

In-N-Out Burger Community Meeting Summary

January 13, 2025, 6:00 p.m. – 7:00 p.m.

In-N-Out Burger hosted a Community Meeting on the evening of January 13, 2025, at the South San Francisco Library and Parks & Recreation Center to present its proposal to develop a new restaurant at 932 and 972 El Camino Real. In-N-Out Burger displayed poster boards with project facts, design details, building elevations, and the current and proposed site plan, and distributed a factsheet and frequently asked questions document. Attendees were also invited to complete comment cards.

Approximately 70 community members attended as well as some Council Members, City Staff, and members of the Planning Commission and Bicycle and Pedestrian Advisory Committee. At least half of the attendees were members of the Maltese American Social Club, a community organization residing at 924 El Camino Real, directly south of the project site. In-N-Out is working with Social Club leadership separately to hear and address their concerns to the extent feasible.

The project will demolish two dated buildings, replacing them with a beautifully designed restaurant featuring climate-friendly landscaping, a six-foot barrier wall along the perimeter of the site, and a 40-foot landscaped buffer zone between the drive-thru lane and the adjacent multifamily residential building. In-N-Out's site plan provides ample parking, designated pedestrian crossings, bike access, five electric vehicle charging stations, and excellent circulation with two driveways along El Camino Real.

Brigid Williams, Development Manager for In-N-Out Burger, delivered a thorough project presentation alongside the applicant representative, Emily Mueller of The Kaidence Group. The presentation detailed the proposed site plan, drive-through queue and parking plan, community benefits, job creation and economic impact, and the project timeline. Attendees then had the opportunity to ask questions and provide comments.

Question & Answer Summary:

During the evening, multiple questions were asked regarding the same topic. In the outline below similar questions are summarized, and different questions with similar responses are grouped together for clarity.

Site Plan, Parking, and Queuing Questions

- Residents had questions concerning the amount of parking provided, asking if there is enough parking for both associates and customers onsite. Neighbors were concerned that if not enough parking was available onsite for patrons that they would be parking on the neighboring streets, which are already congested.

- **Response:** The City's parking requirements for the proposed project is 27 parking stalls. The proposed site has 51 parking stalls for both Associates and customers. The site has been purposely and intentionally designed with significantly more parking than required by code to reduce any need for overflow parking in the surrounding residential blocks.
- What happens when the drive-through line blocks the parking spaces along the southern part of the property next to the drive-through lanes?
 - **Response:** In-N-Out does not designate specific stalls for associate parking or customer parking only. And the drive-through queue length exceeds the anticipated number of cars needed in the dedicated queue. However, Associates will be encouraged to park in those spaces to minimize disruptions to the drive-through queue if the dedicated queue is exceeded during peak hours.
- Residents had multiple comments about the drive-through queue length and expressed concerns that the queue will extend onto El Camino Real.
 - **Response:** In-N-Out's traffic study reviewed the queues at eight existing In-N-Out restaurants in Northern California, including the store at 372 Gellert Blvd in Daly City. Peak times were observed on weekdays from 4:00-6:00 PM and Saturdays from 12:00 PM-2:00 PM. The observed queue lengths ranged from 13-33 cars, with the maximum observed queue length at 33 cars. The proposed site's drive-through queue can support 39 vehicles, well above what the study concludes is necessary to handle anticipated patronage at peak hours.
- How does In-N-Out manage the drive-through queue during peak hours?
 - **Response:** In-N-Out has a sophisticated system of drive-through procedures that it uses to improve the operational efficiency of the store during peak times. The drive-through lane is monitored by cameras at all times and when the queue extends beyond the menu board, Associates are deployed outside with wireless handheld ordering and payment systems to increase the speed at which orders are taken and reduce time spent at the pay window. Additionally, a third grill is activated during periods of high volume to increase the number of orders that can be handled at one time. Finally, the Associate operating the handheld ordering and payment system will communicate with management inside the restaurant if additional Associates are needed in the parking lot to assist with directing traffic and queue management.

