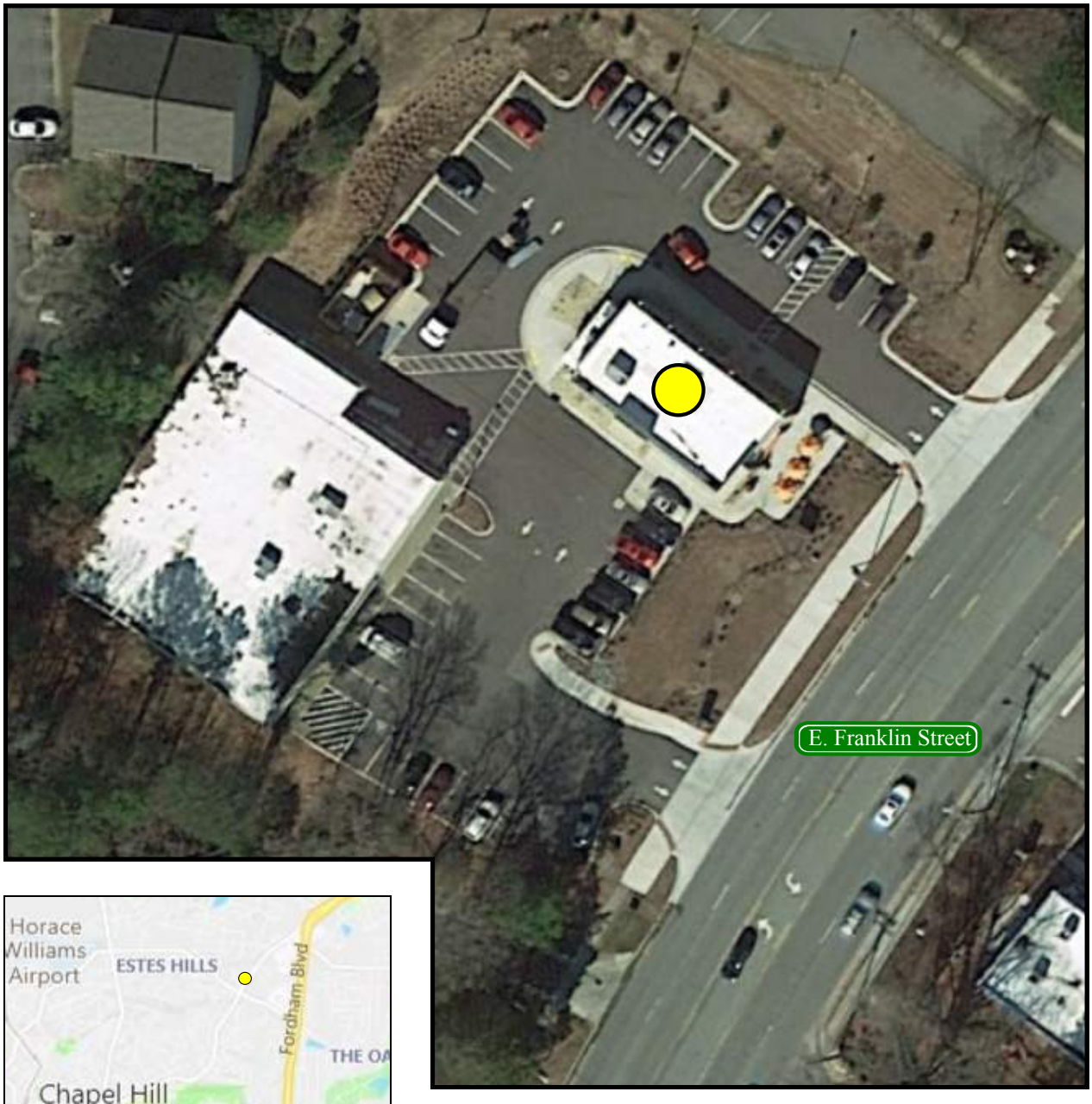
NORTH CAROLINA PROFESSIONAL SEAL 028926 ENGINEER RYNAL G. STEPHENSON

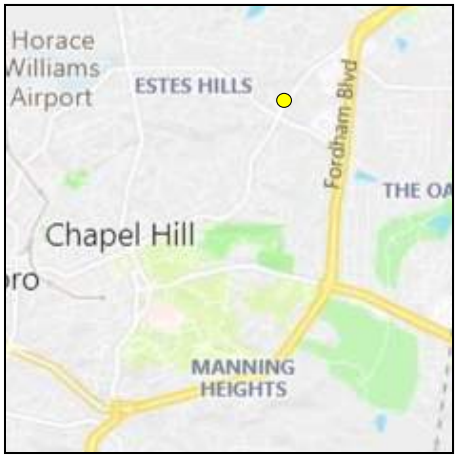
Rynal Stephenson, PE
Regional Manager

NC Corporate License # C-0910 4-5-19

