Hexagon Transportation Consultants, Inc.

Memorandum

Date: December 4, 2024

To: Chris Pullara, Kerry Williams

From: Gary Black

Subject: Parking and Queuing Analysis for the Proposed Genesis-Hyundai Service Center at 2150 Old Middlefield Way in Mountain View, California

Hexagon Transportation Consultants, Inc. has completed a review of parking demand and queuing for the proposed Genesis-Hyundai Service Center at 2150 Old Middlefield Way in Mountain View, California. The project site is located on the north side of Old Middlefield Way, midblock between Rengstorff Avenue and Independence Avenue. The project proposes to repurpose the existing abandoned warehouse as a Genesis-Hyundai Service Center (see Attachment 1). The project would maintain the two existing driveways along Old Middlefield Way. The proposed site operations are described further below.

Project Description and Proposed Site Operations

The proposed service center would include 14 service bays and would be split evenly between services for Genesis vehicles and services for Hyundai vehicles. This facility would be for service and maintenance only and would not include a showroom or new car inventory. It is anticipated that the proposed service center would be open 6 days per week, Monday through Friday from 7:30 AM to 6:00 PM and Saturday 8:00 AM to 3:00 PM.

The project would maintain the two existing driveways along Old Middlefield Way. The eastern driveway would be full access and would provide direct access to the Hyundai side of the service center. The western driveway would be inbound only and would provide direct access to the Genesis side of the service center. Vehicles that enter via the eastern driveway would require a three-point turn to turn around and exit the site. Vehicles that enter via the western driveway would navigate through the site in a clockwise direction. The circulation pattern for the site is depicted in Attachment 1.

The proposed service center would handle mostly routine maintenance and small warranty repairs covered under the first three years of vehicle purchase. This would include minor maintenance such as oil changes, tire rotation, changing transmission fluid, replacement of air and oil filters, and safety inspections. The proposed service center would not perform any collision or body shop repair services. The proposed service center would also sell parts to local repair shops.

The project proposes a new concept in vehicle service and maintenance to increase customer convenience. Customers would make an appointment and staff would pick-up and drop-off the vehicle at the customer's home, work, or preferred location. Customers also could drop off vehicles by appointment, but the project applicant estimates that 100% of Genesis customers and 50% to 100% of Hyundai customers would use the concierge service. With this concierge service, on-site management of vehicles would be tightly coordinated. Staff would control the scheduling of pick-ups and returns, and customers would generally not have to visit the service center.

The project applicant expects that each service bay would serve approximately 1 to 2.5 vehicles per day; thus, the total number of vehicles estimated to be serviced each day is approximately 14 to 35.

According to the project applicant, employees would not park on-site. The proposed project would work in conjunction with the Genesis-Hyundai Showroom that is proposed at the Village at San Antonio North (2575 California Street in Mountain View, California). The employees for the proposed service center would park at the showroom site and be shuttled over to the service center site in one of the dealership vehicles.

Deliveries

It is estimated that parts would be delivered to the site approximately 3 times per week. Parts typically would be delivered in the early morning or at night in a small box van. Delivery vans would drop off the parts at the proposed service center and retrieve any discarded parts boxes for reuse purposes. No large trucks would need to travel through the site.

Parking Demand Estimate

Since employees would park off-site and the majority of the customers are expected to use the concierge services, on-site parking demand would only be generated by the following:

1. Hyundai customers that do not use the concierge service and drive to the site and park their vehicle
2. Vehicles that staff picked up and are parked waiting to be serviced, and
3. Vehicles that staff serviced and are parked waiting to be returned.

As noted above, the project applicant estimates that 50% to 100% of Hyundai customers would use the concierge service. Assuming 50% of the Hyundai customers do not use the concierge service and would drive to the site and park their vehicle, it is estimated that up to 9 customer parking spaces would be needed per day (35 serviced vehicles per day x 50% of customers are Hyundai customers x 50% of Hyundai customers that don't use the concierge service and need to park on site = 35 x 0.50 x 0.50 = 8.75 ≈ 9).

As noted above, an estimated total of 35 vehicles would be serviced per day. Since there are 14 bays, if no vehicles are returned until the end of the day, up to 21 vehicles may need to be parked onsite and not in one of the service bays. Note that this includes the vehicles from Hyundai customers that don't use the concierge service and need to park on site. Therefore, the parking demand per day would range from 9 vehicles to 21 vehicles.

Parking Supply

The proposed site plan shows a total of 24 parking spaces, which includes a mix of diagonal spaces, parallel spaces, 1 ADA space, and parking spaces for temporary "staging" of vehicles during daily service operations. Additionally, the site includes 14 service bays which can house cars, if needed, overnight. In total, the site has capacity for 38 cars at one time without stacking or tandem parking. Since the parking supply (not including the service bays) of 24 spaces is greater than the estimated maximum parking demand of 21 vehicles, on-site parking should be adequate. If for some reason cars need to be stored longer either before or after servicing, they could be shuttled to the showroom site, where the applicant has a contractual arrangement with the property

owner of the Village at San Antonio Center North for the exclusive use of 100 parking spaces in the Building 5 garage.

Queuing Analysis

No regular day-to-day queuing by customers is expected since service of vehicles would primarily be handled by appointment only, spread throughout the day, and mostly managed by staff to pick-up/drop-off vehicles. As noted above, the project applicant expects that perhaps up to 50% of the Hyundai customers would not use the concierge service. This calculates to up to 9 vehicles per day that could be driven to the service canopy. The site plan shows room for 5-6 cars to be queued at the service canopy without extending into the street. It is highly unlikely that more than 5-6 cars would arrive for service simultaneously. If they did, the staff could quickly move cars out of the entrance area farther into the site so as to avoid queuing into the street.

The City has requested data collection from at least three nearby dealerships. Data from nearby auto dealerships would not be comparable to the proposed project, as the new Hyundai-Genesis Showroom is located 1.5 miles away from the Service Center, and the project intends to employ a concierge service model for its' customers, as described above. These two factors will significantly reduce the number of customer vehicles entering the site at any one time. Therefore, no queuing impacts are anticipated to Old Middlefield Way, Rengstorff Avenue, or other nearby intersections.

The Showroom and Service Center are managed operationally as one dealership. As a contingency plan, should Service Center customer vehicles need to be stored temporarily off-site, the applicant has access to 100 vehicle parking spaces for its exclusive use under a contractual parking agreement with the owner of the Village at San Antonio Center North. These additional spaces would be sufficient to accommodate any overflow at the Service Center.

Attachment 1
Site Plan and Vehicle Circulation Plan

Site Plan and Vehicle Circulation Plan