

13502 Hamburger Lane
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Project Narrative

Proposed In-N-Out Burgers Restaurant

972 & 932 El Camino Real, South San Francisco, CA

In-N-Out Burgers proposes to develop a new In-N-Out Burger restaurant with drive-through service and outdoor patio seating at 932 & 972 El Camino Real in South San Francisco, CA. In-N-Out Burger is a family-friendly, family-owned company known for fresh ingredients, excellent customer service, and meticulously clean, well-lit stores.

The proposed site sits across two properties along El Camino Real. The site is located within the T5C Zoning District where restaurants are principally permitted. Drive-through facilities require a Conditional Use Permit as well as the request for additional hours of operation between 12:00 am and 6:00 am.

Currently, the site is occupied by a 3,000 square foot Burger King restaurant building with drive-through lane, a 1,224 square foot commercial and residential building, parking, and leftover site improvements. These existing buildings will be demolished to make way for the new development. The total site area is approximately 1.504 acres, or approximately 65,493 square-feet.

The proposed In-N-Out restaurant will consist of a 3,887 square foot building with indoor seating for 84 guests and outdoor seating for 28 guests. Improvements include a covered trash enclosure, a drive-through with dedicated onsite queuing for 39 cars, onsite parking for 51 cars, and excellent vehicle circulation with no “dead end” parking aisles and two driveway access points to El Camino Real. The site will be well landscaped and well lit for customer and neighborhood safety.

Our signature In-N-Out building is a single-story with exterior stucco, elevated entry towers, and an architectural cornice detail at high and low roof planes. The elevations are a “Bone China White,” smooth stucco finish with brick wainscot, red awnings, neon banding, and neon signage for brand awareness. The maximum height of the building is approximately 23’-6” tall. Tower elements are incorporated into the building, including at the customer entrances, to provide vertical relief and visually pleasing focal points. Parapets for areas of flat roof are at an elevation of approximately 19’-10” which provide ample screening of the rooftop kitchen and mechanical equipment. A covered patio incorporates the flat roof and banding to match the building aesthetic. The trash enclosure is 11’-9” tall with masonry walls, roof, and doors, and is designed to match the building façade.

The restaurant will operate 7 days a week, from 10:30 AM to 1:00 AM Sunday through Thursday, and from 10:30 AM to 1:30 AM on Friday and Saturday. Staff will range from 10 to 15 Associates per shift, with three shifts per day. The restaurant, drive-thru, and parking lot, as with all In-N-Out Burgers restaurants, will be well-lit and meticulously maintained.

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There is no delivery dock or designated delivery parking bay proposed on the premises as deliveries are made only by In-N-Out owned and operated vehicles after the restaurant is closed to the public, between the hours of 2 AM and 9 AM. Having delivery trucks operate after hours allows the parking and queue management to be at its most effective throughout the day and helps to ensure that truck traffic is not on the road during either morning or evening rush hours.

In-N-Out cooks all its burgers and fries to order – nothing is pre-cooked and there are no cooked food holding bins. This restaurant will be equipped with three burger grills. Two grills will operate at all times; activation of the third grill will be done in response to high dine-in or, more typically, high drive-through demand, as activating the third grill significantly increases the speed at which drive-through orders are delivered to customer vehicles. In addition, standard store operating procedure dictates that as soon as the drive-through queue reaches the 10th car (where the menu board/order speaker is located) In-N-Out Associates are deployed outside to take orders using hand-held ordering tablets.

Awareness of the queue reaching the 10th car is enhanced with outdoor cameras and indoor monitors. There will be between 4 and 6 outdoor cameras on this site, with 3 or 4 of them specifically viewing the drive-through lane. These exterior cameras display on multiple monitors located inside the restaurant including at the manager's office, above the grills, and above both the pay and pickup windows. Additional measures to speed drive-through orders through the queue and therefore minimize idling vehicle emissions include taking payment on the hand-held order tablets.

The building utilizes outdoor speakers at the menu-board, canopies, and patio for operational purposes. The speakers are utilized only for announcing orders that are not picked up by customers waiting inside. The menu board speaker has automatic background noise sensing and attenuation, which lowers the volume when background noise is lower, such as in the evening. Additionally, the speakers and menu board have volume controls and the volume can be adjusted if needed.

No alcoholic beverages will be served.

Construction for the restaurant will be done in a single phase and take approximately 8 months, with a typical progression of construction activities. These activities, some of which would run concurrently, include site preparation and limited grading of about 4 to 6 weeks, building construction of about 5 months, paving and striping of about 3 weeks, and landscaping of about 2 weeks.