

**541 E. Whittier Starbucks**  
**Summary of Property Improvements for Planning Commission**

**Chestnut Street Resident Requests**

1. Starbucks initially proposed to close at 10:00pm daily. Starbucks has compromised and agreed to close earlier at this location at 9:00pm daily for the benefit of the residents.
2. Starbucks initially proposed longer delivery hours which would have taken place during standard business hours. Starbucks has compromised and agreed to reduce delivery hours between the hours of 8:00am to 6:00pm daily. Once Starbucks is closer to opening for business, they will look into providing a more detailed delivery schedule. Starbucks will also try to avoid deliveries during peak traffic times. The reduced delivery hours is for the benefit of the residents.
3. At the property owner's expense, a prominent, highly visible "DO NOT ENTER, PRIVATE PROPERTY" pole sign will be installed at the northeast corner of our property, adjacent to Chestnut Street. This is for the benefit of the residents.
4. With the approval of the neighboring property owner at 601 E. Whittier Blvd., at the property owner's expense, an additional 2<sup>nd</sup> prominent, highly visible "DO NOT ENTER, PRIVATE PROPERTY" pole sign will be installed at the northwest corner of their property, adjacent to Chestnut Street. This is for the benefit of the residents.
5. The property owner will provide the residents with a construction timeline for the project. The Townsend's (residential property to the north) may choose not to be home during building demolition and/or during the time new north wall is being constructed.
6. Construction vehicles will be directed to stay adjacent to the Starbucks property on Chestnut Street.
7. The property owner will reseal and restripe the portion of the southbound lane of Chestnut Street that is within the property owner's property lines. With the approval of the neighboring property across the street at 601 E. Whittier Blvd., the portion of the northbound lane of Chestnut Street that belongs to 601 E. Whittier Blvd., will be resealed and restriped as well.

8. The residents would like to reseal and restripe their portion of Chestnut Street. The property owner will coordinate the reseal of Chestnut Street with the residents and refer our asphalt contractor to them. This is for the benefit of the residents.
9. A copy of the building asbestos test will be provided to the residents.
10. A new, taller 8' foot landscape hedge will be planted along the north wall to block visibility to the residential property to the north and provide increased resident privacy. In addition to the north wall located between the properties, the 8' foot landscape hedge will also provide further noise reduction between the properties. This is for the benefit of the residents.
11. In addition to the new 8' foot landscape hedge (#10), the property owner will demolish and remove the existing north wall and construct a new, white 6'-6" (Six Foot Six Inch) concrete masonry north wall, as further described below.

#### New North Perimeter Wall

After the Planning Commission hearing in April, the property owner was willing to construct a new 8' foot wall along the north property perimeter to provide complete privacy between the 2 properties. The property owner proposed the construction of a new 8' foot wall to City of La Habra staff, Starbucks, and the residents. City of La Habra staff and Starbucks supported construction of the new 8' foot north wall. In a letter to the property owner dated May 23, 2024, Kathy and Tom Townsend objected to the proposed new 8' foot north wall, citing that "A higher wall will reduce our air flow as well as reduce our view". Kathy also contacted Sonya Lui inquiring if a new 8' foot wall would be permitted by the city. Sonya Liu informed us that a new 8' foot north wall would not be permitted according to the La Habra Municipal Code. The maximum permitted height for a new wall at our property would be 6'-6" in height. We spoke to Kathy and Tom on a conference call dated August 14. They mentioned the existing wall looks old and requested for the property owner to construct a new north perimeter wall.

1. The property owner will demolish and remove the existing north wall and construct a new, white 6'-6" (Six Foot Six Inch) concrete masonry north wall. The first 15' linear feet at the east end of the new north wall, adjacent to the residential property front yard driveway, will be 3' feet in height in accordance with the La Habra Municipal Code and to allow a clear vehicle driveway line of sight for the residential property. A new gate will be installed for the Townsend's residence and painted to match their building (the building color appears to be white).

### Drive Thru Management Improvements

1. Starbucks will install a new prominent 6' foot tall, 2-sided monument sign (facing eastbound and westbound traffic) along Whittier Boulevard directing patrons to utilize the driveway on Whittier Boulevard.
2. Should the drive-through queue exceed 17 vehicles, Starbucks shall have an employee positioned before the order board to take orders.
3. Once Starbucks opens for business, the drive thru management as it relates to Chestnut Street is subject to the review of the City of La Habra Traffic Engineer.
4. In the event the drive thru project conditions are not effective, as determined by the City of La Habra Traffic Engineer, a traffic queueing study will be conducted to determine if a permanent Chestnut Street driveway entry closure will need to be made.

