

**CITY-COUNTY PLANNING BOARD
STAFF REPORT**

PETITION INFORMATION			
Docket #	W-3417		
Staff	Gary Roberts, Jr. AICP		
Petitioner(s)	Truliant Federal Credit Union		
Owner(s)	Same		
Subject Property	PIN 6814-75-0175		
Address	3200 Truliant Way		
Type of Request	Site Plan Amendment for an Office use in a CPO-S zoning district (W-2636).		
Proposal	<p>The petitioner is proposing to amend the previously approved site plan by adding a parking deck and a three-story office building. The approved uses for this site are:</p> <ul style="list-style-type: none"> • Restaurant (without drive-through service); Banking and Financial Services; Offices; Motor Vehicle, Rental and Leasing; Services, A; Testing and Research Lab; Child Care, Drop-In; Child Care, Sick Children; Child Day Care Center; Church or Religious Institution, Neighborhood; Church or Religious Institution, Community; College or University; Government Offices, Neighborhood Organization, or Post Office; Hospital or Health Care Center; Police or Fire Station; School, Vocational or Professional; and Parking, Commercial 		
Continuance History	The request was automatically continued from the July 11, 2019, Planning Board meeting to the August 8 meeting.		
Neighborhood Contact/Meeting	A summary of the petitioner’s neighborhood outreach is attached.		
GENERAL SITE INFORMATION			
Location	North side of Interstate 40 (I-40), between Hanes Mall Boulevard and Burke Mill Road		
Jurisdiction	City of Winston-Salem		
Ward(s)	Southwest		
Site Acreage	± 17.09 acres		
Current Land Use	The site is developed with the Truliant Federal Credit Union corporate office.		
Surrounding Property Zoning and Use	Direction	Zoning District	Use
	North	IP, CPO-S, RM8 & RS9	Undeveloped property and the Westminster Place and Charlestowne townhomes
	East	RS9	Single-family home
	South	CPO-S, IP & IP-S	I-40
	West	RS9	Undeveloped
Physical Characteristics	Burke Creek and its associated floodplain are located in close proximity to the western edge of the site.		

Proximity to Water and Sewer	The site has access to public water from Burke Mill Road. The site is served with public sewer from a line which runs through the property from Burke Mill Road to Burke Creek to the west.
Stormwater/ Drainage	The development will utilize an existing stormwater management device located in the southwestern portion of the site. A stormwater study will be required.
Watershed and Overlay Districts	The site is not located within a water supply watershed.
Analysis of General Site Information	A public sewer line with an associated 20-foot easement traverses the subject property. The proposed site plan shows a partial relocation of this line. Otherwise, the developed site appears to possess no development constraints such as steep slopes, designated floodplains, or watersheds.

RELEVANT ZONING HISTORIES

Case	Request	Decision & Date	Direction from Site	Acreage	Recommendation	
					Staff	CCPB
W-2636	RS9 & RM8 to CPO-S	Approved 8/5/2003	Included current site	17.84	Approval	Approval

SITE ACCESS AND TRANSPORTATION INFORMATION

Street Name	Classification	Frontage	Average Daily Trip Count	Capacity at Level of Service D
Truliant Way	Local Street	±70 feet	N/A	N/A
I-40	Freeway	1,243 feet	103,000	94,700

Proposed Access Point(s)
 The primary access into the site will continue to be from Truliant Way, which connects to Hanes Mall Boulevard at a signalized intersection. In conjunction with a pending rezoning of adjacent property located to the east (W-3418), the request also includes an eastern extension of Truliant Way to provide a gated, employee-only access to Burke Mill Road.

Planned Road Improvements
 The Burke Mill Road Corridor Study was commissioned by the City of Winston-Salem in the spring of 2019. The intent of the study is to analyze the existing traffic network along the entire Burke Mill Road Corridor.

Burke Mill Road has developed into a high-volume thoroughfare with segments that are wide and straight, causing speeding issues. There are also sections with significant curves, creating sight distance problems for the side streets. The scale and potential impacts of the subject request have resulted in the need to comprehensively analyze this corridor.

City staff, the consulting team, and the general public have worked to identify the specific locations where traffic needs are evident. Currently, the consultant is capturing traffic data and accident history at multiple locations along the corridor. The intent is to model the corridor using actual data collected to determine where and what improvements are needed. Although the study has yet to be completed, the potential for protected left-turn signals and sight distance corrections are some of the

