

Tam, Hayman

From: Sonia S [REDACTED]
Sent: Monday, October 4, 2021 10:45 AM
To: Van Patten, Jason
Subject: Support for Chick-fil-A on Lake Avenue

Follow Up Flag: Follow up
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We fully support a Chick-fil-A on Lake Avenue! Can't wait for this new location.

Tam, Hayman

From: Donna Otoshi [REDACTED]
Sent: Monday, October 4, 2021 6:41 PM
To: Van Patten, Jason
Cc: 'Donna Otoshi'
Subject: Chick-fil-A's proposed new restaurant location on North lake Avenue

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October 4, 2021

Dear Jason,

I hope you are doing well. I know you must be getting a lot of comments for the Conditional Use Permit #6807 Chick-fil-A new restaurant location for this upcoming Wednesday's Special Hearing. I am sending a letter of support for your files as I know this won't be able to be read during the Public meeting, but I am hoping you will read it before filing it to understand my sentiments.

My name is John Otoshi and my family and I have been regular customers of the Chick-Fil-A establishment in Pasadena for many years ever since it first opened on Colorado Boulevard. I give my whole-hearted support for opening the North Lake Avenue location because I believe it will be a win for the City of Pasadena, a win for the residents of Pasadena, and a win for Chick-Fil-A

This is based on their proven track record of Safety, Service, and Quality that I have seen evidenced in their first location. It will be beneficial for the City of Pasadena because Chick-Fil-A would provide a healthy choice for the community and provide employment for full and part time workers which is especially needed during this time of difficulty. It will be a win for the community residents of Pasadena who will be regular customers of delicious food as well as find potential employment. Finally, it will be good for Chick-Fil-A because it will be able to offer their high quality food in a second location.

I have seen first-hand pre-pandemic the level of care and service that their staff provides to their customers when ordering and dining in. I have witnessed and experienced the care and obvious training they give to their staff. Finally, I have seen since March of 2020 when the

pandemic hit and many restrictions were put in place how this particular establishment rose to the occasion to follow all safety protocols – from the drive-through, to bringing food out curbside, and when I would walk up to order and pick up my order from the side door entrance.

Their staff has always been patient, courteous, and helpful. And the food is great if you have never tried it! In fact, I am getting hungry thinking about my regular order of an original chicken sandwich, waffle fries, and diet lemonade!

In summary, I believe that allowing this location to open will provide a shining star in Pasadena which is absolutely necessary during this unprecedented time of global pandemic and citizens need positive examples to look to for hope. I feel Chick-Fil-A has provided this example in the past based on my experience and will do so in the future at this new North Lake location. I am hoping you will see the benefits of supporting this new store to open and that my letter will help in this endeavor. If you have any questions about what I have written, or need an oral statement– you may contact me at [REDACTED]

Thank you for your time and consideration,

Sincerely,

John T. Otoshi

Proud Pasadena resident and regular Chick-Fil-A customer

P.S. I am also a licensed Engineer and Project Manager and have spent my entire career of over 31 years at the City of Los Angeles designing and overseeing various Engineering projects. For my own knowledge and interest, I have reviewed the proposed drawings and plans prepared by the Contractor for the new Chick-Fil-A layout and feel that they more than adequately address the Environmental and Traffic concerns that a new project might bring.

Tam, Hayman

From: Peggy Renner [REDACTED]
Sent: Tuesday, October 5, 2021 9:45 AM
To: Tam, Hayman
Subject: Chick fil A request for a variance

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[REDACTED]
[REDACTED]
October 4, 2021

Paul Novak
Hearing Officer

Dear Mr. Novak:

I write with regard to the proposed conditional use variance requested by Chick fil A for the property located at 774 North Lake Avenue, Pasadena.

Having read your report regarding the proposals of Chick fil A, Inc., I am pleased to see that this corporation has given some attention to issues that have been problematic over the last 30 decades as Wendy's and then Carl's Jr. closed their doors and eliminated both their service and their disruptions to the residential community which lies to the east of this property. For example, the understanding that deliveries would not occur in the middle of the night when most people are sleeping is a blessing. We have greatly appreciated not being awakened by truck drivers yelling orders to the workers, the sound of truck brakes as they pulled into the parking lot, or the roar of engines as they departed. And the placement of the ordering equipment may spare us hearing which Wendy's a salad that a customer wanted at 11:30 pm.

But there are concerns that we still have.

