

Urban Design Guidelines



For Sites With Drive-Through Facilities

DRAFT:
For Community Consultation Purposes

URBAN DESIGN GUIDELINES FOR SITES WITH DRIVE-THROUGH FACILITIES

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The Forum drive-in, Kansas City, Missouri, 1930's



McDonnell's drive-in, Los Angeles, California, 1930



Melody Lane Restaurant,
Coctail Room, Car Service,
Los Angeles, California, 1930's



The Pig Stand, Dallas Texas,
early 1920's



Simon's drive-in,
Los Angeles, California, 1930's

1.0 INTRODUCTION

The drive-through type developed in the United States as a descendent of the gas bar, and drive-in restaurant. Emerging in the 1920's, these early types were experiments in the relationship between commerce and the car at a time when the car and its impact on urban form and experience was emerging as a widespread phenomenon.

The first drive-in, The Pig Stand, opened in 1921 as a restaurant in Dallas, Texas, offering road-side service which evolved to head-in parking by 1927. The early 1930's saw the advent of the drive-up bank window in Los Angeles, and the first drive-in movie theater in Camden, New Jersey. Macdonald's opened its first road-side drive-in in 1946 in San Bernadino, California, the first of many restaurants that would evolve to a road-side prototype by 1953, complete with life-sized golden arches designed to attract vehicular traffic and the economy kitchen, inventing the formula for fast-food franchising. The first drive-through restaurant, In-N-Out Burger, opened in 1948 in present day Baldwin Park, California (incorporated in 1956).

Architecturally, this type underwent an important development in the 1930's evolving from the small, ad-hoc, road-side stands of the 1920's. Architects embraced the car as the promise of the new, mechanized and modern, creating Streamlined Art Moderne drive-in designs. Typical characteristics included elegant, linear surface definition, a 'scientific' circular plan which efficiently allowed each parked car to be equidistant from the centralized kitchen and a tower element to attract cars travelling at high speeds from a distance. Designs for drive-ins by significant architects such as Richard Neutra and Frank Lloyd Wright included carefully composed lighting and mirrors to heighten the spectacle of the moving car by night, inscribing it into the experience of the architecture.

An article entitled 'Is Main Street Doomed?' published in Popular Mechanics in 1931 described Lloyd Wright's theory that city planning could be revolutionized by this new means of individual transportation, allowing each citizen to move about the city purchasing goods without ever leaving the car. Our contemporary perspective allows us to easily evaluate these kinds of early planning notions as, at best, undesirable or unsustainable. The 1930's architectural exploration of the relationship between built form and the car turned it's back on the street, however it's emphasis on high quality design is worth re-capturing and re-inventing

for our contemporary City, in the context of site and building design that relates to and supports the public realm.

Drive-throughs emerged in the mid-1980's, in the more suburban parts of Toronto as new and retrofitted restaurants. An exception was Aspen Cleaners which opened the first drive-through dry cleaners in Canada in Yorkville in 1987. Since that time, drive-throughs have undergone rapid proliferation, with the industry currently seeking to construct new drive-through facilities and retrofit existing businesses with drive-throughs. The range of uses has also continued to expand including restaurants, cafes, banks, financial institutions, dry-cleaners and pharmacies.

From the inception of this type as a road-side food stand with curb service, it has responded for the most part to the primary goal of attracting and servicing vehicular customers, largely in an arterial or freeway context. The advent of the drive-in was a response to the desire to service the vehicular customer in their car while avoiding traffic congestion at the curb, with the drive-through as a further evolution. This resulted in a new kind of site plan, frequently with the building set back from the street to provide space for parked or stacked cars. The initial relationship between the building and the street was lost as site plans became internally and functionally focused. This type of site plan arrangement, where cars are encouraged to cross from the road into the lot en masse, lacking sufficient built form at the street edge and visually dominated by cars, results in an uninviting pedestrian environment along the public street. Adverse effects associated with this use such as traffic, noise, air and light pollution and litter need to be mediated to ensure drive-through facilities enhance and do not detract from a vital public realm.

Beginning in the 1990s municipalities including the City of Chicago, Town of Oakville and City of Mississauga responded with new statutory regulations and/or design guidelines to mitigate the effects of drive-through development. The City of Toronto amended its Zoning By-laws in 2002 (upheld by the OMB in 2004) to define drive-through facilities as a use and establish areas where drive-through development is permitted. The Urban Design Guidelines for Sites with Drive-through Facilities complement the Zoning By-laws, assisting proposed drive-through developments take the next step in their evolution to meet the goals of the Official Plan respecting built form and the creation of a safe and high quality public realm where pedestrians, cyclists and transit use are encouraged.

2.0 THE PURPOSE OF THE GUIDELINES

These Guidelines will assist in achieving Official Plan goals for city beautification and enhancement and creation of a comfortable, safe and vital pedestrian environment which encourages walking and transit use, as well as specific built form policies as they relate to drive-through uses.

These Guidelines implement both in-force Official Plans and the new Official Plan of the City of Toronto. Urban Design Guidelines have been developed for certain areas of the City and building types, including sites with drive-through facilities, to address specific issues and challenges common to them.

The Official Plan provides goals and strategies for the City's re-urbanization over the next 30 years. One key strategy for achieving re-urbanization is improvement of the public realm through decreasing the dependence on the car and balancing the need for vehicular transportation with the creation of a vital public realm.

These Urban Design Guidelines will assist developers, architects, landscape architects, urban designers and professional planners in making informed decisions when developing site plan applications. They establish principles and criteria for consistent review of development applications for sites with drive-through facilities by city staff, in those areas of the City where they are a permitted land use, by:

- Clarifying the City's interest in addressing the development impacts of sites with drive-through facilities;
- Establishing standards and criteria for the design of sites with drive-through facilities, integrating operational elements, site and built form design with a focus on assisting this use with making a positive contribution to the surrounding context and pedestrian streetscape.

