

13 March 2025

Andrea West
CZA, Zoning Administrator
Department of Planning and Zoning
Town of Vienna

Subj: Zoning Variance Request – Navy Federal Credit Union – HQ2 Drive-Through ATMs

Ref: (a) Town of Vienna letter re: subject dated 07 March 2025
(b) Article 8, Section 18-323 – Drive-Through Facilities, Zoning and Subdivision Ordinance for the Town of Vienna, effective 01 January 2024
(c) Navy Federal letter “Zoning Variance Request – HQ2 Drive-Through ATMs” dated 25 February 2025
(d) Article 8, Section 18-843 – Zoning Variance of the Zoning and Subdivision Ordinance for the Town of Vienna, effective 01 January 2024
(e) Article 8, Section 18-532 – Stacking Requirements, Zoning and Subdivision Ordinance for the Town of Vienna, effective 01 January 2024
(f) Meeting – 10 March 2025 conversation between Navy Federal and ASD representatives, and representatives from the Town of Vienna, Planning and Zoning Department

Encl: (1) ASD/SKY Stacking and Traffic Analysis

1. Background. In the Town of Vienna’s letter - reference (a), the Town notes Section 18-323, paragraph 7 – reference (b), limits drive-through facilities to “no more than one drive-through lane on a property.” Navy Federal’s request in reference (c) illustrates (2) opposite-running lanes and ATMs. Pursuant to reference (d) – Zoning Variance Section 18-843, Navy Federal hereby requests an additional variance for a second lane. Granting the variance will alleviate a hardship created by the strict application of this section.

2. Existing Drive-Through ATM Operations. Navy Federal has successfully utilized an almost identical, two-lane, two-way arrangement since 1986. Two lanes (1 ATM unit each) provide our Members with excellent service availability and safety by minimizing potential vehicle stacking and wait time. Current use data consistently shows a daily peak of 11 vehicles per hour at 2 p.m.
3. Stacking and Traffic Analysis. Enclosure (1) ASD/SKY Analysis is expanded to evaluate stacking potential and adds drawing 11 to graphically illustrate the analysis. As depicted, two lanes (two ATMs) both duplicate existing operations and minimize both wait time and traffic safety hazards. Each lane exceeds stacking requirements stipulated in reference (e) and is designed to hold up to 5 vehicles before backing up into the abutting street and parking lot. If the design is altered to eliminate one lane/ATM, traffic stacking during peak periods risks backing into the abutting street or parking lot, thus conflicting with paragraph 1 of reference (e) – Stacking Requirements.
4. Variance Criteria Satisfied. This proposal fulfills the criteria requirements of reference (d) – Variance section 18-843.
 - a. In accordance with reference (d), paragraph 3, survey and design documents were provided.
 - b. A pre-application meeting was completed on 13 Sep 24.
 - c. The property was acquired in good faith and the hardship was not created by the applicant. Other locations within Navy Federal HQ1 and HQ2 properties were considered. However, the physical characteristics of primary roadways (Electric Avenue and Follin Lane), the existing buildings and property necessitate the drive-through ATM facility be placed in the proposed location with two-lane, two ATM configuration.
 - d. The granting of a variance will not be of substantial detriment to the adjacent property and nearby properties. In fact, the proposed location is considerably farther from adjacent residential properties than the existing location, and thus reduces noise, traffic, and light trespass concerns.
 - e. The condition of the property concerned is not of so general or recurring a nature as to make reasonably practicable the formulation of a general regulation to be adopted as an amendment to the ordinance. This specific proposal is unique to this geographic location in that the facility is associated with our headquarters facilities in an industrial (corporate) park (Zone: CP) surrounded by residential zones. No retail or commercial zones are near or connected to this CP-zoned property.

- f. The granting of a variance does not result in a use that is not otherwise permitted on such property or a change in the zoning classification of the property; and the relief sought by the variance application is not available through the Conditional Use Permit process or, determination by the Zoning Administrator.
5. In accordance with reference (d) – Variance section 18-843, to the extent Paragraph 2 in Section 18-323 - reference (b) is deemed applicable to the new ATM drive-throughs at HQ2, Navy Federal hereby respectfully requests a zoning variance be approved to permit construction of these ATM drive-throughs as described in this application.

A handwritten signature in black ink, appearing to read 'G. Eichert', with a stylized, cursive script.

George Eichert

Senior Vice President

Workplace Infrastructure & Logistics