

## Jasmine Forbes

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**From:** tom <stehli04@yahoo.com>  
**Sent:** Tuesday, March 1, 2022 4:59 PM  
**To:** Planning External Mailing  
**Subject:** car wash

This email is from an EXTERNAL source. Please use caution when opening attachments, clicking links, or responding.

Mayor and City Council of Gaithersburg, Maryland  
email: [planning@gaitthersburgmd.gov](mailto:planning@gaitthersburgmd.gov)

Refer: Concept Site Plan SP-8819-2021 (Whip Clean Car Wash)

March 1, 2022

Dear Mayor and Council,

We apologize we will be unable to attend the meeting on March 21, 2022.

We have spoken with the representative of the builder of the proposed Car Wash.

To begin, we have lived for over 40 years at 8720 Oakmont Street, 20877, and our understanding is the side of Central Avenue Street the car wash will build on is not in the City of Gaithersburg. There are numerous car washes in the immediate area, if you check, they are at gas stations. There is already one dedicated car wash about a quarter mile away on Shady Grove Road. Common sense says it makes no sense to put in another car wash which clearly will cause traffic problems at Central Avenue and Route 355 as well as add to the already numerous car washes in the area.

Already the traffic at Central has been barred from making a left turn from Central Avenue to Route 355. It is very clear the reason there is a barred left turn is due to traffic accidents at that site. Add to that the car wash would only work a little better if a traffic light is installed for safety reasons.

Additionally, there is a median strip on 355 that can cause back-up problems entering and exiting any side roads especially for those businesses between the gas station and Central Avenue. The businesses between Central Avenue to the gas station on North Westland can only make a right turn to the north on 355. Often these cars/trucks head north going to the left turn lane at Central Avenue/355 to make a U-turn.

Also, there is a Montgomery County Ride-on Bus Stop at the corner of North Westland as well as Central Avenue on 355 which creates back-ups in heavy traffic. This causes drivers to be impatient and they suddenly turn to go around the bus. The drivers in this situation cannot see the roads beyond the bus to the right (Central Avenue or North Westland). Accidents waiting to happen!

There seriously is no reason for a car wash at that site. With the traffic situation, only a safety annex road would allow traffic to move behind all those businesses to North Westland Drive from the Central Avenue entry where the car wash would be located. If the current situation with no left turn at Central Avenue continues, then those drivers using Central Avenue will be forced to make only a right turn on to 355 going north or use Central Avenue.

At this time at the Walnut Hill shopping area, a former grocery store has closed which would be a further traffic problem if it reopens simply due to traffic and no traffic light for North Westland at 355. It seems another traffic light would be needed for safety reasons.

Please add to the fact, we believe property values will change in the immediate area. When I said to the representative of the builder, he should put the car wash next to his house he stated, "he would be happy to do that." We seriously doubt he or his neighbors would actually like it to happen to them. Especially if the value of their property drops.

We are against any further car washes in this area. They are not needed especially around a residential area.

Regards,

Thomas and Janice Staley  
301-963-1453



Mayor and City Council  
SP-8819-2021  
Exhibit #98

City of Gaithersburg  
31 S. Summit Avenue  
Gaithersburg, MD 20877

**NOTICE OF PUBLIC HEARING  
MAYOR AND CITY COUNCIL  
\*MONDAY, MARCH 21, 2022 at 7:30 PM  
City Hall Council Chambers  
31 S. Summit Avenue, Gaithersburg MD 20877**

The Mayor and City Council will conduct a public hearing on the aforementioned date or as soon thereafter as it can be heard in a hybrid in-person meeting, allowing access virtually and by teleconference.

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You are receiving this postcard to inform you of a proposal for change within the vicinity of your property or you have expressed an interest in the subject plan(s).

<b>APPLICATION TYPE:</b>	Concept Site Plan
<b>FILE NUMBER:</b>	SP-8819-2021
<b>LOCATION:</b>	601, 605 and 607 South Frederick Avenue
<b>PROPOSAL:</b>	Construction of a 5,617 square foot automatic car wash facility and associated parking lot.

Further information may be obtained from the Planning and Code Administration, 31 South Summit Avenue between the hours of 8 a.m. and 5 p.m., Monday through Friday, visiting the City's website at [www.gaithersburgmd.gov/meetings](http://www.gaithersburgmd.gov/meetings), or calling 301-258-6330. The final agenda is posted to the City's meeting agenda website Friday before the scheduled meeting and includes all background material.

