

EXHIBIT A

Queue Management Plan for Del Valle Restaurant Drive-Thru

Objective: To efficiently manage the drive-thru queue and prevent traffic congestion in adjacent areas during peak times.

1. **Queue Capacity:**
 - The drive-thru lane is designed to hold a maximum of **10 vehicles** as per the W-Trans traffic study.
2. **Queue Monitoring and Staffing:**
 - An employee will actively monitor the drive-thru queue length during peak hours.
 - Once the queue reaches **8 vehicles**, an employee will walk out to the entrance to prepare for traffic management. The queue is monitored with outdoor cameras and indoor screens to ensure staff are aware when the queue reaches the 8th vehicle. These outdoor cameras are strategically placed to provide a clear view of the drive-thru lane, with live feeds displayed on several monitors inside the restaurant, including at the payment and pickup windows.
 - The deployed employee will be assigned a hand-held ordering tablet. Using these tablets speeds up the process of taking orders, helps prepare food more quickly, reduces wait times, and allows the drive-thru queue to clear faster.
3. **Traffic Management Procedure:**
 - If the queue reaches **10 vehicles**, the employee will:
 - Close off the drive-thru entrance using a chain barrier.
 - Signal to incoming vehicles that the drive-thru lane is temporarily closed and direct them to other options (such as dine-in or takeout at the Del Valle Mexican Restaurant).
 - The drive-thru entrance will reopen once the queue length reduces to **7 vehicles**, allowing new cars to enter.
4. **Signage and Communication:**
 - Clear signage will be placed near the entrance to notify customers that the drive-thru may close temporarily during high-demand periods.
5. **Expected Outcome:**
 - By managing the queue limit at 10 vehicles and reopening at 7 vehicles, this plan aims to prevent congestion on nearby roads, minimize customer wait times, and ensure an orderly flow of traffic around the restaurant.
 - This cycle will be repeated as necessary during peak hours to maintain optimal traffic flow.