

COMMITTEE OF THE WHOLE (WORKING SESSION) – JANUARY 25, 2010

CITY OF VAUGHAN IMPROVEMENT AND POTENTIAL REGULATION OF DRIVE-THROUGH FACILITIES FILE 15.109 WARDS 1-5

Recommendation

The Commissioner of Planning recommends:

1. THAT the report dated January 25, 2010 from the Commissioner of Planning regarding proposed Official Plan Amendments, proposed Zoning By-Law Regulations, and Draft Design Guidelines for Drive-Through Facilities be received;
2. THAT the Policy Planning Department be directed to initiate public and industry consultations concerning the Proposed Official Plan Amendments, Proposed Zoning By-law Amendments and Draft Design Guidelines for Drive-Through Facilities; and
3. THAT a report with final recommendations be submitted to Council for consideration after appropriate consultations have been completed.

Contribution to Sustainability

Consistent with *Green Directions Vaughan*, the City's Sustainability and Environmental Masterplan, the regulation of drive-throughs along with Design Guidelines will support environmental sustainability and fulfill a number of goals and objectives outlined by the plan, specifically:

Goal 2: To ensure sustainable development and redevelopment

Goal 3: To ensure that Vaughan is a city that is easy to get around with low environmental impact

3.1.2. Through policies to be described in the new Official Plan, develop a more walkable and transit-friendly community with adequate public spaces and a finer grain network of streets.

The needs of pedestrians, compact development and public transit will be supported by the strengthening and improvement of the public realm. A reduction in car dependence may also help reduce greenhouse gas through a reduction in vehicular idling. A reduction in site paving which is needed to support the drive-through function and other car dependent uses may also help to reduce the urban heat island effect and increase ground water penetration.

Economic Impact

There are no requirements for new funding associated with this report.

Communications Plan

Proposed amendments to the Official Plan and Zoning By-law and Design Guidelines discussed in this report will be presented to the public and industry representatives (Ontario Restaurant Hotel & Motel Association) for further discussion and input.

Purpose

The Policy Planning Department has prepared proposed Official Plan amendments, proposed Zoning By-law regulations and draft Design Guidelines for Drive-Through Facilities, in response to the initial Committee of the Whole motion of November 10, 2008 requesting that: "Planning Staff be directed to bring forward a report to a future Committee of the Whole meeting, to deal with the issue of drive-throughs."

At the Committee of the Whole (Working Session) on June 22, 2009, Policy Planning Staff presented policy initiatives aimed at mitigating the impact of drive-throughs. In addition, information regarding the status of other municipalities' actions concerning this issue was provided. On June 30, 2010 the Committee of the Whole recommended approval of recommendations put forth by the Commissioner of Planning in the June 22, 2009 report that planning staff be directed to undertake a review of the Zoning By-law and Official Plan and prepare Design Guidelines with respect to drive-through facilities for consideration at a future Committee of the Whole meeting.

Background - Analysis of Current Conditions

Vaughan's urban form is largely shaped by the automobile. The resulting built and spatial form and densities are posing a challenge to the creation of a more transit supportive, pedestrian friendly urban form, as required by the Region of York Official Plan (December 2009) and Places to Grow, Growth Plan for the Greater Golden Horseshoe (2006). Drive-throughs not only have site specific ramifications such as litter, odour and noise that can have a negative impact on adjacent residential areas, but given their proliferation, these facilities promote car-dependence that is linked to urban sprawl. This ultimately plays a part in undermining the key drivers of Vaughan's transformation, as identified by the current Official Plan Review process – placemaking and environmental sustainability.

Provisions for 'drive-through facilities' within Bylaw 1-88 do not adequately address site specific impacts of drive-throughs such as their design and relationship to adjacent uses and the public realm. In addition, under Vaughan's current zoning regime, drive-throughs are not defined as a separate land use and have been permitted as an accessory use for Convenience Eating Establishments in certain Commercial zones (C2, C5, C7 and C10), as of right. Banking establishments and other commercial land uses that do not explicitly permit drive-throughs are required to apply for a site-specific By-law to obtain approval for a drive-through facility or obtain permission through a minor variance to the Committee of Adjustment. These applications have generally been supported.

Many of Vaughan's recent policies such as OPA 620 (Steeles Corridor – Jane to Keele) promote pedestrian-friendly and transit-supportive development thereby implying restrictions on drive-throughs. Drive-through accessory uses are restricted explicitly within the Thornhill Centre Street area (OPA 671), discouraged from locating within the Vellore District Centre (OPA 650) and the Carville District Centre (OPA 651). OPA 633 (amendment to the Kleinburg-Nashville Community Plan) does not permit auto-oriented uses and zoning does not permit drive-throughs within the Villages of Maple, Kleinburg and Old Thornhill.

Vaughan currently has 80 drive-through facilities primarily associated with convenience eating establishments or banks, the highest number per capita in the Greater Toronto Area (See Fig. 2). Vaughan has 1 drive-through for every 3,141 persons compared to Mississauga which has 78 drive-throughs or 1 drive-through per 8,571 persons. In contrast, our neighbouring municipality, Markham, which has a similar population density and is at a comparable stage in its urban evolution has 30 drive-throughs or 1 per every 8,719 persons.

The large number of drive-throughs is a symptom of sprawl and the relative convenience of the automobile in a low density environment with predominantly segregated rather than a mix of land

uses. This underscores a need to re-examine our priorities with respect to environmental stewardship, pedestrian and transit-oriented mobility versus our current paradigm which is automobile oriented. Where drive-through facilities are permitted, there is the need to improve the aesthetic appearance of these uses and site planning aspects.

Mitigating the effects of these car-oriented uses is difficult to manage through the site plan control process alone. City-wide policies enshrined within the City's new Official Plan and more comprehensive standards and provisions under Zoning By-law 1-88 are needed along with Design Guidelines to address the full spectrum of issues. Such an endeavour is supported by existing municipal, regional and provincial policies, including the Region of York Official Plan and Transit-Oriented Development Guidelines, City of Vaughan Pedestrian and Bicycle Master Plan Study, Parking Standards Review Study, "Green Directions Vaughan", the Environmental Masterplan, and the City of Vaughan new Official Plan exercise.

Ontario Municipal Board Ruling

Efforts to regulate the location and proliferation of drive-through facilities through zoning controls rather than outright prohibition, have been more widely supported by the Ontario Municipal Board. When used in conjunction with design guidelines such controls have enabled municipalities to somewhat manage and reduce the development of drive-throughs.

In 2004, the City of Toronto introduced zoning provisions that defined drive-throughs as a separate land use. The provisions prohibit them from certain areas such as mixed-use and residential areas, and establish standards to be applied in other areas where drive-throughs are permitted.