	recommendations one may expect from this study.
Trip Generation - Existing/Proposed	The subject request was added to the aforementioned Burke Mill Road Corridor Study commissioned by the City. The supplement addresses traffic impacts for this request and the associated rezoning request. See comments below in the Analysis section.
Sidewalks	A sidewalk is currently located along Truliant Way and a portion of Hanes Mall Boulevard.
Transit	WSTA Routes 80, 82, and 107 serve the intersection of Truliant Way and Hanes Mall Boulevard located approximately 500 feet to the northwest.
Connectivity	See previous comments in the Proposed Access Point(s) section.
Transportation Impact Analysis (TIA)	The subject request was added to the aforementioned Burke Mill Road Corridor Study commissioned by the City. The supplement addresses traffic impacts for this request and the associated rezoning request. See comments below in the Analysis section.
Analysis of Site Access and Transportation Information	<p>The 83,750-square foot Truliant expansion project proposes one new access onto Burke Mill Road just north of the I-40 bridge, across from Stonewood Drive. Burke Mill Road is a minor thoroughfare. The average daily traffic volume along this section is approximately 14,000 vehicles per day, and the Capacity at Level of Service (LOS) “D” is 15,800 vehicles. The proposed expansion has the potential to add approximately 158 new trips in the peak hours. However, because the primary access will continue to be from Truliant Way (which has direct connection to Hanes Mall Boulevard) only about 25 percent of the total site traffic will utilize the new entrance off Burke Mill Road. This is largely due to the close proximity of Truliant Way to I-40, Salem Parkway, and Stratford Road. Upon full build-out, approximately 138 total exiting site trips are expected to use the new access point onto Burke Mill Road in the PM peak (5pm-6pm).</p> <p>According to the study, improvements to Burke Mill Road are warranted and must be constructed to ensure the expansion does not negatively impact the LOS experienced today. Per the study and after WSDOT review, a southbound right turn lane with 100 feet of storage will be necessary. In addition, the center turn lane must be restriped to create a northbound left turn lane with 100 feet of storage. The traffic consultant’s traffic signal analysis for the proposed access location determined that upon build-out, the peak hour traffic signal warrant will be met. Without a traffic signal, the LOS is expected to be an “F”. With the proposed new signal metering the traffic on Burke Mill Road, the LOS for the intersection with Stonewood Drive is expected to increase to an “A” in the AM peak and a “B” in the PM peak. This signal is expected to have a platooning effect, creating more gaps for other side streets along the corridor. Platooning occurs when main line traffic is stopped to let side street traffic access the main facility, resulting in a queuing of the main line vehicles. The signal and its all-red time, accompanied by the acceleration time needed for the side street traffic, will create gaps in the main line for the vehicles on the other un-signalized intersections to pull out onto Burke Mill Road.</p>

	<p>Burke Mill Road is a high volume road; however, WSDOT feels the proposed site access onto Burke Mill Road (with the stated improvements) will not significantly impact the traffic on that street. The access would allow the trips intended for Truliant to be serviced more efficiently, and the drivers already on Burke Mill Road will not have to make additional turns at already congested intersections to enter from Truliant Way. WSDOT will require the improvements listed above upon the issuance of a driveway permit.</p>		
SITE PLAN COMPLIANCE WITH UDO REQUIREMENTS			
Building Square Footage	Square Footage		Placement on Site
	122,000 existing + 38,000 previously approved + 83,750 proposed = 243,750 total		Central and eastern portions of the site
Parking	Required	Proposed	Layout
	813	872	Combination of conventional surface parking and a parking deck for 193 spaces
Building Height	Maximum		Proposed
	60 feet		Three stories
Impervious Coverage	Maximum		Proposed
	80 percent		57.29 percent
UDO Sections Relevant to Subject Request	<ul style="list-style-type: none"> Chapter B, Article II, Section 2-1.3 (C) Corporate Park Office District Chapter B, Article II, Section 2-1.6 (B) TO Thoroughfare Overlay District 		
Complies with Chapter B, Article VII, Section 7-5.3	(A) Legacy 2030 policies:	Yes	
	(B) Environmental Ord.	N/A	
	(C) Subdivision Regulations	N/A	
Analysis of Site Plan Compliance with UDO Requirements	<p>The proposed site plan illustrates the existing Truliant corporate campus, including the approved not-yet-constructed 38,000-square foot addition to the existing building. The plan also includes a 193 space parking deck on the western end of the site and a new three-story, 83,750-square foot building on the eastern end of the site. Because the site is adjacent to I-40, it must comply with the requirements of the Thoroughfare Overlay District.</p>		
CONFORMITY TO PLANS AND PLANNING ISSUES			
Legacy 2030 Growth Management Area	Growth Management Area 3 – Suburban Neighborhoods		
Relevant Legacy 2030 Recommendations	<ul style="list-style-type: none"> Encourage redevelopment and reuse of existing sites and buildings that is compatible and complementary with the surrounding area. Promote the use of moderate-density residential and office as transitional uses between intense business and residential uses. 		

	<ul style="list-style-type: none"> • Ensure appropriate transitional land uses or physical buffering between residential and nonresidential uses to maintain the character and stability of neighborhoods.
Relevant Area Plan(s)	<i>Southwest Suburban Area Plan Update (2015)</i>
Area Plan Recommendations	<ul style="list-style-type: none"> • Office use is recommended for the subject property. • Office uses typically have few negative impacts on adjacent land uses and can provide services to area residents, making them an appropriate transitional use between residential uses and more intense uses. • All new and redeveloped commercial and office uses should be designed and developed to be compatible with nearby residential uses. • Neighborhoods should be protected from inappropriate residential, commercial, industrial and institutional encroachment.
Site Located Along Growth Corridor?	The site is not located along a growth corridor.
Site Located within Activity Center?	The site is not located within an activity center.
Analysis of Conformity to Plans and Planning Issues	<p>The request (in conjunction with the associated rezoning request) would facilitate a significant expansion of the existing Truliant campus, which is consistent with the office land use recommendation of the <i>Southwest Suburban Area Plan Update</i>.</p> <p>Both <i>Legacy</i> and the area plan recommend nonresidential development take place in a manner which is sensitive to nearby residential areas. The subject property directly adjoins two townhome communities along its northern property line. The homes located within both the Westminster Place and Charlestowne neighborhoods would be impacted by the new employee access onto Burke Mill Road. The homes within the Charlestowne neighborhood would be most directly impacted by the proposed three-story building and new employee access onto Burke Mill Road at the eastern end of the site. Presently, this portion of the subject property is heavily wooded with large hardwood trees. The approved plan shows a triangular section of these trees “to remain”. However, the proposed site plan shows grading and tree removal to within 10 feet of the common property line. To mitigate this tree removal, the petitioner has agreed to provide a minimum Type III bufferyard within this area, along with a mutually agreed upon 20-foot easement to maintain the existing vegetation on the adjacent Charlestowne neighborhood property.</p> <p>The petitioner has also agreed to provide additional off-site plantings along the Burke Mill Road frontage between the proposed new entrance and the Charlestowne entrance.</p>

