



January 16, 2025

To Whom It May Concern:

Our client is honored to provide their guests with the highest level of hospitality and care, whether they choose to dine in with them or to utilize their outdoor guest service option. The site on Innes Road has been designed with that end in mind, while taking into account the safety and comfort of their team members and guests, and the convenience of other guests visiting other retailers at the plaza. In consideration of the proposed restaurant located in Orleans at 4270 Innes Road, I would like to offer a description of our client's service model for outdoor guest service.

Guests and Third-Party Order Aggregators (DoorDash, UberEats, Skip-the-Dishes) who choose to pick-up food using their outdoor guest service option will enter into a double-lane drive thru at approximately the southwest corner of the development parcel. At that point, they will enter under a double-lane Order Point Canopy which spans both queue lines. The canopy features urban design elements while functionally providing weather protection for their guests and team members taking orders from their guests, face-to-face. The canopy is equipped with canopy mounted radiant gas heaters, electric fans, and energy efficient lighting to provide comfort, weather protection, and security. During peak hours, staff at this canopy are equipped with secure handheld electronic devices to greet guests and assist them with their orders. During non-peak hours, the drive-thru lanes are equipped with stationary order points which allow team members inside the restaurant to assist guests with placing their orders using an intercom system.

After orders are taken, vehicles proceed counterclockwise around the west side of the building, away from pedestrian traffic in the plaza and dine-in guests while their meals are being prepared. This site orientation helps to segregate vehicular traffic from pedestrians and minimizes impact on adjacent tenants. As vehicles circle past the northwest corner of the building, they will enter an urban inspired, similarly equipped, double-lane Meal Delivery Canopy. The Meal Delivery Canopy provides the same protection to guests and team member order expeditors who can hand deliver meals to guests in their vehicles on the west side of the building. The canopy provides protection to approximately 6 cars at a time, giving team members the ability to serve multiple guests simultaneously, thereby improving efficiency and ensuring the highest food quality. Team members serving guests at the Meal Delivery Zone are able to enter and exit the building through a service door on the west side of the building.

Team members serving guests in their drive-thru are proven to be well protected by the clearly designated vehicular signage, and magnetic bollards. Their dress code requires team members serving guests outside the building to wear high visibility vests and other clothing intended to call attention to their presence.

Our client has proven success with this delivery model at a number of their restaurants throughout the United States in the northeast and midwestern United States with similar climates, as well, as in Kitchener, Windsor, Oshawa, Vaughan, Cambridge, Barrie, Burlington, London, Orillia, Kanata, and Newmarket Ontario Canada.

We look forward to serving the residents and communities in Orleans, Ontario for many years to come.

Regards,

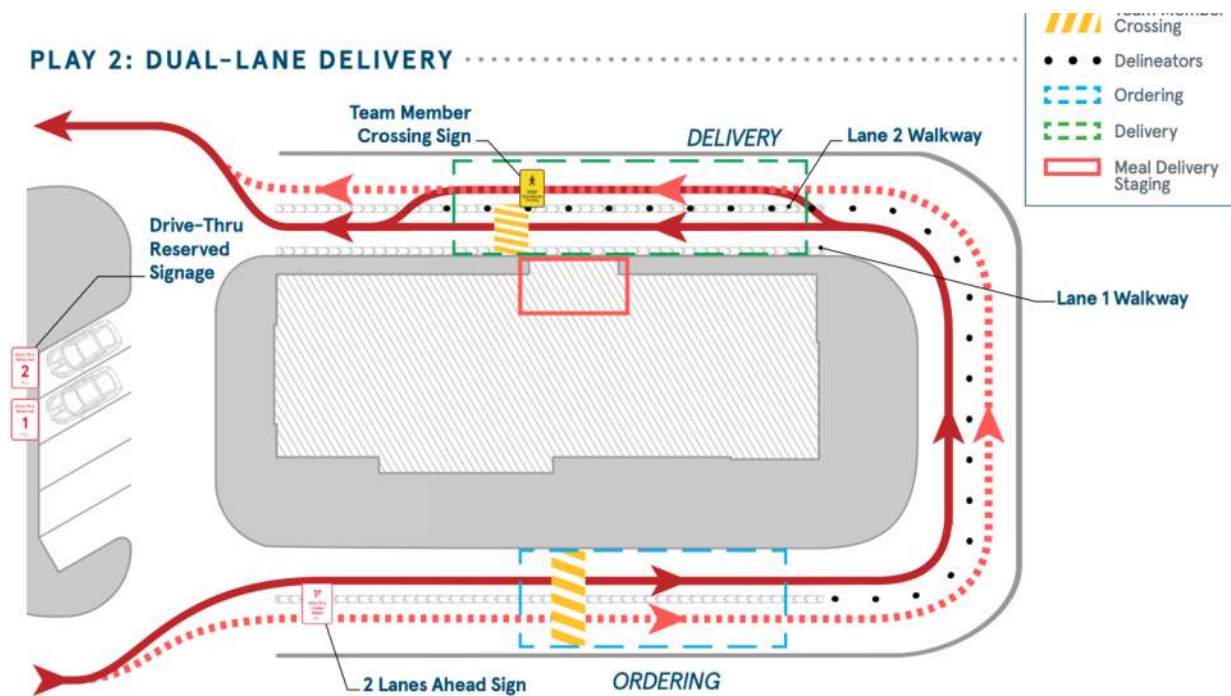
A handwritten signature in blue ink, appearing to read 'John Sousa', is written over a light blue horizontal line.