3.0 URBAN DESIGN CHALLENGES FOR SITES WITH DRIVE-THROUGH FACILITIES

Designed to enhance the operational efficiency of catering to vehicular customers, the site plan organization and built form of existing sites with drive-through facilities in general do not support, and in many cases detract from urban design goals for the public realm. These guidelines encourage the evolution of this type to balance the functional needs of drive-through facilities with Official Plan Goals for the public realm.

The following issues that generate public concern are associated with drive-through facilities:

- traffic
- noise and light pollution
- reduction of air quality
- environmental degradation
- odour
- conflicts between pedestrian and automobile circulation
- visual impact
- littering and waste
- site servicing
- hours of operation

This land use was not anticipated by previous Zoning By-laws. In response, the City of Toronto enacted zoning amendments in 2002 to define drive-through facilities as a separate land use, establish zones where they are and are not permitted and establish a minimum separating distance from the boundary of zones permitting residential uses. The amending zoning was brought into force by an Ontario Municipal Board decision (January 2004). Council directed City staff to develop Urban Design Guidelines for Sites with Drive-through facilities to complement these by-law amendments.

These Guidelines set out the principles and criteria, which will help sites with drive-through facilities to meet policy directions for an improved public realm.

4.0 HOW AND WHERE GUIDELINES APPLY

These Guidelines should be used for the development and review of Site Plan Applications for drive-through facilities on lands where the Zoning By-laws identify drive-through facilities as a permitted land use.

In addition to meeting the requirements of the applicable Zoning By-law, development applications for drive-through facilities must meet the requirements of the Guidelines as set out in this document, including the provision of studies according to the criteria provided in Appendix B, a Letter of Credit for landscape installation and a landscape maintenance clause as set out in Section 6.4.5. of this document.

The ability to meet these Guidelines does not constitute permission to allow the development of drive-through facilities in areas of the City where they are not a permitted land use. However, these Guidelines should be consulted by City staff when considering Official Plan Amendment, Zoning By-law Amendment and minor variance applications for drive-through development to ensure that if such an application is considered appropriate on the basis of the broader planning and urban design considerations underlying the Zoning By-law Amendments (which defined and identified the locations where drive-through facilities are a permitted use), any such application will also have to meet these Guidelines.

Zoning By-laws throughout the City of Toronto prohibit development of drive-through facilities:

- In residential or mixed-use zones containing residential permissions;
- In designated Centres of North York, Scarborough, Etobicoke, Yonge/Eglington and the Downtown of the former City of Toronto.

These prohibitions continue to apply regardless of whether a development application has the ability to meet the Guidelines contained in this document.

Zoning By-laws throughout the City of Toronto permit development of drive-through facilities in industrial and commercial zones provided that:

- A 30 meter separation distance is provided from all parts of the drive-through facility, including stacking lanes, to the edge of the lot line of any residential use or zone where residential uses are permitted;
- All other applicable regulations of the Zoning By-law are met.

5.0 URBAN DESIGN GOALS

POLICY: OFFICIAL PLAN, PUBLIC REALM SECTION 3.1.1

“City streets are a significant public open space that serve pedestrians and vehicles, provide space for public utilities and services, trees and landscaping, building access, amenities such as view corridors, sky view and sunlight, and are public gathering places. Streets will be designed to perform their diverse roles, balancing the spatial needs of existing and future users within the right of way. This includes pedestrians, people with mobility aids, transit, bicycles, automobiles, utilities and landscaping.”

POLICY: OFFICIAL PLAN, BUILT FORM SECTION 3.1.2

“Developers and architects have a civic responsibility to create buildings that not only meet the needs of the clients, tenants, and customers, but also the needs of the people who live and work in the area who will encounter the buildings in their daily lives. Developments must be conceived not only in terms of the individual building site and program, but also in terms of how that building and site fit within the context of the neighbourhood and the City. Each new building should promote and achieve the overall objectives of the Plan.”

The Urban Design Guidelines for Sites with Drive-through facilities have three principal urban design goals:

- To support, enhance, and create a high quality public realm;
- To support and enhance the pedestrian environment and pedestrian connections;
- To encourage development that fits well with and improves its existing or planned context.



These Guidelines assist sites with drive-through facilities to achieve Official Plan goals of a comfortable, safe and attractive City-wide pedestrian network and high quality public realm. When streets are inviting to pedestrians, street life activities become more vital and in turn contribute to the safety and economic health of local areas. One of the challenges for drive-through development is to balance the needs of motorized vehicles with those of pedestrians including public transportation and bicycles. Key aspects of good site design that help to achieve a high quality public realm include the following:

- Locating buildings at the street edge;
- Locating main entrances at the street with a direct route from the public sidewalk;
- Separating vehicular and pedestrian traffic;
- Locating stacking lanes, driveways, parking, utilities and services away from the street, and;
- Enhancing pedestrian amenity, accessibility and safety.



A careful examination of the existing and planned context should be carried out prior to developing the design for a drive-through facility. In areas where the local context is evolved and meets Official Plan objectives by making a positive contribution to the public realm, drive-through development should be designed to respect, support and improve the local context.

In areas where local context is undeveloped or does not meet Official Plan public realm objectives, drive-through development should be designed to establish a high quality public realm.



6.0 URBAN DESIGN GUIDELINES

These guidelines should be read in conjunction with the Official Plan.

All other documents referenced in these Guidelines are provided on the City of Toronto website, www.toronto.ca, or by the local area planner.

6.1 SITE PLAN ORGANIZATION, BUILDING LOCATION AND SITE CIRCULATION

POLICY: OFFICIAL PLAN, BUILT FORM SECTION 3.1.2

“New development will locate and organize vehicle parking, vehicular access, service areas and utilities to minimize their impact on the property and on surrounding properties and to improve the safety and attractiveness of adjacent streets, parks and open spaces.”

“New development will be massed to fit harmoniously into its surroundings and will respect and improve the local scale and character. It will minimize the impact on neighbouring buildings and open space.”

When buildings are located close to the street and the length of building facades along that street are maximized, individual buildings work together with adjacent buildings to create a clearly defined street edge. By locating main entrances at the public boulevard, pedestrians can easily access local businesses and amenities and are encouraged to walk along the street. Locating active uses such as shops, cafes and restaurants that are open in the evening along the street creates overlook or ‘eyes on the street’ promoting safety and in turn, encouraging more pedestrian activity. These combined measures contribute to the interest and vitality of the public street.