CONCLUSIONS TO ASSIST WITH RECOMMENDATION	
Positive Aspects of Proposal	Negative Aspects of Proposal
The request is consistent with the office land use recommendation of the area plan.	The request would result in the removal of some mature trees adjacent to the Charlestowne neighborhood which were shown on the approved plan as “to remain”.
The request (in conjunction with the associated rezoning request) would facilitate a significant expansion of an existing corporate headquarters and employment center.	
The primary access to the site would continue to be from Hanes Mall Boulevard.	The request would place more traffic onto Burke Mill Road.
The site plan includes additional off-site screening along the Burke Mill Road frontage of the adjacent Charlestowne neighborhood.	
SITE-SPECIFIC RECOMMENDED CONDITIONS OF APPROVAL	
<p>The following proposed conditions are from interdepartmental review comments and are proposed in order to meet codes or established standards, or to reduce negative off-site impacts.</p> <ul style="list-style-type: none"> • <u>PRIOR TO THE ISSUANCE OF GRADING PERMITS:</u> <ul style="list-style-type: none"> a. Developer shall have a stormwater management study submitted for review by the Public Works Department of the City of Winston-Salem. If required, an engineered stormwater management plan shall be submitted and approved by the Public Works Department. Relocation or installation of any stormwater treatment device into any buffer areas, vegetation designated to remain, or close proximity to adjacent residentially zoned land shall require a Staff Change approval at minimum, and may require a Site Plan Amendment. b. Developer shall apply for a driveway/traffic signal permit within twelve (12) months of approval from the City of Winston-Salem; additional improvements may be required prior to issuance of the driveway permit. Required improvements include: <ul style="list-style-type: none"> • Installation of a traffic signal at the intersection of the new entrance onto Burke Mill Road opposite Stonewood Drive, to include standard pedestrian crosswalks to Stonewood Drive; • Construction of a southbound right turn lane on Burke Mill Road with 100 feet of storage; • Restriping of the center turn lane on Burke Mill Road to create a northbound left turn lane with one hundred (100) feet of storage; and • A concrete apron or driveway with a concrete strip indicating the end of the public right-of-way. • <u>PRIOR TO THE ISSUANCE OF BUILDING PERMITS:</u> <ul style="list-style-type: none"> a. Developer shall record a twenty (20) foot wide landscaping easement on the Charlestowne Homeowners Association property along the common property line and along the Burke Mill Road frontage as shown on the site plan. • <u>PRIOR TO THE ISSUANCE OF OCCUPANCY PERMITS:</u> 	

- a. Developer shall complete all requirements of the driveway permit.
- b. All bufferyard, streetyard, motor vehicle surface area, and Thoroughfare Overlay plantings shall be installed, including those required to be installed as replacements due to prior development activity.
- c. Developer shall install a double staggered row of Nellie Stevens Hollies, planted twelve (12) feet on center with a minimum height of eight (8) feet at the time of planting, along the Burke Mill Road frontage between the proposed new entrance and the Charlestowne entrance. Supplemental shrubs shall be installed along the same frontage at a rate of fifteen (15) per one hundred (100) linear feet. All plantings shall be installed within the recorded landscape easement as shown on the site plan.
- d. Freestanding signage on Burke Mill Road shall be limited to one monument sign with a maximum height of six (6) feet and a maximum copy area of thirty-six (36) square feet. This sign shall not be internally illuminated.

- **OTHER REQUIREMENTS:**

- a. The new entrance onto Burke Mill Road opposite Stonewood Drive shall be an employee only gated access, other than a temporary construction access, and shall not permit a public access between Burke Mill Road and Hanes Mall Boulevard.
- b. Developer shall maintain the existing fence along the northern property line required as part of the original rezoning request (W-2636).

STAFF RECOMMENDATION: Approval

NOTE: These are **staff comments** only; final recommendations on projects are made by the City-County Planning Board, with final decisions being made by the appropriate Elected Body, who may approve, deny, table or request modification for any project. **THE APPLICANT OR REPRESENTATIVE IS STRONGLY ENCOURAGED TO ATTEND THE PUBLIC HEARINGS WHERE THE CASE WILL BE CONSIDERED BY THE PLANNING BOARD AND THE ELECTED BODY.**

CITY-COUNTY PLANNING BOARD PUBLIC HEARING MINUTES FOR W-3417 AUGUST 8, 2019

Gary Roberts presented the staff report, and Jeff Fansler, representing Winston-Salem Department of Transportation (WSDOT), presented the following transportation analysis:

Earlier this year, City Council put forth \$150,000 in order to study Burke Mill Road. That study included the area from Stratford Road to Bolton Park. Once this case came to be, WSDOT incorporated W-3417 and W-3418 into that study, concentrating on the segment of Burke Mill Road that pertains to this case. The following are points of interest to be included in the study:

- Installation of a traffic signal on Burke Mill Road at the gated employee-only access at the Stonewood Drive intersection;
- Construction of a southbound right turn lane on Burke Mill Road into the site; and
- Restriping the center turn lane on Burke Mill Road to create a northbound left turn lane.

