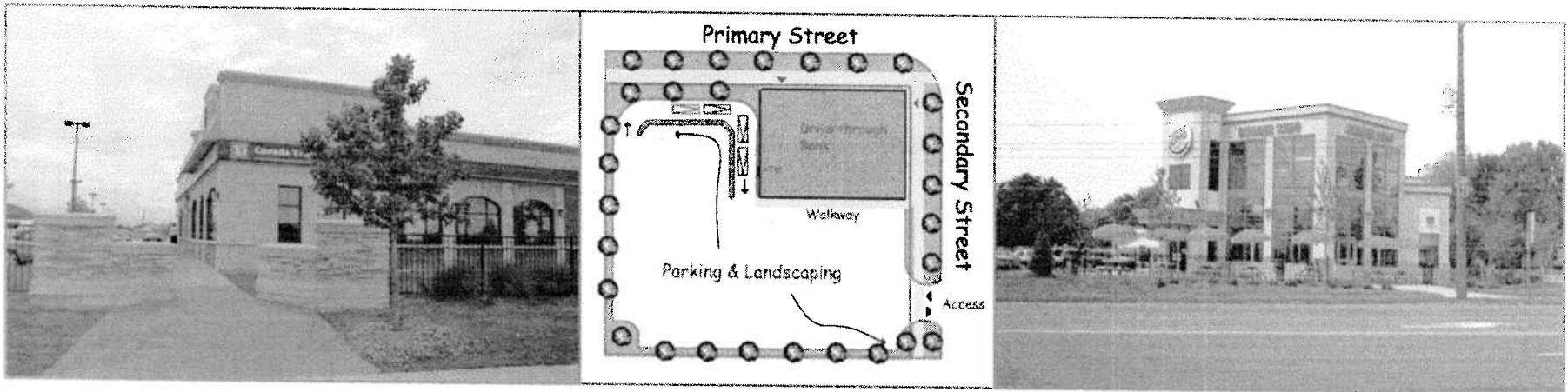


# Town of Markham Drive-through Facilities Design Guidelines



M. Behar Planning & Design Inc.  
40 Vogell Road, Unit 46  
Richmond Hill, Ontario L4B 3N6  
T: 905.292.1064 F: 905.292.7633



# Study Purpose

- Research current municipal practice and obtain stakeholder input.
- Provide design guidance for drive-through facilities and associated vehicle stacking and parking areas throughout the Town of Markham.
- Provide direction during the pre-consultation and planning approval process to promote, properly assess and achieve appropriate forms of drive-through development.
- Inform and feed into the creation of an implementing zoning by-law amendment to be prepared by the Town of Markham.

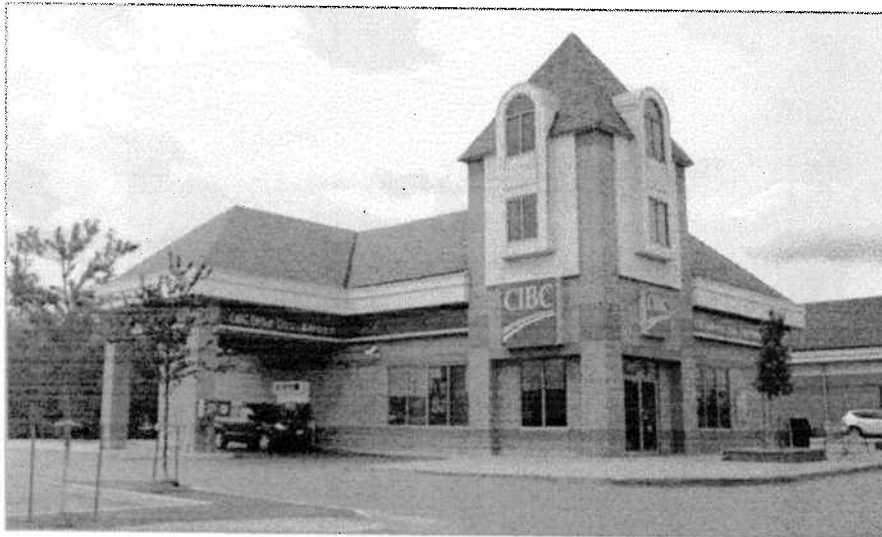
# Study Process

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- Project Inception, Background Review and Analysis (August 2009)
- Prepare Background Report (September 2009)
- Stakeholder Workshop (October 7, 2009)
- Prepare Draft Guiding Principles and Guidelines (October and November 2009)
- Report to Planning and Development Services (December 1, 2009) (we are here)
- Present Guidelines at Public Meeting together with Zoning By-law provisions to be prepared by Town staff. (date to be determined)