A series of appeals (36 in total) were heard by the Ontario Municipal Board, as the new zoning regime was applied to each municipality comprising the amalgamated City. The Board supported the City, recognizing the City's efforts to define and regulate, but not prohibit, a land use, which is entirely the purview of Council. In the decision issued on January 23, 2004, the Board Member acknowledged that:

"While treating drive-throughs as accessory uses to permitted uses has generally been a satisfactory approach to date, it is clearly within the purview of Council to determine that the increase in the number of applications for drive-through facilities necessitates that the land use be defined..."

The Board has also supported the use of zoning restrictions to achieve municipal planning objectives related to the creation of more pedestrian-friendly, transit-supportive precincts and development forms. Where zone restrictions are applied the OMB has also accepted requirements for minimum separation distances to mitigate concerns related to adverse impacts, such as noise, odour, air quality, hours of operation and pedestrian safety resulting from the drive-through operation.

In conclusion, efforts to regulate but not ban drive-through facilities outright to fulfill broad planning objectives have been supported by the Board.

Other Municipalities

Several GTA municipalities are responding to the proliferation of the drive-through facilities through the imposition of new statutory regulations and/or design guidelines to mitigate the effects of drive-through development, notably Toronto, Mississauga, Brampton, Markham and Oakville.

The following Table 1 chart summarizes how a number of comparable cities in the Greater Toronto Area are addressing the drive-through issue.

Table 1. Drive-Through Policies of Other Cities in the Greater Toronto Area and Beyond

Municipality	Prohibitions/Restrictions	Zoning By-law/Official Plan amendment	Design Guidelines
Toronto	City-wide restrictions in residential, mixed-use and central area zones are in place. Drive-throughs permitted in employment and commercial zones with 30 metre separation from residential zones.	Separate land use, strict setbacks and conditions. Consolidated in one city-wide by-law	Yes
Markham	Considering prohibitions in some areas. Markham Centre by-law does not permit drive-throughs	By-law prohibiting drive-throughs, reducing queuing lanes and their location being considered. Currently rely on site-specific amendments to regulate drive-throughs	A public meeting on the drive-through draft design guidelines will be scheduled in the first quarter of 2010
Oakville	Permitted in all commercial zones with mandatory buffer strips abutting residential areas. Permitted in employment zones except where abutting residential. Prohibited in exclusively residential zones. Discouraged from downtown and traditional main street areas.	No separate land use designation. Considered an accessory to a land use	Guidelines prepared based on study, but deemed insufficient in addressing problems. Anti-idling By-law augments efforts but difficult to enforce
Waterloo	Drive-throughs permitted in certain commercial zones, discouraged in Uptown and residential areas	Accessory to a land use. Recent zoning amendments to permit drive-throughs refused by Council	Finalized Design Guidelines
Caledon	Restrictions under consideration. Proposed amendments (OPA 204) will establish locational restrictions and a 90 metre separation between drive-through facilities and residential areas.	Drive-throughs are an accessory to a land use. Proposing restriction of drive-through facilities to certain locations within Rural Service Centre and Industrial/Commercial Centers, and prohibition in Villages and Hamlets with the exception of Caledon Village commercial core.	Finalized design guidelines have been prepared for industrial commercial areas only.

Municipality	Prohibitions/Restrictions	Zoning By-law/Official Plan amendment	Design Guidelines
Mississauga	Not city-wide, but restricted in Streetsville and Port Credit. Drive-throughs cannot be within 60 metres of a residential zone.	Drive-throughs are an accessory to a land use.	Design Guidelines applied on a case-by-case basis. Further restrictions are being considered as well as an Anti-idling By-law to ticket drivers in stacking lanes.

The conclusion that may be drawn from this overview is that many municipalities within the Greater Toronto Area and beyond have undertaken to address the site-specific and city-wide impacts of drive-through facilities. The particular focus is on discouraging or restricting drive-through facilities from city and district centres undergoing or planned for intensification; applying minimum setbacks to protect residential areas from the noise, pollution and litter such facilities may generate; and producing design guidelines to more effectively address site-specific issues.

Proposed Official Plan Policy, Zoning By-law and Design Guidelines for Drive-Through Facilities

The Policy Planning Department has developed Official Plan policies, Zoning By-law provisions and Design Guidelines for drive-through facilities that support and promote the intensification of key areas within the City of Vaughan while protecting sensitive areas. These will serve as catalysts for the urbanization of the City of Vaughan, consistent with Provincial and Regional policy directives. The specific objectives are as follows:

1. To restrict drive-through accessory uses from areas undergoing or planned for intensification and those areas where a pedestrian-friendly character needs to be protected and enhanced such as primary intensification corridors, local centres (district centres and Heritage Conservation Districts), primary centres and the Vaughan Metropolitan Centre while permitting conventional drive-through facilities in certain commercial and employment zones of the City where opportunities for mixed-use and transit service are limited;
2. To curb the proliferation of drive-throughs by restricting them on the official plan level to an accessory use associated with convenience eating and banking establishments in specific areas; and
3. Where permitted, to improve the site planning and design of drive-throughs and their relationship to pedestrians and other land uses such as residential.

Official Plan Policies

In order to better manage the location and proliferation of drive-throughs, policies need to be incorporated into the New Official Plan that support the implementing Zoning By-law regulations and Design Guidelines proposed by and attached to this report:

Drive-throughs are now an established retailing practice for types of commercial uses and service providers, and as such can have a significant impact on the urban fabric, streetscape and residential environmental quality of life. To support pedestrianization and transit, all new drive-through facilities shall adhere to specific Design Guidelines and should only be permitted outside of existing or planned intensification areas and areas where a pedestrian-friendly character needs to be protected and enhanced. These areas include primary intensification corridors, local centres (district centres and Heritage Conservation Districts), primary centres and the Vaughan Metropolitan Centre. Official Plan policies and zoning should mitigate the effects such facilities can have especially on residential areas while maintaining the services that are to be provided. The Official Plan policies should consider such matters as the separation of uses, design of sites, and the relationship of the building and site to the public realm. The following policies will shape future drive-through applications:

- 1) Drive-throughs are a complement to commercial activity at appropriate locations and should only be located such that the use does not adversely affect the goals of pedestrianization, transit supportiveness or have an adverse impact on residential neighbourhoods;
- 2) Drive-through facilities should be restricted from primary intensification corridors, local centres (district centres and Heritage Conservation Districts), primary centres and the Vaughan Metropolitan Centre, New Community Areas and areas where a pedestrian-friendly character needs to be protected and enhanced, as defined by the Region of York Official Plan;
- 3) Drive-through uses shall adhere to high standards of urban planning and design in that they:
 - Provide for pedestrian safety, scale and comfort
 - Complement existing uses
 - Be compatible with current and planned uses
 - Contribute to attractive streetscapes, views and sightlines
 - Do not separate buildings from the public street
 - Are separated from sensitive uses such as schools and residential areas with appropriate setbacks

Zoning By-law Provision Changes

Designation of drive-throughs as a separate land use is not recommended; however, existing land uses that permit drive-throughs will have to be amended to include banking establishments. Provision will also have to be made for both Convenience Eating Establishments or Banking Establishments within these existing land uses to operate with or without a drive-through facility subject to the standards proposed below. The City's current development standards for drive-throughs are set out in Section 5.1.7 of By-law 1-88.

