

December 15, 2022

Town of Hanover
Planning Board
550 Hanover Street
Hanover, MA 02339

Attention: Christine Stickney, Town Planner

**RE: Major Modification Application
Chick-fil-A Restaurant
1835 Washington St
Hanover, MA**

Dear Mrs. Stickney:

Please find the following enclosed documents for the Major Modification Application for the proposed drive-thru improvements to the existing Chick-fil-A restaurant on 1835 Washington Street. Enclosed in this packet are the following:

- Six (6) copies of completed Application Packet:
 - Signed Application;
 - Project Narrative;
- Two (2) full size 24x36 sets of the Proposed Site Plan Documents at 20 scale prepared by Bohler and revised on December 15, 2022;
- Five (5) reduced size 11x17 sets of the Proposed Site Plan Documents prepared by Bohler and revised on December 15, 2022;

Project Narrative:

The subject site located at 1835 Washington Street and consists of approximately ± 1.4 acres. The site is currently developed with a Chick-fil-A drive-thru restaurant with associated parking. The site received Special Permit (TPL-19-1) and Zoning Board (Z-19-2) Approval in March of 2019.

This Major Modification Application is being submitted for the drive-thru and parking modifications being proposed. The site currently is improved with a $\pm 5,180$ sf restaurant and 61 total parking spaces, 47 of which are dedicated to the restaurant which is the minimum required per Zoning. Per the As-Built Approval earlier this year, the existing restaurant interior seat count was reduced to 98 seats inside and 16 seats outside, total of 114 seats. Access to the site is via Washington St and the Mall Connector Road.

Since the pandemic, Chick-fil-A has seen an increase in customers using the drive-thru vs dining indoors. During peak times, there have been instances of the drive-thru extending beyond the drive-thru entrance. The modifications being proposed will increase the overall

BOHLER //

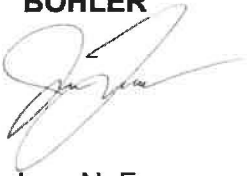
drive-thru efficiency. The changes include lengthening the drive-thru queue lane, minor grade changes at the pickup window and removal of six (6) parking spaces. With the proposed changes, the drive-thru entrance will be slightly widened, and pavement striping will direct customers into a dedicated 12-ft wide drive-thru lane. Upon entering the site from Washington St, the drive-thru lane will be located along the row of 12 parking spaces on the right side as you enter. The left of the drive-thru lane will be a 12-ft wide thru traffic lane to allow customers to avoid the drive-thru lane and park on-site for picking up a mobile order or dining indoors. A "Do Not Block" pavement marking will be installed near the drive-thru entrance to prevent customers from blocking any exit traffic attempting to circulate internally or exit onto Mall Connector Road. These drive-thru modifications are being proposed to allow for additional cars to queue into the dedicated lane to avoid cars queuing internally and blocking circulation. These changes aren't increasing traffic to the site, it's allowing the drive-thru and site circulation to operate more efficiently than it does currently.

The proposed changes will also have no impact to the existing drainage systems onsite. Six (6) parking spaces will be removed to match the previously approved impervious coverage. This brings the total parking available onsite to 55 spaces, 47 of which are dedicated to Chick-fil-A. This will require the interior seat count of the restaurant to drop to 88 interior with 16 seats outside.

We look forward to discussing this project further with you at your earliest convenience. Please do not hesitate to contact us at (508) 480-9900 should you have any questions or wish to discuss further.

Sincerely,

BOHLER



Joey N. Fonseca