- **Traffic congestion** is a major concern for us. The number of cars (25) that can stand in line while waiting for service means the addition of carbon monoxide to the air. As two senior citizens with lung limitations (no we are not smokers) the addition of this kind of filth is unwelcome.
- We also are concerned regarding the **traffic flow** on Lake Avenue. This street is one of the major north/south avenues in the city and is heavily traveled all day and well into the night. Chick fil A did address some of this concern by purchasing an additional property; this lot is directly behind our home and thus threatens even greater **pollution** to us.
- While Chick fil A has addressed the issue of trash on its own property, it does not seem to have a plan for the **garbage and trash that ends up on lawns on Mentor Avenue** as drivers ignore that blockade that was installed to eliminate travel onto our residential street.
- It has not offered a solution to the **traffic that illegally moves from Boylston** onto our street, Mentor Avenue.
- We do not understand **why a traffic light at Boylston** is important. Traffic is stopped at Orange Grove and then at Mountain. Drivers not interested in a stop a Chick fil A are going to use Mentor

Avenue to travel north and south. We have children on our street and even with speed bumps we cannot stop those who are in a hurry to go somewhere.

- Your office states that the Chick fil A proposal is in **keeping with the North Lake Specific Plan**, but to the best of my knowledge this plan has not been completed. And this plan does not sound consistent with the language the city has used to describe the direction it would like to go for the up-dated NLSP.
- **Where are the employees to park?**

We would like to offer some concrete suggestions to address our concerns:

- ✓ **Increase the height of the wall** along the east side of the property.
- ✓ **Plant trees along that wall** to absorb some of the pollution
- ✓ Add equipment to the property that will **test for pollution of various kinds** and **establish methods for removing** the pollution when it occurs
- ✓ **Close Boylston to all through traffic**
- ✓ **Establish a crew that will peruse the neighborhood to clean up trash and garbage left behind**
- ✓ **Move the trash bins so that they are not so close to homes on Mentor Avenue**
- ✓ **Eliminate the traffic light at Boylston**

I trust that you will recognize our concerns and act accordingly.

Sincerely,

Marguerite Renner



BUNGALOW HEAVEN™ NEIGHBORHOOD ASSOCIATION

Mr. Paul Novak
Hearing Officer, City of Pasadena

October 5, 2021

On behalf of the Board of the Bungalow Heaven Neighborhood Association, I would like to commend your staff for their hard work evaluating and addressing the Conditional Use Permit #6807 for the proposed Chick-fil-A restaurant on N. Lake Avenue. Although the staff report and final plan address many issues impacting our neighborhood, we still have concerns over the noise, air pollution and especially traffic and congestion that will be generated by the proposed restaurant. We appreciate many of the proposed requirements to reduce the impact on the residents of Bungalow Heaven, however, we feel these conditions of approval fall well short of what is needed.

Based on the details of the Staff Report, we are requesting these additional changes to the conditions of approval for this project:

1. Require that Boylston Street be closed between N. Lake Avenue and Mentor Avenue to through traffic using bollards where the street is already partially blocked. This will eliminate traffic from flowing into or out of Bungalow Heaven, and significantly reduce the impact of the new restaurant on the residents of Mentor Avenue.
2. Eliminate the proposed traffic light at the Lake Avenue and Boylston Street intersection. Although the staff's rationale for the signal is to "calm traffic," the combination of the ingress and egress at Chick-fil-A, an existing city bus stop in front of the property, and the proposed signal will create gridlock and a potentially dangerous situation. Additionally, eliminating Boylston Street as a through street would further lessen the need for an additional light on Lake Avenue.
3. Move the trash bin to the southwest corner of the property. Placing it further away from the residential neighborhood will reduce impacts of noise and odors, and provide easier access for waste management.
4. Require that the east wall be built higher than eight feet and that landscaping plants be a minimum of eight feet tall at the time of planting to absorb noise and create a suitable buffer for the residential neighborhood. Also, please consider requiring that the wall be built first to ensure that construction noise and dust are minimized.
5. Ensure that Chick-fil-A utilize directed speakers to further minimize order panel noise.
6. Post a maximum of two hour parking on the portion of Boylston nearest Lake Avenue to prevent long term parking.

We feel that these additional conditions are appropriate and reasonable mitigations to reduce the impact that this busy restaurant will have on our neighborhood.

We appreciate your consideration and welcome the opportunity to discuss this issue with you and your staff at your convenience.

Sincerely,
Mark

Mark Munger
President, Bungalow Heaven Neighborhood Association

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