Attachments: Site Location Map
Site Plan
Stacking Data from other Municipalities
Site Data Tables

cc: Kumar Nepalli, Town of Chapel Hill





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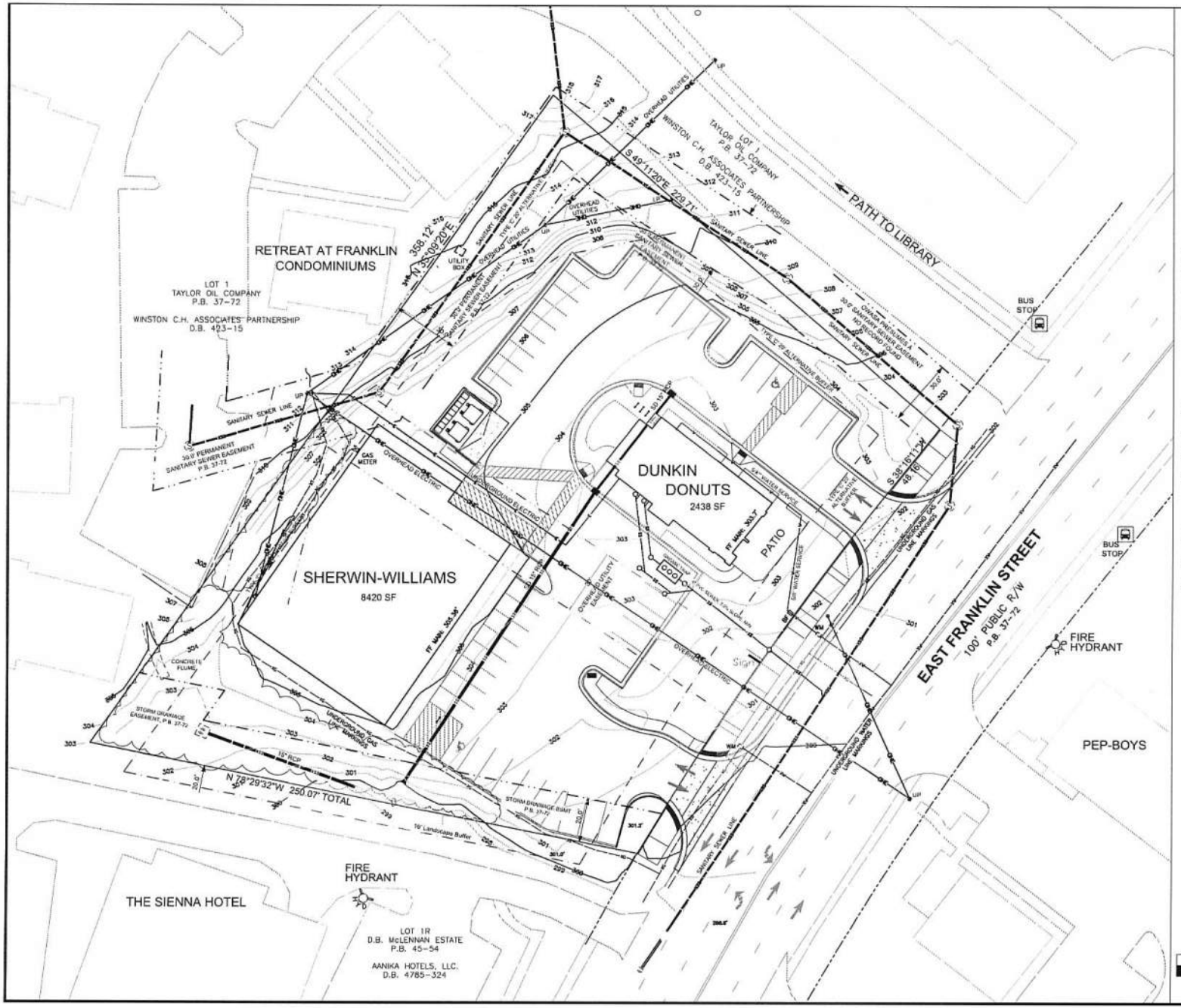
LEGEND

