Urban Design Guidelines For Sites With Vehicle Drive-through Facilities

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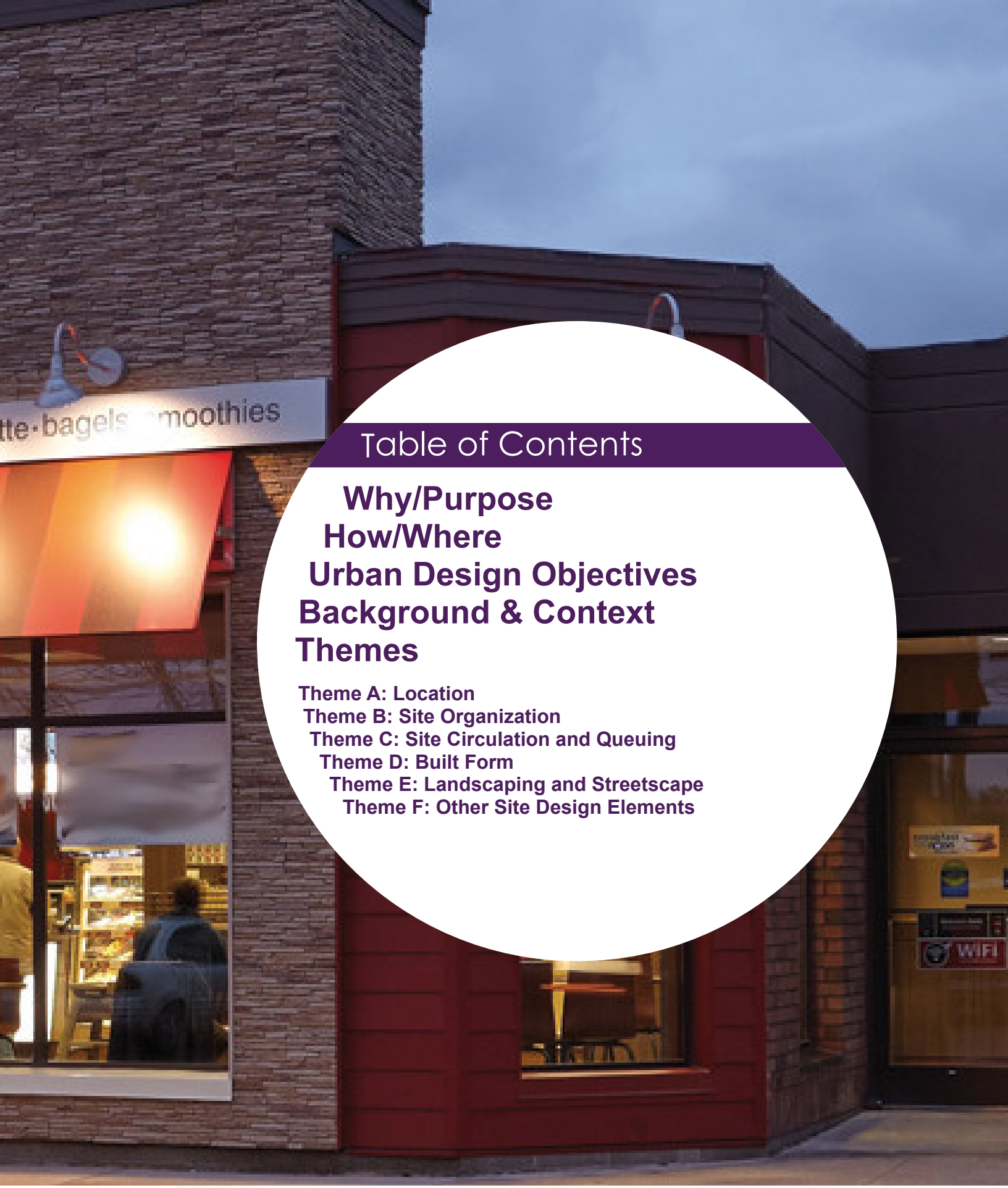
Prepare To Be Amazed

