

**From:** [REDACTED]  
**To:** [Planning Public Comment; Steve Le](#)  
**Subject:** PLN22-00428  
**Date:** Tuesday, November 5, 2024 3:38:24 PM

---

RE 3575 Stevens Creek Boulevard  
Planning Commission  
Public Hearing date Nov. 6

Please find below my comments on the proposed Starbucks Development

First are my comments and questions on the Department's conclusion that "The project is on balance consistent with General Plan Policies":

**5.3.1-P12: Encourage convenient pedestrian connections within new and existing developments.**

*In that the project proposes new public sidewalk and an on-site pathway to encourage convenient pedestrian connections within the new and existing development.*

The above conclusion seems wrong on its face. It's a **drive-through** restaurant--- the exact opposite of encouraging pedestrian connections. What new pedestrian connections does this project make available that don't already exist?

**5.4.1-P6: Encourage lower profile development, in areas designated for Community Mixed Use in order to minimize land use conflicts with existing neighborhoods.**

*In that the project proposal was designed to reduce potential land use conflicts with the relocation of the trash enclosure, orientating the ordering menu speakers away from the residential uses, providing outdoor seating towards Stevens Creek Boulevard, and relocating the building away from the residences.*

The **noisiest parts** of the proposed business (drive through with vehicle traffic) are located adjacent to existing residences.

Next are my comments and questions on traffic study

**Traffic Study**

The planning documents state "In terms of traffic operation, the study finds that the proposed project is expected to account for a minimal increase (fewer than 100 net new daily trips) ...".

The study seems obviously flawed. At \$20 per "trip", that's only \$2000 a day, hardly enough revenue to sustain the business. Why didn't you ask the applicant or owner how many customers they're planning on? Did the Planning Department expect a traffic study, done by the applicant/owner, would conclude "Traffic will be AWFUL"? Of course not. The traffic impact should be the Planning Department's responsibility, not the applicant's.

In recommending approval, the Planning Commission is not serving the interests of the residents of Santa Clara.

Thank you for your attention.

Sincerely,

Jon Petersen

**From:** [REDACTED]  
**To:** [AT&T Mail Services](#); [REDACTED] [fire](#); [Mezzetti Rob](#); [REDACTED]; [Steve Le](#); [REDACTED] [Mayor and Council](#)  
**Subject:** Re: PLN22-00428 Starbucks Proposal @ Stevens Creek & Harold Ave - Letter of Rebuttal from Neighborhood  
**Date:** Sunday, November 3, 2024 8:48:43 AM  
**Attachments:** [image0.jpeg](#)  
[image1.jpeg](#)  
[image2.jpeg](#)  
[image3.jpeg](#)  
[image4.jpeg](#)

---

You don't often get email from [REDACTED] [Learn why this is important](#)

Mr Le, I just received notice of the hearing on the 6th, and I am out of town to the 8th.

Please include my past correspondence in the meeting documentation that lists the communities arguments against the project, I hope they will be shared and given time to digest the intent and meaning. I am also including in this reply a series of traffic photos taken on a Tuesday (regular work day), at 9 am to show how congested the traffic is when the commute backs up from San Tomas Expy all the way back to the side street next to Jack in the Box. This is what will need to be considered when this project adds and additional 500+ cars between the hours of operation and commute hours.

Respectfully

Keith Parks  
3563 Londonderry Drive  
Santa Clara



On Oct 15, 2024, at 7:19 AM, AT&T Mail Services. [REDACTED] wrote:

Mr Le

I am inquiring in regards to the proposed Starbucks to be constructed at the corner of Harold Ave and Stevens Creek. I did not get a response or acknowledgement of my previous communication dated June 7, 2024. Can you provide an update on this project progression. At our last community call you shared that there would be a follow up planning hearing either in late June or August and nothing was conducted.

Please note the community is not supportive of this project and the negative impact that it will have on our neighborhood with a 500+ anticipated daily traffic increase.

Respectfully

Keith Parks  
3563 Londonderry Drive  
Santa Clara









On Friday, June 7, 2024 at 02:43:09 PM PDT, AT&T Mail Services.

[REDACTED] wrote:

To City Planner, Mayor Gillmor, City Council Members, Santa Clara Fire, and associated concerned neighbors

I have attached a rebuttal to Starbucks proposed new store front to be located on the corner of Harold Ave and Stevens Creek Blvd. I ask that you please review the attachment and understand how important this is to this traditional Santa Clara Neighborhood. I hope you will consider the nature of the impacts to this family zone as well as the impact to traffic and safety. We believe there are more than enough refreshment establishments that serve this vicinity already with two Starbucks within a half mile, the first being across the street at Barnes and Noble.