# Study Process

- Survey of all the existing drive-through facilities in Markham



CIBC at Woodbine and 16<sup>th</sup> Avenue



Tim Hortons and Kennedy and Duffield

# Today's Meeting

- Review Legal Opinion prepared by Ritchie, Ketcheson, Hart & Biggart LLP regarding potential prohibition of drive-through facilities.
- Review potential zone provisions.
- Present draft guidelines.
- Receive comments and feedback from the Development Services Committee on the draft guidelines.
- Confirm study direction and timelines.

# Background

- In November 2008, a Staff Report entitled “Potential Regulation of Drive-through Facilities” was prepared for Council.
- Council resolved that Staff report back to Development Services Committee with recommendations regarding development standards, including provisions such as:
  - Prohibiting drive-throughs in specified zones
  - Prohibiting drive-throughs within a certain distance of residential uses
  - Prohibiting queuing lanes within certain distances of a street
  - Prohibiting queuing lanes between the building and the street

# Background

- Council resolved that Staff report back to Development Services Committee with a recommended set of urban design guidelines, including provisions to:
  - Integrate operational elements of the site, e.g. pedestrian, cyclist and motor vehicle movements
  - Enhance views from public streets and contribute to a high quality public space
  - Create safe and comfortable pedestrian and cyclist environment, and minimize impact on adjacent nearby uses.

# Background – Legal Opinion

- **Prohibition Not Recommended**
- Ontario Municipal Board appeal decisions show that efforts to establish a total ban on drive-through facilities would prompt strenuous resistance from the drive-through industry.
- Instead proceed with a by-law that defines drive-throughs as a separate land use, prohibits them within specified areas and prescribes certain criteria, such as separation distances.
- These regulations be accompanied by strong urban design guidelines and development standards.



# Potential Zone Provisions


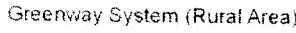
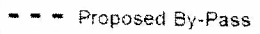


## Drive-through facilities

- Defined as a separate land use
- Not permitted on single sites immediately abutting residential property
- Permitted as part of a larger mixed commercial development adjacent to residential zones subject to setbacks (stacking lane 40m from residential zone)
- Limited in number on a mixed commercial development site subject to site area (max. 3)
- Requirements (including but not limited to) stacking lane location and length, landscape, building height & setbacks
- Not permitted in several areas




