



Chick-fil-A, Inc. | 5200 Buffington Road Atlanta, Georgia 30349-2998 | chick-fil-a.com | 404.765.8000

DTO Summary

Chick-fil-A (CFA) has 66 Drive-Thru Only (DTO) restaurants nationwide. Approximately 40% of those were opened in the last 3 years. The first DTO in the Midwest opened in 2022 in Glendale, WI. This is the closest DTO to the proposed location at IL 59 & Lacrosse in Naperville, IL. The second DTO in the Midwest region will open in Shawnee, KS in Oct 2024. Since 2020, we have seen a shift in customer demand trending toward more convenience. This shift has caused CFA to look more holistically at the markets we are serving to meet customers where they are and serve them how they would like to be served. To do this, CFA must consider multiple restaurant formats to deploy in the market ecosystem. As we considered the demographics of the area to be served by our newest location in Naperville, we discovered that the area is made up primarily of affluent, educated and well-traveled married couples, many of whom have multiple children. These families actively participate in their communities and are active in sports. Most households own three or more vehicles and long commutes are the norm. They are also well connected and own the latest devices. These families expect quality, and they invest in time-saving services. These families are constantly on the go and looking for convenient ways to feed their families good quality food. Consistent with these trends in the last year, 62% of adults ordered take-out/drive-thru/curbside, 58% ordered through a digital channel, 14% ordered delivery of fast food and 41% bought a meal at CFA. For these reasons, we believe that a DTO restaurant fits well to serve the anticipated consumer demand in the south Naperville community. Additionally, should any Chick-fil-A consumers prefer a dine in experience, there are Chick-fil-A restaurants nearby that offer a dine in at 4435 Fox Valley Center Drive, in Aurora as well as the new location under construction on Ogden Avenue in Naperville.

Lastly, given the nature of the site and surrounding area, not only has this new Chick-fil-A restaurant been designed for convenience, but the DTO concept minimizes the impact on the surrounding area from both a traffic and parking perspective. This DTO facility exceeds all city parking requirements even if this were a dine in restaurant which it is not. Per the attached site plan there are 50 parking spaces provided and a parking demand worksheet for city review.

Peak Queue

We have also included exhibits depicting the peak queue length for CFA's DTO restaurant in Glendale Wisconsin. You will see that the queue length provided for the subject property is more than adequate to handle the projected volume. Additionally, you will note that granting the variance for the bypass lane actually will reduce peak queue length. As a result of granting the bypass lane variance, there are two lanes available for food fulfillment on the south end of the building which considerably reduces the queue length. If the bypass lane variance were not granted CFA would have to install a bypass lane on the south side of the building which would leave only one lane available for fulfillment and increase the queue length which would have a negative effect.

Walk-Up, Curbside & Delivery



Chick-fil-A, Inc. | 5200 Buffington Road Atlanta, Georgia 30349-2998 | chick-fil-a.com | 404.765.8000

Nearly all of our DTO's have a walk-up window, which is generally open year-round. The location in Glendale does not have a walk-up window available to the general public due to the lack of available parking and outdoor seating, but curbside is available and third-party delivery drivers are accommodated at a walk-up window. The proposed DTO in Naperville will have a walk-up window and a patio for outdoor dining. The restaurant will also be capable of accommodating curbside mobile orders and third-party delivery orders.