### Important Drive Thru Points

1. Our property will include a dual lane drive thru (2 lanes) with 2 menu speaker boards, which will allow for customer orders to be expedited faster. Most other Starbucks locations only offer 1 menu speaker board.
2. Our property will include the largest drive thru lane queue stacking for a Starbucks in the City of La Habra, which can accommodate up to 17 vehicles as part of the drive thru lanes, and the site can accommodate up to 23 vehicles within the property.
3. The detailed queueing analysis report compiled by the traffic engineering firm LSA studied drive thru queues at peak hours for 3 other Starbucks locations in Orange County at substantially busier signalized intersections. Based on the drive thru vehicle count analysis, the range for vehicle queuing observed was between 8-13 vehicles for all 3 other Starbucks locations, which is well below the 17 vehicle queue our property is offering. LSA therefore concluded that the proposed 17 vehicle dual drive thru lane is adequate for Starbucks at the property and a Chestnut Street driveway is acceptable.
4. The queueing analysis report has also been reviewed and approved by the City of La Habra Traffic Engineer and he has concluded that the proposed 17 vehicle dual drive thru lane is adequate for Starbucks at the property and a Chestnut Street driveway is acceptable. The City of La Habra Traffic Engineer also made a

determination, in his expert opinion, that it would be best to have the Whittier Blvd. driveway and the Chestnut Street driveway both open at the time Starbucks opens for business, as this would provide the best site circulation. In the event any drive thru conditions (mitigation measures) have to be applied, they would be done if and when necessary. The City of La Habra Traffic Engineer has successfully implemented this strategy at other properties and businesses in the City of La Habra.

5. Starbucks conducted a project sales report and found this location is not expected to be busy, as there is a Starbucks located at Harbor and E. La Habra Blvd. which is located less than 1 mile away, and a Starbucks located at Beach and Whittier that is located approximately 1.6 miles away.
6. The vehicle traffic counts at Harbor/E. La Habra Blvd. and at Beach/Whittier Blvd. are substantially higher than our property, and their drive thru lane queuing capacity is substantially less than our property.

#### Drive Thru Management Consensus

1. As Starbucks will offer a pick up/take out window at the property, as well a nice outdoor patio for outdoor seating, the property owner and the residents of Chestnut Street discussed and agreed at the meeting in City Hall on July 15 that an exit lane at the Chestnut Street driveway is reasonable and acceptable.
2. In the same July 15 meeting at City Hall, for the Starbucks drive thru management plan, the residents of Chestnut Street proposed that the Chestnut Street driveway entry initially be closed when Starbucks opens for business. After Starbucks is open for a few months and traffic normalizes, the Chestnut Street driveway entry would be opened. Therein, the property owner and the residents of Chestnut Street agreed in concept that an open entry lane at the Chestnut Street driveway is reasonable and acceptable, provided and conditioned that (i) vehicles from the Starbucks drive thru lane do not exceed the drive thru lane capacity, overflow and back up onto Chestnut Street, and (ii) a follow up traffic queuing study would be conducted at the property for the Chestnut Street driveway entry lane within 3-6 months after it was opened, if necessary. The property owner mentioned he would discuss this concept with Starbucks and the City of La Habra Traffic Engineer.
3. The property owner subsequently discussed this with Starbucks and the City of La Habra Traffic Engineer, and the City of La Habra Traffic Engineer felt, in his expert opinion, that it would be best to initially have the Whittier Blvd. driveway

and the Chestnut Street driveway both open at the time Starbucks opens for business, as this would provide the best site circulation.

4. The consensus here between all parties was that the City of La Habra Traffic Engineer, Starbucks, the property owner, and the residents of Chestnut Street all agreed that there could be a point where it is acceptable that the Chestnut Street driveway entry lane is open once Starbucks opens for business; and if the Starbucks drive thru lane does exceed the drive thru lane capacity, overflow and back up onto Chestnut Street, a follow up traffic queueing study would be conducted at the property for the Chestnut Street driveway entry lane within 6 months after Starbucks opens for business, and the Chestnut Street driveway entry lane would be permanently closed if necessary, as determined by the City of La Habra Traffic Engineer. This concept has been included in the written project conditions of approval.

Resident Recommendations (Not Included in the Starbucks Project)

The Chestnut Street residents own and share the portion of Chestnut Street in front of their homes. The Chestnut Street residents have a few options they can explore within their properties, at their own discretion, to limit vehicle access in the Chestnut Street residential area by placing:

- i. A gate on Chestnut Street at the entry of the residences, or in a location they feel is appropriate within their property line.
- ii. Prominent, highly visible “DO NOT ENTER, PRIVATE PROPERTY” pole signs on Chestnut Street at the entry of the residences.
- iii. Street striping on Chestnut Street at the entry of the residences.
- iv. A new speed hump on Chestnut Street at the entry of the residences.