The more stringent standards are intended to further intensification objectives and protect existing residential neighbourhoods from the impact of drive-through facilities.

The existing drive-through facilities may continue to operate as they are, but any change or expansion of use will trigger the application of the new standards.

The following amendments and supplementary regulations to the existing provisions for drive-through facilities within the Zoning By-law are recommended:

Table 2. City of Vaughan Current and Proposed By-Law Standards

<p><u>Current By-Law Standards for Drive-Through Facilities:</u></p>	<p><u>Proposed By-Law Standards for Drive-Through Facilities:</u></p>
<p>A drive-through facility shall only be permitted with a Convenience Eating Establishment and in accordance with the following provisions:</p> <ul style="list-style-type: none"> a) The stacking lane shall be separated from the parking area by a curbed island or other such barrier; b) The stacking lane leading to the pick-up window shall accommodate a minimum of eight (8) cars, and shall have a minimum width of 3.5 metres; c) The stacking lane shall be clearly identified; and d) The access points to a stacking lane shall be properly located so as to minimize the impact of the stacking lane on the internal traffic circulation. 	<p>A drive-through facility shall only be permitted with a Convenience Eating Establishment or Banking Establishment and in accordance with the following provisions:</p> <ul style="list-style-type: none"> a) The stacking lane shall be clearly identified and separated from the parking area by a curbed island or other such barrier; b) The stacking lane leading to the pick-up window shall be designed to accommodate a minimum/maximum of eight (8) cars for Convenience Eating Establishments and five (5) cars for Banking Establishments, and shall have a minimum/maximum width of 3.5 metres; c) All points of a drive-through facility including stacking lanes associated with a Convenience Eating Establishment or Banking Establishment shall be set back a minimum of 30 metres from any residential zone; d) No portion of a drive-through facility including stacking lane, drive aisle, pick up station associated with a Convenience Eating Establishment or Banking Establishment shall be located between the building and a public street. e) A maximum of one (1) drive-through lane shall be permitted for each establishment; f) Drive-through facilities shall not be permitted side-by-side; g) Drive-throughs shall be restricted on lands in the areas identified on the Proposed Drive-through Restriction Area Map, Attachment 3, (subject to amendment)

Design Guidelines

To complement the proposed Official Plan policy and Zoning By-law changes, a comprehensive set of Design Guidelines has been attached. These Design Guidelines will address site specific design issues that will minimize conflicts between pedestrians and cars, mitigate noise, odour and all forms of pollution generated by drive-through facilities, raise aesthetic standards and promote a positive street relationship.

The following urban design guideline categories are proposed:

1. Site Plan Organization
2. Pedestrian Safety, Amenity and Access
3. Vehicular Circulation and Parking
4. Landscaping and the Environment
5. Signage
6. Servicing and Utilities

Illustrations of typical site layouts are included in the guidelines to demonstrate how they are to be applied. Each example has been built and tested in the City of Vaughan or in other municipalities. The following site conditions are illustrated:

1. On a corner site.
2. On a mid block-site.

Relationship to Vaughan Vision 2020/Strategic Plan

This report is consistent with the priorities set forth in Vaughan Vision 2020, particularly "Plan & Manage Growth & Economic Vitality".

Regional Implications

This approach is consistent with Region of York Official Plan (December 2009) with respect to compact, efficient development within Centres and Corridors and Region of York Transit-Oriented Development Guidelines (September 2006).

Conclusion

The regulation of drive-throughs is an essential step towards creating the pedestrian-friendly and transit-supportive urban environment that underpins successful urban development, consistent with provincial, regional and municipal policies. As evidenced by the proliferation of drive-throughs in Vaughan, site plan control alone cannot be effective. Changes to the Official Plan, existing zoning regime and Design Guidelines are needed to address the site specific and City-wide impact of drive-through uses and facilities. Consultations with the public and industry will serve to further refine the aforementioned guideline and policy changes proposed by Staff to ensure that they will be workable and successful.

Attachments

1. Draft Design Guidelines for Drive-Through Facilities.
2. Distribution of Drive-Throughs in Vaughan
3. Proposed Drive-Through Restriction Areas

Report prepared by:

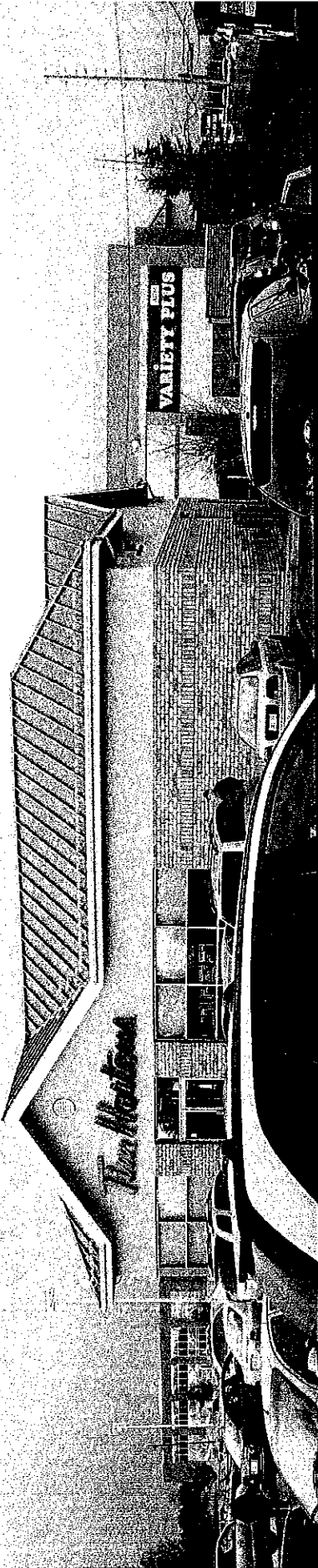
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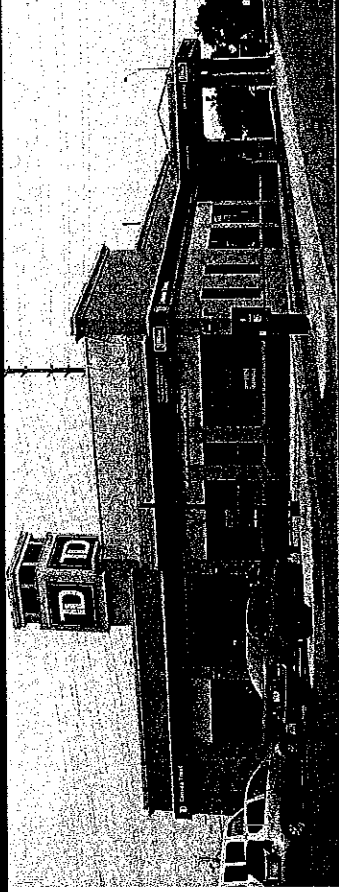
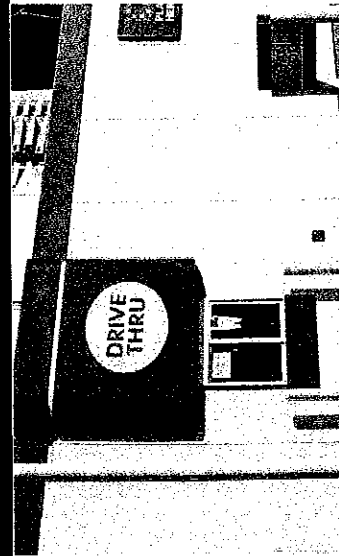
Respectfully submitted,

