

April 2, 2021

Laura Rickhoff  
City of Aurora Public Works Department  
15151 E Alameda Parkway  
Aurora, CO 80012

**RE: Chick-fil-A Alameda (Lot 3, Block 1 “Aurora Mall Subdivision Filing No. 1”)  
Letter of Introduction and Operations Plan**

Dear Ms. Rickhoff,

This remodel is a part of Chick-Fil-A’s strategic reinvestment program. The end goal is to increase the efficiency of the drive-thru in order to serve a greater number of customers and provide better service. In order to meet this goal, there have been several proposed changes to the existing site which include expanding the building footprint by approximately 250 square feet, adding a by-pass lane in the drive-thru, adding a canopy over the drive-thru at the entrance and exit, modifying the trash enclosure, connecting a water refuse line to the trash enclosure, modifying the water service and fire service line to fit to a new point of connection, and upgrading the existing MDP from 800A to 1,200A.

These proposed changes will not have any impact on the existing parking. The current parking can accommodate 35 vehicles (33 standard parking stalls and 2 ADA stalls), which meets the parking requirement of 35 vehicles.

The store’s operation hours are from 6:00 AM to 10:00 PM Monday through Saturday and is closed on Sundays. During the peak hours of operation there are 30 employees on site. The site also consists of three 24-foot access easements for vehicles to navigate for parking or to enter the drive-thru. The drive-thru for the site is a single lane with a by-pass lane at the pick up window. During the peak hours, vehicles who have already received their order may then drive around cars still waiting for their food.

The operations plan for Chick-fil-A is as follows:

**Online Orders** (*Chick-fil-A app*)

- |            |   |
|------------|---|
| Drive Thru | The order is placed online and when the customer arrives the CFA Team member sends the order into the queue and the customer moves up through the drive thru.             |
| Curb Side  | The order is placed online, the customer pulls into a designated space and the meal is delivered to the car.  |
| Catering   | The order is placed online, the customer pulls into a designated space and the meal is delivered to the car.  |
| Indoor     | The order is placed online, the customer pulls into a designated space and heads into the restaurant to the mobile order shelf where their meal will be waiting for them. |

**Third Party Orders** (*DoorDash*)

- |           |   |
|-----------|---|
| Curb Side | The order is placed online, the driver pulls into a designated space and the meal is delivered to the car. (not all locations are doing this) |
|-----------|---|

Employee Owned



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Indoor            The order is placed online, the customer pulls into a designated space and heads into the restaurant to the mobile order shelf where their meal will be waiting for them.

If you have any questions or require any additional information. I can be reached at (303) 353-3695 or [kris.wiest@merrick.com](mailto:kris.wiest@merrick.com).

Respectfully,

Kristofer K. Wiest, P.E.  
Project Manager  
For and on Behalf of  
Merrick & Company