\*Subject to Change

owner_name_line_1 *	owner_name_line_2 *	owner_address_line_1	owner_address_line_2	owner_address_city	owner_address_state	owner_address_zip_code
JWJ SR TR FBO RIPPEON BETSY J	JWJ SR TR FBO JACOBS JAMES W JR ET	1 CENTRAL AVE		GAITHERSBURG	MD	20877
RASHIDIAN PARVIZ		2426 RICHTON ST APT A		HOUSTON	TX	77098
ST SONS HOLDINGS LLC		13513 SCOTTISH AUTUMN LN		DARNESTOWN	MD	20878
KALDIS NIKOLAOS S		16402 FOX VALLEY TER		ROCKVILLE	MD	20853
LUAN LLC		6701 DEMOCRACY BLVD#303		BETHESDA	MD	20817
GAITHERSBURG PRESBYTERIAN		CHURCH INC	610 S FREDERICK RD	GAITHERSBURG	MD	20877
GUS STEFANOU		401 SOUTH FREDERICK AVENUE		GAITHERSBURG	MD	20877
AHMAD AL-NAZER		415 RIDGEPOINT PLACE	APT 22	GAITHERSBURG	MD	20878
JULIE AND BEN GRIMLEY		610 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
LISA SCHRIER		409 STONEMASON DRIVE		GAITHERSBURG	MD	20878
LEN MANGIARACINA		318 ALFANDRE STREET		GAITHERSBURG	MD	20877
LAMBERT AND SHERRY CLAGETT		11500 GOLDEN POST LANE		GAITHERSBURG	MD	20878
RUDY PORTER		204 CENTRAL AVENUE		GAITHERSBURG	MD	20877
ROB & KATIE BREWER		205 EAST DEER PARK DRIVE		GAITHERSBURG	MD	20877
EDIE CRANE		111 CENTRAL AVENUE		GAITHERSBURG	MD	20877
MICHAEL JANDREW		517 PARADISE COURT		GAITHERSBURG	MD	20877
ROB BINDERMAN		4827 RUGBY AVENUE	SUITE 201	BETHESDA	MD	20814
KATHRYN GEORGE		16625 ALDEN AVENUE		GAITHERSBURG	MD	20877
SUZIE WARD		437 GAITHER STREET		GAITHERSBURG	MD	20877
TONI HUDSON		214 TULIP DRIVE		GAITHERSBURG	MD	20877
SHARON FREEDMAN		103 OAK SHADE ROAD		GAITHERSBURG	MD	20878
MICHAEL BURNELL		603 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
VICTOR AND DONNA ROA		614 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
BETSY HASEGAWA		608 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
NELLY AND RIGOBERTO COJOM		606 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
SEAN SALVE		103 CENTRAL AVENUE		GAITHERSBURG	MD	20877
DAVID RIPPEON		101 CENTRAL AVENUE		GAITHERSBURG	MD	20877
PETER NORGBEDZI		100 CENTRAL AVENUE		GAITHERSBURG	MD	20877
YANG LIN		607 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
KEVIN LIN		622 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
MICHELE WELCH		620 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
TUE PHAMDO		602 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
PETRA HUNT		601 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
CINDY MENDOZA		615 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
ESCADA		626 POPLARWOOD PLACE		GAITHERSBURG	MD	20877
SINEAD M WALSE		623 GATESTONE SQUARE STREET		GAITHERSBURG	MD	20878
COLLEEN AND NOAH GREANEY		618 POPLARWOOD PLACE		GAITHERSBURG	MD	20878
GREGORY WIMS		28 O'NEILL DRIVE	APT 5	GAITHERSBURG	MD	20877
DAVID BROWN		401 E. JEFFERSON STREET	SUITE 206	ROCKVILLE	MD	20850
	ASSOCIA SELECT COMMUNITY SERVICES	4840 WESTFIELDS BLVD SUITE 160		CHANTILLY	VA	20150
	AUDUBON SQUARE HOA INC C/O COMMUNITY ASSOCIATION INC	15742 CRABBS BRANCH WAY		ROCKVILLE	MD	21701
	CHAMBERS MANAGEMENT	12051 TECH RD SUITE B		SILVER SPRING	MD	20904
	CHOICE PROPERTY MANAGEMENT & SERVICES, LLC	3905 N RAILROAD W AVE SUITE 101		FAIRFAX	VA	22030
	CLARITY ASSOCIATION MANAGEMENT SERVICES, INC	PO BOX 86209		MONTGOMERY VILLAGI	MD	20886
	COMMUNITY ASSOCIATION SERVICES	18401 WOODFIELD RD SUITE H		GAITHERSBURG	MD	20879
	COMMUNITY ASSOCIATION, INC	15742 CRABBS BRANCH WAY		ROCKVILLE	MD	20855
	COMMUNITY MANAGEMENT CORPORATION	8920 STEPHENS RD SUITE 101		LAUREL	MD	20723