Placing parking, driving and stacking lanes away from the street, as well as minimizing curb cuts allows for uninterrupted, safe and inviting pedestrian access to multiple storefronts. Placing utilities and services away from the street ensures that servicing activities have a minimal impact on pedestrian amenity and access.



Placing drive-through activities away from the street permits the alignment of building faces along the street to create good street edge definition. Landscaping contributes to a comfortable and attractive public realm

6.1.1 LOCATION OF THE BUILDING RELATIVE TO THE STREET AND NEIGHBOURING BUILDINGS

When designing sites with drive-through facilities:

- building placement relative to the street should take into account both planned and existing context
- generally, locate buildings close to or at the street to define and support the street edge and align new buildings with the front facades of existing buildings
- locate the building adjacent to the property line (of both streets on a corner lot) where a setback is not required by the Zoning By-law
- align the building to the front setback line (of both streets on a corner lot) where a setback is required by the Zoning By-law
- locate new buildings as close to the street edge as appropriate with regard for the planned context and an appropriate transition in setback from existing, adjacent buildings to the street, where a setback is required by the Zoning By-law and existing context has significantly larger setbacks than planned context *

* consider setting back the building from the street, when not required by the Zoning By-law, only if the location of the building and the setback contribute positively to, and enhance the public realm and fit well with the local context

6.1.2 ORGANIZATION OF THE BUILDING TO SUPPORT THE STREET

Drive-through sites and buildings should be designed to:

- locate the main entrance door directly off the public sidewalk within easy access of TTC stops
- locate the main entrance door at the corner or on the more major street, on a corner lot
- locate uses that support the street along the public sidewalk (such as restaurant seating or offices)
- make walls along the street face and visible from the street, transparent with windows, doors and other forms of transparent building materials to maximize views in and out of the building and the relationship between interior and exterior to support and animate the public street and sidewalk



Locate active internal uses and provide glazing along the street.



Building transparency along the street animates and provides safety to the pedestrian realm.



Provide pedestrian amenity between the building and the street where a setback is required by the Zoning By-law.



Glazing along the street promotes a safe pedestrian environment.

6.1.3 STACKING LANES AND DRIVEWAYS

When designing sites with drive-through facilities:

- do not locate stacking lanes or driveways between the building and the street
- where a setback is required by the Zoning By-law do not locate stacking lanes or driveways in the setback area between the building and the street
- locate stacking lanes and driveways out of view of the public street and/or sidewalk, at the rear and/or flank of the building
- integrate stacking lanes and driveways into the larger landscape and streetscape concept
- provide a minimum of 10 stacking spaces on site for restaurant and food sale use drive-through facilities*
- provide a minimum of 4 stacking spaces on site for banking, pharmacies and similar non-food related use drive-through facilities*
- provide stacking spaces which are 3.5 meters in width and 6.5 meters in length
- minimize paved areas, such as stacking lanes and maximize water permeable surfaces and soft landscaped areas to contribute to the appearance and environmental sustainability of the site and its larger context by increasing water penetration into the water table, reducing pollution of local water features and runoff demand on local infrastructure
- multiple windows servicing a single stacking lane (e.g. order window, payment window, pick-up window) should be considered to promote reduced idling
- multiple stacking lanes for a single user are discouraged
- provide sufficient signage where necessary to indicate direction of vehicular travel, stop signs or no entrance areas

* the number of required stacking spaces may change as a result of studies required as part of the approvals process as outlined in Section 7.0 of this document



Placing stacking lanes at the rear or flank of the building allows space for landscaped screens.



Placing stacking lanes at the rear or flank of the building maintains clear, safe and attractive pedestrian access.



Minimizing paved areas such as stacking lanes, driveways and parking allows for maximizing soft landscaping and pedestrian amenity.

6.1.4 VEHICULAR SITE ACCESS AND PARKING

When designing a drive-through facility:

- minimize the number and width of curb cuts
- provide only one curb cut for a mid-block site and a maximum of two curb cuts, if necessary for a corner site
- coordinate vehicular site access with existing curb cuts where it results in good site and traffic operations design
- provide the minimum width of curb cuts required by the City of Toronto Access Management Guidelines
- refer to the City of Toronto Access Management Guidelines for site access requirements
- provide vehicular site access from the side or less major street where possible, to improve pedestrian safety on the major street sidewalk
- locate parking at the rear and/or flank of the building out of view of the public street and/or sidewalk
- do not locate parking or vehicular site exits or entrances between the building and the street
- provide parking adjacent to the secondary entrance doors to the facility such that it is not necessary for pedestrians who arrive by car to cross driveways or stacking lanes to enter the interior of the building
- integrate parking into the larger landscape and streetscape concept
- minimize paved areas, such as parking and driveways and maximize water permeable surfaces and soft landscaped areas to contribute to the appearance and environmental sustainability of the site and its larger context by increasing water penetration into the water table, reducing pollution of local water features and runoff demand on local infrastructure
- the amount of parking should conform with the minimum required by the zoning by-law or an alternative standard reached through the development approvals process
- refer to the City of Toronto Urban Design Guidelines for Surface Parking Lots



Secondary entrances from the parking should provide safe comfortable access, that does not require crossing of stacking lanes or driveways.



Secondary entrances from the parking should provide safe comfortable access, that does not require crossing of stacking lanes or driveways.



Provide canopies, secondary entrances and well designed pedestrian spaces at the rear of flank of the building in direct connection with parking.



Integrate servicing and garbage storage into the mass of the building.



Garbage and loading facilities massing can be articulated as an integral aspect of the building's expression.