## Regulation of Drive-through Facilities

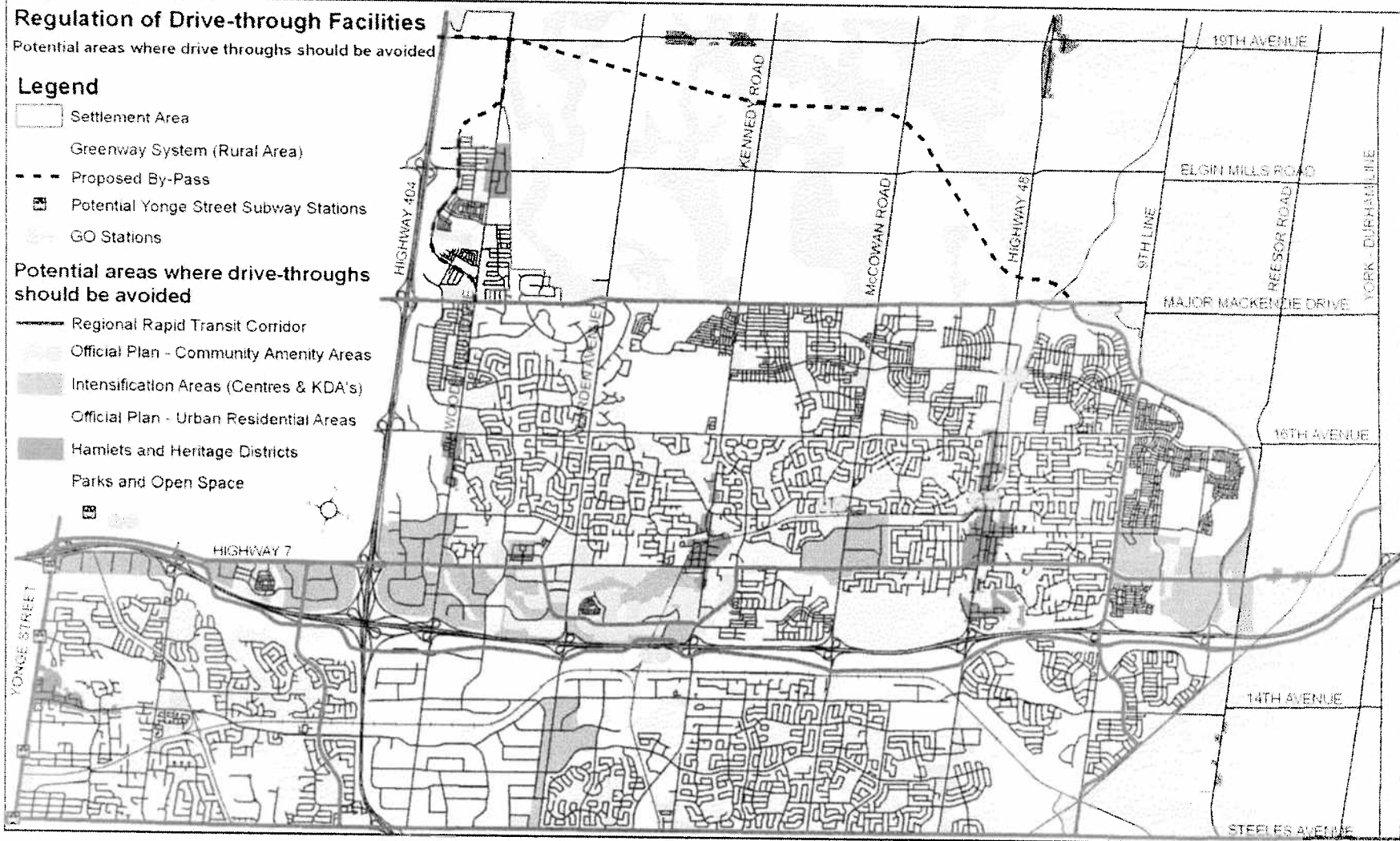
Potential areas where drive throughs should be avoided

### Legend

-  Settlement Area
-  Greenway System (Rural Area)
-  Proposed By-Pass
-  Potential Yonge Street Subway Stations
-  GO Stations

Potential areas where drive-throughs should be avoided

-  Regional Rapid Transit Corridor
-  Official Plan - Community Amenity Areas
-  Intensification Areas (Centres & KDA's)
-  Official Plan - Urban Residential Areas
-  Hamlets and Heritage Districts
-  Parks and Open Space



# Issues & Challenges

## **Environmental**

- Litter, air quality
- Heat island effect & climate change (increases in non-permeable surface area)

## **Surrounding Uses (residential)**

- Noise
- Illumination
- Hours of Operation

## **Transportation Planning**

- Traffic & Congestion
- Stacking lane configuration

## **Public Health**

- Automobile dependency
- Physical inactivity
- Pedestrian safety

## **Urban Form**

- Street presence of buildings
- Streetscape & pedestrian friendliness

## **Complete Communities**

- Community Sustainability
- Smart Growth Goals

# Guiding Principles

- Guiding Principles were discussed at the Stakeholder Workshop held in October 2009.
  - Locational Criteria
  - Site Size
  - Relationship to Adjacent Uses (specifically residential)
  - Site Access, Vehicular and Pedestrian Traffic
  - Stacking & Queuing
  - Buildings and the Streetscape
  - Landscaping, Signage & Lighting
  - Servicing & Utilities
- 56 design guidelines have been prepared.

# Locational Criteria

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- **Guiding Principle**

Drive-through uses should be avoided in areas characterized, in part, by vibrant commercial/mixed use main streets, tighter parcel fabric and pedestrian friendly streetscapes.

