

ABSTRACT

DRIVE-THROUGH SERVICE MONITORING SYSTEM AND METHOD

A drive-through service monitoring system comprising: a camera provided at each of a plurality of locations in a drive-through service to obtain real-time footage of vehicles at each of the plurality of locations; and an intelligent video analytics (IVA) system provided and configured to determine, from the real-time footage obtained by the cameras: vehicle licence plate numbers to identify each vehicle at each of the plurality of locations and variables associated with vehicles using the drive-through service, wherein the variables include: a dwell time of each identified vehicle at each of a number of predetermined locations in the plurality of locations; and for each identified vehicle, at least one duration between at least one distinct pair of locations in the plurality of locations.

FIG. 1