	COMSOURCE MANAGEMENT, INC.	3414 MORNINGWOOD DR		OLNEY	MD	20832
	CROWN WEST HOA	803 CROWN PARK AVE		GAITHERSBURG	MD	20878
	DIAMOND FARMS HOMES CORPORATION C/O COMMUNITY ASSOCIATION, INC.	15742 CRABBS BRANCH WAY CRABBS BRANCH WAY		DERWOOD	MD	20855
	FIRST SERVICE RESIDENTIAL	8701 GEORGIA AVE 3RD FLOOR		SILVER SPRING	MD	20910
	KENTLANDS CITIZENS ASSEMBLY INC./COMMUNITY MANAGEMENT CORPORATION	485 TSCHIFFELY SQUARE RD		GAITHERSBURG	MD	20878
	MTM MANAGEMENT ASSOCIATES	26223 RIDGE RD		DAMASCUS	MD	20872
	MTM MANAGEMENT ASSOCIATES	PO BOX 506		DAMASCUS	MD	20872
	PAUL ASSOCIATES, INC.	6935 WISCONSIN AVE STE 400		CHEVY CHASE	MD	20815
	POTOMAC OAKS CONDOMINIUMS	780 QUINCE ORCHARD BLVD		GAITHERSBURG	MD	20878
	PROPERTY MANAGEMENT PEOPLE, INC	955 RUSSELL AVE STE A		GAITHERSBURG	MD	20879
	THE MANAGEMENT GROUP ASSOCIATES, INC.	20440 CENTURY BLVD SUITE 100		GERMANTOWN	MD	20874
	VANGUARD MANAGEMENT ASSOCIATES, INC.	PO BOX 39		GERMANTOWN	MD	20875
		17017 SIOUX LN		GAITHERSBURG	MD	20878
	ABARIS REALTY, INC.	7811 MONTROSE RD SUITE 110		POTOMAC	MD	20854
	FIRST SERVICE RESIDENTIAL	8701 GEORGIA AVE SUITE 300		SILVER SPRING	MD	20910
	A & O REALTY	PO BOX 94		FAIRPLAY	MD	21733
	COMMUNITY ASSOCIATION SERVICES INC	18401 WOODFIELD RD STE H		GAITHERSBURG	MD	20879
	BENNINGTON HOA	29 GOODPORT LN		GAITHERSBURG	MD	20878
		18 PAVILION DR		GAITHERSBURG	MD	20878
	ASSOCIATION BOOKKEEPING SERVICE, INC.	847 QUINCE ORCHARD BLVD STE I		GAITHERSBURG	MD	20878
	FIRST SERVICE RESIDENTIAL MARYLAND, INC.	8701 GEORGIA AVE SUITE 300		SILVER SPRING	MD	20910
	THE MANAGEMENT GROUP ASSOCIATES, INC.	20440 CENTURY BLVD		GERMANTOWN	MD	20874
	NEWPORT ESTATES CONDOMINIUMS SECTION II	20 STANDARD CT		GAITHERSBURG	MD	20877
	SUMMIT MANAGEMENT SERVICES	3833 FARRAGUT AVE		KENSINGTON	MD	20895
	BRIGHTON WEST CONDOMINIUMS II	752 W SIDE DR		GAITHERSBURG	MD	20878
		5 ANTIOCH RD		GAITHERSBURG	MD	20878
	IKO COMMUNITY MANAGEMENT	3416 OLANDWOOD CT SUITE 210		OLNEY	MD	20832
	OAKBROOK MANAGEMENT COMPANY	P.O. BOX F		KENSINGTON	MD	20895
	VISTA MANAGEMENT	12041 BOURNEFIELD WAY SUITE C		SILVER SPRING	MD	20904
	IKO COMMUNITY MANAGEMENT	3416 OLANDWOOD CT SUITE 210		OLNEY	MD	20832
	PROCAM LLC	116 DUVALL LN		GAITHERSBURG	MD	20877
	COMMUNITY ASSOCIATION, INC.	15742 CRABBS BRANCH WAY		DERWOOD	MD	20855
	COMSOURCE MANAGEMENT INC	3414 MORNINGWOOD DR		OLNEY	MD	20832
	ALLIED REALTY CORP	7605 ARLINGTON RD SUITE 100		BETHESDA	MD	20814
		726 MAIN ST UNIT A		GAITHERSBURG	MD	20878
	PAUL ASSOCIATES INC	6935 WISCONSIN AVE SUITE 400		CHEVY CHASE	MD	20815
	CMC PROPERTY MANAGEMENT	11300 ROCKVILLE PIKE SUITE 907		ROCKVILLE	MD	20852
	ABARIS REALTY INC	7811 MONTROSE RD SUITE 110		POTOMAC	MD	20854
	M.T.M. MANAGEMENT ASSOCIATES	26223 RIDGE RD		DAMASCUS	MD	20872
	THE MANAGEMENT GROUP ASSOCIATES, INC.	20440 CENTURY BLVD #100		GERMANTOWN	MD	20874
	VANGUARD MANAGEMENT ASSOCIATES, INC.	PO BOX 39		GERMANTOWN	MD	20875
	HABITAT FOR HUMANITY OF MONT CO	9110 GAITHER RD		GAITHERSBURG	MD	20877
	COMSOURCE MANAGEMENT	3414 MORNINGWOOD DR		OLNEY	MD	20832
	ABARIS REALTY	7811 MONTROSE RD SUITE 110		POTOMAC	MD	20854
		5 BARREL COOPER CT		GAITHERSBURG	MD	20878
	THE MANAGEMENT GROUP ASSOCIATES, INC.	20440 CENTURY BLVD SUITE 100		GERMANTOWN	MD	20874
	OLD CARRIAGE HILL HOA	905 WILD FOREST DR		GAITHERSBURG	MD	20879
	PROPERTY MANAGEMENT PEOPLE	955 RUSSELL AVE STE A		GAITHERSBURG	MD	20879
		108 LONGDRAFT RD		GAITHERSBURG	MD	20878



