



August 9, 2019

To Whom it May Concern:

We are writing in support of the proposed text amendment to the code to allow construction of drive thru lanes on a limited basis. Drive thru ATM usage is central to the modern banking experience, and the level of service and convenience these stations afford our customers is widely used and universally expected.

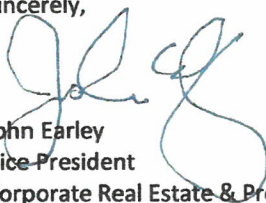
We understand the intent of the drive thru restriction is to protect the character of the City of Hapeville, but suggest that this should not apply to financial institutions because they do not produce the negative results associated with other uses. The modern fast food chain drive thru, for example, is often associated with wide swathes of impervious surfaces; dramatically increased vehicular traffic; long lines of queuing cars that can stack out and obstruct adjacent roadways; large, garish lighting and signage infrastructure for wayfinding and branding. In contrast, bank drive thru ATMs are small, limited in number, and rarely stack up beyond one or two cars.

The most important distinction, however, is related to customer service. Bank drive thru ATMs allow us to deliver a high level of financial service to our customers during nights and weekends when such services would otherwise be unavailable. Bank drive thru ATMs are useful and convenient during normal branch operations, but absolutely essential when bank branches are closed. Our goal is to make this level of service available to our Hapeville branch patrons.

In our view, bank drive thrus deliver a high level of service to the community without the drawbacks often associated with other drive thru lane usage. They provide valuable services to the community when no other such service can be delivered. Further, with any new drive thru construction, we are committed to doing all that is required to meet the City of Hapeville's high standards and further enhance this community. With these considerations in mind, we encourage the Commission to approve the zoning amendment at issue.

Thank you for your consideration.

Sincerely,



John Earley
Vice President
Corporate Real Estate & Properties Department

Post Office Box 11007
Birmingham, Alabama 35288