September 2017


Signage
latte·bagels
coffee·donuts·espresso·sandwich



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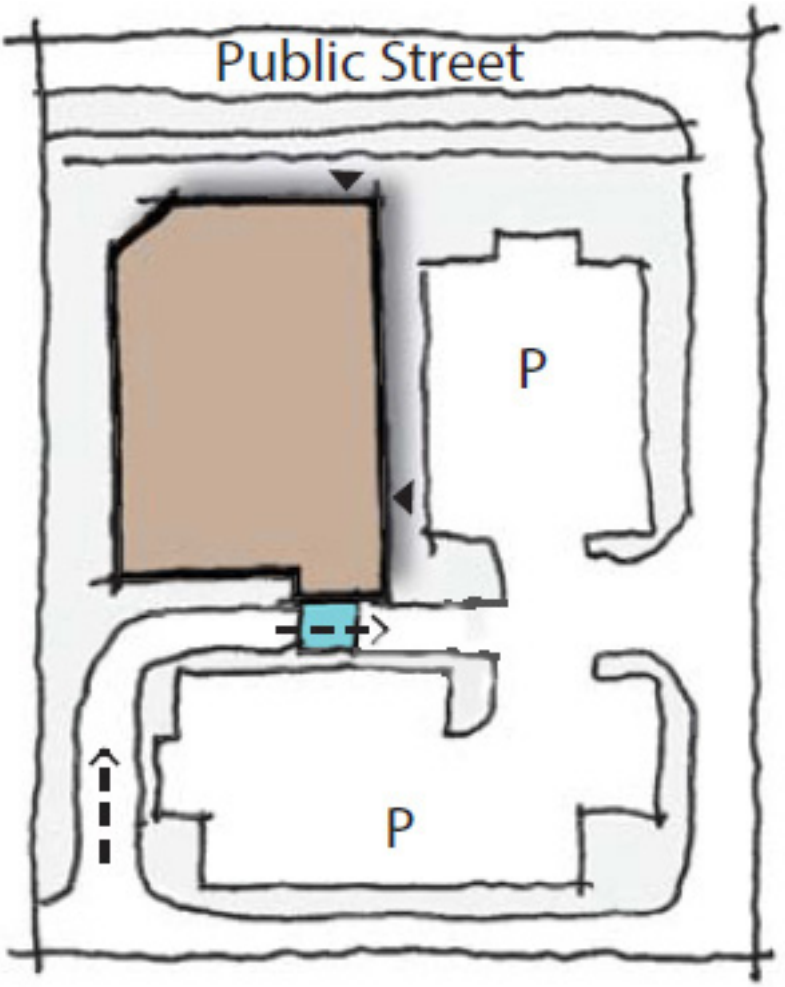
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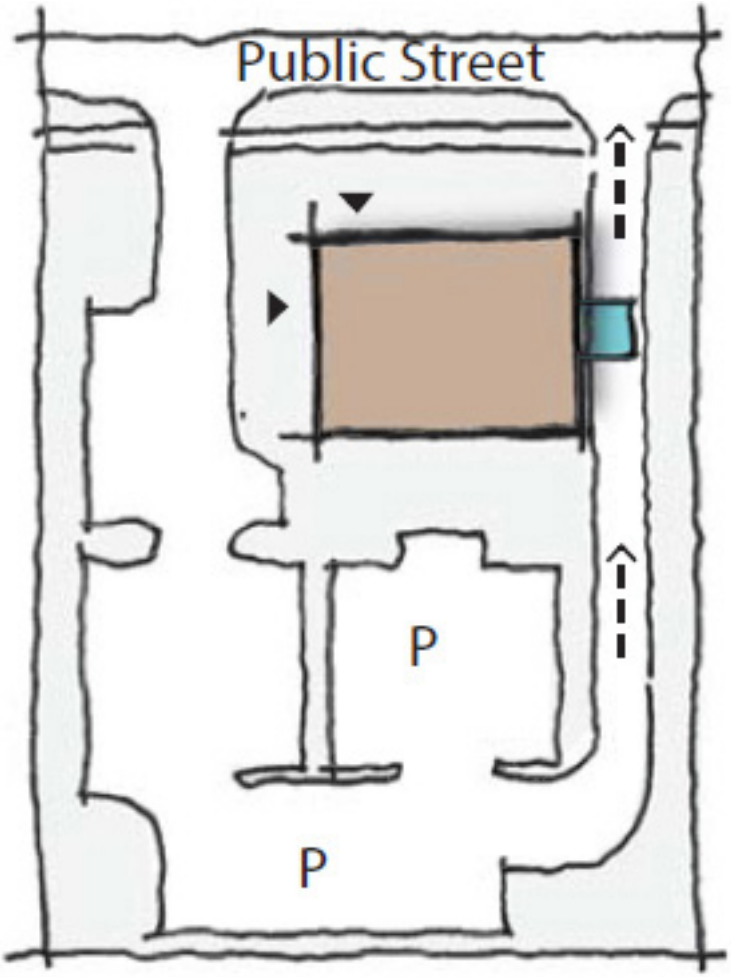