Site Location

RAMEY KEMP & ASSOCIATES TRANSPORTATION ENGINEERS	Dunkin' Donuts Chapel Hill, NC	Site Location Map Scale: Not to Scale | Figure 1



Project Data

Dunkin Donuts Drive Thru

1509 E. Franklin Street, Chapel Hill, NC 27514

Applicant:

The Design Response
PO Box 3585
Cary, NC 27519
919-469-2080
jsmyre@thedesignresponse.com

Site Data

Pin Number: 9789-93-9745

Street Address: 1507 & 1509 E. Franklin Street

Owner / Developer:

Taylor Family Properties, LLC
1645 Westbrook Plaza Drive
Winston Salem, NC 27103

Net Acreage: 1.53 AC, 67,160 SF
Gross Land Area: 1.69 AC, 73,825 SF

Zoning: CC - Community Commercial

SUP: PD-SC Planned Development-Shopping Center

10 40 80
0 20 60 100

THE DESIGN RESPONSE
PO Box 3585, Cary, NC 27519
thedesignresponse.com
(919) 469-2080

NORTH

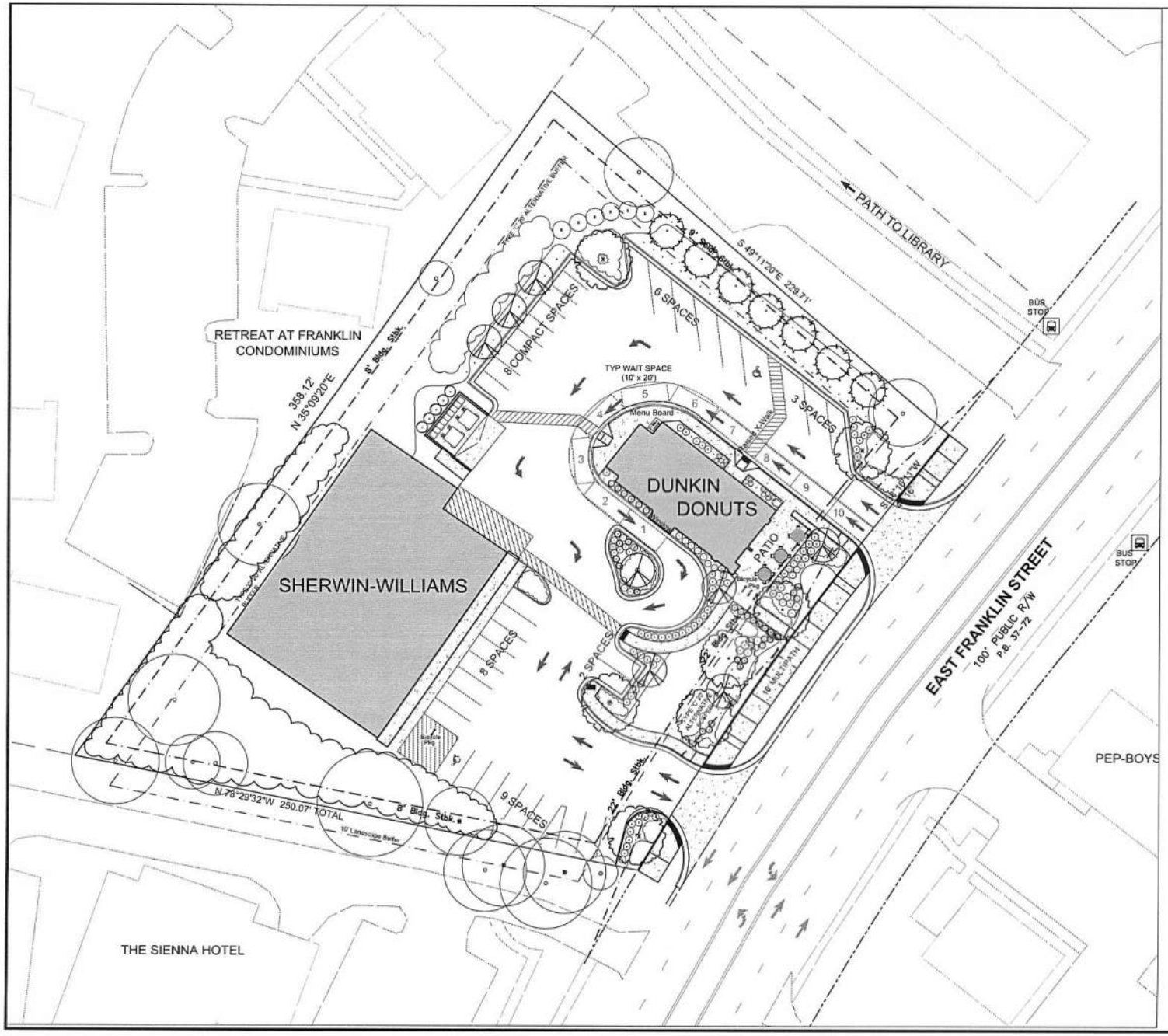
Taylor Family Property - Restaurant

Chapel Hill, North Carolina

Existing Conditions - Utilities, Easements, Contours

DATE	REVISION

DATE: 10-7-2017
SCALE: 1"=20'
DRAWN BY: JLS
JOB NO.: 975-001
SHEET NO.: C - 2
OF 4 SHEETS



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0 20 60 100

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PO Box 3585, Cary, NC 27519
thedesignresponse.com
(919) 469-2080