- In-N-Out locations in Daly City and Millbrae have terrible traffic and incredibly long lines. How will this site be different?
 - **Response:** The two In-N-Out locations in Daly City and the store in Millbrae are older stores on smaller lot sizes, with smaller dedicated drive-through queue lengths. These stores have queue lengths between 10 and 17 cars, whereas the proposed site is proposing 39 cars in the dedicated queue. The new store is thoughtfully designed to be larger and have a larger car queue than the neighboring stores.
- Will store Associates monitor the lot to prevent overnight parking?
 - **Response:** In-N-Out does not allow overnight parking.
- Did In-N-Out consider a pedestrian access point from Centennial Way to the walking path in the landscaped buffer zone?
 - **Response:** In-N-Out can explore this as an option.

Traffic Questions

- Residents expressed concerns with the traffic impacts of a new In-N-Out Burger on El Camino Real. How will the site contribute to existing northbound traffic on El Camino Real? How will it affect nearby residents who already contend with poor traffic conditions?
 - **Response:** Because this is a redevelopment of an existing restaurant with drive-through use, our study found that this new store will not have a significant impact on existing traffic flow on El Camino Real. The proposed site design has almost double the City's required number of parking stalls and a long drive-through queue, which allows customers to enter the project site and pull off El Camino Real quickly and efficiently.
- There was a robust discussion about the intersection at El Camino Real and 1st Street / Southwood Drive. Multiple residents expressed concerns about the current conditions and traffic issues at the intersection and the impacts of the In-N-Out development to pedestrian and vehicle safety. The neighbors discussed the idea of a traffic signal installation and asked if that would be a part of the In-N-Out project. A neighbor commented that a signal should be installed regardless of the outcome of this project.
 - **Response:** In-N-Out completed a Traffic Study as part of the development process. The City and a third-party consultant have provided feedback on the study. In-N-Out's study shows that the intersection at El Camino Real and 1st Street is currently at a failing level of service. The study shows that In-N-

Out's proportional impact on the intersection will add cars to the U-turn Lane. The intersection currently has no pedestrian access or crosswalks across El Camino Real. The study proposes some mitigations measures to address In-N-Out's impact on the intersection that is under review by the City. The City and In-N-Out Burger are also in discussions about what improvements can be made at the intersection including pedestrian crosswalks and a traffic signal. In-N-Out is willing to partner with the City to make these improvements to the neighborhood, and the details and timing of the improvements are still being discussed.

- Does the traffic study consider future developments?
 - **Response:** The traffic study considers the impact of the proposed project only.
- How will traffic exiting the proposed site interact with the Nine88 Apartments parking garage?
 - **Response:** Over 175 feet separates the driveways of the two developments, so exiting cars are not expected to directly affect access to the garage.
- How will In-N-Out prepare for increased traffic during the opening? How long does the opening period last?
 - **Response:** In-N-Out has specific procedures to handle store opening periods employing various methods to mitigate queueing. This is a mature market with many nearby In-N-Out locations; therefore, a long opening period is not anticipated.
- Will residents have another chance to provide input on proposed traffic mitigations?
 - **Response:** Residents can provide input at the Planning Commission meeting, the date of which is to be determined. Community members can also contact the project team anytime with questions or concerns.

Maltese American Social Club

Social Club members expressed myriad concerns about how the proposed project will impact their building and operations, including pedestrian safety at the intersection of 1st Street /Southwood Drive and El Camino Real, which was addressed in the above section on traffic and parking. Questions and comments included:

- Will the new restaurant block access from the rear of the Social Club building?

- **Response:** Before the meeting, In-N-Out met with Social Club leadership to discuss several topics, including access from the rear exit to A Street, and discussions are in progress regarding how to address that concern. In-N-Out believes that a mutually agreeable solution will be found.
- Will the demolition of the building at 932 El Camino Real damage the Social Club building?
 - **Response:** As discussed with Club leadership, the demolition of the 932 El Camino Real building is not anticipated to damage the Social Club building as the buildings are not structurally connected.
- Club members are concerned by traffic generated by the drive-thru queue interfering with parking and drop-off.
 - **Response:** The project site will not remove the Maltese American Club's existing onsite parking spaces or impede their site access. In-N-Out does not anticipate the drive-through queue extending onto El Camino Real, based on the drive-through queue analysis and traffic study. In addition to the 39-car queue, the parking lot can hold roughly ten more cars before reaching El Camino.