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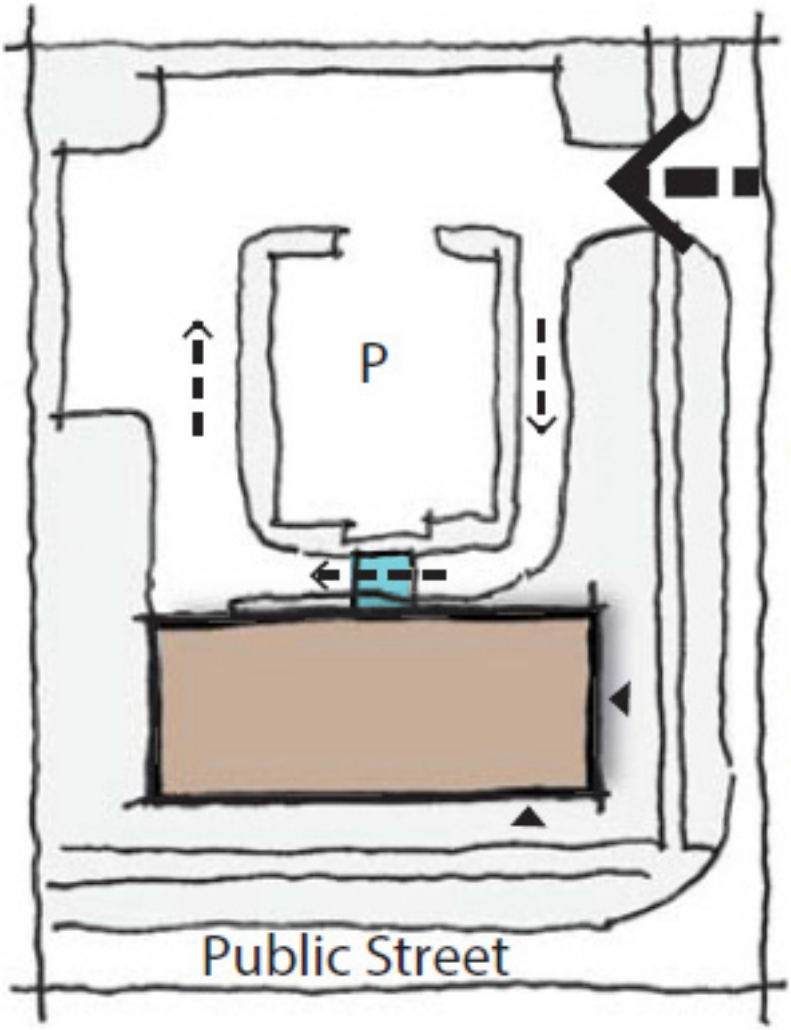
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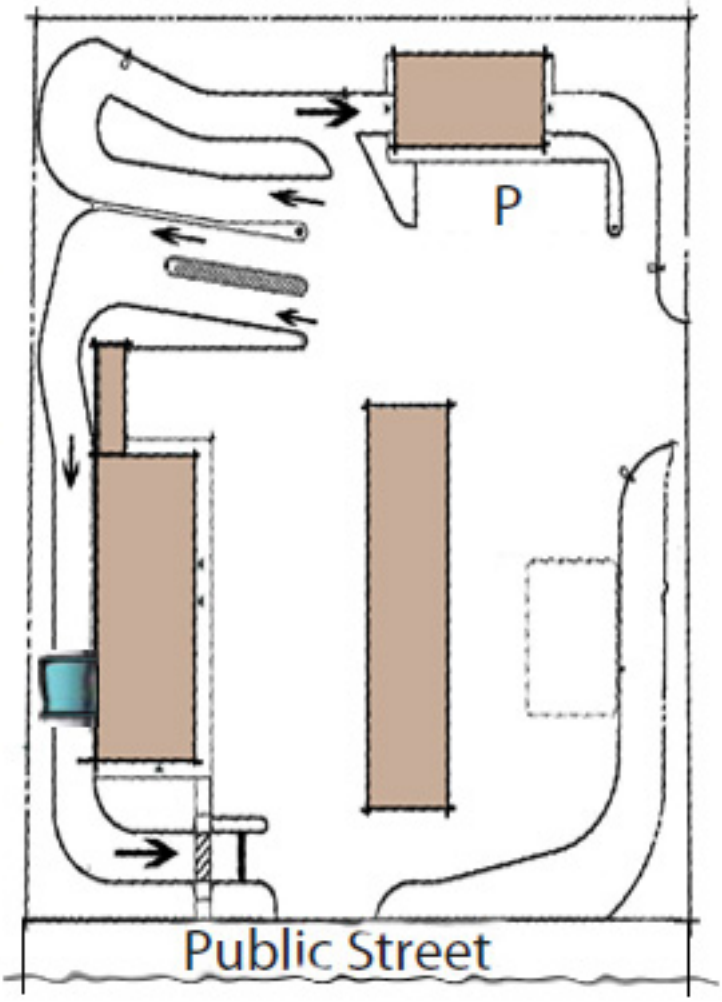
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Why and Purpose