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Commissioner of Planning

DIANA BIRCHALL
Director of Policy Planning & Urban Design



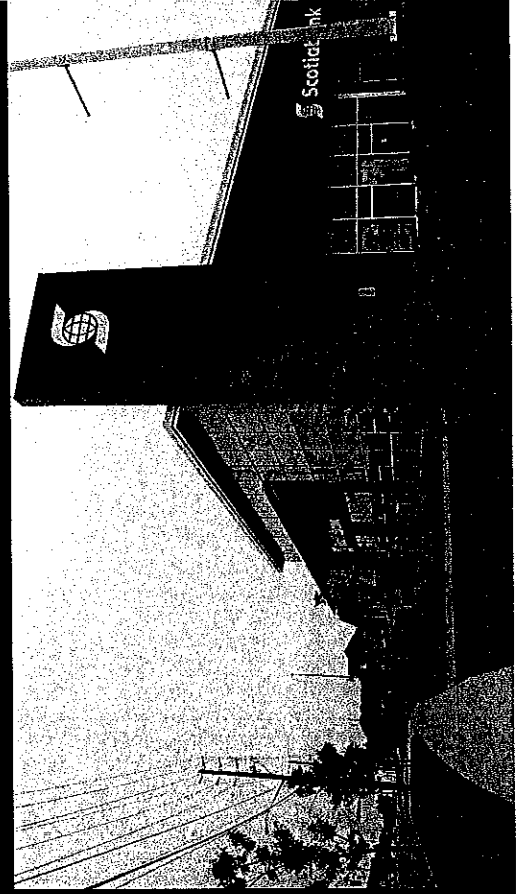
DESIGN GUIDELINES



DRIVE-THROUGH FACILITIES

City of Vaughan Policy Planning Department

City of Vaughan
The City Above Toronto



Design Guidelines for Drive-Through Facilities

1

1.0 Introduction and Background

Purpose and Application

The intent of these guidelines is to ensure that drive-throughs:

- are appropriately developed and their design and configuration mitigates the impact of on-site activities on adjacent areas;
- provide for functional and safe pedestrian, vehicular and bicycle circulation as well as efficient stacking movements;
- contribute towards attractive streetscapes, quality public realm and contextual and aesthetic urban design objectives.

To complement proposed zoning and Official Plan changes, this set of Design Guidelines has been developed to address site specific issues of design at the site plan application stage. They are intended to minimize conflicts between pedestrians and cars and establish a suitable interface with adjacent residential uses. They are also intended to promote a street orientation to the building, consistent with the City's existing urban design planning documents and broader policy objectives. Developments with drive-through facilities should meet the same urban design criteria as other commercial types of development so as not to compromise the City-wide framework for development and its broad objectives of sustainability, transit and pedestrian supportiveness.

In addition, the guidelines will recognize differences between the operation of a fast food drive-through and a drive-through bank facility, with different site design and stacking laneway requirements integrating the different operational elements of the site.

Design Guidelines for Drive-Through Facilities

1

Existing Conditions and Regulations

Vaughan's urban form is largely shaped by the automobile and the resulting built and spatial form and densities are posing a challenge to the creation of a more compact, transit supportive, pedestrian friendly urban form. Drive-throughs not only have site specific ramifications, but given their proliferation, these facilities promote car-dependence that is linked to urban sprawl. Many studies have shown this to be inherently unsustainable. The growing range of commercial land uses with a drive-through accessory use such as fast-food restaurants, banks, pharmacies and dry cleaners further promotes an automobile-oriented culture. For the majority of customers, drive-throughs are not essential to purchase goods or to access services. This ultimately plays a part in undermining the key drivers of Vaughan's transformation, as identified by the current Official Plan Review process – placemaking and environmental sustainability.

The Design Guidelines are intended to support Official Plan and Zoning By-law Amendments. In particular, regulations will prohibit drive-throughs facilities in existing and planned primary intensification corridors, local centres, primary centres, new communities, heritage conservation districts and the Vaughan Metropolitan Centre.

The site specific aspects affecting quality of life, health and pedestrian-friendliness, include:

1. Traffic
2. Noise
3. Environmental/Air Quality
4. Odour
5. Pedestrian and Automobile Conflicts
6. Illumination and Signage
7. Visual Impact
8. Site Servicing, Paving and Grading
9. Hours of Operation
10. Littering and Waste

Design Guidelines

To complement future Zoning By-Law and Official Plan changes, the following broad urban design guideline categories are proposed:

1. Site Plan Organization
2. Pedestrians and Cyclists
3. Vehicular Access, Parking and Stacking
4. Landscaping and the Environment
5. Signage
6. Services and Utilities
7. Lighting

Design Guidelines for Drive-Through Facilities

2

Site Plan Organization

2.0 Site Plan Organization

Objective: Site planning organization for drive-throughs should contribute to the vitality of the public street while protecting pedestrians on site and adjacent residential areas.

- Drive-through stacking lanes or surface parking should not separate the building from the street and impede pedestrian movement (**See Fig. 2**);
- Buildings should harmonize with adjacent buildings with respect to height, setbacks, frontage, configuration and architectural detailing to define a coherent street edge;
- Primary building entrances should be directly connected and related to the public sidewalk (**See Fig. 2, 3 & 6**);
- Where deeper building setbacks occur, enhanced landscaping, low walls, gateways and trees should be used to define street edges and provide an attractive pedestrian realm;
- Large expanses of blank walls facing the street are to be avoided and active interior uses should be visible through generous street-facing windows;
- Where blank walls exist and are visible within the public realm they should be animated with details, recesses and projections, texture, masonry patterns and plantings (**See Fig. 2**);

- The design of loading and garbage areas should minimize noise, odour and their visual impact through hard and soft landscaping while avoiding conflicts with pedestrian circulation; and
- Noise-emitting fixtures, including ordering board speakers, patios, garbage storage should be located away from residential areas and schools.

