

Gordon L. Brown & Associates, Inc.

Consulting Civil Engineers & Land Surveyors

2238 South Queen Street
York PA 17402-4631
(717) 741-4621 Phone
(717) 741-1418 Facsimile
www.GLBA-Engineering.com

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MEMORANDUM

TO: East Manchester Township Board of Supervisors

FROM: Byron W. Trout, P.E.

DATE: December 7, 2020

RE: Minutes from Checkers Meeting

On December 4, 2020, a meeting was held at the Checkers Restaurant by East Manchester Township. Those in attendance were Steven H Gross, Jr., Barry E. Rudisill, Byron Trout, P.E., Shane Haugh, Brittany Kohler, Sergeant Archambeault, Don Ziegler, Tom Ziegler, Dawn from Directional Traffic and Larry from R.L. Livingston. The following items were discussed and reviewed during the meeting:

- Owners indicated that a soft opening was held on November 18, 2020.
- Sergeant Archambeault discussed that there have been five 911 calls, two accidents and one fight at the site since the opening. He also indicated that the police had to direct traffic and noted that on one occasion the traffic was backed up along North George Street to Sunset Drive. The police are not responsible for daily traffic control for the Checkers.
- The Township discussed complaints from Sheetz and Manchester Plaza on traffic either using there parking or blocking their entrances.
- The Township noted that the Checkers employees are using customer parking spaces and they were directed to have the employees park at the rear of the property on the other side of the curb islands. We asked the owner indicated that there are typically 6 employees per shift.
- Staff indicated that there is no location for cars to park if they are waiting for their food after payment.
- The owner indicated that the problem is staffing and staff experience.
- The Township has requested a written corrective action plan be submitted for review by the Township within 14 days.



- The following suggestions were offered by Township staff, police department, and traffic professionals:
 1. Employees required to park in the rear of the property.
 2. Add two spaces directly in front of the pick-up window for cars to park that are waiting for food. The spaces should be clearly marked that they are reserved for pending pickup.
 3. Maintain traffic control flaggers until the interior traffic flows are managed.
 4. Extend traffic cones to delineate pickup lanes. Additional signage may be required so that the exit traffic lane is not being blocked.
 5. Recommended that the rear concrete islands be removed and that the order boards be relocated to the rear for additional car stacking. This was not liked by the owner because of the cost and his concern that unless his staff efficiency is approved the additional stacking won't help.
 6. Recommend that the rear concrete islands be removed and that during heavy traffic the cars on the outside order lane could be directed to parking in the rear for car hop service.