

June 7, 2022

Charter Township of Garfield
Mr. Michael Green - Zoning Administrator
Mr. John Sych, AICP - Director of Planning
3848 Veterans Drive
Traverse City, MI 49684

Re: Chick-fil-A; Solutions to Zoning Violations
2700 N US 31 S, Permit PZ- 2021-133

Dear Mike and John:

As you know, Community Planning & Land Use Consulting has been retained by Chick-fil-A to address the deficiencies outlined in an April 12, 2022 zoning violation notice sent to our client. This letter is intended to summarize our discussions to date and to provide you with written communication regarding the steps taken to address the stated zoning violations.

For background, the **4/12/22 Zoning Violation Letter** outlined two key areas of deficiency which must be addressed, including:

- Poor traffic movement resulting in queuing issues and backup onto public roads and a service drive; and
- The use of an unpaved area for vehicle parking.

This letter will first address the traffic queuing issues, and then move onto the unpaved parking area.

Traffic Issues:

On March 4, 2022, the date that the new restaurant opened for business, it was apparent that there were some traffic movement issues to be addressed. Recognizing these issues, Chick-fil-A moved independently and quickly to implement temporary solutions to the traffic movement issues.

Despite marked entry and exit lanes, a major cause of opening day/week backups was simple confusion on where to go. This resulted in wrong-way traffic blocking vehicles from exiting, impeding traffic flow, and essentially causing an on-site gridlock.

In response, temporary bollards were installed to clearly direct traffic movements by providing a clear visual separation of the entry and exit lanes on the site. The bollards have appeared to effectively dissuade drivers from improperly entering and stacking side-by-side. Since these bollards have been implemented, no similar issues have occurred.

From an efficiency standpoint, Chick-fil-A has trained additional staff members to use tablets to take orders in the drive thru, resulting in a quicker pace during the busiest times.

Taken together, these measures have proven successful in resolving the zoning violation of traffic queuing and circulation. No traffic issues have been reported as observed by the Township since their implementation.

Overflow Parking:

The existing temporary parking area is intended to provide employee overflow parking until training is completed and we can assess the need for additional paved parking. Chick-fil-A has a parking easement with the adjacent unit, that provides a long-term solution to the unpaved area. We will continue to monitor the overflow lot throughout the summer months, and re-evaluated with the Garfield Township Zoning and Planning departments in October 2022.

Summary to Date:

As evidenced above, Chick-Fil-A is dedicated to working with the Township to evaluate, monitor and resolve any zoning issues that may arise. Thank you once again for working with us extensively over the past two weeks to find mutually acceptable solutions to these unforeseen startup issues. We are grateful for your time and for amicably working towards a solution.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Rob Larrea', with a long horizontal flourish extending to the right.

Rob Larrea, AICP
Principal | Land Use Planner
Community Planning & Land Use Consulting, LLC