



"Where Neighbors Become Family"

West Hills Neighborhood Council

September 29, 2025

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Aida Abkarians
Vice President

Brad Vanderhoof
Secretary

Carolyn Greenwood
Treasurer

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Controller

Department of City Planning
City of Los Angeles
200 N. Spring Street
Los Angeles, CA 90012
Attention: Mr. Henry Chu, Zoning Administrator

RE: Case #ZA-2024-5222-CU2-ZBA
Site Location: 23717 Victory Boulevard, West Hills, CA 91307

Dear Mr. Chu:

BOARD OF DIRECTORS

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The West Hills Neighborhood Council (WHNC) Zoning & Planning Committee met for discussion and possible action regarding a Starbucks proposal for a Drive-Thru Service location (no café).

The proposed Drive-Thru-Service design presents considerable challenges related to ingress and egress, especially during peak hours. This will affect both Starbucks and the neighboring McDonald's as both establishments share entrances and exits. There were serious concerns raised regarding traffic flow as well as the impact to surrounding residents who also expressed comments regarding the harmful environmental and health impacts from idling vehicles queued in the drive-thru lane. Requests were made for the City to conduct a review of the proposal's compatibility to the surrounding community relating to traffic flow on Platt Avenue and Victory Boulevard. Please note the attached Exhibits: A, B, C, D, E, F & G.

Following discussions with committee members and the public, Board members at a Special WHNC Zoning & Planning Committee meeting held on September 18, 2025 voted to support the project with the following approved Conditions:

- 1) Vehicles exiting the lot onto Victory Boulevard will not be allowed to make a left-hand turn and;
- 2) The closing time will be 10:00pm

PAST PRESIDENTS

Daniel Brin
Stephen Lenske
Ed Youngblood
Charles "Chuck" Gremer

EXECUTIVE DIRECTOR

Michelle Ritchie

In appreciation of your consideration and respectfully submitted,

Bill Rose

Bill Rose
Co-Chair
WHNC Zoning & Planning Committee

Charlene Rothstein

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Co-Chair
WHNC Zoning & Planning Committee



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EXHIBIT A

Case File: ZA-2024-5222-CU2-ZBA

RE: Proposed project/New Starbucks with Drive-Thru Service

23717 Victory Blvd

West Hills, CA 91307

Ryan Abraham, Kaidence Group

Stephanie Escobar, City Planning Associate

Henry Chu, Zoning Administrator

The former Pizza Hut business located at this site was a sit-down restaurant. Starbucks is proposing a Drive-Thru Coffee Service establishment.

WHNC Zoning & Planning Committee Observations:

Customers primarily use drive-thrus for convenience and to save time purchasing drinks and/or food before heading to their next destination.

On Tuesday, September 16, 2025 at 4:00pm committee member was at the proposed Starbucks Drive-Thru location and counted 94 cars traveling east and west on Victory in front of the driveway in five minutes. Cars were parked west of the stoplight (Platt/Victory) on the north side of Victory that could limit visibility of vehicles exiting Starbucks (including McDonald's customers) onto Victory. Vehicles on Victory waiting to enter Starbucks could be a problem if there is a backup due to a large number of customers during peak hours

On Wednesday, September 17, 2025 at 4:00pm Char and Penny walked the proposed Starbucks Drive-Thru site and also the existing McDonald's location (photos attached).

McDonald's and proposed Starbucks peak customers hours also coincide with peak traffic patterns (7:00-9:00am & 2:00-4:00pm). Customers are in a hurry to go to work, to schools, shopping, etc. During these hours there is a heavier traffic flow, north/south on Platt and east/west on Victory.

There will be more pollution and noise from vehicles because of the large number of customers using the drive-thru waiting to purchase and receive drinks and food.

Additionally, two power poles have not been removed from the Starbucks site, possibly the electronics were removed.

EXHIBIT B Photo



Entrance to McDonald's and proposed Starbucks Drive-Thru from Victory: A McDonald's sign is posted. McDonald's customers use this entrance as well as the entrance from Platt. To enter using the far right lane on Victory (within short distance of light at Victory/Platt), could have vehicles lined up causing a hazard situation for cars traveling west on Victory to Valley Circle.

EXHIBIT C Photo



There are two marked McDonald's customer exit options: onto Platt, single right-hand turn lane (with arrow) to go south and single left-hand turn lane (with arrow) to go north across traffic.

If McDonald's and Starbucks customers share exits from McDonald's property onto Platt: There would be an increase in the line of cars on McDonald's site waiting to turn right or left onto Platt;

The McDonald's drive thru vehicle p/u lane has one lane flowing directly into the left-hand turn lane. Exiting McDonald's customers can opt to move to the right lane to exit south on Platt. If Starbucks customers opt to use the same exit turning left heading north on Platt, they have to merge into single lane in front of exiting McDonald's customers.

EXHIBIT D Photo



McDonald's customers exit flow: We observed a large number of McDonald's customers opting to use Victory as an exit. Possible explanations are to avoid potential danger from oncoming traffic on Platt (both ways) and the additional time it may take for customers leaving from McDonald's using the Platt exit. Again, customers use drive thru because they are convenient and faster. Usually drive-thru layouts are engineered to create a predictable traffic flow, so customers who enter via a designated route will expect to follow it through to the end. Customers instinctively consider safety and timing.

EXHIBIT E Photo



McDonald's Drive-thru lane

EXHIBIT F Photo



One of two Power Poles on Starbucks site

EXHIBIT G Photo



Starbucks Drive-Thru, walk up customers: If customer parking is located along a wall on the west side of the site (right side of photo), they will have to cross from their parked cars to and from the p/u window traffic that is entering and exiting to Victory. This could be a potentially risky situation. Vehicles making a left-hand turn onto Victory will have to cross traffic heading west and then merge into traffic heading east.