6.1.5 UTILITIES AND SERVICES

To ensure that utilities and service components are not visible from the street and other public areas such as the larger site, adjacent park or open spaces and are out of view from the public street and/or sidewalk:

- locate utilities underground if possible
- locate utilities and services such as transformers, loading and garbage pick up at the rear or flank of the building and integrate into the site design and landscape concept
- coordinate above ground and below ground utilities and appurtenances with landscaping
- integrate utilities and services such as garbage facilities, utility meters and connections into the mass of the building
- house exterior garbage facilities in enclosed structures, integrated into the building, with roofs, reinforced metal doors
- provide cladding materials for exterior garbage facilities that are durable and match or are complementary to the main structure

6.2 MASSING AND BUILDING ARTICULATION

Well designed massing and articulation of building elements are integral to achieving a high quality public realm. Proposed sites with drive-through facilities should demonstrate building massing and articulation which enhances and improves its context and is responsive to pedestrian scale and the public aspect of the street.

POLICY: OFFICIAL PLAN, BUILT FORM SECTION 3.1.2

"New development should be massed to define the edges of streets, parks and open spaces at good proportion."

The proposed building's massing and articulation should be sensitive to surrounding context and should take into account planned context. On sites where no built form context exists, new proposals should establish a high quality public realm.

The building's height relative to the street width should be sufficient to define the street edge and corner, on a corner site. The building, through its massing and articulation should seek to animate the street, direct pedestrians, terminate view corridors, frame views, enclose space, provide visual relief and create or extend the street wall.

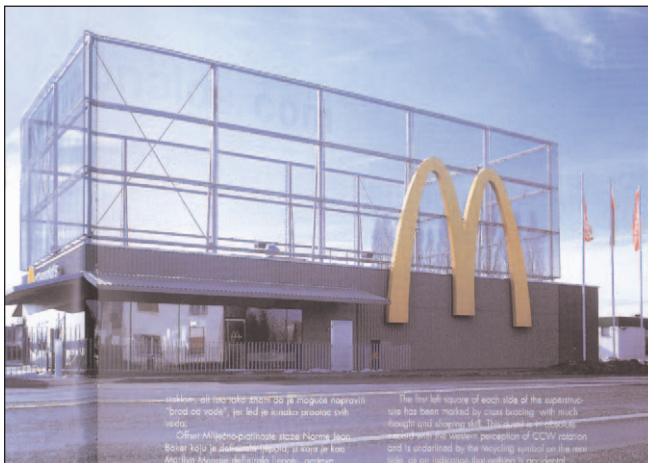
Prototypical buildings should be avoided. Instead, appropriate building types and expressions should be developed to address individual site conditions and local contexts.



Corner sites should acknowledge and support both streets. Articulated building entrances direct pedestrians and create a sense of arrival.



Creative use of massing and building articulation allows for incorporation of signage, providing identity to the building and animating the street. The overall proportion of the building relative to the street width is increased, creating better street edge definition.



In areas with no existing context, drive-through developments should establish a high quality public realm.



A well massed and articulated building contributes to a high quality public realm.

6.2.1 MASSING AND BUILDING ARTICULATION

As permitted by the Zoning By-law building massing and articulation should:

- maximize the height of the building or facades facing the street (i.e. by maximizing ceiling height, parapet height and through roof design), to achieve an appropriate scale to define the street
- maximize the length of the building at the front lot line or setback line (at both streets on a corner lot)
- where possible, avoid stand alone buildings and incorporate the building and drive-through facility into larger, multi-use buildings
- provide a two storey building where necessary to be compatible with planned context
- provide materials and methods of construction that are high quality and where appropriate, relate to their surrounding context
- articulate all building facades facing or visible from the public street and/or sidewalk
- articulate building entrances and distinguish main entrances
- incorporate weather protection devices such as canopies into the building expression
- incorporate canopies for stacking lanes associated with the pick up window area, at an appropriate scale, into the massing and expression of the building
- incorporate signage into the massing and articulation of the building through devices such as canopies, towers or other building elements
- integrate signage into the site design and landscape concept as well as take advantage of opportunities to share existing signage structures on larger sites
- screen rooftop mechanical devices from view from the street or public sidewalk

ARCHITECTURAL TREATMENT

It is best to avoid a superficial treatment; frank expression of structure can often make an arresting design.

Architectural Record, August, 1950

'Building Type Study Number 161: Drive-Ins, Banks, Theatres, Restaurants'

6.3 PEDESTRIAN SAFETY, AMENITY AND CIRCULATION

POLICY: OFFICIAL PLAN, BUILT FORM SECTION 3.1.2

New development will provide amenity for adjacent streets and open spaces to make these areas attractive, interesting, comfortable, and functional for pedestrians

POLICY: EXERPT FROM TORONTO PEDESTRIAN CHARTER
ADOPTED BY CITY COUNCIL IN 2002

To create an urban environment in all parts of the city that encourages and supports walking, the City of Toronto:

- *upholds the right of pedestrians of all ages and abilities to safe, convenient, direct and comfortable walking conditions;*
- *provides a walking environment within the public right-of-way and in public parks that encourages people to walk for travel, exercise and recreation;*
- *supports and encourages the planning, design and development of a walking environment in public and private spaces (both exterior and interior) that meets the travel needs of pedestrians;*
- *provides and maintains infrastructure that gives pedestrians safe and convenient passage while walking along and crossing streets;*
- *ensures that residents' access to basic community amenities and services does not depend on car ownership or public transit use;*
- *sets policies that reduce conflict between pedestrians and other users of the public right-of-way;*
- *creates walkable communities by giving high planning priority to compact, human-scale and mixed land use;*



To ensure pedestrian safety and comfort, sites with drive-through facilities should be organized so that it is not necessary for pedestrians to cross stacking lanes, driveways or parking when accessing the site from adjacent streets. The design of the site, building and landscape should provide barrier-free accessibility from the public sidewalk to the building interior.

Pedestrian amenities such as seating areas, phone booths and weather protection should be provided in conjunction with landscaping to enhance and extend the function of the site and public sidewalk.

6.3.1 PEDESTRIAN SAFETY, AMENITY AND CIRCULATION

To ensure that sites with drive-through facilities enhance pedestrian amenity and are designed to provide and not detract from a safe environment for users, employees, adjacent uses and pedestrians on public sidewalks:



Provide weather protection overhangs at entrances. Combine with plantings, cigarette bins, garbage boxes and public phones to promote pedestrian use.