NORTH

Taylor Family Property - Restaurant

Chapel Hill, North Carolina

Proposed Drive Thru Site Plan

DATE:	REVISION:
DATE:	10-7-2017
SCALE:	1"=20'
DRAWN BY:	JLS
JOB NO:	075-001
SHEET NO.	C - 4

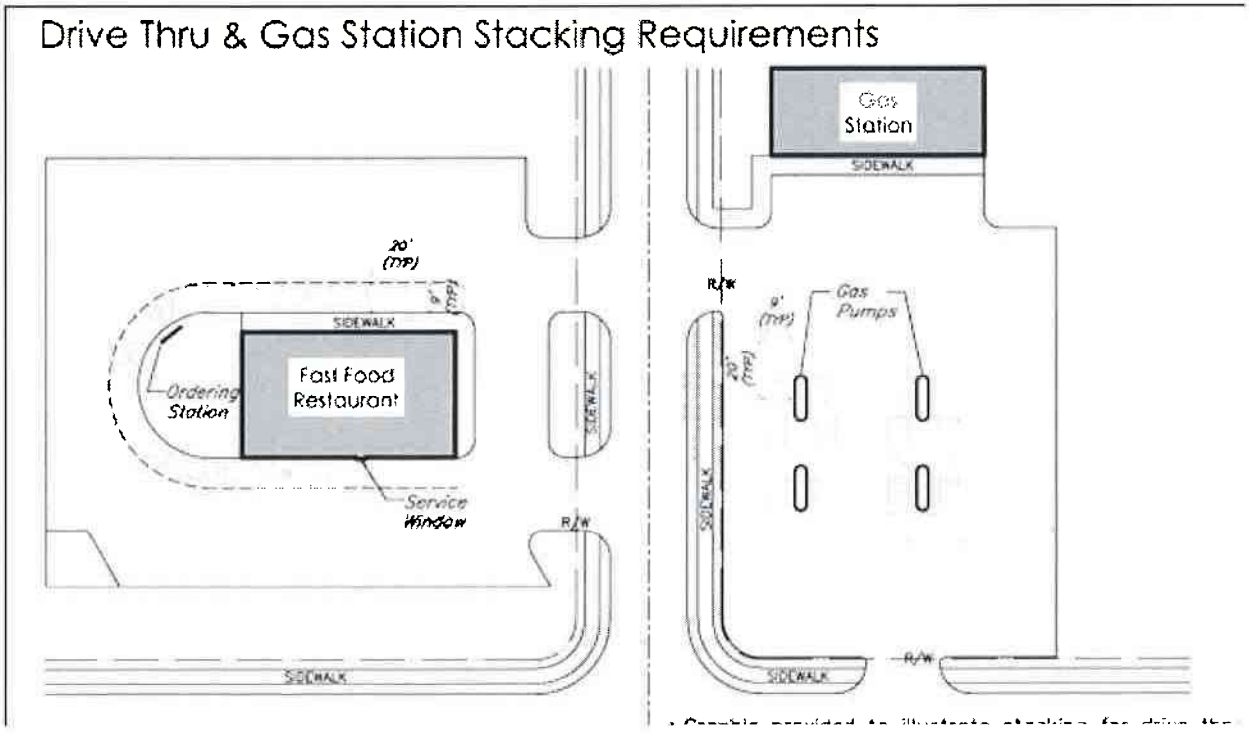
OF 4 SHEETS

Use	Minimum Number of Stacking Spaces Required
Bank/financial institution	4 spaces per teller window or automatic teller machine
Car wash Self-service Full-service	 3 spaces per approach lane, plus 2 drying spaces per bay 10 spaces per approach lane or 30 total, whichever is greater, plus 3 spaces pe bay for manual drying
Truck wash	3 spaces per bay
Gasoline pump	2 spaces per pump per side
Restaurant Single drive-through lane Multiple drive-through lanes	 11 total spaces, with at least 5 spaces at or before order station 8 total spaces per lane with at least 5 spaces at or before order station
Other	3 spaces per bay, window, lane, ordering station or machine

c. **Pass-by Lane**
Pass-by lanes must be installed in accordance with the *Driveway Manual.*

d. **Stacking Lane Dimensions, Design and Layout**
Stacking lanes must be designed so that they do not interfere with park vehicle circulation. Stacking spaces must be 9 feet wide by 20 feet long.

e. **Stacking Lanes Identified**
All stacking lanes must be clearly identified, through such means as s landscaping, pavement design, curbing and/or signs.



10.5.2 Design and Layout of Stacking Spaces

Required stacking spaces shall be subject to the following design and layout standards:

A. Size

Stacking spaces shall be a minimum of eight feet in width by 20 feet in length.

B. Location

Stacking spaces shall not impede on- or off-site traffic movements or movements into or out of off-street parking spaces.

C. Design

Stacking spaces shall be separated from other internal driveways by raised medians if deemed necessary by the City Transportation Director or NCDOT, or appropriate designees, for traffic movement and safety.

Molly Mathewson

From: Jones, Ron <jrjones@ci.charlotte.nc.us>
Sent: Tuesday, November 19, 2013 10:59 AM
To: Molly Mathewson
Subject: RE: Drive-Through Stacking

Hi Molly,

It's 20'.