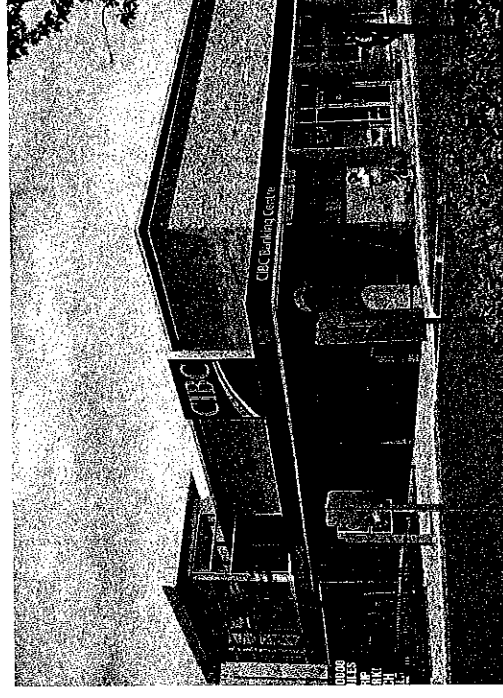


Figure 2 - Street-related bank with drive-through at rear

Design Guidelines for Drive-Through Facilities

2

Site Plan Organization

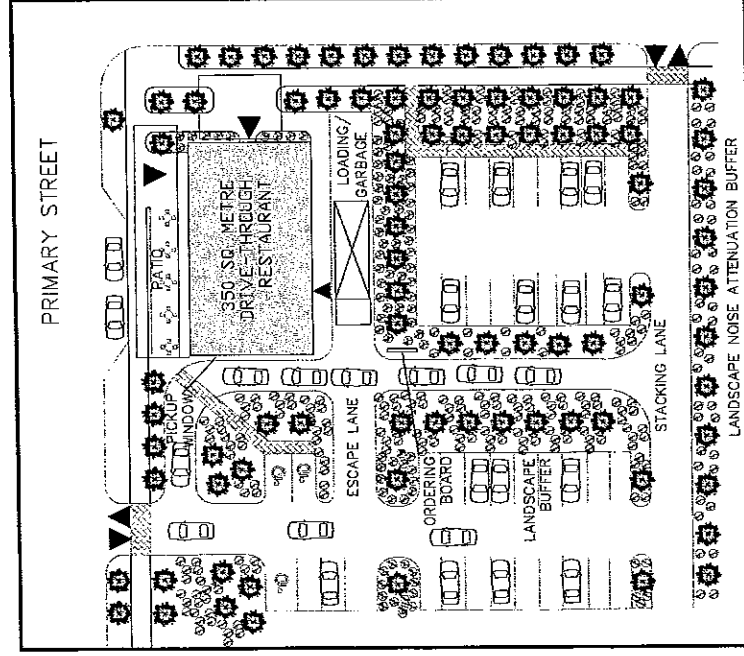


Figure 3 – Plan of street-oriented building with patio and direct pedestrian access from street

Design Guidelines for Drive-Through Facilities

3

3.0 Pedestrian Safety, Amenity and Access

Objective: To ensure public safety and comfort, sites should be organized so that pedestrians have direct, safe and barrier-free access to areas on the site.

- Provide well articulated, direct and barrier-free pedestrian access from the public sidewalk that avoids conflicts with automobiles across stacking lanes, parking aisles, driveways and loading areas. Pedestrian walkways should not be located in the vicinity of temporary garbage storage areas (See Fig. 4 & 5);
- Ensure that building entrances are safely and conveniently accessible from the parking lot and public sidewalk (See Fig. 6);
- Provide an unobstructed, distinctly paved and raised 1.5 metre wide pedestrian path connection across stacking lanes, parking aisles and driveways where this condition is unavoidable;
- Provide amenities to support pedestrian safety, comfort and convenience such as benches, lighting, trash receptacles and patio tables and chairs, where appropriate;
- Use soft landscaping and small architectural features such as masonry piers to delineate pedestrian walkways and pedestrian access to buildings;

- Install curb cuts to facilitate pedestrian and bicycle access;
- Provide pedestrian-scaled illumination for bicycle parking near building entrances and pedestrian walkways; and
- Locate at least 3 bicycle parking spaces close to the building entrance in a manner that does not impede pedestrian movement.