- **Sample Design Guideline**

**Guideline 2:** Avoid drive-through facilities in Intensification Areas, Regional Rapid Transit Corridors; Heritage Conservation Areas; Hamlet Areas and new communities.

# Site Size

- **Guiding Principle**

A minimum lot area should be established to ensure drive-through sites are adequately sized to provide ample room to meet buffering and landscaping requirements. Double drive-throughs present particular challenges due to increased parking requirements and two stacking lanes addressing one building.

- **Sample Design Guidelines**

**Guideline 3:** Avoid drive-through restaurant facilities on sites less than 0.3 ha when located adjacent residential uses.

**Guideline 5:** Encourage a maximum of one drive-through facility per site. On large sites, in excess of 1 hectare in area, more than one drive-through facility may be considered to a maximum of 3 facilities. Drive-through restaurants should be limited to a maximum of two facilities per site.

# Relationship to Adjacent Uses

- **Guiding Principle**

Appropriate setback distance, buffering and landscaping should be incorporated into site design to ensure that concerns related to noise, litter, light and air quality are properly mitigated.

- **Sample Design Guidelines**

**Guideline 6:** Discourage drive-through facilities from locating adjacent residential properties. Where it is clearly demonstrated that this cannot be achieved, the stacking lane and/or order box associated with a drive-through facility shall be setback a minimum distance of 40 metres from the nearest lot line of any adjacent residential use.