The Urban Design Guidelines would assist in providing urban design, landscape and architectural design guidance for developing Vehicle Drive-through Facilities. The Urban Design Guidelines intend to improve the site design of Vehicle Drive-through Facilities, enhance the quality of the built form and the streetscape, integrate the Vehicle Drive-through Facilities with the character of the surrounding neighborhood and lessen the impact of Vehicle Drive-through Facilities on the surrounding environment and adjacent land uses.


Drive Thru
Panera
BREAD

How and Where Guidelines Apply

These Urban Design Guidelines would assist in the review of Site Plan Applications for Vehicle Drive-through Facilities on lands where permitted by the Zoning By-law.

The ability to meet these Urban Design Guidelines does not constitute authority to allow the development of Vehicle Drive-through Facilities in areas of the City where they are otherwise not a permitted land use.


Order Here
Drive
Thru
Any Lane
Any Time

Urban Design Objectives

The Urban Design Guidelines have five key urban design objectives:

1. To help mitigate the challenges associated with Vehicle Drive-through Facilities through effective site design
2. To support, enhance and create a high quality public realm and streetscape
3. To encourage development that is compatible and fits with its existing and/or planned context
4. To support and enhance the pedestrian environment
5. To support and create a high quality built form and private realm


DRIVE THRU
PLACE YOUR ORDER
FRESH BAKED
PICK UP

Background and Context

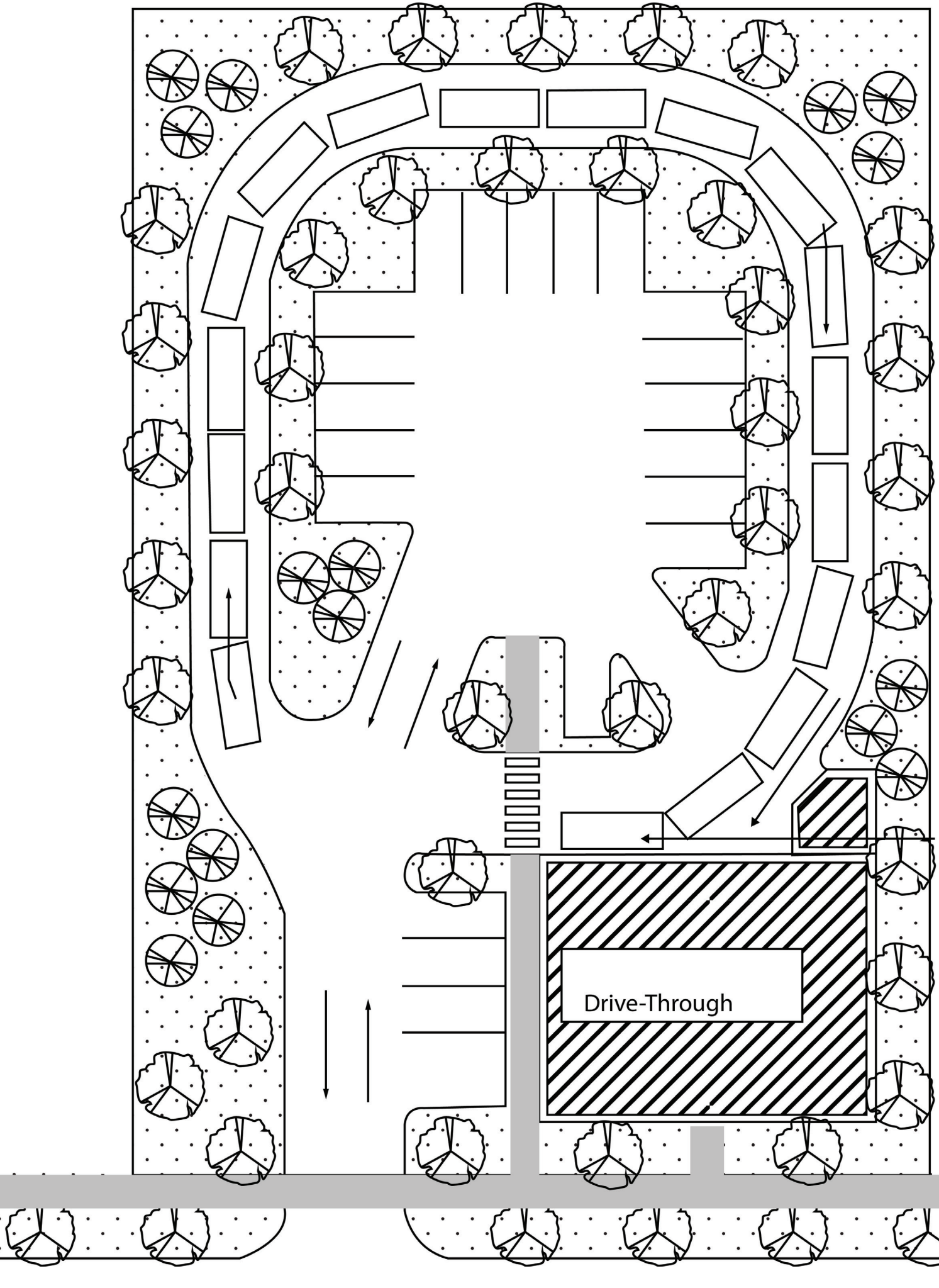
In recent years, Vehicle Drive-through Facilities have grown significantly in popularity with drive-through restaurants on numerous commercial sites across the City. Coffee and donut shops, fast-food restaurants, fuel bars, banks and pharmacies are typical businesses associated with Vehicle Drive-through Facilities in the City of Oshawa.

As a specialized type of commercial development, there are often unique concerns related to Vehicle Drive-through Facilities. These challenges were identified through the Vehicle Drive-through Facilities survey, literature research and public consultation and was presented in the Final Background Study.

It was documented through Vehicle Drive-through Facilities surveys and research, that Vehicle Drive-through Facilities are designed to accommodate vehicular customers from an operational perspective. In the past the built form of some facilities generally resulted in a landscape designed for and dominated by vehicles with little or no attention to pedestrian movement, landscaping or visual appearance of these sites.

It is in the interest of both the drive-through industry and the City to ensure that Vehicle Drive-through Facilities operate effectively and safely on each site.

The Urban Design Guidelines complement the regulations of the Zoning By-law, assisting Vehicle Drive-through Facilities to evolve as safe, efficient and compatible developments that exhibit high quality built form in the public realm.


Drive-Through

Themes

For consistency purposes, the Urban Design Guidelines have been organized under six (6) themes, that correlate with the same themes of issues/concerns related to Vehicle Drive-through Facilities, organized in the Final Background Study.

The six (6) themes are:

- Theme A: Location
- Theme B: Site Organization
- Theme C: Site Circulation and Queuing
- Theme D: Built Form
- Theme E: Landscaping and Streetscape
- Theme F: Other Site Design Elements

The Urban Design Guidelines are applicable to all types of drive-through facilities.

Theme A : Location

The first theme addresses the issues related to location of Vehicle Drive-through Facilities. As a result of associated challenges of Vehicle Drive-through Facilities, they may not be appropriate for all areas of the City.

Therefore, such facilities should be discouraged from locating in certain areas of the City such as those that are intended to be transit supportive, pedestrian oriented and meet certain urban design consideration.

The urban design guidelines provide direction on location of Vehicle Drive-through Facilities in relation to adjacent land uses and types of streets, to make them more compatible within neighborhoods.

A1 : Locational Criteria

- Proposed Vehicle Drive-through Facilities should be developed to be compatible with and sensitive to the prevalent urban form, streetscape features, and future development plans of the area.
- Vehicle Drive-through Facilities proposed on sites that are adjacent to Residential zones or zones that permit residential uses, have regard to adjacent sensitive uses and must be designed to mitigate any impacts from the Vehicle Drive-through Facility operations.
- Larger sites or sites that have multiple commercial buildings can be more suitable for Vehicle Drive-through Facilities, since the larger land area will help accommodate all necessary design criteria and achieve a well-designed Vehicle Drive-through Facility site, including necessary setbacks, shared parking and landscaping.
- Corner sites that generally have fuel bars in combination with Drive-through Facilities are often located on arterial roads and high traffic intersections. Such facilities should be designed to mitigate any conflicts and challenges associated with traffic circulation and queuing both on-site and off-site.