Glazed canopies with integrated lighting and signage promote pedestrian use.



Walkways through the larger site should be separated from vehicular parking, circulation and snow storage. Walkways should be landscaped and well lit.

- the design of the site and building (including the building's internal organization) should take into consideration the safety of site users, employees, and passers by on the street and adjacent sites, to maintain appropriate sight lines, surveillance and lighting during the day and at night
- provide and clearly demarcate separate, safe pedestrian circulation routes in conjunction with vehicular circulation for the drive-through facility and larger site using techniques such as raised pedestrian crossings, change in paving, bollards and landscaping to separate them from stacking lanes and driveways
- provide pedestrian circulation routes that are a minimum of 1.5 meters wide and barrier-free accessible as defined by the Ontario Building Code
- ensure barrier-free pedestrian access as defined by the Ontario Building Code, from the public street into the building
- provide rain, wind and shade weather protection (i.e. canopy) at the main building entrance and in proximity to public transit stops, for exterior seating areas, along the street and for specific pedestrian amenity associated with the building
- where a setback is required by the Zoning By-law, provide exterior places of repose, with an eating area (tables and seating) for restaurant uses within the setback allowance
- provide pedestrian amenities appropriate for the site including, phone booths, bicycle racks and exterior furniture
- provide small, low, task related lighting and direct lighting toward the site to avoid spill-over and excessive lighting of adjacent uses while balancing need for sufficient lighting to maintain sight lines at night
- locate lighting, trees, soft landscaping, exterior furniture along pedestrian walkways through the site
- indicate lighting and pedestrian amenities on development application drawings and integrate into the larger site design and landscape concept

6.4 LANDSCAPING

Landscaping is an effective and relatively inexpensive means of integrating the various functional elements of sites with drive-through facilities, and of integrating the site within its context. Well designed landscaping creates an attractive setting for the building, enhancing the appearance of the site from the street and public sidewalk.

Landscaping extends the public street edge, enhancing the area's pedestrian amenity and provides a comfortable and safe pedestrian circulation network with places of repose within the site. All drive-through developments should provide a high quality landscape and maximize soft landscaping opportunities.

The landscape design should fit well within its existing and planned context. It should respond to the surrounding cultural landscape and adjacent or visible natural landscapes in a positive and supportive way.

Landscaping should also be used to screen operational elements of the development such as stacking lanes, driveways, parking, utilities and services. Stacking lanes should be defined by landscaping to visually distinguish them from driveways and contribute to pedestrian safety. Pedestrian walkways, patios, seating areas and other pedestrian areas should be landscaped to improve amenity, provide sun and wind protection, and encourage their use.

Practical considerations such as adequate, growing medium, irrigation and plant material selection should be taken into account to ensure the viability of the landscaping, increase the range of planting materials and decrease long-term maintenance costs. This is particularly important when considering that many sites with drive-through facilities are franchised operations. The franchisee or site operator should be made aware of his or her obligations to maintain landscape integrity according to the approved landscape plan.

TERRACES AND LANDSCAPING

Take full advantage of any pleasant view. Outdoor terraces or gardens with tables can be attractive and profitable; many motorists like to get out and 'stretch their legs'.

Architectural Record, August, 1950

'Building Type Study Number 161: Drive-Ins, Banks, Theatres, Restaurants'



Provide street trees in soft landscape adjacent to the public sidewalk to contribute to the public realm and screen and buffer drive-through activities.



Placing drive-through activities away from the street provides opportunity for landscaping for the building and public street edge and enhances the area's pedestrian amenity.

6.4.1 GENERAL LANDSCAPING REQUIREMENTS

When designing landscapes for sites with drive-through facilities:

- provide well designed, high quality landscaping, maximizing soft landscaping which is attractive, functional and fits well with its existing and planned context to enhance the appearance of the site from the street and public sidewalk and provide comfortable and safe pedestrian circulation and places of repose
- provide street trees, boulevard paving, sod and sidewalks as per the City of Toronto Streetscape Manual
- coordinate on-site landscaping with streetscape improvements in the public boulevard
- provide a landscaped area between the building and the street when a setback is required by the Zoning By-law
- provide landscaped areas and opportunities to define the front door of the building and to define the vehicular entrance to the drive-through site
- provide continuous soft landscaped areas no less than 2.4 meters in width, to define stacking lanes
- maintain site lines from stacked cars to pedestrian crossings by providing low soft landscaping in such areas
- provide a variety of plant material including trees, which meets the requirements of section 6.4.3 of this document
- design the landscaping to respond to adjacent or visible natural landscapes
- provide a fully functioning irrigation system to ensure adequate watering of soft landscaping and increase the possible range of planting materials while decreasing long-term maintenance costs and ensuring the viability of the landscaping

6.4.2 EDGE TREATMENT AND SCREENING

Edge treatment is sometimes needed at the street edge, other public edges, boundaries with adjacent sites and different land use areas. These edges typically need screening such as landscaping to mitigate visual and other sensory impacts from drive-through uses. An adequate amount of land needs to be provided to accommodate required landscaping along these edges.

Along the Street:

Generally, buildings should form the street edge. It is important to screen views from the street edge of stacking lanes, driveways, parking, utilities and services to maintain an attractive and unified experience of the streetscape from the street. Trees and other soft landscaping should be planted to complement other screening measures.

Abutting Parks, Open Spaces and other Public Areas not Along the Street:

A landscaped transition area should be provided between a drive-through facility and public open space. Existing trees should be preserved as a priority in these areas. Where natural or naturalized areas exist, the landscaping on the drive-through site should be designed to respect and support it by providing native planting. Stacking lanes, driveways, parking, utilities and services should be screened from view of public areas. Fencing may also be required to satisfy requirements of the City of Toronto Parks.



Mass plantings of hearty perennials can provide all season interest.



Provide a variety of coniferous and deciduous plantings.



Where context or site size limits landscaping, provide attractive and durable fencing, shrub and tree planting to screen parking along the street edge.



