

Item 9.8: Drive-Thru Queuing Ordinance Amendment

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October 22, 2026



Background Context

Section 7.3.K. of Unified Development Ordinance (UDO) outlines requirements for drive-thru queuing within sites

- Ensures sufficient internal site circulation
- Provides minimum requirements for the number and size of queuing spaces for different business/activity types
- Was last updated in 2003



An Evolving Facility

Changing Layouts & Designs



Changing Business Models & Activity Types



K. Drive-Thru Facility Queuing Requirements

1. Minimum Number of Spaces.

Drive-thru queuing spaces shall be provided as indicated in the following table:

Minimum Off-Street Queuing Requirements		
Activity Type	Min. Spaces	Measure From
Automated Teller Machine	3	Teller
Bank Teller Lane	~~4~~ 2	Teller or Window
Car Wash Stall, Automatic	4	Service Position
Car Wash Stall, Self-Service	3	Service Position
Dry Cleaning or Laundry	2	Window
Oil Change Station	~~3~~ 2	Service Position
Photo Lab	~~4~~	Pick-Up Window
Pharmacy	3	Service Window
Restaurant Drive-Thru	4	Order Box
	3	Order Box to Pick-Up Window
Restaurant Drive-Thru	4	Pick-Up Window Only
Other	As determined by the Administrator	

2. Design and Layout.

Queuing spaces or queuing areas shall be designed in accordance with the following criteria:

- Queuing spaces or queuing areas may not interfere with parking spaces, parking aisles, loading areas, internal circulation, or driveway access;
- Each queue space shall consist of a rectangular area not less than ten (10) feet wide and eighteen and one-half (18.5) feet long with a vertical clearance as specified in the International Building Code, as adopted;
- Queue spaces are not interchangeable with parking spaces except for the following uses where the space providing services may count toward the parking requirement: bank teller, car wash, and oil-change station;
- A twelve (12) foot bypass lane shall be required adjacent to queue lines to allow vehicles an opportunity to circumvent the drive-thru activity and exit the site;
- Queue areas and drive-thru facilities shall be clearly identified with the appropriate signing and marking; and
- Spaces within a car wash facility or drive-thru oil change station may be counted towards the queuing requirement;
- Additional queuing analysis may be required by the Administrator for high intensity drive-thru uses such as dual drive-thrus not designed to avoid overflow or stacked vehicles from the drive-thru into entrances or exits.