Wendy's
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Theme B : Site Organization

The second theme addresses the unique function of the Vehicle Drive-through Facilities. It requires that all necessary elements of a Vehicle Drive-through Facility be accommodated in an appropriate manner on the site so that the function of the Vehicle Drive-through Facilities do not create challenges to the surrounding environment.

It has been observed that smaller sites, particularly those situated adjacent to residential uses, present specific challenges for the design of vehicle drive-through restaurants. The challenges include the lack of appropriate setbacks, the lack of space for Vehicle Queuing Lanes, inappropriate or often absent Landscaped Open Space buffers and conflicts between various functions on sites.

The urban design guidelines provide direction on designing and organizing sites for Vehicle Drive-through Facilities.

B1 : Lot size

- Lot sizes should be large enough to efficiently and safely serve the operations of the Vehicle Drive-through Facility while accommodating all necessary elements of good and efficient site design of Vehicle Drive-through Facilities.
- More than one Vehicle Drive-through Facility up to a maximum of 3 facilities, may be considered on a site if the lot size allows all Vehicle Drive-through Facilities to comply with the regulations of the zoning by-law and is also consistent with the urban design guidelines. Vehicle Drive-through Facilities associated with restaurants should be limited to a maximum of 2 facilities per site.

B2 : Location of Building on site

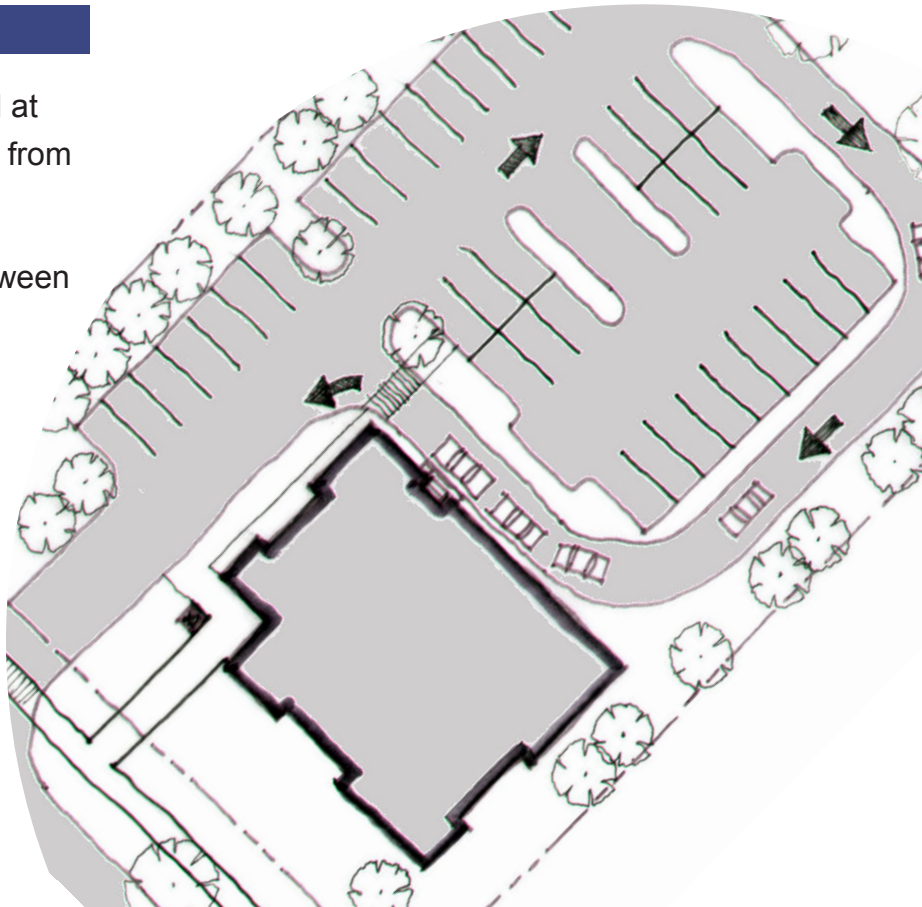
- Buildings with a Vehicle Drive-through Facility should be located as close as possible to the street line or corner street frontages for corner sites, to help frame the street edges. The siting of the building relative to the street should consider the existing and future development on the street or in the neighborhood.
- On larger sites with multiple commercial buildings on the property, Vehicle Drive-through Facilities should be located internal to the site away from corners, intersections of streets or from the street frontages, to reduce the visibility of vehicle drive-through traffic on the site from street view.
- The minimum setbacks required for the location of Vehicle Queuing Lanes, order stations and pick-up windows to adjacent zones, must include the required Landscaped Open Space in accordance with the City's Council adopted Landscaping Design Policies and may include parking areas, amenity areas or any other element.
- Site design must take into consideration access of larger delivery trucks and maintenance vehicles on the site.

B3 : Access to the site

- Access driveways to Vehicle Drive-through Facilities should be located as far away as possible from street intersections and corners and designed in accordance with the City's and Region's requirements.
- The number of access driveways into a site should be minimized to reduce conflicts between turning vehicles and other users of the street, reduce curb cuts and interruptions to the sidewalk.
- Vehicle Queuing Lanes must be separated from all aisles, must not result in additional curb cuts along the same street frontage and must not have direct ingress and egress from any street.