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## LEGAL NOTICE

### Public Hearing Notice, SP-8819-2021, March 21, 2022

Publish 3/1/2022 9:39 AM

**Document:** [Download](#)

The City of Gaithersburg Mayor & City Council will conduct a public hearing at the time and place noted below.

**Meeting:** Mayor & City Council  
**Application** Concept Site Plan  
**Type:**  
**File Number:** SP-8819-2021  
**Location:** 601-607 South Frederick Avenue  
**Applicant:** Brett Schaechter, Crain Partners, LLC.  
**Day/Date/Time:** Monday, March 21, 2022 at 7:30 p.m.  
**Place:** Council Chambers at 31 South Summit Avenue, Gaithersburg, Maryland and Teleconference

Application SP-8819-2021 has been filed requesting Concept Site Plan approval to construct a 5,617 square foot automatic car wash facility and associated parking lot. The subject properties are located at 601, 605 and 607 South Frederick Avenue and zoned Corridor Development (CD).

Contact the Planning and Code Administration City Planner (listed below) at 301-258-6330 if you should have any questions and to learn more about this process and your ability to offer testimony and input.

Contact Information:  
Jasmine Forbes, Planner  
301-258-6330  
[planning@gaitHERSBURGMD.GOV](mailto:planning@gaitHERSBURGMD.GOV)



PLANNING AND CODE ADMINISTRATION

City of Gaithersburg · 31 South Summit Avenue · Gaithersburg, Maryland 20877 · Telephone: (301) 258-6330 · Fax: (301) 258-6336
plancode@gaitthersburgmd.gov · www.gaitthersburgmd.gov

SIGNAGE FOR PUBLIC HEARING/MEETING
INSTALLATION AND TRACKING FORM

Pick-up Date by Applicant: February 28, 2022

Posting Deadline Date: March 1, 2022

Deposit Required: [ ] Yes (@ \$400.00 per large sign)

Total Deposit Due: \$ 0

Sign Removal by Date: March 22, 2022

SIGN TITLE & QUANTITY:

- [ ] Planning Commission Review
[X] Mayor & City Council Hearing
[ ] Joint Public Hearing (Mayor & City Council/Planning Commission)
[ ] Public Hearing
[ ] Board of Appeals
[ ] HDC

# of Signs Large: # of Signs Small:
# of Signs Large: 1 # of Signs Small: 1
# of Signs Large: # of Signs Small:
# of Signs Large: # of Signs Small:
# of Signs Large: # of Signs Small:

TEXT FOR SIGN:

File Number: SP-8819-2021

Title: Whip Clean Car Wash

Location: 601, 605 and 607 South Frederick Avenue

Application Type: Concept Site Plan

Day of Week: Monday

Meeting Date: March 21, 2022

Applicant/Company Name: Crain Partners LLC.

Applicant/Company Representative Contact Name: Brett Schaechter

Telephone Number:

Note: Large sign must be returned to Planning & Code Administration offices located at City Hall, 31 S. Summit Avenue, no later than 4:30pm on: N/A, or deposit will be forfeited (see reverse).

John W. Lawall, Jr.
Applicant/Representative's Printed Name

[Signature]
Applicant/Representative's Signature
Date: 3/1/22

SP-8819-2021 – SIGN POSTING PHOTOS  
WHIP CLEAN CAR WASH – 601, 605 AND 607 SOUTH FREDERICK AVENUE  
Two Signs – 1 Large; 1 Small

Large Sign



SP-8819-2021 – SIGN POSTING PHOTOS  
WHIP CLEAN CAR WASH – 601, 605 AND 607 SOUTH FREDERICK AVENUE  
Two Signs – 1 Large; 1 Small

Small Sign



## Official Notices



Published in The Washington Post on March 3, 2022

### Location

Washington County, DC

### Notice Text

#### **NOTICE OF PUBLIC HEARING**

The Mayor and City Council of the City of Gaithersburg, Maryland, will conduct a public hearing on Concept Site Plan SP-8819-2021 on

**MONDAY  
MARCH 21, 2022  
AT 7:30 P.M.**

or as soon thereafter as it can be heard in a hybrid meeting both in-person in the Council Chambers at 31 South Summit Avenue, Gaithersburg, Maryland and teleconference.

The applicant request approval of Concept Site Plan, SP-8819-2021, located at 601, 605 and 607 South Frederick Avenue. The applicant is requesting to construct a 5,617 square foot automatic car wash and associated parking lot.

Further information may be obtained from the Planning and Code Administration Department at City Hall, 31 South Summit Avenue, between the hours of 8 a.m. and 5 p.m., Monday through Friday, or by visiting the City's website at: <http://www.gaithersburgmd.gov/government/projects-in-the-city>.

Jasmine Forbes, Planner  
planning@gaithersburgmd.gov  
Planning and Code Administration



**PLANNING AND CODE ADMINISTRATION**

City of Gaithersburg · 31 South Summit Avenue · Gaithersburg, Maryland 20877 · Telephone: (301) 258-6330 · Fax: (301) 258-6336  
[plancode@gaithersburgmd.gov](mailto:plancode@gaithersburgmd.gov) · [www.gaithersburgmd.gov](http://www.gaithersburgmd.gov)

# ENVIRONMENTAL STANDARDS WAIVER APPLICATION

**SUBJECT PROPERTY**

Street Address or Location Southeast intersection of Federick Ave., Rte 355 and Central Avenue. Parcels P103, P114 and P115

**PROJECT NAME** Whip Clean Carwash

**ASSOCIATED SITE PLAN NUMBER** \_\_\_\_\_

**APPLICANT/BILLING CONTACT**

Business Name Crain Partners, LLC

Primary Contact Brett Schaechter

Street Address 1956 Crain Highway Suite No. \_\_\_\_\_

City Bowie State Maryland Zip Code 20716

Telephone Numbers: Work 301-943-7550 Cell \_\_\_\_\_ E-mail Address brett@whipclean.com

