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City of Corona
Community Development Department
400 S. Vicentia Avenue
Corona, CA 92882

Re: **Project Description Letter for Proposed Raising Cane's Restaurant**
1215 E. Ontario Avenue
Corona, CA 92881

This letter is to provide a brief description of the proposed project to be located at 1215 E. Ontario Ave. in the City of Corona, California. The proposed project consists of the demolition of an existing building and new construction of a 4,086 square foot Raising Cane's Chicken Finger Restaurant plus a corral and 347 sq. ft. outdoor covered patio on a 31,405 Sq. Ft. site Area.

Site improvements will include new menu preview boards and menu order boards as well as new landscaping around the perimeter of the parcel. There will also be new site lighting and a new enclosed Trash Enclosure with materials and colors to match the Raising Cane's restaurant. Furthermore, this restaurant will have outdoor dining on a covered patio and maximum building height is 24'-7" +/- . Utility service extensions will be coordinated through the appropriate agencies during the design phase.

The new single story building with alternating heights and elements is designed with contemporary architecture. The building's architectural features include the use of standing seam metal awnings, a stucco finish on the building accented with the use of full modular brick.

This project will provide 57 parking spaces including 2 accessible parking spaces (ADA) and 2 designated clean air parking stalls. The two drive-thru lanes are designed to accommodate 6 vehicles per lane.

Operating hours for walk-in and drive-through service will be from 9am to 1:00am Mon-Thurs and 9am to 3:00am Fri-Sun. The menu board and speaker are located on the west end of the building, further away from the street.

By-Pass Lane and Queue Description:

As part of this development three (3) queuing studies were conducted on three (3) currently operating Raising Cane's Restaurants in California. The locations studied are located the Cities of Riverside (11066 Magnolia Ave.), Orange (2249 N Tustin Ave), and Laguna Hills (23971 El Toro Road). These studies revealed the peak queue during both the lunch (11 am to 1 pm) and dinner hours (5 pm to 7 pm) to be 17 vehicles. With this information, and the existing use of the adjacent development (Del Taco with drive through service), in mind the site was developed with two drive through lanes capable of providing a queue stacking of 34 vehicles from the pick-up window to the entrance of the drive through. This configuration provides a queuing stack that is 650% more than required by the City of Corona's Municipal Code, 200% more than the max queue as shown by the studies conducted and not a

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standard for Raising Cane's development. The intent of this design is to prevent vehicles from queuing beyond the drive through entrance and causing on-site circulation issues.

In the existing condition there is a shared main access drive aisle between the Del Taco parcel and the proposed Raising Cane's parcel. Due to the location of the Del Taco drive through exit and site vehicle egress a potential point of conflict was identified at the proposed Raising Cane's drive through entrance. To mitigate this the site incorporates a one-way by-pass lane that begins at the northern end of the site and follows the Raising Cane's drive through layout ending at the southwest corner of the site. Additionally, a new right-out only driveway will be installed at the southwest corner of the site where vehicles from either restaurant can exit the site. To prevent vehicles from "jumping" the queue, flexible removable delineators will be installed between the drive-through lane and by-pass lane. In the unlikely event that the drive through queue is full, the by-pass lane will also allow customers to circumvent the site and prevent additional queue from stacking southerly towards Ontario Avenue.

Although the site has been proactively designed to minimize on-site traffic concerns, such as providing a drive through that is capable of stacking twice the number of vehicles observed during the queuing studies conducted and providing a one-way bypass lane to allow vehicles from either Raising Cane's or Del Taco for circumvent and exit the site, a "Honey Moon" period is expected. To mitigate any concerns the Raising Cane's New Restaurant Operations Team will meet with appropriate city staff prior to the opening to ensure a traffic management plan is in place and will additionally conduct the following actions to mitigate on-site congestion:

1. Employs and utilizes off-duty police officers throughout the lot to assist customers navigate the new site.
 - a. This will include directing customers to utilize the by-pass lane in the unlikely case that the drive through queue is full and preventing vehicles from stacking southerly towards Ontario Avenue.
2. Schedule additional staff and a dedicated support team in the parking area to provide menus and answer questions to increase awareness of the items available and increase drive through efficiency.
3. Retains a dedicated training team on-site for 30 days to increase employee's efficiency and reduced drive through queue stacking

Raising Cane's is aware of the implementation of electronic devices (iPads) at other restaurants with drive through service as an attempt to increase ordering and food preparation efficiencies. However, at the moment there is no operational plan to implement this ordering system as it does not align with the Raising Cane's Restaurant Operations nor would it increase efficiency for the following reasons:

1. Video cameras are installed at various locations around the building, this allows staff to know the exact number of customers entering, queuing and exiting the drive through as well as the building.
2. Raising Cane's prides itself on providing fresh made to order food, this means that staff will not start "dropping bird, fries or toast" until a customer has entered the queue / building.
3. The specialty menu at Raising Cane's allows staff to predict that the customer is going to order, Quality Chicken Fingers! Thus, the advance order of a specialty item, situation where iPad ordering would prove beneficial, would not be applicable to Raising Cane's Restaurants.

If you have any question, please call me at (949) 562.1723 or email me at rgonzalez@pmdginc.com.

Best Regards,

Ruben Gonzalez
Sr. Project Manager