Provide a 1.8m high fence screen in addition to landscaping to provide separation between adjacent uses and the drive-through site where required.

When designing sites with drive-through facilities:

- screen stacking lanes, driveways, parking, utilities and services including transformers, gas meters, loading and garbage pick up from view along the street and/or sidewalk, larger site or adjacent uses with landscaping;
 - provide screening (900mm to 1100mm in height) including low decorative fences or walls with continuous screening hedges maintained between 800mm to 1000mm in height,
 - locate screening at least 1000mm from the edge of the public sidewalk,
 - provide trees where possible, use high branching deciduous trees where it is necessary to maintain site lines
- on the larger site, screen any parking along street edges (if provided) with landscaping as shown in the City of Toronto Streetscape Manual and/or Urban Design Handbook
- ensure screening design, height and materials relate to the building expression, the character of the area, the surrounding streetscape and planned context
- provide no less than a 3.0 meter wide landscaped area along the perimeter at the back and sides of the site to accommodate tree planting, fencing, snow storage requirements, etc. A greater width may be required where these requirements overlap, under change of grade conditions, or where walkways and other spatial needs are identified
- provide tree planting in perimeter landscaped areas at a rate of one tree per 7.5 meters of linear frontage
- preserve existing trees wherever possible
- allow for flexibility in tree spacing
- plant trees 600mm (minimum) from any curb face or parking lot edge to protect from car overhang and mechanical damage
- provide mediating measures such as sound attenuation fences with soft landscaping at back and side site edges where required and appropriate

6.4.3 SITE GRADING

When designing sites with drive-through facilities:

- avoid making changes in grade, greater than 4% slope, between the public sidewalk and adjacent uses to maintain direct pedestrian access to the building and site and not detract from visual access between the building interior or site's pedestrian amenities and the public realm
- where site specific conditions dictate that a change in grade for a site with a drive-through facility cannot be avoided;
 - the grade change should be located away from the public sidewalk in areas where pedestrian access does not occur,
 - where site specific conditions dictate that it is not possible to locate a grade change away from the public sidewalk the grade change should be minimized, and direct, barrier-free access to the building entrance should be maintained through devices such as ramps (refer to the Ontario Building Code and the City of Toronto Accessibility Guidelines),
 - enhance areas of grade change with intensive soft landscaping
- use durable and attractive materials such as pre-cast concrete or better for retaining walls (pressure treated wood is not an acceptable material)
- incorporate landscaping for grade changes into the larger landscape concept



Where grade changes between the building and sidewalk cannot be avoided, set back the building and create landscaped terraces of attractive and durable materials that are integrated with the building materials and expression.

6.4.4 PLANT MATERIAL

When designing the landscape for sites with drive-through facilities:

- install only plant material grown in nurseries having the habit and growth typical for the species and comply with the Canadian Standards for Nursery Stock (Canadian Nursery Landscape Association)
- install only plant material that is healthy and vigorous, free from insects, plant diseases and injuries
- install plant material that meets or exceeds the following minimum sizes, requirements may be increased through the development approvals process for design reasons:

deciduous street tree	70mm caliper
deciduous trees	60mm caliper
small deciduous trees	50mm caliper
coniferous trees	1500mm ht.
deciduous shrubs	600mm ht.
coniferous shrubs	600mm ht. or spread
perennials	2 years container grown

- provide quality and volume of growing medium appropriate to the specified plant material and as required by the City of Toronto Streetscape Manual
- consider hardiness of plant material appropriate for local sun and shade conditions, seasonal conditions and pollution from cars
- consider plant material size at initial planting and expected maturity
- avoid using invasive plant species;
- limit exotic species near natural areas; and
- provide species diversity to an appropriate degree within the larger community or district

6.4.5 LANDSCAPE MAINTENANCE

The owner of the property, tenant or drive-through operator, his/her successors, heirs and assignees are responsible for the proper maintenance of the drive-through site (and adjacent parking areas if applicable) landscaped areas, materials, installations and equipment, as shown on the approved landscape plan, in a condition acceptable to the City.

