

Queue Stacking Requirements of Virginia Cities

By Robert B. Case, PhD, PE

For TTAC

June 2, 2021

Background

- Queues at some restaurant drive-thrus are spilling back, **blocking public streets**.
 - In some cities, police are getting involved.
- Some cities vary site-design queue stacking **space requirements** by commercial use.
- **Virginia Beach** asked HRTPO to research cities' queue stacking requirements.



Police at end of queue, CFA, Indian River Rd, VB

Sources for, and coverage of, research

- Sources

- For enforceability, regulations are often placed in **zoning ordinances**.
- Sources of ordinances: **municode.com**, **ecode360.com**

- Coverage

- Hampton Roads
 - All 10 cities
- Selected Virginia Localities
 - Alexandria
 - Charlottesville
 - Fairfax County
 - Fredericksburg
 - Richmond
 - Roanoke

Locality Categories

- No queue-stacking requirements
- General queue-stacking requirements
 - E.g. space for 10 vehicles in queue
- Specific queue-stacking requirements
 - E.g. 8 spaces for a bank, 3 spaces for a carwash

Results- localities with no requirements

- Hampton Roads
 - Hampton (a “finding” is required)
 - Newport News
 - Williamsburg
- Other Virginia
 - Alexandria
 - Charlottesville
 - Fairfax County

Results- localities with **general requirements**

- Chesapeake 5 vehicles
- Suffolk 6 vehicles
- Va. Beach 10 vehicles

Results- localities with specific requirements

<u>City</u>	<u>Auto Repair and Service</u>	<u>Bank</u>	<u>Car Wash</u>	<u>Day-care, Element- ary or Middle School</u>	<u>Dry- cleaning</u>	<u>Drug Store</u>	<u>Gas Station</u>	<u>Kiosk</u>	<u>Nursing Home</u>	<u>Personal Services</u>	<u>Rest- aurant</u>	<u>Other</u>
Hampton Roads												
Franklin	n.a.	8 ***	2 or 3*	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Norfolk	n.a.	3	3	n.a.	3	3	1	n.a.	n.a.	3	9	n.a.
Portsmouth	n.a.	3	2	n.a.	4	4	n.a.	n.a.	3	4	7	n.a.
Other Virginia												
Fredericksburg	2	2 or 3**	1	2		3	1	n.a.	3	3	6	n.a.
Richmond	n.a.	5	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	5	n.a.
Roanoke	n.a.	3	5	n.a.	n.a.	n.a.	n.a.	2	n.a.	n.a.	5	2

Notes

* automatic car wash: 3; self-service car wash: 2

** human teller: 3; machine teller: 2

*** 8 for first drive-in window, plus 2 for each additional window

Conclusion

- Types of requirements

- The appeal of the *general* requirements is their **simplicity**
- The appeal of the *specific* requirements is the logic that a business' attractiveness, and the peaking of the trips it attracts, **vary** by type of business

- Application

- Localities that a) lack existing requirements, and b) have excessive queues may use the above requirements of other localities as a **guide for developing a new** drive-thru queue stacking requirement ordinance.
- Localities that are dissatisfied with their existing requirements may use the above requirements as a **guide for developing a revised** drive-thru queue stacking requirement ordinance.

Questions?

- Rob Case 420-8300 rcase@hrtpo.org