



To: Scott Singleton, Director of Transportation, Town of Plainfield
From: Chick-fil-A, Justin Lurk
Date: September 12, 2025
Re: Chick-fil-A #5219 - 6102 Cambridge Way, Traffic Coordination in roadway

We appreciate the collaborative effort to provide parking adjacent to the proposed Chick-fil-A site on Cambridge Way. We understand that the Town and INDOT are planning interchange upgrades within the next three years, which will impact this area. To minimize the need for future modifications following the construction of the Chick-fil-A, we are actively exploring various approaches to align with the shared goals of both parties.

Regarding the adjacent parking spaces, Chick-fil-A's preference is to maintain standard pull-in parking, based on the following considerations:

- **Familiarity:** Guests of Chick-fil-A and neighboring businesses are accustomed to standard pull-in spaces. Introducing back-in parking may lead to confusion, U-turns, and traffic congestion.
- **Driver Behavior:** According to a 2015 AAA Newsroom survey, 76% of U.S. drivers park nose-first, with only 24% regularly backing into spaces.
- **Traffic Flow:** Many drivers lack the experience to efficiently back into spaces, often requiring multiple attempts, which can disrupt traffic flow.
- **Lack of Precedent:** The Town currently does not require back-in parking in any other location, making this approach untested locally.
- **Previous Challenges:** A nearby municipality implemented back-in parking but is now considering reverting to standard spaces due to ongoing complaints—e.g., [Royal Oak parking problems: Changes finally coming after 4 years of complaints](#)