**Guideline 8:** Provide a landscaped buffer zone, minimum 7.5m wide, along each yard adjoining residential uses.

# Relationship to Adjacent Uses

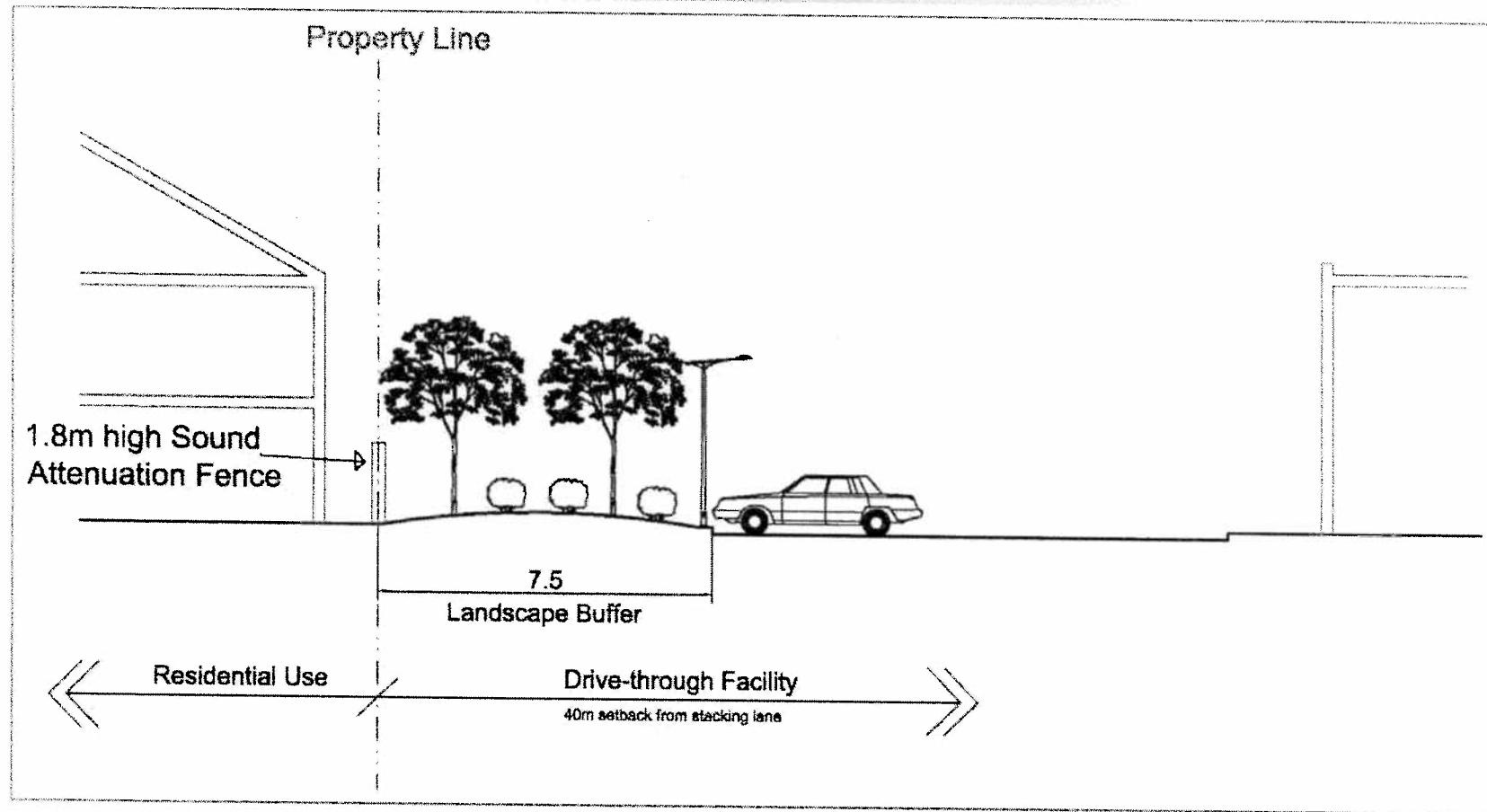


Illustration of a 7.5 meter buffer adjacent a residential use, which utilizes trees, shrubs and berming where the drive-through facility is provided as part of a larger mixed commercial development.



# Site Access, Vehicular & Pedestrian Traffic

- **Guiding Principle**

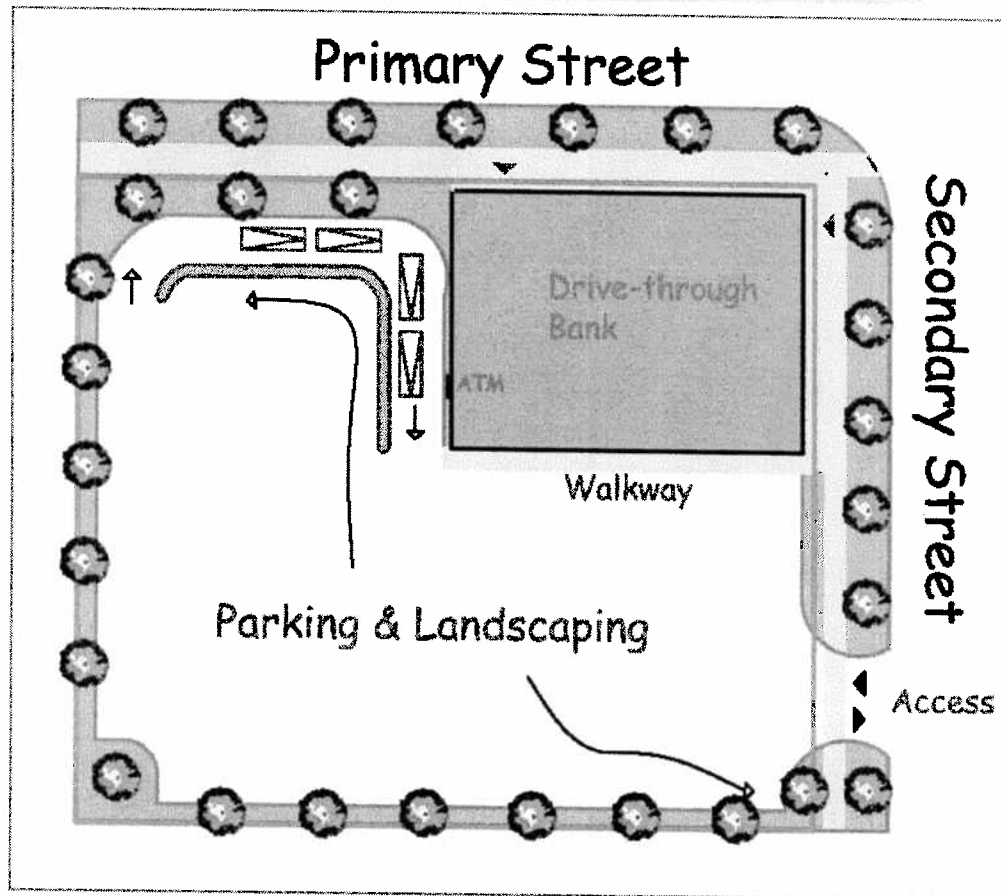
To avoid safety concerns and mitigate potential on-site conflicts, drive-through facilities should provide for safe and efficient pedestrian and vehicular access to the building and site.