Truliant is proposing one access onto Burke Mill Road. Jeff called the Board's attention to the fact that Burke Mill Road is a high-volume road with approximately 14,000 vehicles per day. This site, with the addition, is expected to generate approximately 158 trips in the PM peak hour. Jeff noted that not all of the trips are expected to take the access drive. The study does indicate that approximately 75 percent of those trips will continue to use the Truliant Way access due to the major carriers, I-40 and Stratford Road.

Improvements to the area should include a southbound right turn lane with 100 feet of storage and a northbound left turn lane with 100 feet of storage. That will be accompanied by a traffic signal that will be warranted if this site does develop. The proposed signal will be located across from Stonewood. Stonewood in itself does not warrant a traffic signal. Currently the level of service in the Stonewood area is a "C." With that proposed access, it would take it to an "F," so it would be a failing intersection. The traffic signal improvement would make both intersections at Stonewood and the "gated only" access an "A," much improving the overall delay in that area.

Jeff explained that one of the concerns with the office use is an AM and PM peak scenario which could lead to stacking on Burke Mill Road. WSDOT did not want any issues of stacking on Burke Mill Road so they felt the introduction of a traffic signal would help them get in, but did not want folks stopping at a card reader, which would negate the warrant of a traffic signal. One of the things WSDOT focused on was placement of the card reader and how the folks are metered in and out.

WSDOT suggested double stacking the entrance lane approximately 200 feet into the site. The site is expected to take approximately 138 exiting vehicles in the PM, and in the AM peak approximately 115 entering the site. At 20 feet per car, times two (due to double stacking), there will be more than adequate room off of Burke Mill Road, accompanied by the southbound right turn lane and the northbound left turn lane.

Melynda Dunigan asked Jeff if he could provide a total trip generation number per day. Jeff stated that from the total site, approximately 900 trips per day would be distributed among the two access points. Melynda inquired about a formula that is used based on square footage to determine a trip count. Aaron King explained that there is a formula that is used for trips per square foot when there is no TIA available. After calculations, Jeff reported that the total trip generation would be 893, based on the formula previously discussed. There would be approximately 158 trips in the PM peak hour and 138 trips in the AM peak hour.

George Bryan asked Jeff if the definition of a “gated entrance” was clearly defined for the future. In other words, no matter who the future owner may be, would that gated entrance ever remain open for any period of time?

Aaron read the current condition into the record, and stated that if this property were to change hands, the condition would stay with the zoning of the property.

Jason Grubbs made the suggestion that opening the gate during set hours versus card swiping may enhance traffic flow.

George suggested that very specific language be used in regard to the access gate. He used the example that some folks could cut through the parking lot to get to Hanes Mall Boulevard if the gate were left up.

With no objection from the Planning Board, Chris Leak declared the public hearing open and allowed each side 18 minutes to speak.

PUBLIC HEARING

FOR:

Todd Hall, 3200 Truliant Way, Winston-Salem, NC 27103

- I am the president of Truliant Federal Credit Union. The rationale behind the rezoning request for us is growth. Truliant would like to be able to develop some long-term plans about how we will handle future growth. We moved into this facility in 2005 and we have doubled in assets since that time.
- Our hope is that with this approval we would be able to phase in the addition to the property that is already approved, then the second building, resulting in roughly 890 to 900 employees.
- We do believe, as shown, that this proposal benefits some of the traffic issues going on. We do have employees that live in the South and Southwest Wards that are driving and taking the full route that was shown to Truliant Way to get into the existing entrance. We

think it will get them off sooner in the mornings, and that would be helping the traffic pattern.

- We think that the one entrance and exit that we presently have presents a couple of problems for us in the fact that, from an emergency perspective, it is a little limiting, as well as from a traffic management perspective.
- We do have strong written support from some of our neighbors in Charlestowne Circle and the Stonewood neighborhood. We have received letters of support from Mark Owens of the Chamber of Commerce and Bob Leak of Winston-Salem Business, Inc. (WSBI).
- I would like to point out that Truliant is a very important partner in Forsyth County. We work with 79 non-profit organizations in various ways throughout the county. We are a low-income designation credit union, which means that 60 percent of our 248,000 members make 80 percent or less of the area median income. We are in the community which they reside, so we serve the blue collar. The majority reside in central North Carolina. We have been a good corporate neighbor. We believe we have lived up to promises made when we first came to this location; we have honored and exceeded our maintenance of the property with regard to our campus and the visual beauty of that. We did not seek incentives when we created this site for these 435 employees which we now employ, nor are we asking for incentives for the potential 450 more that we would add to this site.

George asked Mr. Hall if it was true that, based upon Mr. Hall's commitment to online banking, traffic is decreasing into Truliant by way of Bolton Park access. Mr. Hall stated that online banking would not impact employee flow. Truliant, as a whole, has experienced transaction volume continuing to grow. The branch at Truliant Way has been consistently growing at five (5) percent. Mr. Hall did clarify that to be considered a transaction, a member would have to drive in to the site.

