

TACO BELL Queue Management Program 1240 Broadway, Placerville CA

The Taco Bell restaurant/drive-through is designed and constructed to provide an engaging experience for dine-in, drive-through and mobile order pick-up customers. To help avoid drive-through lane congestion, the site has been designed to maximize the capacity of the drive-through lane which accommodates a minimum stack of 9 cars within the contained Taco Bell drive-through stack.

Other traffic mitigation considerations.

- The drive-through lane has been designed to exceed Taco Bell's minimum requirement to have space for 5 cars between the order point and the pick-up window. This distance helps ensure efficient drive-through lane operation while maximizing order through put.
- Increase the stacking in the drive-through lane from 5 cars to 9 cars.

In the unlikely event the drive-through queue exceeds the length of the drive-through lane, the Store Operations team can implement the following additional traffic mitigation measures.

o Add equipment to the store to maximize productivity and cut time between orders. This would include a second line to put together orders.

o Add additional employees to maximize productivity during high volume times.

o Add curbside mobile pick-up as a means to relieve pressure on the drive-through lane. Increase pre-order online usage to reduce drive-through lane usage. This would allow companies like Door Dash to use mobile pick up rather than then the drive-through lane to pick up orders.