B4 : Parking areas

- Surface parking areas should be located at the side or the rear of the building, away from the public street.
- Parking areas should not be located between the building and the street.
- Parking areas where possible should avoid having pedestrians to cross driveways or Vehicle Queuing Lanes to enter the building.
- The parking areas should not conflict with the ingress and egress of the Vehicle Queuing Lanes. This can be achieved by locating the parking areas away from the Vehicle Queuing Lanes or clearly delineating the parking areas with appropriate barriers and signage.
- Larger parking areas should be separated into smaller well-defined sections, using a combination of hard and soft landscaping to avoid large paved surfaces in parking areas.
- The use of non-permeable surfaces for paved areas in the parking lots should be minimized. The use of permeable surfaces in combination with soft landscaped areas to contribute to the appearance and environmental sustainability of the site is encouraged.



Theme C : Queuing and Site Circulation

The third theme addresses queuing and site circulation for sites with Vehicle Drive-through Facilities. Queuing spill overs on street and conflicts between pedestrians, vehicular traffic, could present significant challenges associated with the Vehicle Drive-through Facility sites.

The following design guidelines include criteria on the location and design of Vehicle Queuing Lanes, pedestrian connections/walkways and accessibility.

C1 - Vehicle Queuing Lanes

- Vehicle Queuing Lanes must not be directly accessible from a street.
- Vehicle Queuing Lanes must be continuous and should be as linear as possible with a minimum number of curves and turning movements and should not be interrupted by other vehicular traffic.
- Where two Vehicle Drive-through Facilities are located on one site, the Vehicle Queuing Lanes for each business must be physically separated and complemented by clearly visible way-finding signage to direct traffic to the respective Vehicle Drive-through Facility.
- The Vehicle Queuing Lanes must be separated from the parking areas and aisles with landscape islands, raised islands, raised curb and/or raised decorative paving on surface, where feasible.
- Vehicle Queuing Lanes must not obstruct or interfere with parking spaces, pedestrian aisles or walkways and loading or service areas.
- Entrance to or exit from Vehicle Queuing lanes must not be permitted through loading areas or service zones on any site with drive-through facilities.
- Vehicle Queuing Lanes should not completely wrap around the building, where feasible.
- It is encouraged to provide additional vehicle queuing storage for busy restaurant

establishments to accommodate overflow of Vehicle Queuing Spaces.

- Vehicle Queuing Lanes and their circulation could include escape lanes at logical and functional locations.

C2 - Pedestrian connections/walkways

- Safe, direct, well defined and convenient pedestrian connections that avoid crossing Vehicle Queuing Lanes, should be provided for customers from the parking area and the public sidewalks to the main entrance of the building.
- In the event that pedestrian crossings are required to cross the Vehicle Queuing Lanes, they shall be clearly defined with either raised, textured and colored paving with necessary signage for slowing down motorists at pedestrian crossings. Adequate sight lines shall be provided along pedestrian crossings through vehicle queuing lanes.
- Raised walkways shall be provided along the sides of the buildings to reduce the conflicts between the pedestrian and vehicular traffic.

C3 - Accessibility

- The design of all external pedestrian walkways, paths and routes on site shall conform to the Ontario Building Code requirements and the Accessibility for Ontarians with Disabilities Act.

Theme D : Built Form

The fourth theme addresses the built form of Vehicle Drive-through Facilities. It is intended that the design of Vehicle Drive-through Facilities must demonstrate a high quality built form that integrates with the public realm, contributes to a continuous street edge and creates and attractive streetscape. The proposed design guidelines intend to help achieve building massing and built form that is sensitive to the surrounding area.

The urban design guidelines provide criteria to ensure high quality architectural design is achieved for sites with Vehicle Drive-through Facilities. This includes the built form, the streetscape and the manner in which development complements the surrounding areas.

D1 - Architecture and Built form

- The building design should be in compliance to surrounding built form and context or Official Plan policy.
- The building design must articulate primary building entrances towards the public realm.
- The building design must orient interior seating areas towards the street frontages to establish a visual connection between the building and the streets through use of clear and transparent glazing.
- The building design should use high quality finishing and/or cladding materials for the building.
- The proposed building design should ensure that the pick-up window is architecturally integrated into the building design.
- Weather protection features for rain, wind and shade must be provided at building entrances, pick-up windows and in patio areas.
- Rooftop mechanical equipment and other roof top appurtenances must be located away from street view and be appropriately screened.

D2 - Massing and scale

- The massing and scale of the building should be sensitive to the existing and future planned context to ensure continuity in the built form along the streetscape.
- The height of the building should be maximized, particularly along the street frontage, by maximizing the ceiling height, parapet height and/or through the design of the roof to achieve prominence of built form.

D3 - Framing the public realm

- Where no front yard or exterior side yard setback is required by the zoning by-law, the building should be located at the lot line and/or adjacent to any landscape areas in the front yard and/or the exterior side yard, as applicable.
- A building setback from the front lot line may only be established in instances where a need exists to align with the existing setbacks on neighboring properties, protect for future road widenings, or where the setback positively contributes to the public or private realm to accommodate any proposed patio/seating area, vehicle queuing lane or a significant landscape feature in the respective setbacks.
- The length of the building should be maximized along the lot frontage, where opportunity exists.