- **Sample Design Guidelines**

**Guideline 10:** Locate access points into the site away from street intersections and minimize the number of potential vehicular movements around the access location.

**Guideline 11:** Minimize the number and size of vehicular access points to the site from the public street. If feasible, on corner sites provide a vehicle access point from the secondary street.

# Site Access, Vehicular & Pedestrian Traffic



Corner location provides an access point into the site away from the intersection as well as being from a secondary street.

# Stacking & Queuing

- **Guiding Principle**

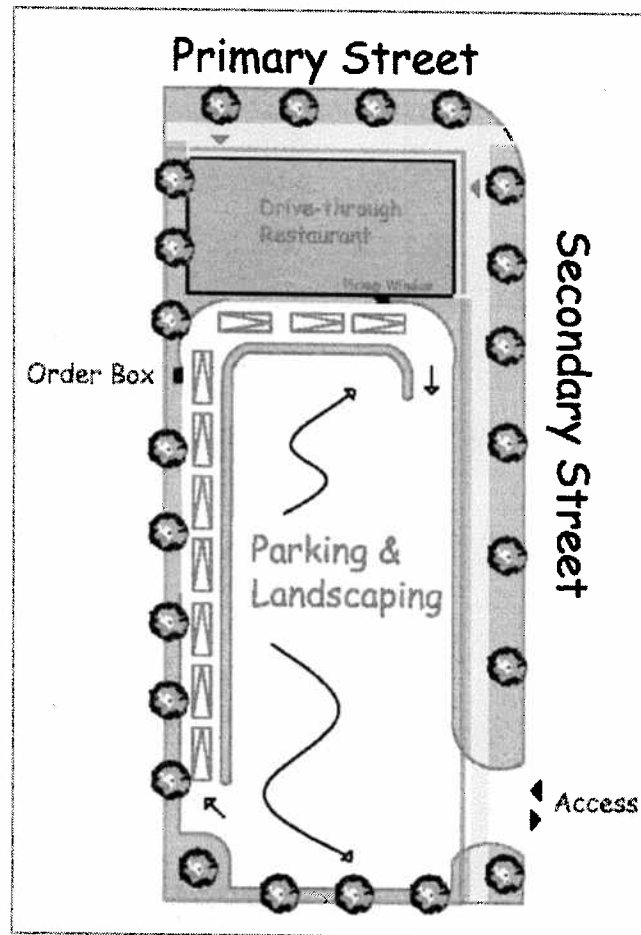
Providing for adequate stacking lanes is a critical element of avoiding on-site circulation and safety issues. Stacking lanes should be designed to achieve maximum efficiency of the stacking lane and the functioning of the overall site.

- **Sample Design Guidelines**

**Guideline 18:** Provide for a minimum distance of 2 - 3 car lengths between the entrance to the stacking lane and the access to the site from a street.

**Guideline 21:** Avoid stacking lane from wrapping around the building.

# Stacking & Queuing



Sketch showing a building oriented towards the street with the stacking lane adequately contained within the site.

# Building Organization & Streetscape

- **Guiding Principle**

When buildings are oriented towards the street, they assist in creating a vibrant and animated streetscape. Buildings should be located adjacent the street, without parking or driveways between the building and the street line.

- **Sample Design Guideline**

**Guideline 27:** Place the building at or near the street frontage of the site. Design corner buildings to address both streets directly. Incorporate elements such as increased height at the corner, as well as massing and roof features. Articulate both street facing facades of the building appropriately.

# Building Organization & Streetscape



Scotia Bank on the Queensway in Toronto provides a proper street frontage, facade treatment and use of windows along street facing walls.

