

Drive-throughs

June 24, 2008

Development Services Committee

TWO COMPONENTS OF A DRIVE-THROUGH:

1. Service Window or Kiosk
2. Queuing Lane

WHERE ARE DRIVE-THROUGHS FOUND?

Drive-throughs generally accessory to principle uses such as restaurants, banks and pharmacies

They are also associated with some dry cleaners, personal service shops, and retail stores

WHY DRIVE-THROUGHS EXIST

Tenants (banks, pharmacies, restaurants) are requiring them from property developers

- convenient way to provide service to certain customers
- public associates drive-throughs with these types of businesses
- convenient for physically challenged



CONCERNS WITH DRIVE-THROUGHS

- visual impact/urban design
- conflict between pedestrians, cyclists and automobiles
- environmental issues:
 - air quality (idling)
 - noise & light
 - odour
 - littering & waste
 - heat island
- hours of operation



THREE PART STRATEGY TO MITIGATE CONCERNS

1. **Zoning By-law Requirements & Restrictions**
2. **Urban Design Guidelines**
3. **Amend Anti-idling and/or Eating Establishment By-laws**

1. Zoning By-law Requirements & Restrictions

Toronto has amended its zoning by-laws to:

- prohibit in residential, mixed-use and central area zones; and
- permit in commercial and industrial zones, provided there is a 30 metre (98.5 feet) separation from any abutting residential zone or use

1. Zoning By-law Requirements & Restrictions

Markham has generally used site specific amendments to regulate drive-throughs and queuing lanes

The Markham Centre By-law does not permit drive-throughs

1. Zoning By-law Requirements & Restrictions (con't)

Town's zoning By-laws could be amended to:

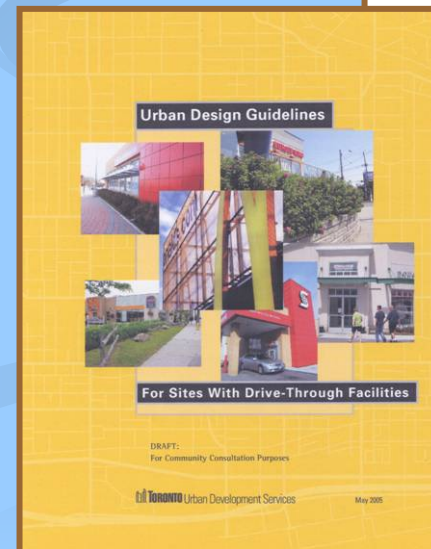
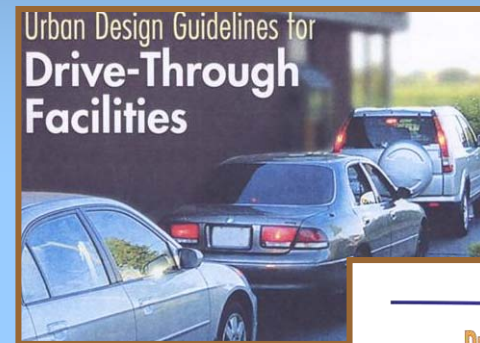
- prohibit drive-throughs in specified zones
e.g. zones that permit residential uses;
- prohibit drive-throughs within a certain distance of residential uses;

1. Zoning By-law Requirements & Restrictions (con't)

- prohibit queuing lanes within certain distances of a street;
- prohibit queuing lanes between the building and the street.

2. Urban Design Guidelines

Municipalities,
including the Town of
Oakville, and the Cities
of Ottawa and Toronto
have developed Urban
Design Guidelines to
provide guidance at
the site plan
application stage.



2. Urban Design Guidelines (con't)

Establish criteria and standards for the design of sites with drive-through facilities 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;

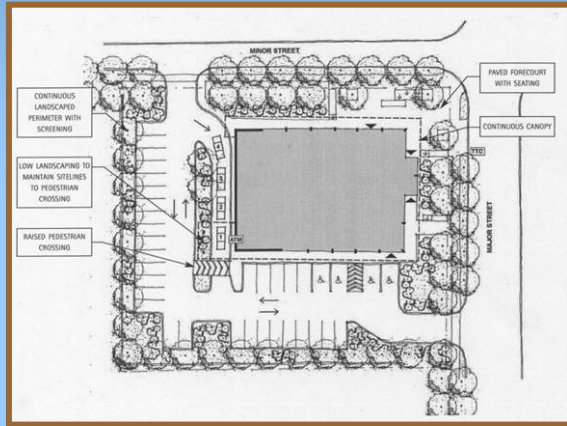
2. Urban Design Guidelines (con't)

- create a safe and comfortable pedestrian and cyclist environment;
- minimize impacts on adjacent or nearby land uses.