D4 - Building facades facing public realm

- Buildings facades facing public streets, adjacent to the street line or visible from the street shall not be blank or featureless and are encouraged to incorporate the following design criteria such as:
  - Clear and transparent glazing for almost 60% of the front façade to create a visual linkage between the buildings' interior and the street;
  - Varied but complementary color variations, texture variations and finishing materials including stone, brick, architectural panels, metal panels, wood, etc.;
  - Architectural components including columns, projections, pilasters, distinct bases, cornices, varying roof lines, canopies, parapet elements, etc. to articulate the wall planes and facades;
  - Accentuated primary building entrance; and
  - Accent elements including lighting fixtures, awnings, architectural screens, etc.;
- Building facades should provide accent lighting on architectural features on the building, wall planes and landscaping.
- Back painted window panels or spandrel panels should be discouraged and limited along any street facing facades.
- Buildings facades should integrate wall-mounted signage into the architectural design of the facades to ensure compatibility with the architectural design of the building

Theme E : Landscaping and Streetscape

The fifth theme addresses landscaping on Vehicle Drive-through Facility sites. Well-designed, attractive and visually appealing landscaping on Vehicle Drive-through Facility sites enhance the urban design quality of these sites and positively contribute to the surroundings and the streetscape quality. Landscaping is an effective way to screen the operational elements of Vehicle Drive-through Facilities such as Vehicle Queuing Lanes, parking and associated site elements.

The guidelines provide direction on desired and appropriate landscape design for Vehicle Drive-through Facility sites.

E1 - Landscape design

- All proposed landscape design for vehicle drive-through facilities must comply with the City's Landscaping Design Policies.
- Street trees must be planted in public boulevards abutting the site, where applicable, in coordination with on-site landscaping.
- Landscape features, including low height decorative fences, masonry walls and landscape rocks should be used in combination with soft landscaping, particularly where Vehicle Queuing Lanes are visible from the public street or in exterior side yards for corner sites.
- Landscaped Open Space in the front yard should be provided where a building setback is required. This landscaping will contribute to the streetscape quality, while ensuring safe and convenient pedestrian access to the building.
- Landscaping around foundations and blank walls should be provided to complement the respective building facades.
- Fuel bars in combination with Drive-through Facilities should include extensive landscaping along the street edges, with enhanced corner treatments to provide a buffer and improve aesthetics along the street.

- Clear sight lines must be provided for both pedestrian and vehicle movement on site, in the landscape design.
- A balanced mix of deciduous and coniferous, trees and shrub planting should be included to offer year round vegetation, variety and color for overall site landscaping and landscape open space strips.
- Low maintenance, native and drought resistant species and plant material that are tolerant to urban conditions such as road salt and heat, should be used in Landscaped Open Spaces.
- Snow storage on site should be located such that it does not conflict with the site circulation, Landscaped Open Space or other operational elements of the Vehicle Drive-through Facility.

E2 - Separation/Buffer and barriers

- Fencing and screening must be in accordance with the City's Landscaping Design Policies.
- Berming should be considered where additional height is required for appropriate screening and buffering between the Vehicle Drive-through Facility and adjacent sensitive uses.
- Where a noise attenuation fence is not required and where it is deemed necessary to create separation between the Vehicle Drive-through Facility and the adjacent uses, an appropriate high privacy fence may be installed.