I have included the Santa Clara Fire Department since the increased traffic congestion on Harold at the Stevens Creek intersection will pose a major hinderance to it being a life safety corridor.

I thank you in advance and seek your support with our position against approval of this project.

Respectfully

Keith Parks  
3563 Londonderry Drive  
Santa Clara, CA

[REDACTED]

<Steven Creek Starbucks rebuttle to Proposal-1.docx>

**From:** [REDACTED]  
**To:** [Steve Le](#)  
**Subject:** Starbucks - Steven's creek  
**Date:** Sunday, November 3, 2024 7:35:07 PM

---

[You don't often get email from [REDACTED] Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Thank you for approving the stabuvks development. I would like to submit that I would like to see the drive thru be part of this development. Thank you

Marcela  
Cypress ave.



**From:** [REDACTED]  
**To:** [Planning Public Comment](#); [Steve Le](#); [Steve Chan](#); [SOFNA South of Forest](#); [sofna\\_board@googlegroups.com](mailto:sofna_board@googlegroups.com); [REDACTED]; [Anthony Becker](#); [REDACTED]  
**Subject:** Starbucks 3575 Stevens Creek PLN22-0428 Use Permit 11.6.24  
**Date:** Tuesday, November 5, 2024 9:29:39 AM

---

Dear Planning Commission and Staff,

Originally when I learned about this project in October of 2023 I was adamantly against it. On November 13, 2023 I submitted a letter to you voicing my concerns.

**Given traffic and other mitigations to reduce impacts to the neighborhood, I now support this project.** Cut-through traffic heading Northbound on Harold is the biggest concern. According to Traffic Study information provided by the Traffic Calming Division, 1018 cars a day travel Harold Avenue with 85% of those traveling above the speed limit, averaging 33.2mph. This is with the office building at 3575 Stevens Creek being vacant for the last 2 + years.

Santa Clara Traffic Calming Division just hosted a meeting at the library for the South of Forest Neighborhood on October 30th. Currently I believe they are proposing a Gateway structure at the North side of the Harold/Forest intersection, possibly another radar sign for southbound traffic, and they agreed to reevaluate intersections taking into account vegetation interfering with site lines. They seemed open to more discussions with the neighborhood and finding amicable and data-based solutions to slow the traffic now and in the future. And Starbucks has offered to fund traffic mitigations for Harold Avenue. This is evolving, but I believe traffic increases from the Starbucks will warrant level II or level III traffic mitigations.

Possible noise, light pollution, and trash are other concerns. An eight foot wall is to be installed on the North side of the property to reduce noise impacts, and Mr. Coda explained to me that current ordering kiosks now have intercom volumes that adjust to the ambient noise levels. Mr. Coda also expressed to me a willingness to install "DarkSky" lighting, which would help wildlife and reduce ambient light into the neighborhood; and in particular to the adjacent residence with a large southwest facing window towards the site.

Trash is another concern. There is no language in the Conditional Use Permit about grounds maintenance. (I am assuming the five page Resolution PLN22-00428 is the Use Permit contract) I am sure Starbucks will keep their property and the nearby street and sidewalks clean, but **the City needs to include standards for grounds maintenance and frequency in Use Permits.** In developing mitigations for the new Subaru Dealership on Stevens Creek in 2016, we made sure this was included. That property is now regularly cleaned front and back. Other businesses on Stevens Creek between Winchester and San Tomas do not have this provision, and I am regularly reporting code enforcement issues related to dirty sidewalks, overgrown weeds, and trash.

Operating hours might also create potential impacts on the neighborhood. The Use Permit specifies "drive-through hours are limited to 5:00AM to 10:00P.M. daily" but does not include the restaurant hours of 4:00A.M. to 12:00A.M as stated in the Agenda Report. Also I was under the impression that these hours would be "Conditional" and the Use Permit could be updated in 6 months. Or maybe I am not understanding what is the "Conditional" part of this contract?

The Agenda Report also states that "Trash collection is planned 1-2 times per week, Monday to Friday between 7 A.M. and 5 P.M." Again this should be included in the Resolution. No one wants to hear a dumpster being emptied near their home at 3 A.M. Also deliveries that may happen during late or early hours should happen at the street to keep the noise away from the neighborhood( I suggest a loading zone painted in front of Starbucks on Stevens Creek for this purpose). Please consider adding this to the Use Permit Resolution.