John Sousa
Sr. Project Manager/Architectural Designer
Central Ontario Infrastructure

Dual Flex Lane Operational Considerations

Design Intent

The purpose of Dual Flex Lanes is to provide a flexible solution that can be leveraged to optimize current restaurant needs while providing future capacity for meal delivery when a restaurant is producing meals at such a high rate that they need to be delivered to more cars faster.

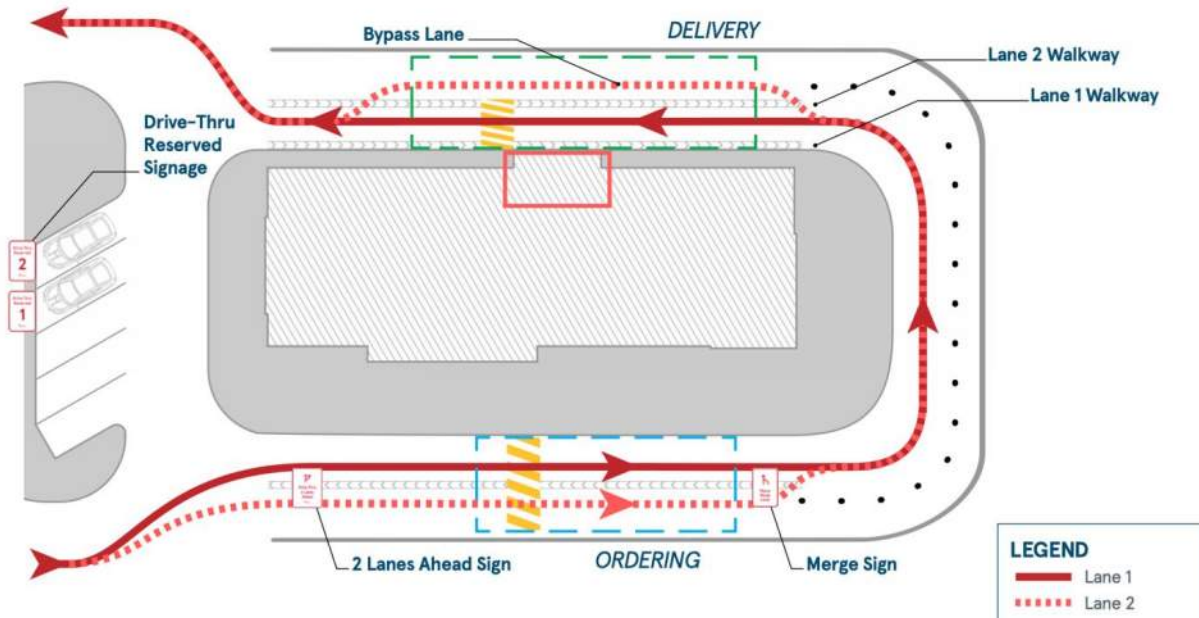


Current State

It is important to understand that just because you have received Dual Flex Lanes that **you do not have to fill both lanes with cars**. Most restaurants would benefit from leveraging the flexibility of the design and merge the two lanes after Order Taking and using the outside lane as a Bypass Lane.

A Bypass Lane is where one lane is used for meal delivery, closest to the building, where the space of the outside lane is used for cars that have already received their meal to drive around any cars stopped in front of them and still exit the Drive-Thru.

PLAY 1: SINGLE-LANE DELIVERY WITH BYPASS LANE



Recommendations and Considerations

- *A strong and consistent system using a Bypass Lane is needed as a base in which to build to successful Dual Lane Fulfillment.*
- How many meals (food + drink) are consistently ready at a given time?
 - Single Meal Delivery with a bypass is recommended if it is common to have 3-4 meals always ready.
 - Dual Lane Delivery is best considered when a minimum of 5-6 meals are consistently ready or if a restaurant is averaging over 200 cars an hour.
- When leveraging Dual Lane Meal Delivery, a minimum of 3-4 Outside Expeditors are recommended to maximize utilization of the two lanes.
- Parking cars remains critical to help SOS and throughput and is even more so when delivering to two lanes.
- The outside lane may not match throughput of the inside lane due to travel distance of the second lane.
- Establish your safety plan to cross lanes for Meal Delivery. A best practice is for Outside Expeditors delivering to the outside lane to cross back and behind the lead car on the inside lane.