**OWNER**

Business Name Spiros Kaldis

Primary Contact Spiros Kaldis

Street Address 16402 Fox Valley Terrace Suite No. \_\_\_\_\_

City Rockville State MD Zip Code 20853

Telephone Numbers: Work \_\_\_\_\_ Cell \_\_\_\_\_ E-mail Address \_\_\_\_\_

**DEVELOPER**

Business Name Spiros Kaldis

Primary Contact Spiros Kaldis

Street Address 16402 Fox Valley Terrace Rockville, MD 20853 Suite No. \_\_\_\_\_

City Rockville State MD Zip Code 20853

Telephone Numbers: Work \_\_\_\_\_ Cell \_\_\_\_\_ E-mail Address \_\_\_\_\_

- WATERSHED:**  Great Seneca  Lower Great Seneca Creek  Middle Great Seneca Creek  
 Muddy Branch  Upper Rock Creek  Watts Branch

- TRIBUTARY:**  Long Draught Branch  Multiple  Muddy Branch  Whetstone Run

**PROJECT INFORMATION**

Impacted Area (Square Feet)	<u>1,232</u>	Number of Single Family Waivers	<u>None</u>
Impacted Stream Length	<u>0</u>	Number of Multi-Family Waivers	<u>None</u>
Number of Lots Impacted	<u>3</u>	Number of Non-Residential Waivers	<u></u>

**SENSITIVE AREAS IMPACTED (Check all that apply)**

- Critical Habitat
- Cultural Resources
- Erodible/Unsuitable Soils
- Forest
- Wetlands
- Headwaters
- Specimen Tree
- Streams/Floodplains
- Stream Buffers
- Wetland Buffers
- Rare/Threatened/Endangered/Watch List Species
- Other (please specify) \_\_\_\_\_

**BRIEFLY DESCRIBE THE NATURE OF THE WAIVER**

The waiver request is to encroach in the stream valley buffer to install and maintain a retaining wall which is located outside of the stream valley buffer boundary. The maximum total area of disturbance will be approximately 1,232 square feet.

**SUBMISSION REQUIREMENTS**

An application for an environmental waiver must be submitted to the City Council for review prior to site plan approval. If staff concur that a waiver would cause a minor impact, the applicant may submit a letter to the City Council requesting that the Council delegate the authority to the Planning Commission to review and grant the waiver during the site plan review process.

- A written statement describing the waiver request  
(refer to waiver criteria identified in Section 38 of the Environmental Standards for Development Regulation)
- A description of all proposed mitigation and compensation measures including type, size, location and benefits associated with the enhancements
- All appropriate plans, e.g. NRI/FSD, Site Plan, etc. Three (3) hard copies folded to 8 1/2"x11", one (1) digital copy DWF (preferred) or PDF
- Supporting documentation, e.g. photographs, elevations, environmental studies, etc.
- Fee