For me, Mr. Coda has been excellent in considering the concerns of the neighborhood and I trust Starbucks will be a good neighbor. But if the Use Permit follows the property, and not the tenant, and if

we get a different Drive - Thru restaurant in the future, they are only bound by what is in the contract and it can make it harder for the City to do enforcement. Please make the Use Permit more specific.

I look forward to seeing the corner at Stevens Creek and Harold redeveloped with a business that is of a scale that works on this relatively small commercial property. Hopefully it will attract other small businesses into the area. Blight is a huge concern along Stevens Creek and El Camino. I don't want to see a repeat of "By T Bucket".

Regards,

Tracie Johnson  
South of Forest Neighborhood

---

**From:** Planning Public Comment <PlanningPublicComment@santaclaraca.gov>

**Sent:** Wednesday, November 6, 2024 9:14 AM

**To:** Betsy Megas [REDACTED]; Planning Public Comment <PlanningPublicComment@santaclaraca.gov>; Lesley Xavier <LXavier@santaclaraca.gov>; Steve Le <SLe@SantaClaraCA.gov>

**Cc:** Alexander Abbe <AAbbe@SantaClaraCA.gov>; Elizabeth Klotz <EKlotz@SantaClaraCA.gov>

**Subject:** RE: 11/6/24 Planning Commission Item 3: drive-thru at 3575 Stevens Creek

Good Morning,

This is to confirm your email has been received in the Planning Division and will be part of the public record on this item.

Thank you for taking the time to provide your comments.

Regards,

**ELIZABETH ELLIOTT** | Staff Aide II

Community Development Department | Planning Division

1500 Warburton Avenue | Santa Clara, CA 95050

O : 408.615.2450 Direct : 408.615.2474

---

**From:** Betsy Megas [REDACTED]

**Sent:** Tuesday, November 5, 2024 7:26 PM

**To:** Planning Public Comment <[PlanningPublicComment@santaclaraca.gov](mailto:PlanningPublicComment@santaclaraca.gov)>

**Subject:** 11/6/24 Planning Commission Item 3: drive-thru at 3575 Stevens Creek

You don't often get email from [REDACTED] [Learn why this is important](#)

To the Planning Commission:

I join the many neighbors who oppose this proposal.

I live north of Pruneridge and I bike this way from time to time. I don't want another chain restaurant or drive-thru in my city, and I don't think it's in keeping with the higher-level objectives of

Stevens Creek or of the city

I know Starbucks has a reputation for being able to have shops across the street from one another, but there are several other Starbucks stores very near here, including a cafe selling Starbucks products in the Barnes & Noble practically across the street. At some point, it's likely that the market is saturated in this area, and if the new store thrives, it's by drawing customers away from the others—or from other small, local businesses.

I don't buy the "24 more cars per day" claim. The fact that you need a double drive-through suggests that there will be a lot of cars, and they will all be idling. Only a minority of cars are electric so far, and the conversion is going to be a long process.

Drive-thrus encourage more car traffic, which besides increasing congestion and air pollution in general, makes things less safe and less pleasant for anyone outside of a car. You're creating at least five conflict points here for bikes and pedestrians, and you should expect some drivers to try to exit straight onto Stevens Creek even if it's marked entrance only, so make that six conflict points.

It looks to me like the idea that customers might arrive on foot or on bikes is at best an afterthought. I mentioned this at an earlier meeting, and a couple of bike racks have been added somewhere, but that doesn't change the dynamic of interacting with a steady flow of cars.

About a sixth of the area on this site is the building and the rest is for cars. The building being removed housed at least half a dozen small, independent businesses, which probably struggled to find affordable new quarters or to take their customers with them, if they stayed in business at all. The new indoor space is getting smaller and more specialized. The new space will never again house an accountant or nail salon, whether or not the drive-thru thrives. Small businesses need affordable space, too.

Takeout food and drinks almost always come wrapped in single-use trash, which is a problem even if it's not littered—and Starbucks cups are pretty frequently littered.

Encouraging everyone to stay in their cars all the time is the opposite of building a community or having a sense of place. It's the opposite of that transit-oriented communities funding you may have just recommended in your consent calendar.

There is nothing unique, local, or memorable about yet another Starbucks branch.

Best regards,

Betsy Megas

Resident, district 6

Member, Bicycle and Pedestrian Advisory Committee, speaking for myself