# Landscaping, Signage & Lighting

- **Guiding Principle**

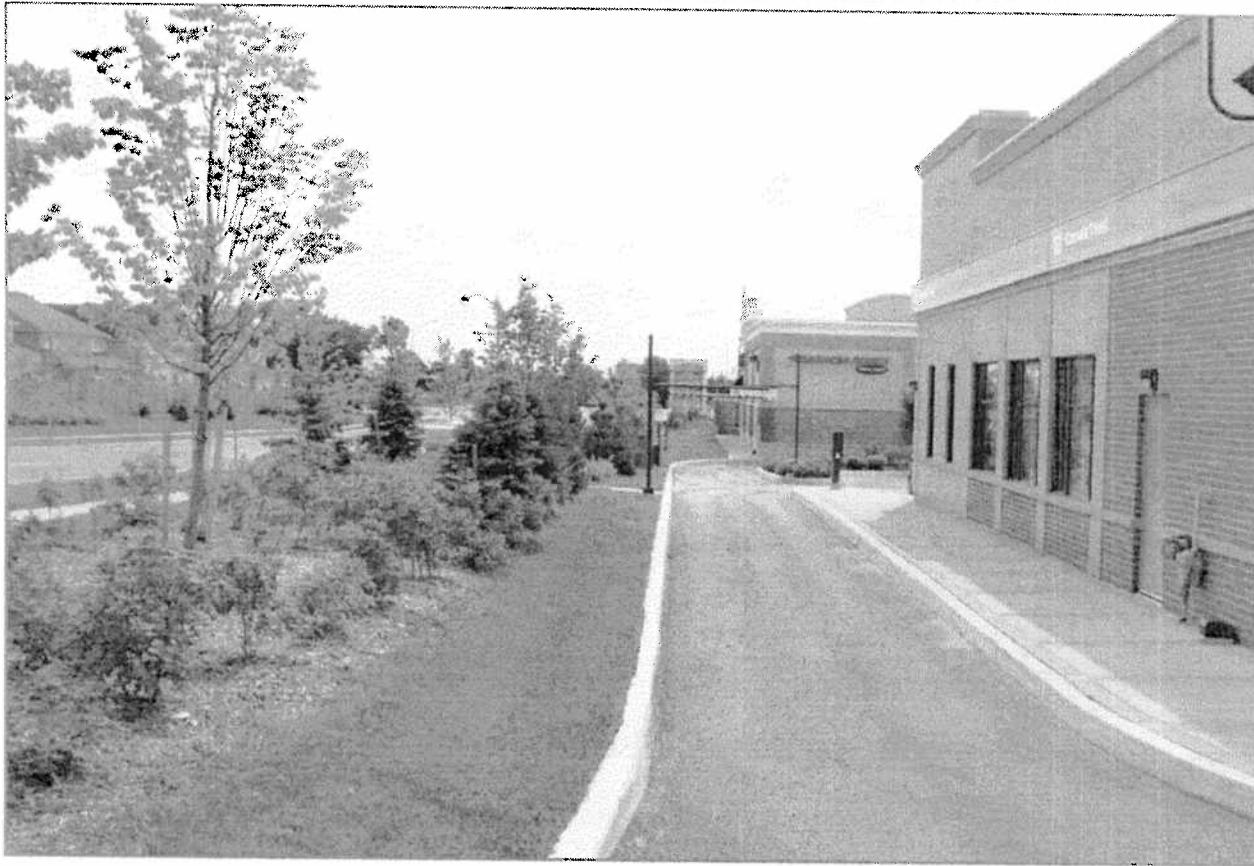
Drive-through facilities require a significant amount of asphalt to accommodate parking and stacking areas. Appropriate landscape considerations should be given to site design as a means of providing buffering from residential areas.

- **Sample Design Guidelines**

**Guideline 41:** Provide a 3m minimum landscaped area where parking / stacking are adjacent to a public street.

**Guideline 42:** Maximize opportunities for on-site landscaping along site perimeters as well as within the site. Use a minimum width of 1.5m for perimeter landscaping.

# Landscaping, Signage & Lighting



TD Bank at 407 & 9<sup>th</sup> Line illustrates an adequate landscaped buffer between the street the stacking lane.