George asked Mr. Hall if he was aware of why a rezoning request was withdrawn back when Truliant was first established in Winston-Salem. Mr. Hall stated that he had no knowledge of that.

Doug Stimmel, 601 North Trade Street, Suite 200, Winston-Salem, NC 27101

- I am a landscape architect/land planner working on behalf of Truliant.
- The campus of Truliant, as it exists now, is 17 acres. Truliant wants to expand on the one acre, which is known as the Carmichael tract, where the existing house is.
- There are no buildings proposed on that land, and the house will be torn down. We're using that land as a significant buffer that will be 35 feet wide with extensive plantings, at the request of the neighborhood across from Truliant, and everybody else that uses Burke Mill Road, so you do not see the site. It will be approximately 260 feet off the road.
- All Truliant is asking for is to expand one acre, do an employee-only gated access drive, and put landscaping and a few parking spaces on it.

- In 2015, this Board approved the area plan for this to be CPO so that non-residential development did not continue to go down Burke Mill Road. This area was approved unanimously by this Planning Board, as well as the City Council, for a corporate park office at this location.
- We have held seven (7) neighborhood meetings. We held a meeting on May 30, where we invited 304 property owners, and only 13 showed up. We had a July 24 meeting that Council Member Dan Besse arranged, where he invited every homeowners' association from Ardmore all the way to Burke Mill Road/Stratford Road. We've worked hard to get the folks that are most affected by this request, which is Charlestowne and Stonewood. Charlestowne supports us.
- Stonewood and Sandersted will benefit from a traffic signal at that location. This project allows that to happen; otherwise, it would not be warranted as a signal that will allow people to get in and out of this development.
- What we found in the second neighborhood meeting is that the majority of the opposition is as a result of London Lane and British Woods. We are sympathetic to their traffic blight that has been going on for 20 or 30 years.
- I want to point out that a lot of negotiations have gone on. Truliant has listened to the opposition. We have listed a number of volunteered conditions and concessions. (Mr. Stimmel read the conditions/concessions into the record).
- The Planning staff recommends approval of this zoning request. The area plan calls for this. As far as traffic, Truliant employees are already on this road. They are going to have to get to and from work with or without an entrance. So that traffic is going to be on Burke Mill Road. The traffic study shows that intersections will perform better if you get the traffic off of Burke Mill Road. The traffic study also says that at peak time, when all of this is built, that we are only adding one (1) percent, overall, traffic on Burke Mill Road. Stonewood would be going from an "F" to a level "A" so that all of these people can get in and out of the development.

Jean Thomas, 117 Charlestowne Circle, Winston-Salem, NC 27103

- I'm the president of the Charlestowne Homeowners' Association and I represent 69 homeowners.
- Truliant has been a very good neighbor since 2004 when they first started building. They attended our homeowners' meeting and kept us informed.
- Truliant adding an additional building and their 40-foot berm and landscaping will provide an improved noise buffer to I-40. Truliant is going to provide the following: 1) Working with the City to get a traffic light out there, which will slow the traffic down on Burke Mill Road. And probably with the slowest traffic you are going to be able to make a left-hand turn on a blind curve out of Hospice Lane. 2) Truliant is going to provide Charlestowne with a new landscape buffer from our entrance to the new Truliant entrance. Because of the right-hand turn lane and relocation of power lines, we're going to lose mature trees, our fence, and our cedar row hedge. So they're making up for our losses. 3) A wider-than-required landscape buffer of 40 feet along our mutual property line. That will guarantee our privacy.

- Truliant provides a real benefit to our city in the form of jobs and community giving. They touch everyone in our community. While not a certainty, Truliant could move to a new facility in Winston-Salem, or elsewhere, and then the question becomes, what will happen to the Carmichael property. It will become another hot potato issue where we may have no leverage with the new owner that we wouldn't know. When you factor in the prior approved city plans that show the one-acre parcel becoming Special Use commercial, we, as the Charlestowne Board, felt it was best to support the plan of Truliant.

Tom Bailey, 124 Charlestowne Circle, Winston-Salem, NC 27103

- I would like to reiterate what Jean has just said. We are the community most directly affected by this rezoning. The history of Charlestowne and Truliant has been very positive. They planted Leland Cyprus behind the pool when they first moved here; they cannot see us and we cannot see them.
- When the meeting first started, we were not so much in favor of it. But we talked among ourselves, we talked to Truliant representatives, and we listened to what they had to say. And being a good neighbor, we would also like to say that obviously Truliant is poised to grow, as Mr. Hall said, and we would like for them to grow beside of us. If Charlestowne had a choice of neighbors, we would first choose Truliant. It's a financial institution, they work during the day and are closed in the evening and on weekends. That will lessen the traffic. And we hope they are able to grow in Winston-Salem where they are.

AGAINST:

Barbara Page, 2670 Weymoth Road, Winston-Salem, NC 27103

- I am not at the entrance but further down off Amesbury Road, so we already have a lot of traffic, especially since Academy Sports came in, and I just think that by doubling employees, we will see a lot of people take advantage of that back entrance. We already have Hanes Mall Boulevard that is way too busy. Burke Mill Road is the only respite from some of that traffic, and it's already very hard to turn left or right, but especially left, especially at the peak hours which is when this is going to make an impact.
- So I wasn't sure in hearing some of this if we're voting against rezoning in general, which would then allow Truliant, or specifically Truliant. I am not for rezoning, and I'm not for increased traffic on that road. It just can't handle it. We have intersections backed up with no free left turns. You're coming off of Bolton Street, you're coming off Silas Creek Parkway, and it's already extremely difficult.