Additional questions around Dual Flex Lane maximization? Set up a time to speak with the Customer Throughput Consulting Team [here](#).

CHICK-FIL-A SITE PLAN APPLICATION SUBMISSION

Orleans, ON.
January 16, 2025





APPROACH TO ORDER POINT CANOPY





FACE-TO-FACE ORDERING



WEATHER PROTECTION FOR TEAM MEMBERS AND GUESTS





GUEST PAYMENT OPTIONS



Flexible Cash



QR Code Check-In





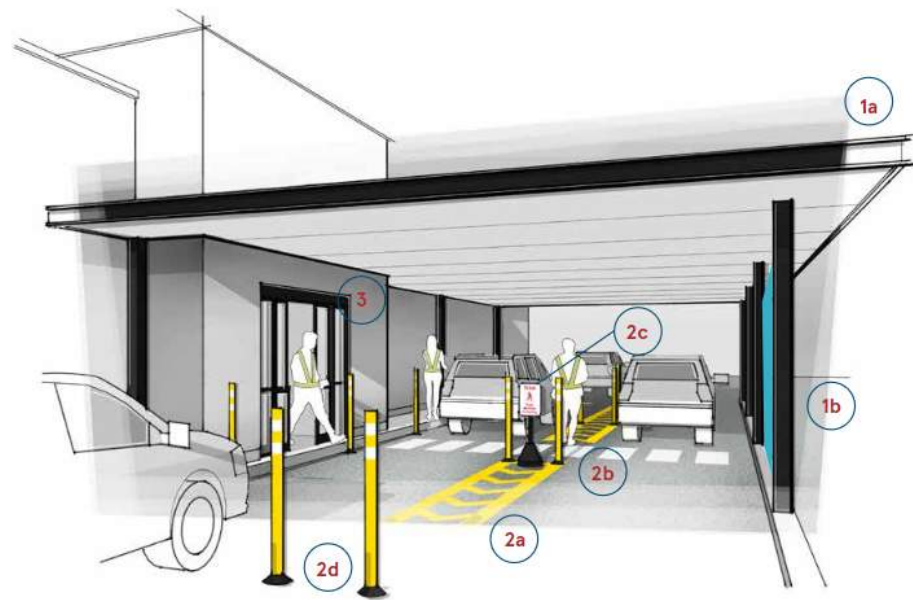
MEAL DELIVERY ZONE





MEAL DELIVERY ZONE COMPONENTS

1. Weather Protection
2. Team Member Safety
 - a) Zone Striping
 - b) Cross Striping
 - c) Flexible Signage
 - d) Delineators
3. Drive-thru Cockpit Staging





TEAM MEMBER SAFETY ELEMENTS



Meal Delivery Canopies



Signage

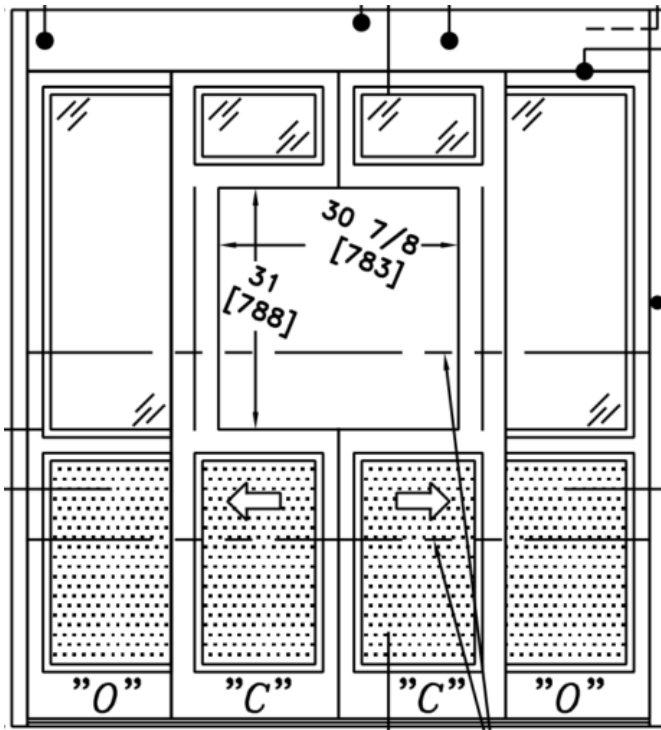


Visibility Straps





DRIVE-THRU DOOR FLEXIBILITY



- Door can be used as a traditional drive-thru window during non-peak hours
- Can be used as a Team Member service door during peak service hours





OUTSIDE MEAL DELIVERY