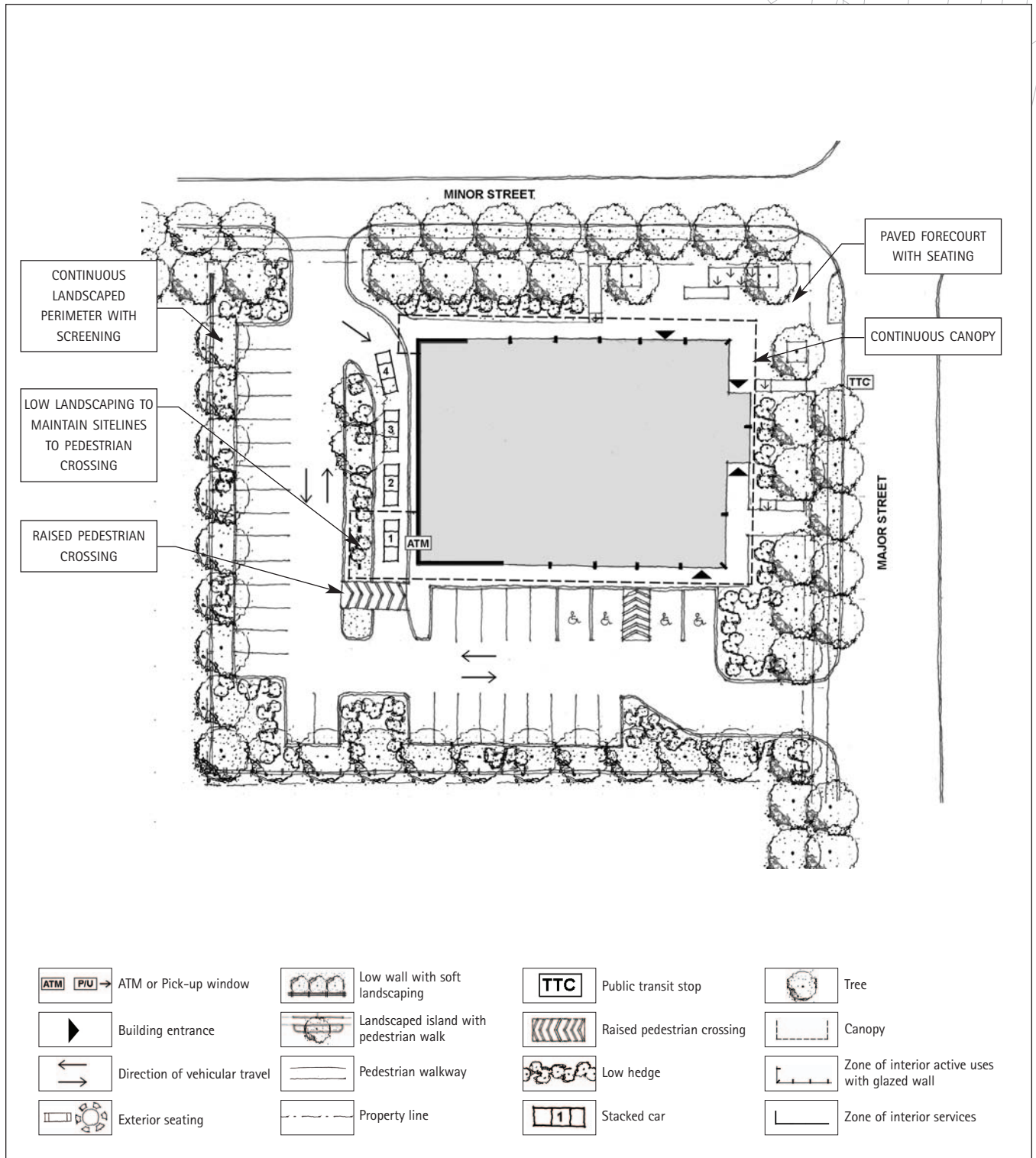
Landscaping must be continuously maintained including necessary irrigation, weeding, pruning, pest control and replacement of dead or diseased plant material. Replacement of dead or diseased plant material shall be of the same type, same scale and visual character of plant material as set forth in the approved landscape plan. Replacement shall occur no later than the next planting season, when it is not possible or appropriate to replace during the current growing season. Replacement time must not exceed one year.

As provided for by the Planning Act (Section 41.7), a maintenance clause setting out the above requirements will be included as a condition of development approval to ensure continued maintenance of the approved landscape plan.

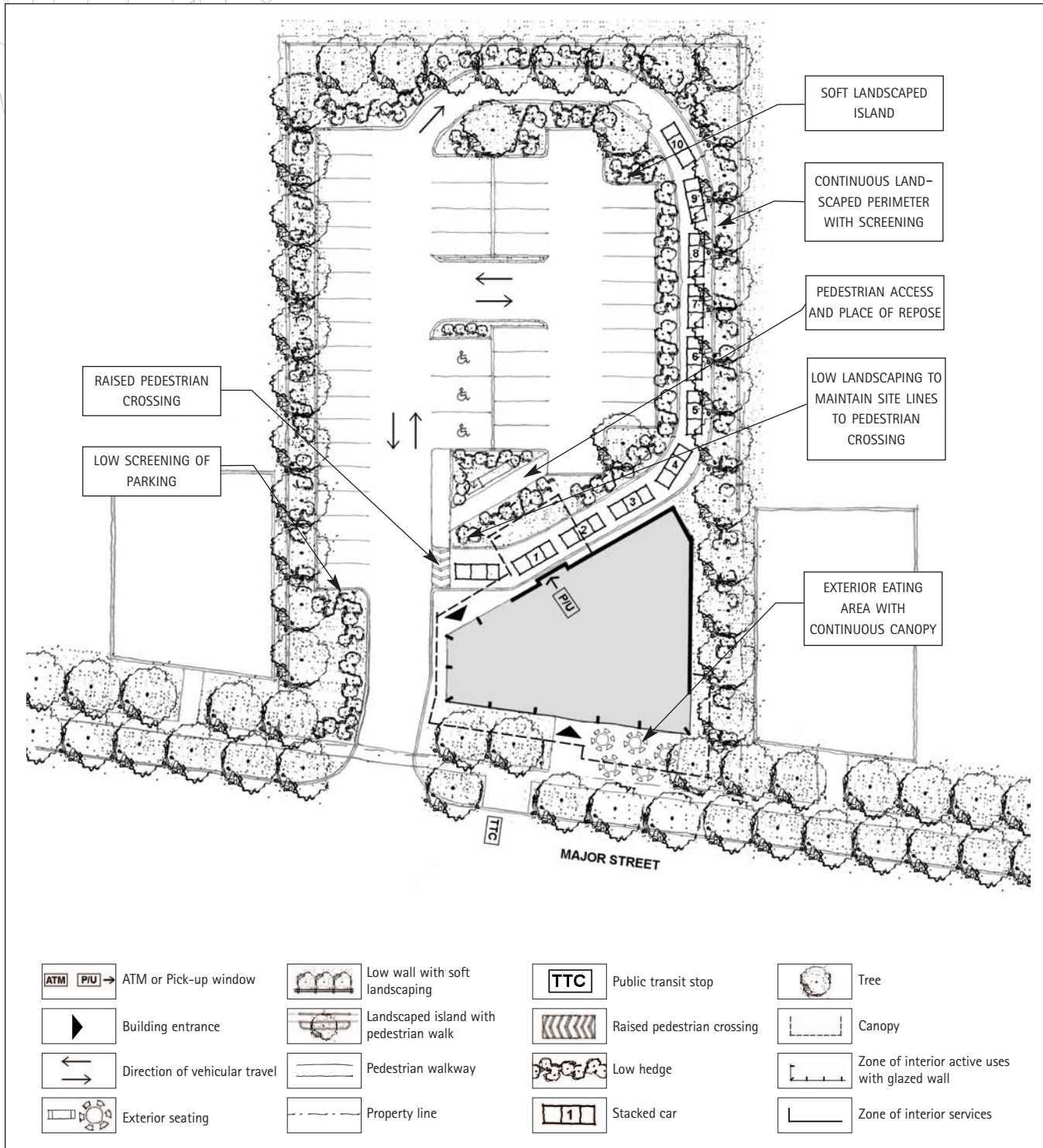
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6.4 SITE PLAN DIAGRAMS