Kelly Hinsley, 2728 Charlwood Drive, Winston-Salem, NC 27103

- I live in the Sandersted Development. This development is very near and dear to my heart. My grandparents bought their home there back in the early '60s, and I live there now. I grew up there as a child, and I have gone to Bolton Park and to the pool since I was eight weeks old.

It is so busy trying to get in and out of our neighborhood. It's very dangerous. We do not need any more traffic on that road.

- I am concerned about the traffic light. If it gets backed up, I feel like people will start cutting through Sandersted and cutting down to Stonewood and going in that way. It is possibly going to cause more traffic in our neighborhood.
- I have an eight-year-old granddaughter and a two-and-a-half year old grandson that I like to walk to the park. It is getting impossible to walk up the street and cross over to Bolton Park. There is no crosswalk to help me get across the street. I should not have to get in my vehicle to go to the park. I am totally opposed to it.
- If they want to put their buildings up and go into Hanes Mall Boulevard, that's fine. I'm not opposed to them building, but we do not need any more traffic on Burke Mill Road.

George asked a question about the traffic with regard to the stoplight to which Ms. Hinsley had referred. Ms. Hinsley explained that Sandersted runs horizontal to Burke Mill Road. Chris Murphy provided a photograph of the location to which Ms. Hinsley was referring.

Gerry Befus, 2694 Merry Oaks Trail, Winston-Salem, NC 27103

- I live in Woodland Hills. I speak in opposition to the rezoning. If it is positive and it is helpful in a business sense to continue developing and building and taking on new clients and new employees, then I wish them all the best. My concern is to the specifics of the traffic on Burke Mill Road. I don't feel that right-hand turn lanes are the answer to our traffic difficulties in the city. This is what was suggested when it was said that I-40 was going to be redone. And all of the information I sought, how are we going to ameliorate the fact that Business 40 is going to be closed? Well, we're going to add turn lanes. I can name two or three streets where we added a turn lane. Somehow a turn lane doesn't take care of all that traffic. I don't believe that adding a turn lane is going to change what this is going to do to Burke Mill Road.
- I very much appreciate all of the landscaping that will take place. I think the point here is that we are saying maybe 300, maybe 400, maybe 500 trips a day; I think that is woefully inadequate. When Truliant first developed there, they did not get an exit onto Burke Mill Road. Now we're coming back asking for an exit onto Burke Mill. I don't know where we're going to be two or three years from now.
- And my other concern is only employees in and out, how that will be policed. Most exit gates that I know of don't need a card. I confess, I use exit gates all over town that aren't intended for me. The issue is, where do we go six months from now, 12, 18 months from now? We're all gathered here today because, oh, wait, we made a decision and we didn't look at the unintended consequences.

David Irwin, 2942 Saint Marks Road, Unit F, Winston-Salem, NC 27103

- I live in Westminster Place. I would like to say thank you to Truliant. They have done their homework and done everything possible to make this thing work. Mr. Hall came and spoke to our homeowners' association meeting.

The problem is the traffic. The math is a little fuzzy. Twenty-five (25) percent of 900 employees is not 138 people. You can break them down 138 here, 120 there, but some are going to come home from work at night and some are going to come in the morning. It's going to be 200-plus people each way added to the traffic every day at both times.

- It's not just about Charlestowne or Stonewood. If you try to get up and down London Lane at 5:00 p.m. in the afternoon, right now, in the summer, with kids out of school, it's 12-15 cars deep. It's a cut-through street. It's how people want to come and go to avoid the major thoroughfares.
- The way I look at it, you've got Hanes Mall Boulevard, you've got I-40, you have Silas Creek Parkway, four lanes here, six lanes there, six lanes there and a nice little neighborhood back there that's been there for a long time. People use it as a cut-through street and so do I. It is a symbiotic thing; if you can keep the neighborhood nice and stable, and keep the business district where it has the major thoroughfares that come and go, then you've done your job.
- Another thing that bothers me is the rezoning of that one house. You are tearing down a house in a neighborhood to rezone to business. That starts a precedent. I appreciate that Truliant says we're going to do this and do that, but who says Truliant is going to stay there forever? If it changes hands, what all is allowed in that zoning classification for that site? Who is to say 10 years from now a restaurant wants to go in there and then decide they don't need the gated entrance? These are the things you have to look at further down the road for that site and for the health of the neighborhood.
- I am a Truliant member, and have been there nearly 20 years. I was there before they put the building in there. I have to go all the way around just to go to the drive-through, but it's worth the inconvenience.
- They are a good bank, they are a good corporate group to deal with, and I love them, but I'm concerned about the safety of the neighborhood.

Siobhan Murphy, 2215 New Castle Drive, Winston-Salem, NC 27103

(Ms. Murphy handed out photographs of what the traffic looks like on London Lane at 5:00 p.m., and also photographs of I-40 before it closed, up until a few weeks ago.)