MEMORANDUM

To: Planning Commission

Via: Trudy M. W. Schwarz, Planning Division Chief

From: Alyssa Roff, Transportation Planner

Date: May 31, 2018

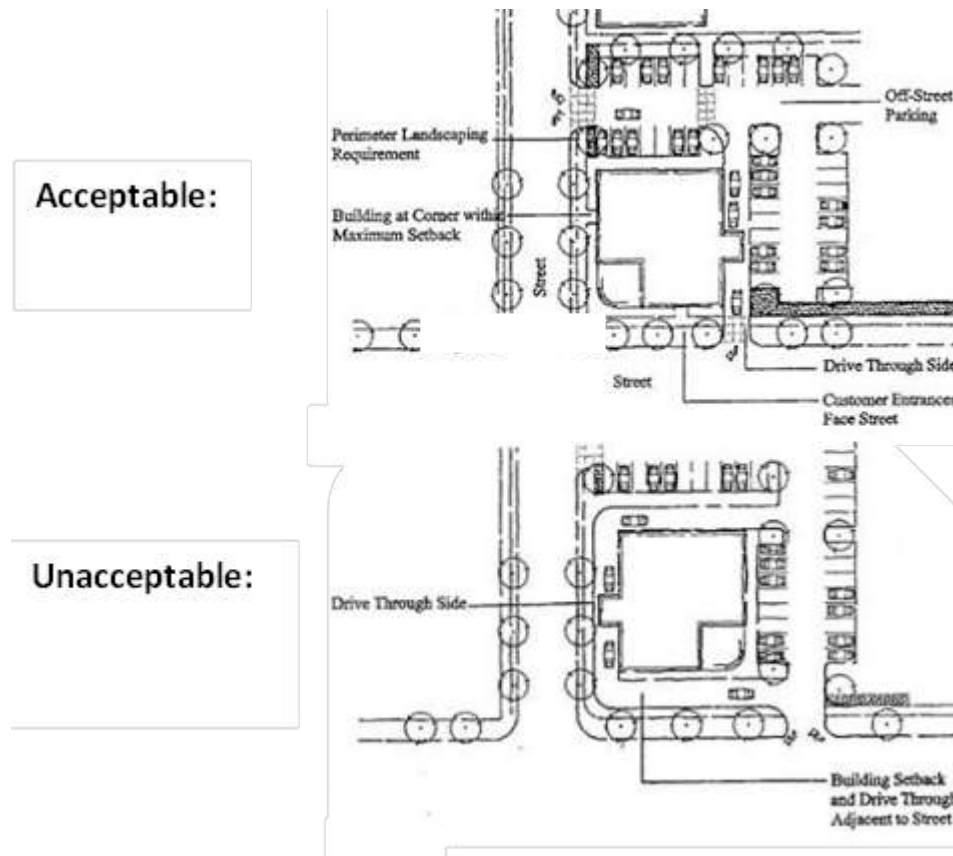
Re: Best Practices: Drive-Through Lanes

Historically, drive-through operations were associated with fast food or banking in either suburban or highway/arterial corridor settings. This somewhat “negative” perception is rapidly changing as current market trends related to retail, e-commerce, and the rise of third party delivery services are introducing drive-throughs and curbside pickup operations to new commercial sectors. Within the last few years Meijer, Sam’s Club, Safeway, Harris Teeter, Target and Walmart have all introduced drive-oriented convenience from loading your car curbside, to providing automated pickup kiosks, to traditional drive-through lanes in response to consumer demands. Relocations, meaning inline stores moving to endcaps or outbuildings are occurring as a trend in order to add these facilities. These operations are now not only for “fast food,” but fast-casual concepts and even full-service restaurants with order ahead pick up, often by third party companies such as Chowhound or Grubhub. Continued e-commerce growth means more purchases are being delivered, yet an increasing share are being picked up from retailers and from third-party collection points such as Amazon lockers or UPS Access Points. Online applications such as Curbside partner with same-day delivery partners including Uber, Postmates and Deliv to serve large retailers such as CVS and Nordstrom.

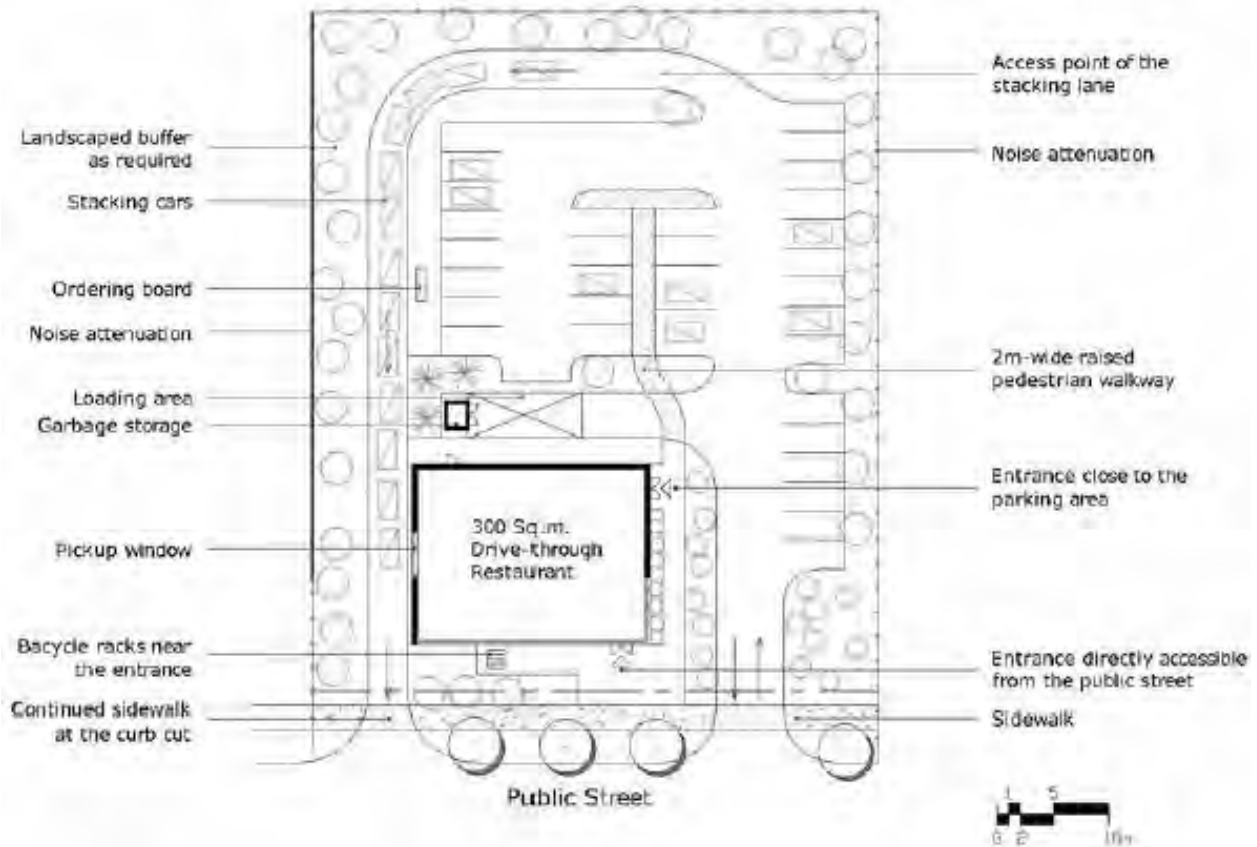
In short, drive-through operations are going to continue and expand in the market place and should no longer carry connotations of antiquated suburban planning. These operations can and are being incorporated into multiple settings including downtown and pedestrian oriented contexts. As these operations become more commonplace, the City must ensure in its review that these operations:

- Protect the character and quality of the areas where these facilities are located;
- Maintain a safe and comfortable pedestrian environment on site;
- Minimize impacts on adjacent land uses that could be caused by these operations;
- Do not negatively impact or encroach on public streets, primary intersections or public spaces; and
- Create efficient stacking movements on site.