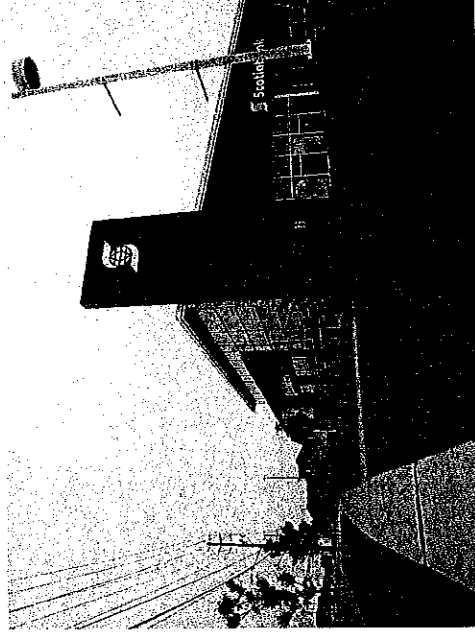


Figure 4- Pedestrian connection to public sidewalk

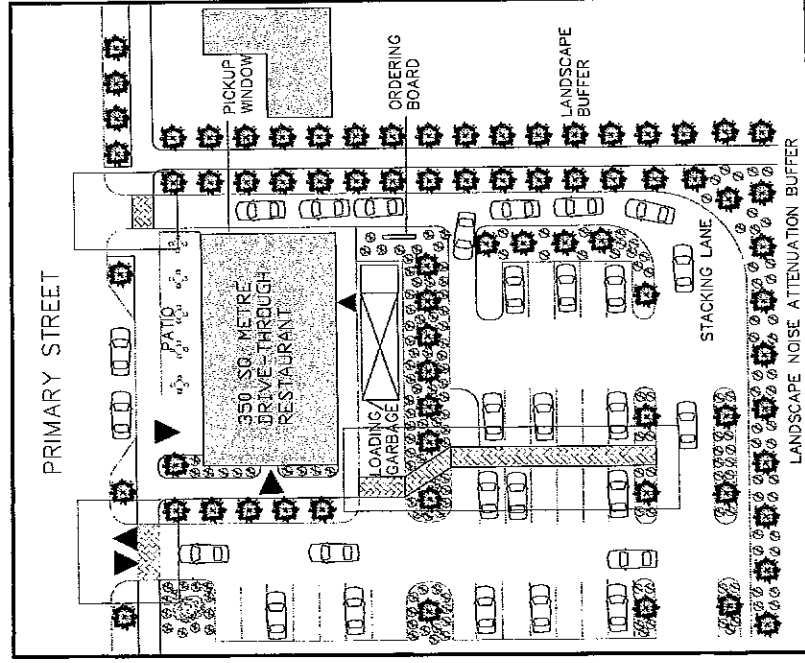


Figure 5 – Clearly defined pedestrian routes linking key destinations

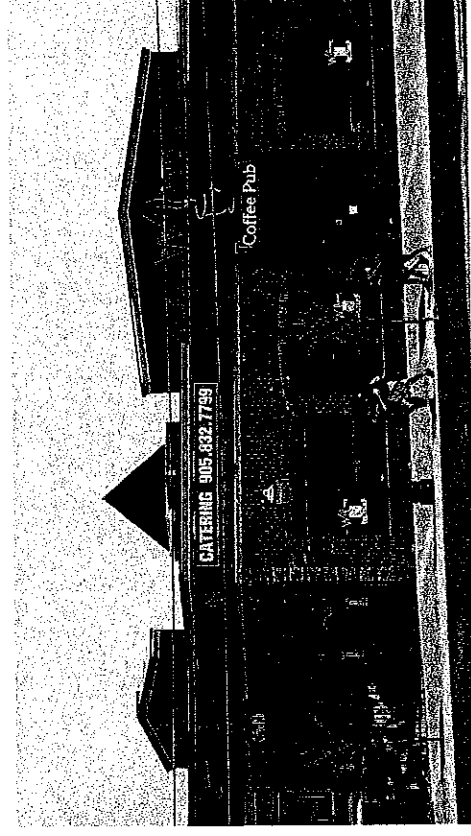


Figure 6 – Patio and primary pedestrian entrance related to public sidewalk

Design Guidelines for Drive-Through Facilities

4

4.0 Vehicular Circulation, Parking & Stacking

Objective: Vehicular access, parking and stacking should be designed and configured in a way that promotes efficient traffic circulation while limiting possible conflicts with pedestrian movement.

- Locate vehicular access points into the site away from street intersections and minimize the number of potential vehicular movements around the access location. Vehicular access points to corner sites should be located on secondary streets, where possible;
- Minimize the number and width of driveways from public streets for safety and pedestrian comfort. Reduce streetscape interruptions by employing shared laneways and easements and re-activate rear laneways where they have become dormant;
- Place the access point to the stacking lane of a drive-through facility as deeply into the site as possible to avoid spill over into the public street (See Fig. 7);
- A stacking lane, drive aisle or parking should not be located between the building and the street but to the side or rear of buildings (See Fig. 8);
- The stacking lane should be separated from the parking and pedestrian areas by a curbed planted area;

- Design stacking lanes to be linear with a minimum amount of curves and turning movements, where possible;
- The number of stacking spaces required for Convenience Eating Establishments versus Banking Establishment will be different. The Zoning By-Law should be referred to for further details;
- Vehicular circulation in stacking lanes, driveways, loading areas should not conflict with pedestrian walkways. Ensure unobstructed vehicular and pedestrian sight lines at crossings and all intersection points;

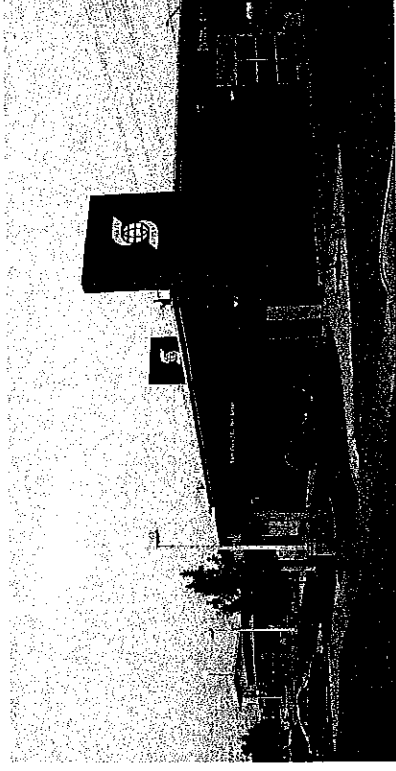


Figure 7 – Bank drive-through at rear of building

Design Guidelines for Drive-Through Facilities

4

Vehicular Circulation, Parking & Stacking

- All points of a Convenience Eating Establishment's drive-through facility including stacking lanes shall be set back from abutting land uses as per the Zoning By-Law to minimize noise, odour, pollution and visual impacts;
- Provide clearly visible and appropriately placed directional signage at entrance and exit locations to stacking lanes; and
- Pedestrian/vehicular intersection points should be distinctly paved and raised for traffic calming.

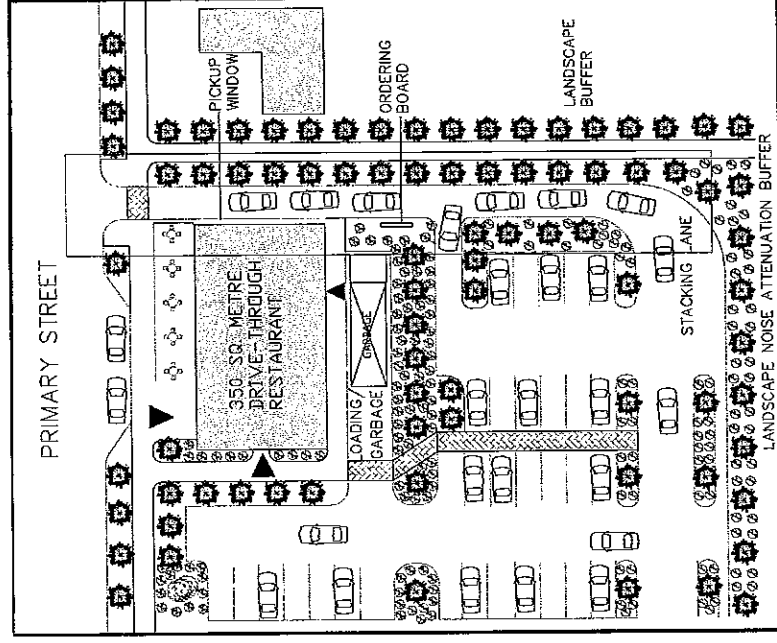


Figure 8 – Stacking lanes should be located to the side or rear. Driveway access points should be minimized

Design Guidelines for Drive-Through Facilities

5

5.0 Landscaping and the Environment

Objective: Landscaping is an effective means of integrating attractive and functional site elements with drive-through facilities, defining the public realm, while mitigating the noise, odour, light pollution and other intrusions that such facilities may create.