- Traffic on London Lane has been a rapidly growing problem since 1999. Since then, the British Woods neighborhood has seen an increase in noise pollution, litter, traffic volume, road rage, accidents, and a major decrease in pedestrian safety and general livability of the area. The City's leadership, Planning Department and Winston-Salem DOT have done very little over the last 20 years to quell the residents' concerns and the surrounding community's issues regarding the massive volume increases and the problems that stem from it.
- While we know that Truliant has not caused the traffic problems on London Lane, and we do agree with other HOA's, Truliant has been a good neighbor over the years, Truliant's growth, prosperity and employee convenience, which we fully support, should not come at the expense of local residents.

The British Woods Neighborhood Association, consisting of 226 homes, does not support the rezoning of the residential property of 1718 Burke Mill Road. The property needed for access of Truliant employees. We do believe this access road will further increase traffic on London Lane, causing more congestion, and facilitate greater risks to resident and family safety in the British Woods neighborhood.

- If the Planning Board and City Council approve the rezoning of W-3418, the City will be allowing the known traffic problem to continue and compound with no actionable solution. Making our neighborhood safer from the growing dangers of the increase in daily vehicle traffic should be your primary concern. There is a difference between smart planning for growth and just allowing development.
- Any part of any rezoning request that purposely permits more vehicles onto Burke Mill Road and by consequence to British Woods residential area should be denied. We ask that the Planning Board and City Council members vote against the rezoning of Case W-3418 that allows for the access road.

George asked Ms. Murphy how, in her perception, a stoplight would affect British Woods and London Lane. Ms. Murphy stated that she did not believe the stoplight would do anything for British Woods. George asked if during Ms. Murphy's discussions with the City and WSDOT if there were any solutions to the backup of traffic on Burke Mill Road and London Lane. Ms. Murphy stated that in speaking with Jeff Fansler, that by the end of 2019, London Lane and Burke Mill Road will be getting a protected left turn lane for people to come through. There are issues with the timing of the light at Ebert Road and the protected left turn lane that comes through London Lane on Burke Mill Road. There is also a four-way stop in the middle, which is something that the neighborhood wants as a pedestrian crosswalk. The issue is not how fast you can get them in or not, they have nowhere to go.

Ms. Murphy also presented a petition that contained additional comments.

Joel Hayes, 2942-A Saint Marks Road, Winston-Salem, NC 27103

- I have lived at this address for 25 years and served on the Board for 20. We canvassed our association of 111 homeowners, and it was 100 percent unanimous against the entrance. We do touch the property of Truliant. Truliant has been a good neighbor since coming to the area. I was on the Board when this transaction took place for Truliant's campus to be put there. I've heard it from several other people, and we went back through our records, we sold property off of our property to allow Truliant to build their campus. They would not be able to be where they are today unless we sold that property for them to come off of Hanes Mall Boulevard for Truliant Way. It was a big issue about that property and the development of it. The whole neighborhood, including Westminster, Charlestowne, and Stonewood, has been concerned about connecting to Hanes Mall Boulevard in any way, shape or form over into our neighborhood physically. It's always been an issue. It's a very sore spot.
- We've had Council try to help our neighborhood with traffic, but yet the Planning Board continues to allow more things like Kimel Park and institutions like Kate B. Reynolds Hospice Home.

Then Novant went down the power lines and added more things. Now we're talking about the fire department that moved from CVS, and now we're going to put the fire department off Burke Mill Road again. That's going to add more. We have several churches, schools, and children. We keep getting assurances about not adding cars, but yet we keep adding cars with the way we're planning.

- You are going to tear down an RS9 home. I'm on the Board and I get asked, "How did this one little house right here get in the Planning Board to be torn down in the middle of a neighborhood that has such a traffic issue that everyone has promised they are going to solve for us and to add more cars?"
- We are not a bad neighbor. I appreciate Truliant and what they've done. We want to be reasonable. We understand they only have one entrance, one egress, to grow they're probably going to need more for emergencies, they're going to need another egress. If you put a hardened gate there, you wouldn't have to put a stop sign, just bring a drive straight up to Burke Mill. We suggested that you can let bike paths go, your employees can come and walk up to the sidewalks that come to the park. Walk in our neighborhood, live in our neighborhood. That makes sense to us. People that are transient come to work through our neighborhood.
- We are 100 percent unanimous in our neighborhood. It was all negative on the entrance as proposed.

Beverly Freeman, 1940 Stonewood Drive, Winston-Salem, NC 27103

- I only learned today that our HOA is sending a letter of recommendation. We were never informed of this as a homeowner. I came up early this week and passed out packets to all of you respectfully, giving you all of the signatures that we have worked three-and-a-half months, tirelessly, to get. But obviously our opinions as homeowners didn't matter to our board.
- For most every one of us who live in Stonewood, our homes are our single largest asset, and will be. I'm 65 years old, I've lived there 24 years, and I hope to live there until I leave this earth. We are just simply asking that a pause be given, take a long, serious look at how it affects every one of us. It's not just Stonewood, not just this neighborhood or that neighborhood, it's the entire corridor.
- And although the traffic study was rushed up to get it done for the area immediately around what Truliant is asking for, the entire report is not finished to give us a true vision of what we're looking at. Some of these figures don't make sense to us lay people when you tell us that five years ago the traffic was the same as it is today. And that was for the section of Burke Mill that they say is done. How is it possible, when I have lived there every day for those five years, and I know that that traffic is not the same?
- All of the people that we have submitted that have signed are in opposition.