Regards,
Ron
704-336-5059

From: Molly Mathewson [mailto:mmathewson@rameykemp.com]
Sent: Tuesday, November 19, 2013 10:56 AM
To: Jones, Ron
Subject: Drive-Through Stacking

Ron

Could you please tell me what minimum vehicle length must be used in Charlotte when laying out the stacking for a drive-thru lane? Is it 20' or 25'?

Thanks!

Molly C. Mathewson, PE
Transportation Engineer
RAMEY KEMP & ASSOCIATES
TRANSPORTATION ENGINEERS
5808 Faringdon Place, Suite 100
Raleigh, NC 27609
Ph: 919-872-5115 Fax: 919-878-5416

Proudly serving the Southeast since 1992

(5) *Bicycle Related Signage*

Signs restricting bicycle travel in vehicular areas at retail sites will be prohibited.

(E) Stacking Spaces for Drive-Through Uses

(1) In addition to meeting the off-street parking requirements of this section, drive-through facilities specified in Table 7.8-3 shall comply with the following minimum stacking space standards:

TABLE 7.8-3: SCHEDULE OF STACKING SPACES

Type of Use	Minimum Stacking Spaces	Measured From
Bank, teller lane	4	Teller window
Bank, ATM	3	Teller machine
Restaurant, with drive through	8	Order box*
Car Wash, automatic	6	Bay entrance
Car Wash, self-service	3	Bay entrance
Car Wash, full service	4	Bay entrance
Auto Service Station, gas pump island	30 feet from each end of island	
Unlisted	**	

*A minimum 4-vehicle queue shall be provided from the order box to the pick-up window.

**Requirements for uses not specifically listed may be determined by the Planning Director based upon the requirements for comparable uses and upon the particular characteristics of the use. Alternately, the applicant may submit a parking demand study per 7.8.2 (C)(9).

(F) Handicapped Parking Requirements

(1) *Residential Uses*

Handicapped-accessible parking for residential uses shall be provided at the rate of one space per each dwelling unit that is designed for occupancy by the handicapped.

* per Dan Matthys @ TOC, no specific vehicle length. Most folks assume 18', which is length req. for parking space.

Site #1 - 13600 Falls of Neuse Road, Raleigh

Weekday	Veh. in Q	Saturday	Veh. in Q
6:00 AM	2	8:00 AM	2
6:05 AM	1	8:05 AM	2
6:10 AM	1	8:10 AM	3
6:15 AM	2	8:15 AM	1
6:20 AM	3	8:20 AM	2
6:25 AM	1	8:25 AM	3
6:30 AM	1	8:30 AM	2
6:35 AM	2	8:35 AM	2
6:40 AM	2	8:40 AM	2
6:45 AM	1	8:45 AM	1
6:50 AM	2	8:50 AM	1
6:55 AM	3	8:55 AM	1
7:00 AM	2	9:00 AM	4
7:05 AM	3	9:05 AM	1
7:10 AM	5	9:10 AM	1
7:15 AM	4	9:15 AM	2
7:20 AM	2	9:20 AM	0
7:25 AM	2	9:25 AM	2
7:30 AM	1	9:30 AM	2
7:35 AM	4	9:35 AM	1
7:40 AM	4	9:40 AM	2
7:45 AM	3	9:45 AM	2
7:50 AM	1	9:50 AM	6
7:55 AM	1	9:55 AM	2
8:00 AM	1	10:00 AM	3
8:05 AM	3	10:05 AM	2
8:10 AM	4	10:10 AM	1
8:15 AM	4	10:15 AM	1
8:20 AM	3	10:20 AM	2
8:25 AM	3	10:25 AM	3
8:30 AM	5	10:30 AM	0
8:35 AM	3	10:35 AM	2
8:40 AM	2	10:40 AM	2
8:45 AM	1	10:45 AM	2
8:50 AM	3	10:50 AM	2
8:55 AM	4	10:55 AM	1
avg.	2.47	avg.	1.89
max.	5	max.	6
95th %	4.25	95th %	3.25