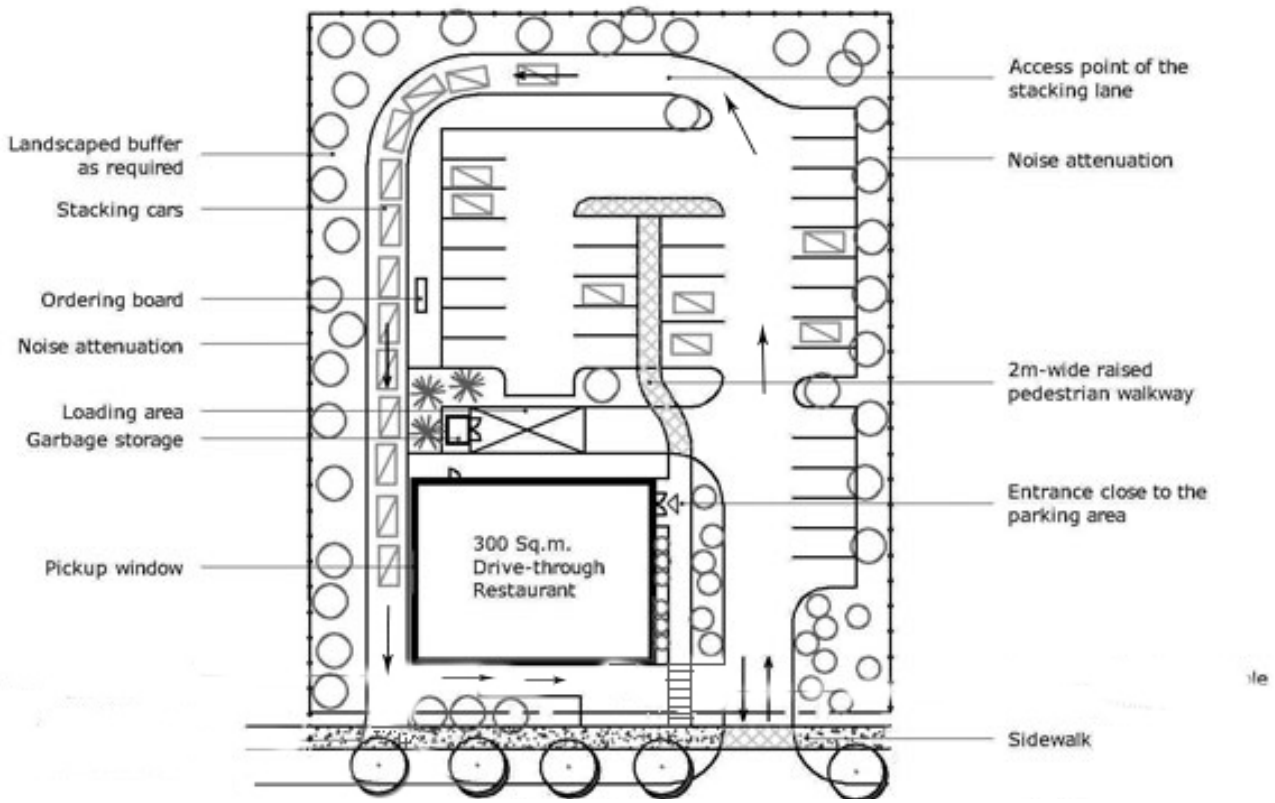
Theme F : Other Site Design Elements

The sixth theme provides guidance on a range of site design elements that must be utilized to manage impacts generated from the Vehicle Drive-through Facilities such as noise pollution, lighting glare and trespass, waste and odor.

The design guidelines provide direction on other necessary elements to consider in the design of sites with Vehicle Drive-through Facilities.

F1 - Lighting

- Site design must provide full cut-off and/ or shielded, energy efficient and dark sky compliant lighting for all exterior lighting.
- Site design should provide site lighting design that uniformly illuminates the overall site design including parking areas and the Vehicle Queuing Lanes for safety.
- Site design should provide pedestrian scaled light poles and/or bollards along pedestrian walkways and throughout the site where needed, in order to create a more pedestrian friendly environment.
- Site design should should strive to achieve '0' foot candles (0 Lux) illumination levels at common property lines that are shared with residential uses.



F2 - Visual barriers for vehicle headlight glare

- Site design should include plantings, low height masonry walls and/or decorative fences in Landscaped Open Space design to prevent glare from car headlights, shining on adjacent properties particularly in residential areas.

F3 - Noise mitigation

- Acoustic walls, fence or a berm that may be required as part of the noise mitigation measures for the drive-through facility as recommended by a Noise Study, must be compatible and integrated with the overall landscape design.
- Any noise generating functions of the Vehicle Drive-through Facility must be directed away from adjacent sensitive land uses.

F4 - Signage – directional and others

- Clearly visible way-finding and directional signage must be provided including Vehicle Queuing Lanes entry and exit signs and any vehicular and/or pedestrian directional signage, at appropriate locations for safe site design.
- Ground-mounted signs should be integrated into the landscaping design.

F5 - Loading areas, utilities and servicing

- Loading and waste facilities should be located at the rear of the Vehicle Drive-through Facility building, and should provide adequate screening from adjacent uses where applicable.
- Utilities and servicing facilities (waste, loading) should be integrated into the building design wherever possible.
- Where feasible any freestanding waste facility should be enclosed in a building and be constructed of material that is compatible with the finishing materials of the main building.
- All utilities including transformers or any other servicing equipment should be located within buffered areas to limit views from the public street, while remaining accessible for services.

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- Concept layouts for drive-through sites (modified), page 4, www.richmondhill.ca
- Drive-through traffic, page 6, www.mikeontraffic.com
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- Drive-through facility layout concept, page 12, www.ajax.ca
- Compatibility with adjacent uses, page 15, City of Oshawa
- Drive-through layout, page 17, www.generalcode.com
- Queuing and Site Circulation, page 18, www.sfb.nathanpachal.com
- Queuing lanes adjacent to Street, page 19, City of Oshawa
- Dedicated queuing lanes with lighting, page 19, www.lighting.cree.com
- Articulated Built form page, 20, www.trevisbayatnaples.com
- Built form framing the street edge, page 21, www.lpplan.com
- Landscaping and Streetscape, page 22, City of Oshawa
- Streetscape and Pedestrian environment, page 23, www.sfb.nathanpachal.com
- Concept showing elements of site design (modified), page 24, www.ottawa.ca
- Elements of drive-through facility site design, page 25, City of Oshawa

Glossary

- **Landscaped Open Space:** open space on a lot which is used for landscaping of any kind or land which is used for any accessory recreational purpose and, notwithstanding the generality of the foregoing, includes lawns, flower beds, shrubbery, trees and other plantings, decorative pools, ponds and other natural water bodies, private walkways, patios, unenclosed porches, tennis courts, shuffleboard courts, playgrounds, swimming pools, pool areas, decks and similar recreational facilities, but does not include any parking space, aisle, driveway or loading space.
- **Vehicle Drive-through Facility:** the use of land, buildings or structures, or parts thereof, to provide or dispense products or services, either wholly or in part, through/by an attendant or a window or automated machine, to persons remaining in vehicles that are in a Vehicle Queuing Lane but does not include a car wash or kiosks and automated machines located within a parking garage or public parking lot.
- **Vehicle Queuing Space:** an area occupied or intended to be occupied by a motor vehicle within a Vehicle Queuing Lane while awaiting service from a Vehicle Drive-through Facility.
- **Vehicle Queuing Lane:** an on-site, unobstructed, continuous lane or a dual lane that includes Vehicle Queuing Spaces, other than an aisle or a parking space and which does not obstruct any required Fire Route.
- Will/Must: guidelines using the words “will” or “must” are mandatory and must be included in the project’s design.
- Should: guidelines which employ the word “should” are intended to be applied as stated. However, an alternative measure be considered if it meets or exceeds the intent of the guideline.
- Encouraged/Discouraged/May: guidelines using the words “encourage”, “discouraged” or “may” are desirable but not mandatory.

Note: The Commissioner of Development Services and the Director of Planning Services have the discretion to make minimum changes to this document provided the overall intent of the guidelines are maintained.

The application of the guidelines is at professional discretion of Commissioner and Director.

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