- Utilize landscaping throughout the site to soften and improve the appearance of parking lot edges, stacking lanes, storage and loading areas and provide visual and noise buffering between abutting residential areas (See Fig. 9);
- Hard and soft landscaping such as street trees, banks of shrubs and low walls should be employed to reinforce and define a consistent street edge. Retaining walls should be avoided in favour of gradual terracing, where this condition exists (See Fig. 10);
- Site landscaping should be designed to be consistent with adjacent lots and in accordance with a streetscape masterplan or vision, where available;
- Provide a minimum 2.0 metre landscape area generally at the perimeter of the site;
- Plan the site to include areas for snow storage without conflicting with site circulation, landscaping and utility boxes and meters;

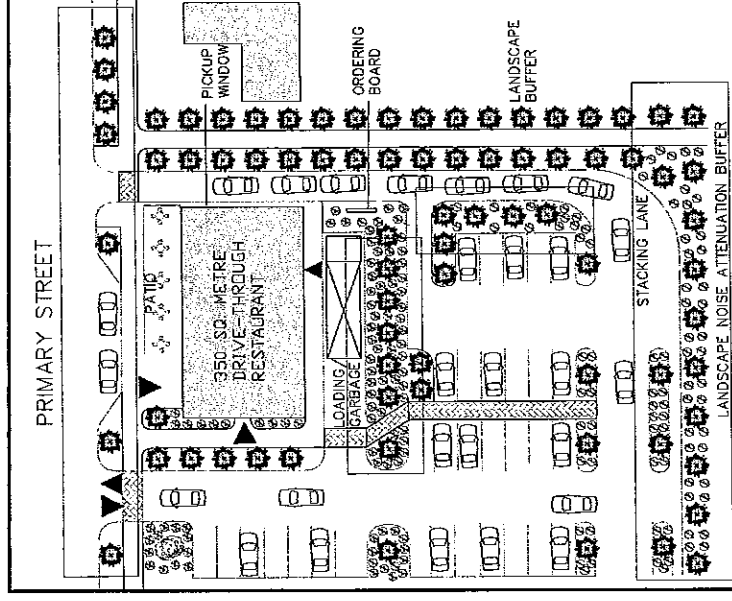


Figure 9 – Distribute landscaping to define streetscapes, screen and mitigate negative impacts.

Design Guidelines for Drive-Through Facilities

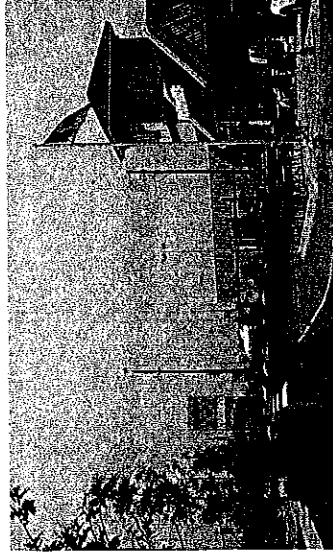


Figure 10

- Provide outdoor patios along the street side of buildings or to the side to animate streetscapes. Patios should be enclosed with low walls or fencing, include furnishings and lighting and detailed as part of the site plan review (See Fig. 11);
- Protect mature trees on the site by minimizing grade changes and hard surfaces, as per the City of Vaughan Tree Protection By-Law;
- A monoculture of tree plantings should be avoided. Consult the Development Planning Department (Urban Design) for preferred tree planting ratios, spacing, sustainable drought-tolerant/salt-tolerant plantings suited to Vaughan's conditions, minimum sizes and for any bans in effect. The Region of York should be consulted for streetscape standards within their right of way;

- Incorporate a variety of deciduous and coniferous trees and shrubs for year-round interest, texture, shape and seasonal colour;
- Trees should be planted with access to at least 30 cubic metres (at 0.9 m depth) of good quality soil;



Figure 11 – Restaurant related to the drive-through facility

Design Guidelines for Drive-Through Facilities

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- Tree planting designs should protect plantings from stress caused by compaction, salt, snow piling and vehicle overhang (See Fig. 12);

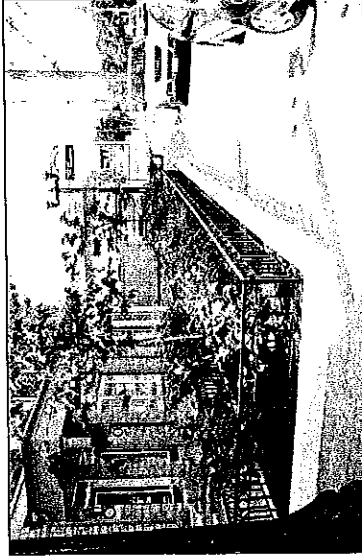
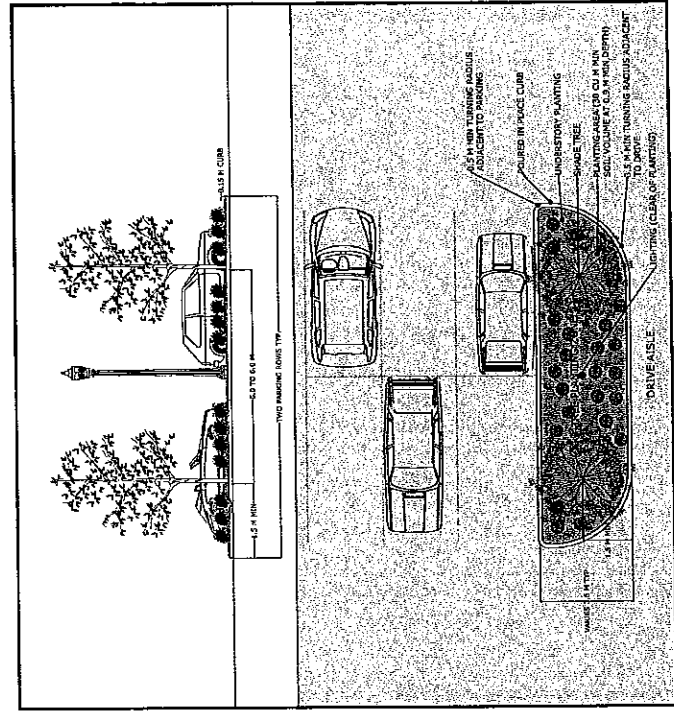


Figure 12 – Planting solutions for healthy trees and vegetation

- Incorporate ecoswales that collect, store and filter stormwater in order to improve groundwater recharge where a minimum 2.5 metre wide landscape buffer is provided;
- Use green technologies such as green roofs, drip irrigation and cisterns for storm runoff detention and recycling and other Leadership in Energy and Environmental Design (LEED) approaches. Refer to the City of Vaughan's *Urban Design & Sustainable Design Guidelines* for other initiatives; and

- Include landscaped end islands at either end of parking rows, which include at least 2 high-branching deciduous shade trees (See Fig. 13).