Site #2 - 2608 Erwin Road, Durham

Weekday	Veh. in Q	Saturday	Veh. in Q
6:00 AM	0	8:00 AM	1
6:05 AM	1	8:05 AM	0
6:10 AM	3	8:10 AM	1
6:15 AM	3	8:15 AM	1
6:20 AM	1	8:20 AM	2
6:25 AM	1	8:25 AM	1
6:30 AM	2	8:30 AM	1
6:35 AM	1	8:35 AM	3
6:40 AM	2	8:40 AM	1
6:45 AM	2	8:45 AM	1
6:50 AM	3	8:50 AM	1
6:55 AM	1	8:55 AM	2
7:00 AM	3	9:00 AM	0
7:05 AM	1	9:05 AM	2
7:10 AM	2	9:10 AM	1
7:15 AM	1	9:15 AM	0
7:20 AM	2	9:20 AM	0
7:25 AM	1	9:25 AM	1
7:30 AM	7	9:30 AM	2
7:35 AM	5	9:35 AM	1
7:40 AM	4	9:40 AM	2
7:45 AM	3	9:45 AM	2
7:50 AM	2	9:50 AM	1
7:55 AM	1	9:55 AM	1
8:00 AM	2	10:00 AM	1
8:05 AM	2	10:05 AM	1
8:10 AM	4	10:10 AM	3
8:15 AM	3	10:15 AM	0
8:20 AM	5	10:20 AM	1
8:25 AM	4	10:25 AM	1
8:30 AM	4	10:30 AM	2
8:35 AM	1	10:35 AM	2
8:40 AM	3	10:40 AM	2
8:45 AM	2	10:45 AM	1
8:50 AM	1	10:50 AM	1
8:55 AM	1	10:55 AM	2
avg.	2.33	avg.	1.25
max.	7	max.	3
95th %	5	95th %	2.25

Site #3 - 8201 Creedmoor Road, Raleigh

Weekday	Veh. in Q	Saturday	Veh. in Q
6:00 AM	0	8:00 AM	1
6:05 AM	0	8:05 AM	2
6:10 AM	0	8:10 AM	1
6:15 AM	1	8:15 AM	1
6:20 AM	0	8:20 AM	0
6:25 AM	0	8:25 AM	2
6:30 AM	1	8:30 AM	0
6:35 AM	0	8:35 AM	1
6:40 AM	0	8:40 AM	2
6:45 AM	1	8:45 AM	4
6:50 AM	2	8:50 AM	4
6:55 AM	5	8:55 AM	2
7:00 AM	4	9:00 AM	0
7:05 AM	4	9:05 AM	2
7:10 AM	4	9:10 AM	1
7:15 AM	5	9:15 AM	1
7:20 AM	3	9:20 AM	5
7:25 AM	1	9:25 AM	1
7:30 AM	3	9:30 AM	3
7:35 AM	3	9:35 AM	3
7:40 AM	1	9:40 AM	4
7:45 AM	0	9:45 AM	5
7:50 AM	2	9:50 AM	3
7:55 AM	4	9:55 AM	0
8:00 AM	2	10:00 AM	4
8:05 AM	3	10:05 AM	5
8:10 AM	3	10:10 AM	2
8:15 AM	3	10:15 AM	1
8:20 AM	2	10:20 AM	2
8:25 AM	1	10:25 AM	1
8:30 AM	4	10:30 AM	3
8:35 AM	3	10:35 AM	3
8:40 AM	1	10:40 AM	3
8:45 AM	1	10:45 AM	4
8:50 AM	0	10:50 AM	2
8:55 AM	1	10:55 AM	0
avg.	1.89	avg.	2.17
max.	5	max.	5
95th %	4.25	95th %	5