Dan Hunt, 2181 New Castle Drive, Winston-Salem, NC 27103

- A comment was made early on about "those people in support," saying they were the most affected, and I challenge that, saying you don't have all the information.

British Woods is four-tenths of a mile south of this entrance. London Lane is the only road from that entrance to the southeast. That is the only road to take for anybody who wants to go to the southeast. We were told by Truliant that 300 employees would be given a key. If only a quarter of those come our way, then that would make it 173 cars in an hour at rush time; a 43 percent increase. I suggest that the people that were most affected won't have one more car going through their neighborhood like we will. We should have been included in that study that was submitted to you. We are more affected than any of them.

George stated that he was confused by Ms. Freeman's remarks pertaining to the list she had provided and that of her neighborhood board. Ms. Freeman explained that she and her neighbors have been fully informed of everything going on and stated that everyone she could get in touch with has signed against rezoning. She then learned that her neighborhood board was sending a letter of recommendation. Ms. Freeman stated she found out about the letter of recommendation through the president of the British Woods Homeowners' Association.

Jeff explained to the Board the three projects slated to take place this year with regard to this area, which are as follows:

- A traffic signal cabinet was hit at Ebert Road and London Lane. It was replaced and not timed correctly and has been an issue since. Jeff has been working with his staff to implement some timing plans to help with the stacking issue there.
- The four-way stop at London Lane and New Castle Drive has been an area of interest. London Lane is scheduled for resurfacing this year. It has been approved, a contractor has been awarded the job, and it has been scheduled for this calendar year. In addition, a raised table will be added with cross walks to improve the pedestrian connectivity across London Lane.
- There is currently a dramatic need to have protected left turn signals at London Lane and Burke Mill Road that will eliminate some cut-through traffic. At the present time, New Castle Drive sees some cut-through traffic because there are no protected left turns at Burke Mill Road. Cut-through traffic can be remedied by good traffic signalization.

Jeff reiterated that the site is expected to generate close to 900 trips per day; however, not all of those are expected to use Burke Mill Road.

George asked Jeff what the rating was for the intersection at Burke Mill Road and London Lane. Jeff stated that it is currently a "C," with no signal. Intersections typically may be rated worse in the peak times, and the approach to intersections could be rated worse. George asked if it was rated an "F." Jeff responded that it could be an "F" in the peak hour, but otherwise not.

In response to a question by Melynda, Jeff stated that 893 trips are associated with the 87,000-square-foot building. Melynda explained that her previous question was pertaining to the total number of trips for the entire complex that is being built in three phases. Melynda asked if the current employees will be motivated to use the back entrance. Jeff stated that they absolutely would.

The 900 will be the new trips added to the existing numbers; however, it is a 75/25 split. The new trips are the total site. The major carriers of I-40 and Stratford Road are still the destination to get folks to work. While it's more than 900, the distribution is accurate. And the number of 158 exiting trips in the peak hour is for the total site.

Melynda inquired as to what segment it is that has the 15,800-trip capacity. Jeff stated that the three-lane section, which is a big part of Burke Mill Road, actually has close to a 21,000-trip capacity. That would be a typical three-lane section.

Melynda asked if there was a mechanism in place that would accommodate the request made by the Ardmore neighborhood for a gate access cap. Jeff stated that that was an operational issue and that he could not speak to how the site will function as far as the gate. It was his understanding it would be employee access, metered upon exiting as well. Jeff stated that that would be a question for Truliant.

Melynda asked when the traffic study would be completed, and Jeff stated it was scheduled to be completed by the end of this year or early next year.

In answer to an inquiry from Chris Leak, Jeff stated that the study did look at how much traffic from the campus would be using London Lane, and it would be five (5) percent. Chris asked what could alleviate the present traffic situation and Jeff stated, "another road." The proposed improvements are intended to alleviate some of the traffic congestion.

Chris Murphy explained that the more routes you have, the less impact you have on a single route. Multiple points of ingress and egress and interconnectivity are always encouraged to disperse traffic, as opposed to concentrating in a funnel.

In answer to a question from Clarence Lambe, Jeff confirmed that at PM peak time, when the site is fully built, there would be 160 vehicles exiting that access.

WORK SESSION

Melynda Dunigan stated that she was concerned about going forward with this rezoning without DOT's study being complete. Her concerns were not just about this development but the way it relates to other developments on the road, and the capacity of the road, and the signaling situation. Melynda expressed that since Truliant has a longer timeframe to do this operation, and the amount of money being spent on doing a study, it needs to be looked at comprehensively in terms of everything, rather than taking it piecemeal.

Jason Grubbs stated his reasons for moving for approval of W-3417 and W-3418, and they are as follows:

- This rezoning petition is in conformance with the land use plan.
- The traffic improvements are going to improve the level of service at that particular segment of Burke Mill Road from nearly failing to pretty good.
- It will enable one of the largest financial institutions based in Winston-Salem to nearly double their workforce.

MOTION: Jason Grubbs recommended approval of the site plan amendment.

SECOND: Tommy Hicks

VOTE:

FOR: Jason Grubbs; Tommy Hicks; Clarence Lambe; Chris Leak; Brenda Smith

AGAINST: George Bryan, Melynda Dunigan

EXCUSED: None

Aaron King

Director of Planning and Development Services