Store Operations

Attendees also levied questions about store operations, including operating hours, noise, aroma mitigation, and air quality impacts:

- Will the store operate 24 hours a day given the application to operate overnight?
 - **Response:** No. In-N-Out applied for a Conditional Use Permit to allow operations between 12:00 am and 6:00 am. In-N-Out is open to the public 10:30 AM – 1:00 AM Sunday – Thursday, and 10:30 AM – 1:30 AM Friday - Saturday. Because In-N-Out closes at 1:00 AM Sunday-Thursday and 1:30 AM Friday and Saturday, the store requires permission to operate past 12 AM.
- Has In-N-Out completed a noise assessment?
 - **Response:** Yes, In-N-Out completed a noise study which found that the project is below the City's noise standards for daytime and nighttime activities.
- What steps will In-N-Out take to mitigate unpleasant aromas?
 - **Response:** Some aroma is expected from all restaurants, including from the previous site's restaurant. In-N-Out restaurants have similar kitchen aroma levels as other restaurants.

- Has In-N-Out completed an air quality study from the impact of queueing cars?
 - **Response:** Yes, an air quality study was conducted, and the study concluded that site operations will be well within the accepted emissions thresholds.
- Will there be parking spaces dedicated to food delivery drivers like DoorDash?
 - **Response:** No, In-N-Out does not partner with any food delivery services.

Community Benefits & Outreach

Attendees expressed curiosity about In-N-Out's community outreach and possibilities for further community involvement and feedback:

- Why did it take so long for In-N-Out to notify neighbors of the project and host a community meeting? The proposal appears to be a done deal.
 - **Response:** The project team has been conducting community outreach since November 2024, and this meeting is part of our process for hearing feedback from the community prior to project review by the Planning Commission. The project team is available to answer any questions.
- What makes In-N-Out a good neighbor and what kinds of community benefits does it offer?
 - **Response:** In-N-Out is proud to contribute to the economic vitality of the communities where we operate. A new location will create numerous local job opportunities with competitive wages and comprehensive benefits. Beyond employment, the revenue generated by our business helps support local public services, infrastructure improvement, and community programs. Additionally, the company operates two foundations: The In-N-Out Foundation and the Slave 2 Nothing Foundation. These foundations support agencies aligned with their missions in areas surrounding our stores. Finally, In-N-Out provides schools and libraries with awards to recognize deserving students. As part of our mission statement, we are committed to assist all communities in our marketplace to become stronger, safer, and better places to live.

Miscellaneous

- Can the community provide further project input before the Planning Commission meeting?

- **Response:** Yes. Community members can reach out to the project team at any time with input.
- Does In-N-Out use union contractors?
 - **Response:** In-N-Out is not signatory with any labor unions. In-N-Out typically builds very few locations each year, and specifically in California, often acts as the general contractor.
- When will the store open?
 - **Response:** The store is anticipated to open in 2026.
- Residents on A Street have frequent issues with rats. How will In-N-Out ensure that construction will not make those problems worse?
 - **Response:** In-N-Out will keep this in mind during construction and will work to remediate any pest problems if they arise from site construction.

Attendee List:

Betty De Battista	Mary Prem	Mary Quill
Lina Agius	J. Dean	Karen Borg
Councilmember Mark Addiego	Michael Yoshida	Roxanne Clarke
Sam Chetcuti	David Ngo	George & Bira Borg
Mary Curatchet	Elizabeth V.	Ninfa Pace
Brian Malbiran	Emma Magarrell	Becky Bayarod
Laurie Scribner	Mary Smith	Sara Camargo
Dana K.	J De Battista	Tony Carmana
Linda Ryan	Michelle Attaro	Councilmember Flor Nicholas
Brenda Rodriguez	Charlie Chetcuti	Miguel Baluyat
Evan Rodriguez	Helen Cannone	Mary Vella Gomez
Diane Portillo	Norm F.	Brian B.
Dominic Borg	Mona Nicholas	Remie Reising
Frank Borg	Gretchen Suan	Charles Catania
Melissa Yoshida	Kristin Valente	Glenda Nabung

Mary Quill		
------------	--	--

Total: 46 attendees **Many attendees did not sign in**

Please click [here](#) for the meeting sign-in sheets.