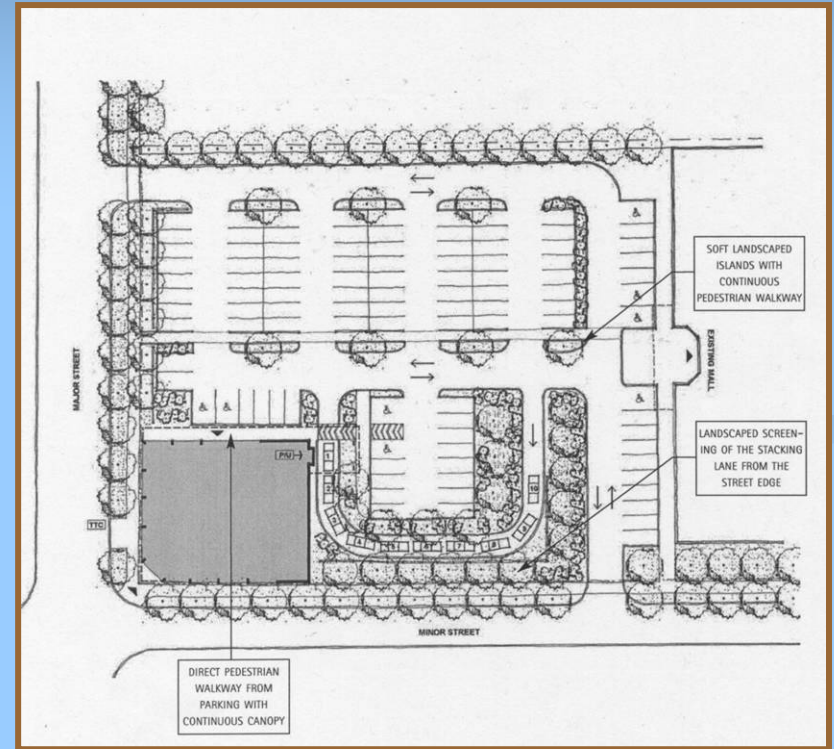
2. Urban Design Guidelines (con't)