The purpose of this document is to provide the Planning Commission and Staff with a summary of the best practices and trends concerning drive-through lane design specifically as compiled from the guidelines of other municipalities. Other variations such as curbside pickup or designated receiving zones should adhere in their placement to the operational goals discussed above. The following best practices may be used as an aspirational tool in the review of proposed drive-throughs as part of the site plan review process. However, Staff understands each site is unique and may require different methods and layouts. Staff researched multiple municipalities' guidelines for drive-through establishments in order to establish a collection of the best practices for lanes. Municipalities covered a wide variety of contexts including rural, suburban, and urban environments. All are located within North America and include guidelines from both Canada and the United States. Staff purposefully excluded secondary elements, such as lighting, landscaping, noise control, and signage. Most guideline documents reference these elements as subject to existing criteria within a city's code or examined on a case-by-case basis within the context of surrounding land-uses of each site. Staff compiled the trends into a comprehensive list of best practices as outlined below.



*Comparison site layouts – City of Happy Valley*



*Example site layout of drive-through restaurant – City of Ottawa*

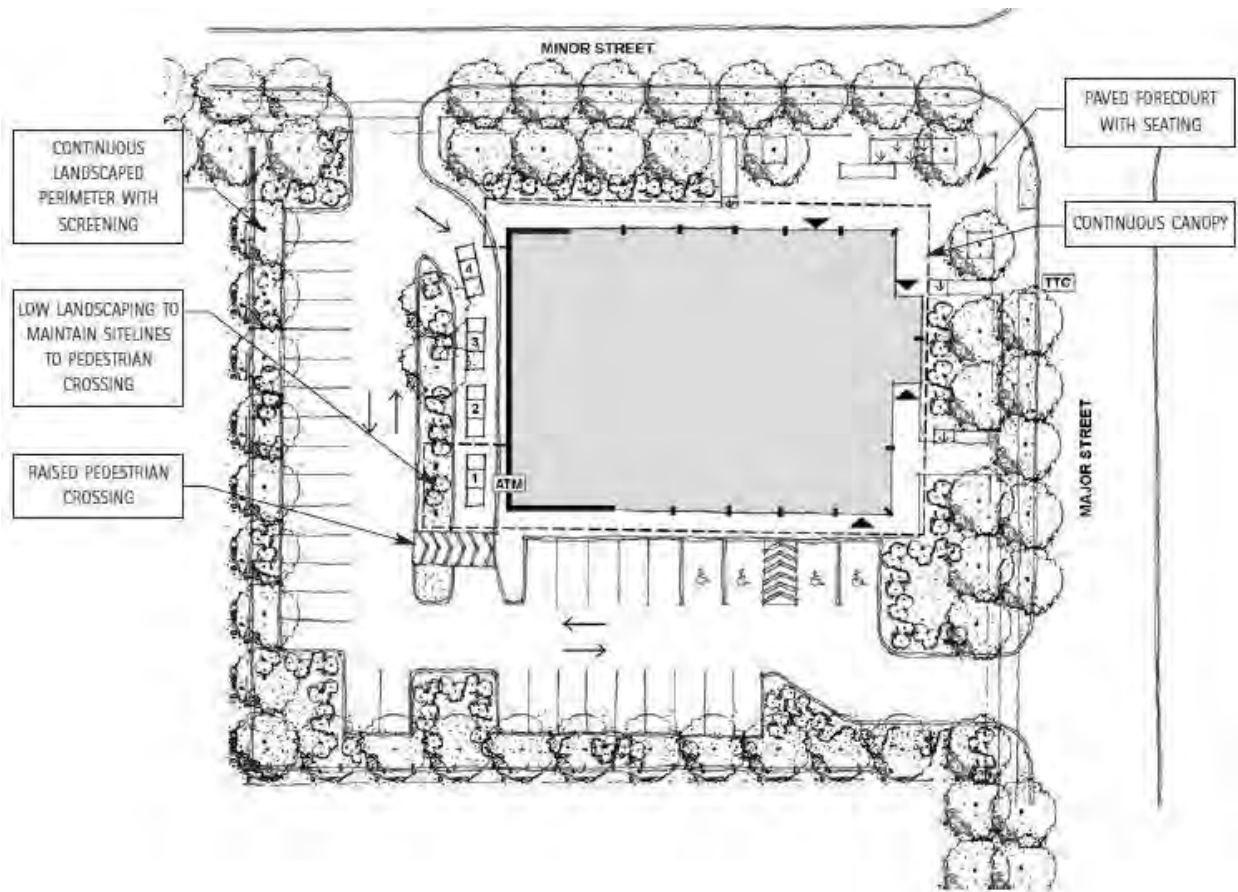
### **Definition and Objective**

Drive-through establishments include sites where customers may do business without leaving their vehicle. These areas may include restaurants, banks, pharmacies, coffee shops, car washes, dry cleaners, stand-alone ATMs, etc. The main objective for these guidelines is to provide accessibility and circulation for all user types while minimizing conflicts and protecting major pedestrian scaled frontages. These guidelines follow existing engineering specifications within the City’s Code and act as supplemental information.