# Servicing & Utilities

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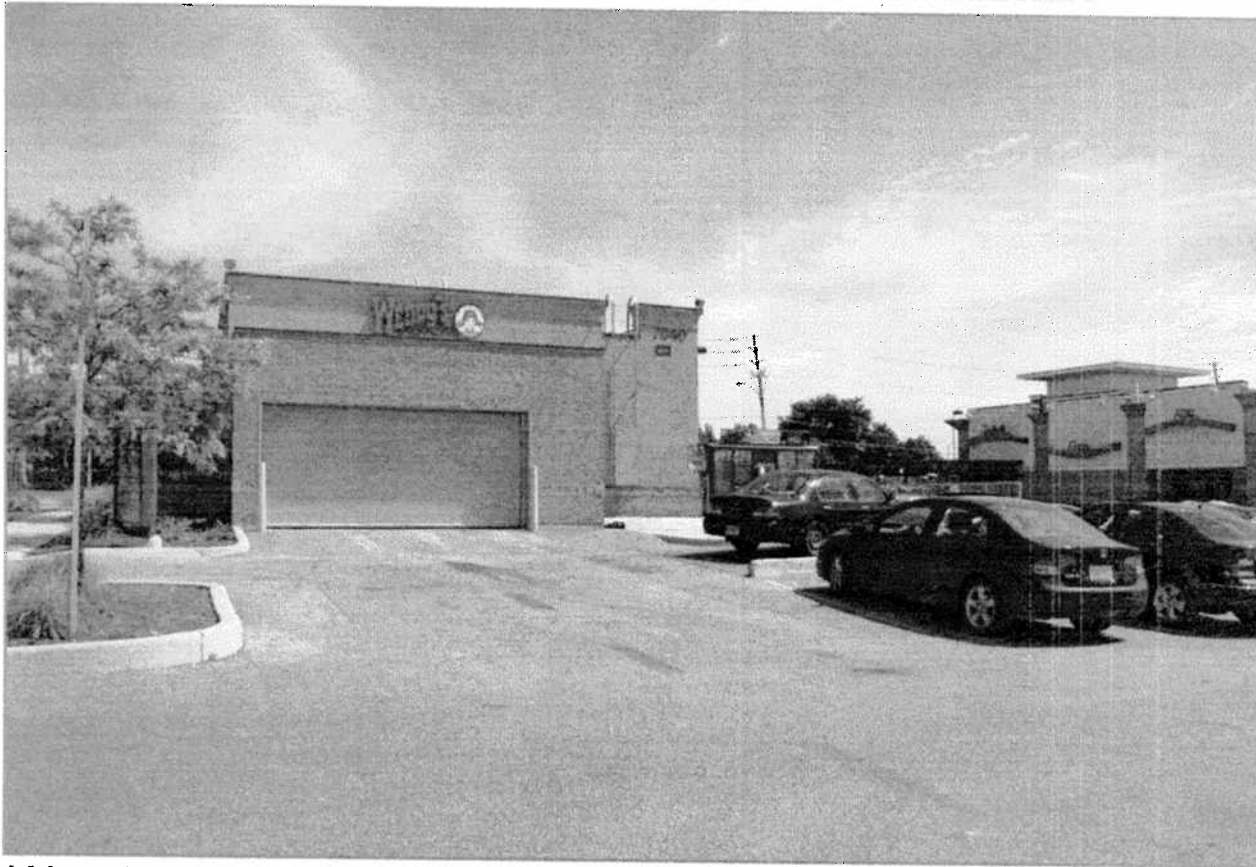
- **Guiding Principle**

Properly accommodating the vital operational elements of a drive-through facility, including utility and servicing, will assist in achieving an efficient site design as well as a higher aesthetic quality.

- **Sample Design Guideline**

**Guideline 54:** Place loading and garbage facilities at the rear of the drive-through building, and provide screening from neighbouring properties and public streets as necessary. Integrate such facilities into the building wherever possible.

# Servicing & Utilities



Wendy's restaurant on Steeles Avenue demonstrates how to appropriately situate and enclose garbage areas at the rear, and within the building.

# Next Steps

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- Make revisions to draft document based on feedback received from Committee and stakeholders.
- Prepare and submit final document.
- Present Guidelines at Council Public Meeting together with draft zoning by-law provisions prepared by Town staff. (Date to be determined)

# Questions / Comments

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