Toronto Examples

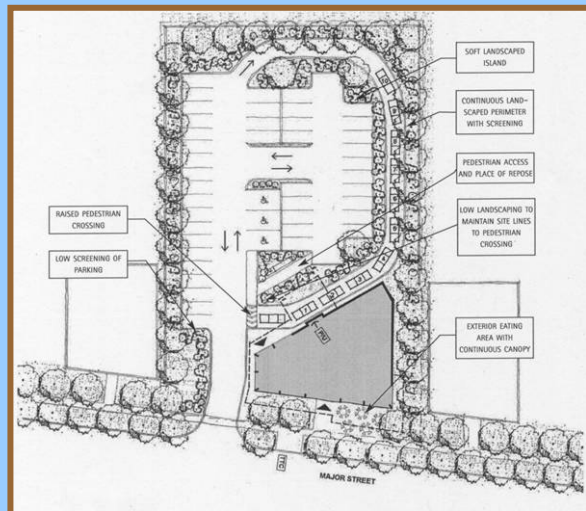
Corner Lot



Front of Mall



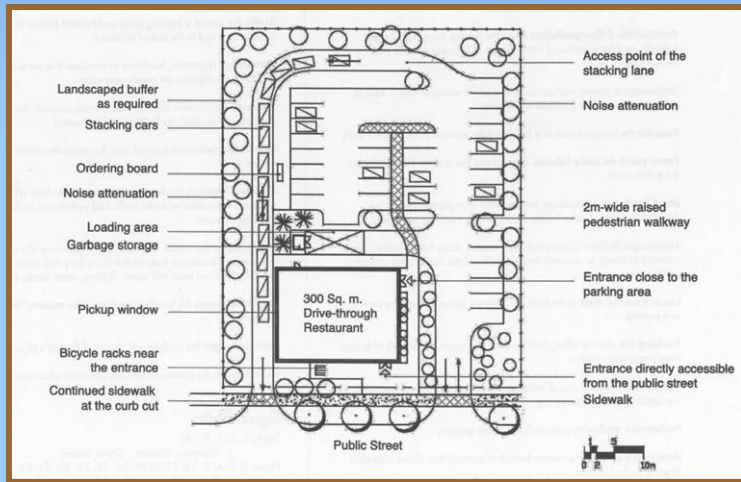
Mid Block



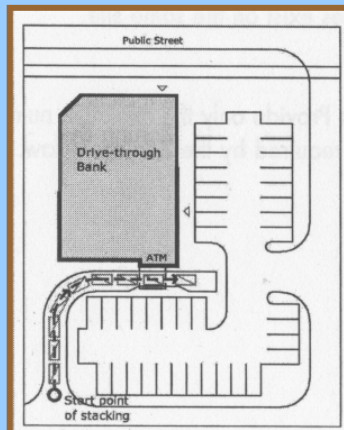
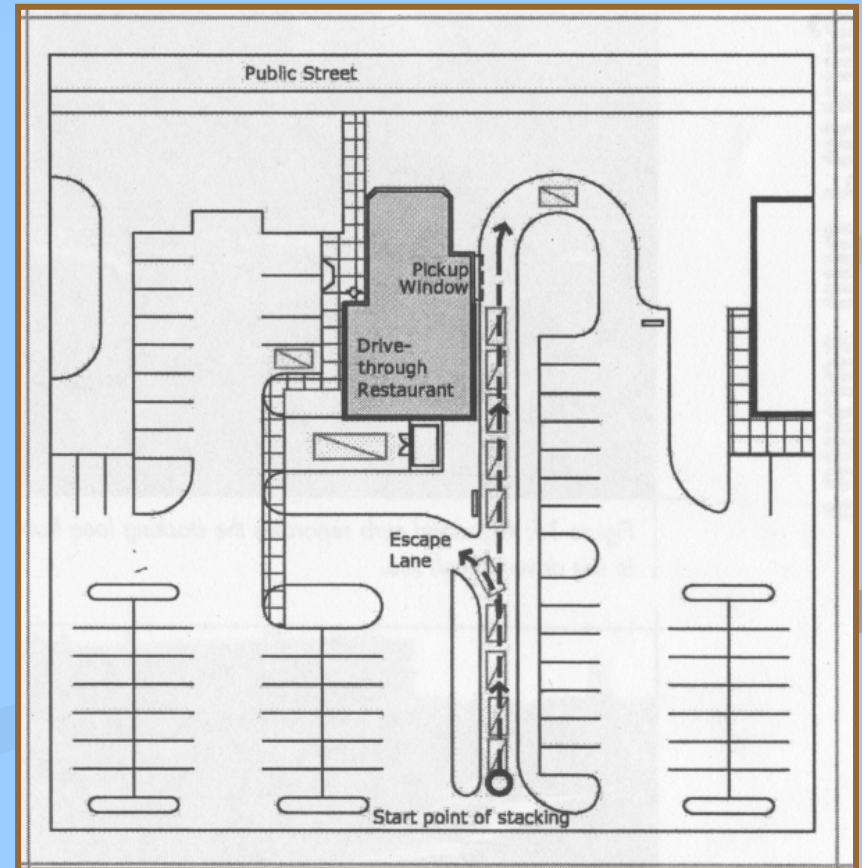
2. Urban Design Guidelines (con't)

Ottawa Examples

Glossary



Escape Lanes & Sufficient Queuing Spaces



Locate Start Point of Stacking Lane at Rear of Site

2. Urban Design Guidelines (con't)

The Urban Design Guidelines should address:

- landscaping and screening;
- motor vehicle movements and parking;
- pedestrian and cyclist movements;
- streetscape and built form; and
- location and orientation.

3. Amend Anti-idling and/or Eating Establishment By-laws (con't)

Air Quality

If the Ontario Ministry of the Environment anticipates widespread and persistent poor air quality, with the Air Quality Index going above 49 within 24 hours, it will issue a smog advisory.

- 2007 – 29 smog advisory days, for the
York-Durham area**

**Information and Statistics from the Ontario Ministry of Environment
website: <http://www.ene.gov.on.ca>**

3. Amend Anti-idling and/or Eating Establishment By-laws (con't)

Air Quality

One of the easiest ways to reduce the contribution to smog is to reduce the use of gas-powered vehicles

3. Amend Anti-idling and/or Eating Establishment By-laws (con't)

Planning staff, in consultation with the Legal Department, are investigating the possibility of amending the Anti-idling and/or Eating Establishment By-law to require all Drive-throughs associated with restaurants to be closed when the Ministry of the Environment issues a smog advisory for an area that includes Markham

Next Steps

Report to Development Services Committee in Q4 '08 with outline of a strategy to mitigate concerns about drive-throughs, including:

- **Proposed zoning By-law provisions**
- **Proposed standards for urban design guidelines**
- **Recommendations about the possibility of tying the drive-through hours to Ministry of Environment smog advisory days**

Recommendation

That Development Services Committee receive the presentation by staff

And that staff report back to Development Services Committee, in the third quarter of 2008, with a strategy to mitigate the concerns related to Drive-throughs