### **Guidelines compiled from the following Municipalities:**

- City of Toronto, Canada (2005)
- City of Ottawa, Canada (2006)
- City of Happy Valley, Oregon (2009)
- Town of Markham, Canada (2010)
- Town of Standish, Michigan (2012)
- City of Mesa, Arizona (2014)
- City of Medford, Oregon (2014)
- Henrico County, Virginia (2015)

- City of Naperville, Illinois (2006)
- City of Riverside, California (2007/2008)
- Town of Centreville, Maryland (2010)
- City of Kitchener, Canada (2012)
- City of Elk Grove, Canada (2014)
- City of Brampton, Canada (2011)
- Montgomery County, Maryland (2014)



*Example site layout of a bank with drive-through lanes – City of Toronto*

### **Drive-through Lanes and Site Access**

- Drive-through lanes and parking should be placed to the service side of the site, generally at the rear of the building. Buildings with these operations should maintain a coherent street edge-fostering a pedestrian scaled façade with surrounding buildings when possible.
- Drive-through lanes should not be placed in between the building and the public street.
- Drive through lane entrances should be placed at the interior of the site, generally away from site access points. Cars may circulate through the parking area of the site to get to the drive-through lane entrances.
- Avoid placing access points into site close to intersections.
- Drive-through lanes are separated from parking areas with curbs; emergency curb cuts are allowed if needed.

### Queue/Stack Lengths for Drive-through Lanes

- All queue/stack lengths are measured from the entrance of the drive-through lane to the center of the last service window.
- Different categories of businesses require different queue/stack lengths
  - Food/beverage based establishments (restaurants, coffee shops etc.)
    - Range 200-260 feet generally allow for 10 car lengths of queue/stacking
      - Generally 7 spaces are between the lane entrance and menu boards
  - Non-food based establishments (pharmacy, banks, dry cleaners, etc.)
    - Range 60-80 ft. generally allow for 3-4 car lengths of queue/stacking
  - Optional- Car centric establishments (carwash)
    - Minimum of 200 ft.



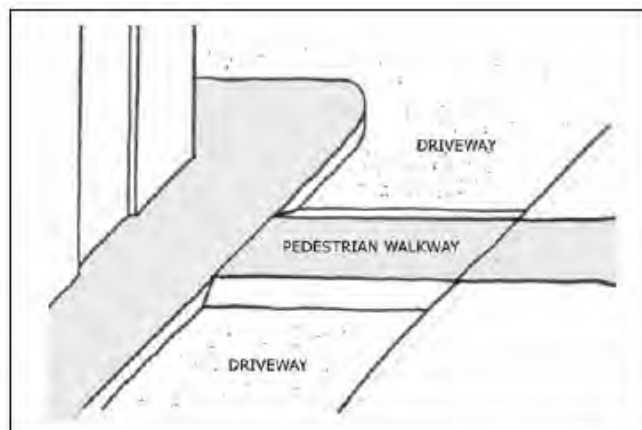
*Example site layout: Bank Site in Ajax, Ontario (Queuing/Stacking Lane is in Green)*



*Example site layout: Coffee Shop Site in Ajax, Ontario (Queuing/Stacking Lane is in Green)*

### **Bike and Pedestrian**

- Bike and pedestrian oriented amenities, such as bike parking or seating, should be placed at the entrance of the building, typically near the street edge. Pedestrians are a priority in this distinct area of the site.
- Pedestrian access to the building should avoid conflicts or interactions with drive-through lanes.
- If pedestrians must cross drive-through lanes, a raised pedestrian path equal to the level of the restaurant is recommended (similar to raised crosswalk).



*Raised Pedestrian Crosswalk City of Ottawa*

### **Relationship of Best Practices and the Existing Code**

- Noise, lighting, site servicing and loading, and landscaping will be addressed in any site plan review process.
- Lane widths and turning radii should follow the existing engineering criteria in the City's code, although it is recommended to use the minimum measurement allowed.
- Bike parking requirements, parking stall requirements, and pedestrian widths should follow the existing specifications in the City's code.

### **Comparison to Montgomery County Drive-through Guidelines**

Overall, Montgomery County's guidelines reflect many common elements of the best practices with some deviations. Main differences outside of the compiled best practices include: shorter minimum lengths for stacking/queuing lanes, eliminating the car centric drive-through lane use, and providing more separation from residential zones. Staff acknowledges these differences as outliers when compared to the best practices and therefore would not consider them in any plan review. Major similarities include: ensuring drive-through lanes do not encroach on surrounding public streets and pedestrian walkways, physical separation of drive-through lanes, and ensuring designs do not impede the visibility or circulation of all users. County Guidelines are integrated within the County's code and at times reference other sections of the code for supplemental design criteria such as landscaping, lighting, etc.

## Jasmine Forbes

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**From:** Tony <tdatallah@comcast.net>  
**Sent:** Friday, March 4, 2022 8:11 PM  
**To:** Planning External Mailing  
**Subject:** Opposes Carwash at central ave

This email is from an EXTERNAL source. Please use caution when opening attachments, clicking links, or responding.

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