

Approved 6/7/23

**Village of Gurnee
Planning and Zoning Board Minutes
April 19, 2023**

1. Call to Order and Roll Call

The meeting was called to order at 7:30 p.m.

Planning and Zoning Board Members Present: Chairman James Sula, R. Todd Campbell, Dane Morgan, David Nordentoft, Edwin Paff, Josh Pejsach, and Liliana Ware

Planning and Zoning Members Absent: none

Other Officials Present: Tracy Velkover, Planning Manager

2. Pledge of Allegiance

3. Approval of the PZB's March 15, 2023 Meeting Minutes:

Mr. Sula asked if there were any questions or comments regarding the minutes. As there were none, a motion was made.

Mr. Paff motioned, seconded by Mr. Pejsach, to approve the March 15, 2023 meeting minutes as presented.

Voice vote:

All "ayes," no "nays," none abstaining

Motion carried: 7-0-0

4. MINOR SPECIAL USE PERMIT AMENDMENT: Starbucks (1500 Nations Drive)

Allison Aldag, with Kimley-Horn, representing Starbucks, is seeking a Minor Modification of an existing Special Use Permit for Starbucks' Drive-through located at 1500 Nations Drive. The request is to relocate the order board from its current location to further back in the drive-through lane to reduce the wait time between the order point and the pickup window.

Ms. Velkover introduced the item by stating that Allison Aldag, with Kimley-Horn, representing Starbucks, is seeking a Minor Special Use Permit Amendment to allow the relocation of the Starbucks' order point from its current location to just north of the dumpster enclosure. The relocation is proposed in order to increase the time between the order point and the pick-up window, so that there is less wait time at the pick-up window. She stated that the applicant is in attendance to present the proposal. She noted that the

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PZB has decision making authority on Minor SUP Amendments and that the original SUP standards apply to this request.

Mr. Sula then turned the floor over to the applicant.

Ms. Aldag stated that she is a civil engineering consultant with Kimley-Horn and is here representing the Starbucks located at 1500 Nations Drive. She stated that Starbucks has been looking to improve their drive-through restaurants nationwide. They've noticed that many of their stores, including the one located at 1500 Nations Drive, are experiencing backup issues and long wait time. They have determined that this is caused by a lack of production time. She noted that they have found that customers oftentimes have to wait at the pickup window for their order. This wait, in turn, causes the whole drive-through stack to have to wait. As a solution, Starbucks would like to move their order point further back. The intent is to allow Starbucks staff to have more time to produce orders, so that customers may pick them up as soon as they arrive at the pickup window. She stated that, for this store, they are proposing to relocate the order point from 71 feet from the pickup window to 111 feet from the pickup window, which is about 40 feet further back in the stack. At other sites, this change has decreased wait time at the pickup window by 20-40 seconds. She further stated that this proposed order point relocation includes the installation of 4 new pieces of drive-through equipment:

- A new 3panel wall mounted menu board
- A new wall mounted digital order screen
- A new steel pipe bollard; and
- A new detector loop

She stated that any pavement, curb and/or landscaping disturbed will be replaced in kind. There will be no changed to the existing parking count.

Recapping Mr. Aldag stated that the goal of the order point relocation is to increase the overall speed of service. Starbucks believes that this chain of events occurs with the relocation:

1. With the order point moved further back, service is able to begin sooner than usual.
2. With more service time, the drive-through can move continuously instead of being backed up for long periods of time.
3. Orders are ready when customers reach the pick-up window, so that they are no longer waiting at the pick-up window.

On average, an order point relocation similar to the one proposed for the Gurnee location will decrease vehicle wait time by 20-40 seconds at the pick-up window, which in turn can increase the speed at which vehicles move through the drive-through.

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Mr. Sula then asked if there were any questions or comments from the Board.

Mr. Paff expressed concern that this would only lead to backing up the stack area by two cars. Ms. Aldag acknowledged this could happen, but explained that it would speed up the line overall.

Mr. Nordentoft stressed that these plans aren't really being presented as a solution to the problem of long lines, but rather an attempt to minimize it. With this in mind, he sees no reason not to allow it, especially since the company is offering this voluntarily and not being compelled to do so as if the current operations are not currently deemed acceptable.

Mr. Paff again stressed that there would be two more cars in the stack, but Mr. Sula stressed that this would decrease the time cars spend between the menu/order board and the pick-up window. Mr. Dane concurred and added that it will help, but also noted that—as it has been discussed before regarding drive-throughs, the speed in which cars actually get through the lines depends more on the practices inside the building in taking and preparing orders.

Mr. Sula noted that, as these are made-to-order products sold, it would be in the best practice to have more cars past the order point than not. He also concurred with Mr. Nordentoft's point that, as the drive-through is already in existence, it would be in the best interest to improve on it as much as possible.

Mr. Campbell expressed concern that too much stacking may obstruct the parking spaces reserved for the handicapped.

Mr. Pejsach stated that he has no problem with the plans, as he feels efforts to speed up the lines are a positive move, and that the data provided must indicate that they will be effective otherwise the company wouldn't be making the investment.

Ms. Ware thanked Village staff for considering the amendment.

Ms. Velkover offered to look into the possibility of changing the location of the parking spots reserved for the handicapped, so as to avoid them being blocked by cars in the drive-through.

At this time, Mr. Sula suggested that a motion would be in order, and reminded that the Board has final decision-making authority on this matter.

Upon Ms. Velkover's suggestion, it was agreed to add the consideration of moving the location of the parking stalls for the handicapped, if possible, as a condition in approving these plans.

Mr. Pejsach motioned, seconded by Mr. Campbell, to approve a Minor SUP Amendment to allow the relocation of the Starbucks order point from its current location to just north of the dumpster enclosure, in accordance with the revised plans presented to the PZB as part of the

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petition request, and subject to moving/flipping the location of the handicapped parking stalls to the other side of the drive-aisle if possible.

Mr. Sula asked if there was any discussion on the motion. As there wasn't, a vote was taken.

Roll call vote:

Ayes: Campbell, Morgan, Nordentoft, Paff, Pejsach, Ware, and Sula

Nays: None

Abstain: None

Motion carried: 7-0-0

5. Next Meeting Date: May 3, 2023

Ms. Velkover stated that there are no Public Hearings scheduled for that meeting and currently there are no non-public hearing matters in the works. However, that could change before the meeting is held.

6. Public Comment

Mr. Sula opened the floor to comments regarding any issues not on this evening's agenda. As there was no one in the audience, he then closed the floor to the public.

7. Adjournment

Mr. Campbell motioned, seconded by Mr. Nordentoft, to adjourn the meeting.

Voice vote:

All "ayes," no "nays," none abstaining

Motion carried: 7-0-0

The meeting was adjourned at 7:50 p.m.

Respectfully Submitted,

Joann Metzger

Recording Secretary, Planning and Zoning Board

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