DESIGN CONCEPT FOR END-OF-ROW ISLAND WITH SHADE TREES AND UNDERSTORY PLANTING

Figure 13

Design Guidelines for Drive-Through Facilities

6.0 Signage

Objective: Signage and way finding devices should be designed in a manner that is in scale with the building and pedestrian realm and is complementary in design, colour while minimizing visual clutter.

- The design of signage is to be proportional in scale with the building and not overwhelm or compete with any architectural elements or rooflines. (See Fig. 14);
- Provide clearly visible and appropriately placed directional signage at entrance and exit locations to stacking lanes;
- Ground-mounted and pylon signs should be avoided;
- Each building is to have an address or unit number located near the primary entrance and visible from the street; and
- Minimize visual clutter with simple graphics and lettering. Illuminated sign boxes or any back-lit signage and signs that cause glare or light spillover should be avoided.

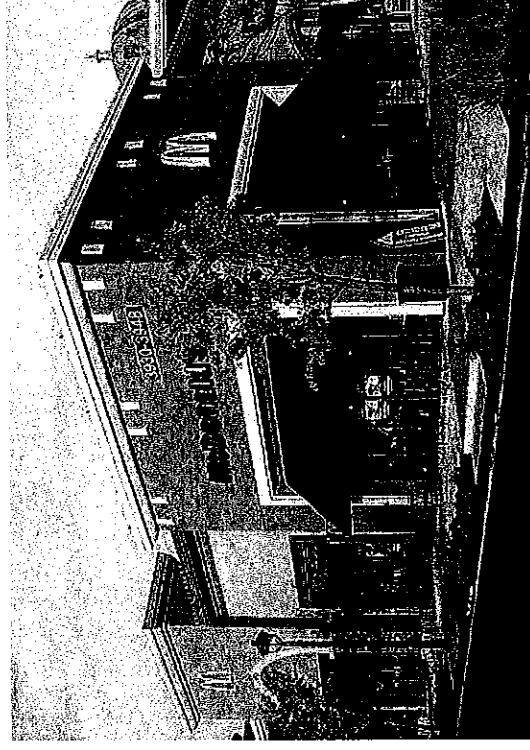


Figure 14 – Discreet signage that does not detract or dominate the streetscape or architecture

Design Guidelines for Drive-Through Facilities

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Servicing & Utilities

7.0 Servicing & Utilities

Objective: Servicing and utilities shall be integrated with the design of the site or screened from view so as not to detract from the site's urban design quality or pedestrian experience.

- Garbage rooms are to be enclosed within the building and storage areas should be located to the rear of the building and screened from neighbouring properties and public streets with layered vegetation or a wall that is integrated with the design of the building;
- Enclose all utility equipment including utility boxes, transformers, meters within buildings or screen them from view on the public street; and
- Plan the site to include areas for temporary snow storage without conflicting with site circulation, landscaping and utility boxes and meters.

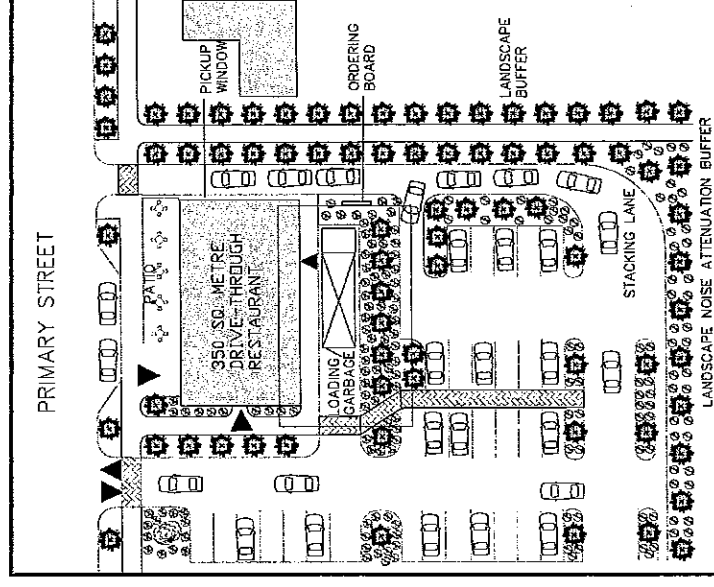


Figure 15 – Garbage and loading should be located to the rear of buildings, screened with planting and architecturally integrated

Design Guidelines for Drive-Through Facilities

8 Lighting

8.0 Lighting

Objective: Lighting should accentuate architectural features, enhance public safety while minimizing environmental impacts and unwanted light spillage into sensitive areas.

- Direct lighting sources away from adjacent properties and provide screening where necessary. Where required, provide light distribution information to demonstrate minimal impacts on adjacent properties;
- Lighting conditions and pedestrian comfort;
 - a. 4:1 ratio between highest and lowest light levels to avoid hot spots
 - b. 5 Lux for pedestrian and 6 for roads
 - c. 1 Lux = 10 foot candles
- Use efficient white light sources to reduce energy costs and to create a natural colour balance for safety and security;
- Install lighting that is of a scale, type of light and intensity appropriate to its purpose, i.e. avoid "overlighting." Consider adjacent sources of light when determining lighting levels;
- Direct light downward and inward and avoid light overspill on adjacent properties and night sky pollution; and
- Provide pedestrian-scaled lighting, such as bollards or smaller scale pole fixtures along pedestrian routes.

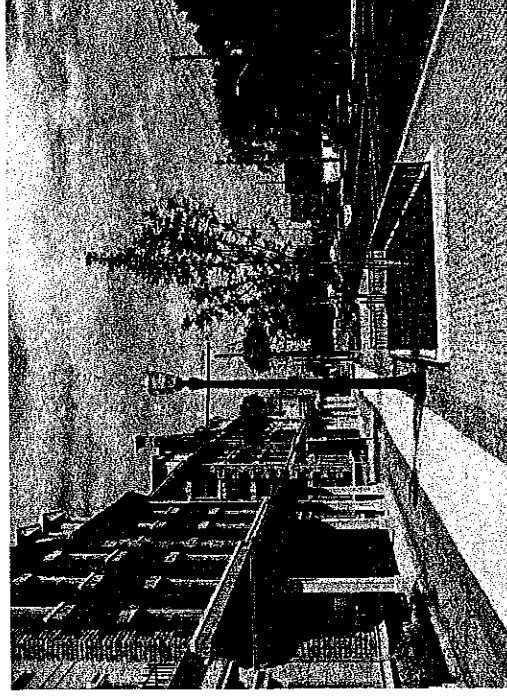


Figure 16 – Contextually-based lighting

Design Guidelines for Drive-Through Facilities

Notes