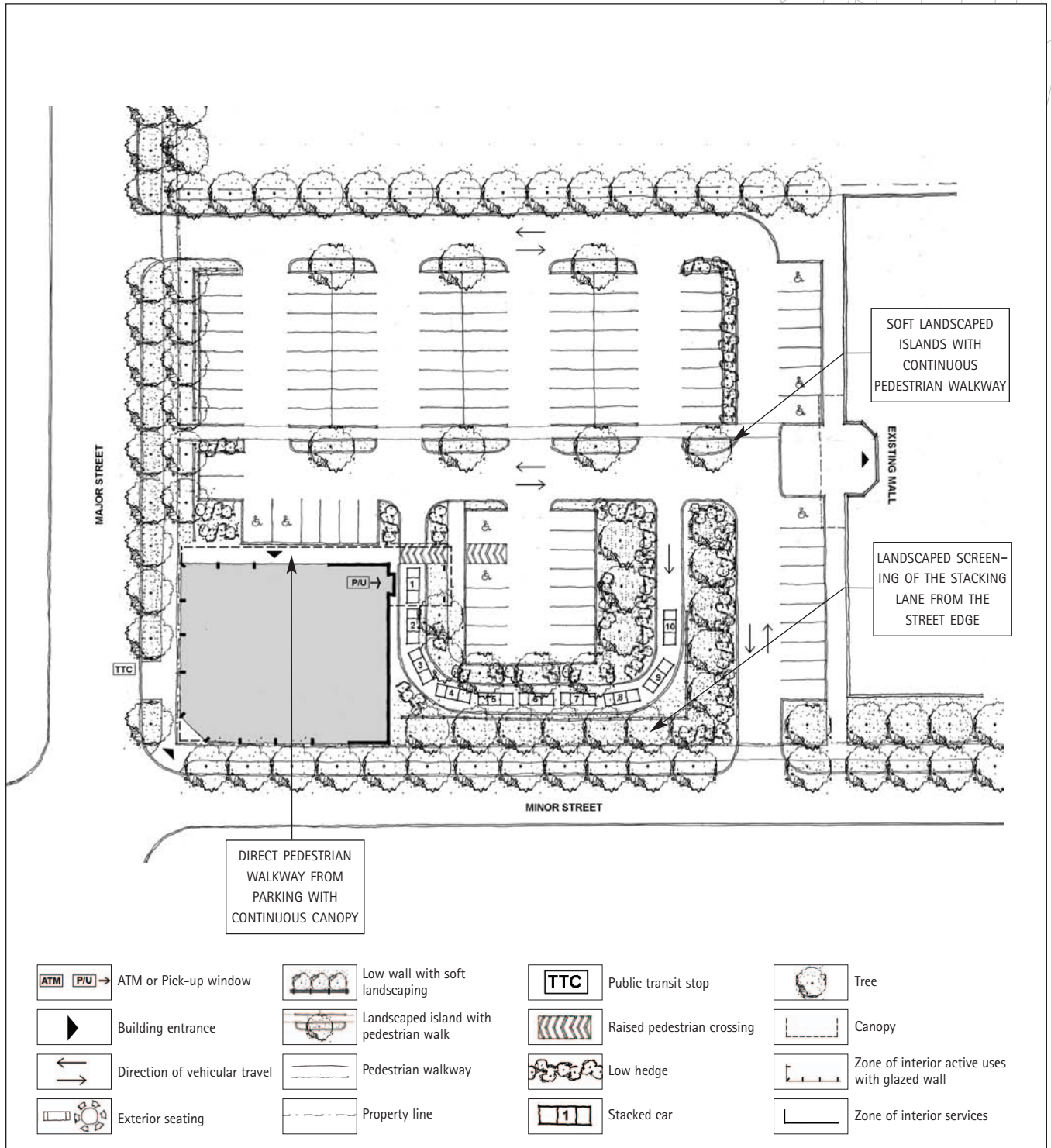
6.4.1 CORNER LOT SITE PLAN DIAGRAM



6.4.2 MID BLOCK SITE PLAN DIAGRAM



6.4.3 FRONT OF MALL SITE PLAN DIAGRAM



7.0 APPENDICES

7.1 DEFINITIONS

A number of Zoning By-law amendments were enacted for the former municipalities comprising the City of Toronto, defining 'drive-through' as a distinct land use. While wording differs to address local zoning, the Zoning By-law amendments provide standard definitions, use permissions and prohibitions for drive through-facilities in the City. For example, By-law 779-2202 which amends By-law 438-86 for the former City of Toronto provides as follows:

DRIVE-THROUGH FACILITY:

"Drive-through Facility" means the use of land, buildings or structures, or parts thereof, to provide or dispense products or services, either wholly or in part, through an attendant or a window or automated machine, to persons remaining in motorized vehicles that are in a designated stacking lane. A drive-through facility may be in combination with other uses such as, laundry shop, dry cleaning shop, dry cleaner's distributing station, branch of a bank or financial institution, restaurant, retail store, automotive service station, or take-out restaurant. Despite the above, a drive-through facility does not include a car washing establishment, automobile service station or a gas bar.

If the use of any land, building or structure is composed of a combination of drive-through facility and any one or more other uses, those uses shall not be construed as accessory to one another and all provisions pertaining to each use shall apply.

STACKING LANE:

"Stacking Lane" means an on-site queuing lane for motorized vehicles which is separated from other vehicular traffic and pedestrian circulation by barriers, markings or sign.

7.2 APPENDIX B: STUDY SUBMISSION REQUIREMENTS

Traffic studies in accordance with the City of Toronto Development Guide, will be required as part of all development application for drive-through facilities to appropriately evaluate the proposed development. Additional studies that may be required include, but are not limited to the following:

- Air Quality Study
- Noise Impact Study

For Study Terms of Reference refer to the Toronto Development Guide, Appendix 3.

