



Corporate Report

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DATE: December 11, 2007

TO: Members of Planning and Development Committee
Meeting Date: January 14, 2008

FROM: Edward R. Sajecki
Commissioner, Planning and Building Department

SUBJECT: **Drive-Thru Stacking Lanes, Design Reference Note**

RECOMMENDATION: That the report titled, "Drive-Thru Stacking Lanes, Design Reference Note", from the Commissioner of the Planning and Building Department, dated December 11, 2007, be received for information, and that the Guidelines as outlined in Appendix I-2, be approved for use by staff in the evaluation of development applications.

BACKGROUND: At the January 19, 2005 meeting of Council, recommendations PDC-0001-2005 and PDC-0002-2005 were adopted as follows:

1. That the recommendations contained in the reports titled; "Drive-through Restaurants/Convenience Kiosks", and "Drive-through Stacking Lanes", both dated December 14, 2004, from the Commissioner of Planning and Building, be adopted in principle.
2. That City of Mississauga Planning and Building staff conduct negotiations with representatives who made verbal or written deputation to the Planning and Development Committee at the public meeting on January 10, 2005 and any representative of Council that wishes to be involved in the negotiation process, for a period of 30 days, commencing from the time of Council adoption of this resolution, and that staff report back to Council following the 30 day negotiation period.

3. That the recommendations contained in the report titled “Drive-through Restaurants/Convenience Kiosks”, dated December 18, 2001, from the Commissioner of Planning and Building, (as approved by PDC resolution 0017-2002) shall continue to be applied as guidelines in evaluating development applications for drive-throughs until such time as new guidelines, Zoning By-law amendments and Official Plan Amendments are directed to come into full force and effect by Council.
4. That a copy of the Council resolution be forwarded to all parties that made verbal deputations at the public meeting or that submitted written correspondence to the City prior to or at the public meeting concerning this matter.

The history of reports related to the Drive-Thru stacking lane issue are summarized in Appendix I-1.

COMMENTS:

Following the adoption of the above recommendations, a committee, comprised of staff from the Planning and Building Department as well as representatives from City Council, was established to conduct negotiations with concerned representatives of the Canadian Petroleum Products Industry (CPPI), the Ontario Restaurant, Hotel and Motel Association (ORHMA) and Loblaw Properties.

Recommendations PDC-0001-2005 and PDC-0002-2005 outlined a three-pronged approach to the drive-thru stacking lane issue. Included were Mississauga Plan Amendments, Zoning By-law Amendments and proposed Design Guidelines. Central to the Drive-thru stacking lane negotiations was concern on the part of industry representatives that the City of Mississauga was being too restrictive. Industry representatives argued that each site must be evaluated on a case-by-case basis and that proposed Mississauga Plan and Zoning By-law Amendments do not offer the industry the flexibility that it requires. Instead, the industry requested that the City consider more flexible Design Guidelines so that site context and unique circumstances can be more easily addressed. After a series of stakeholder interviews and larger group meetings, consensus has been reached around a revised set of Design Guidelines.

Appendix I-2, Drive-thru Stacking Lanes, Design Reference Notes, outlines the proposed Design Guidelines developed by the Planning and Building Department based on the consensus reached amongst representatives from City Council and representatives from the Canadian Petroleum Products Industry (CPPI), the Ontario Restaurant, Hotel and Motel Association (ORHMA) and Loblaw Properties.

The Design Reference Note, Drive-Thru Stacking Lanes, outlines a series of minimum design guidelines to be used in the evaluation of site plan applications for drive-thru stacking lanes. Individual site conditions and context will be taken into account when applying the guidelines.

1. Stacking Lanes

A stacking lane should:

- (a) Have a minimum width of 3.0 m (9.8 ft.);
- (b) Have no obstructions by intersecting traffic, abutting parking, or loading spaces;
- (c) Not obstruct an aisle required by a parking or loading space;
- (d) Not be located within a front or exterior side yard;
- (e) Minimize curves and turning movements;
- (f) Be defined by raised curbs and a 1.2 m (3.9 ft.) wide landscape island abutting parking and a 3.0 m (9.8 ft.) wide landscape island abutting driveways; and
- (g) Avoid being located on a lot situated at the intersection of two highways, or parts thereof, having a designated right-of-way width of 26.0 m (85.3 ft.) or greater, as shown on Schedules “1” and “2” to Section 21 of the Zoning By-Law.

2. Access

The following parameters should apply to a stacking lane:

- (a) The entrance to a stacking lane should be set into the site as deeply as possible;
- (b) Where permitted, all access points at intersections should be right-in, right-out only. Additional access points may be considered if they are located at a minimum of 100.0 m (328.0 ft.) from the intersection of a designated right-of-way or site triangle;
- (c) Access driveways on a corner site should be located as far as possible from the abutting intersection; and
- (d) Pedestrian/barrier-free access to building entrances should be provided in a safe and convenient manner, by ensuring that direct pedestrian links to main parking areas and public sidewalks, do not pass through a stacking lane.

3. Setbacks

The following setbacks from a residential property line should be provided to all parts of a stacking lane, including speakers and order boards:

- (a) For a convenience restaurant and service kiosk, a minimum 20 m (65.6 ft) setback should be provided;
- (b) For a car wash with the entrance/exit located perpendicular to the property line, a minimum setback of 50 m (164 ft.) should be provided;
- (c) For a car wash, where the entrance/exit is not located perpendicular to the property line, a minimum setback of 20 m (65.6 ft.) should be provided;
- (d) For a car wash with a staged exit, minimum yard requirements as outlined in the Zoning By-law will apply;

- (e) For Banks and Pharmacies, minimum yard requirements as outlined in the Zoning By-law will apply;
- (f) The last required stacked vehicle space should be a minimum of 16.0 m (52.5 ft.) from the midpoint of any driveway or access at the property line measured along the driveway and/or aisle centre line using the shortest vehicular route.

Proposed setbacks for a stacking lane, including order boards and speakers, from a residential property line were informed by a noise study prepared by Jade Acoustics, for the City of Mississauga.

4. Noise

The following guidelines are intended to help mitigate noise from stacking lanes:

- (a) Where stacking lanes require noise mitigation, noise barriers adjacent to a residential zone should be maximum height of 2.4 m (7.9 ft.) to minimize the visual impact on residential property owners.
- (b) A combination berm/noise barrier is an acceptable solution in circumstances where a 2.4 m (7.9 ft.) noise barrier does not provide adequate noise mitigation. The noise barrier should be located on the property line to prevent the creation of “no man’s land” or left over space.

5. Signage

The following anti-littering signage guideline should apply to all stacking lanes:

- (a) Anti-littering signage should be appropriately incorporated into the site, directed to vehicles in stacking lanes and parking areas.

CONCLUSION:

After a series of stakeholder interviews and group meetings with staff from the Planning and Building Department, members of City Council and concerned representatives from the Canadian Petroleum Products Industry, the Ontario Restaurant Hotel and Motel Association and Loblaws Properties, consensus has been reached around a series of design guidelines for drive-thru stacking lanes. The proposed guidelines contained within this report will help mitigate both on-site and off-site impacts of drive-thru stacking lanes and will help improve on-site vehicular circulation concerns and promote a better pedestrian environment.

ATTACHMENTS:

Appendix I-1: Drive-thru Stacking Lanes, Previous Report History
Appendix I-2: Drive-thru Stacking Lanes, Design Reference Notes

Edward R. Sajecki
Commissioner, Planning and Building Department

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the 21st Century Team*

Drive-Thru Stacking Lanes – Previous Report History

1. At the January 21, 2002 meeting of the Planning and Development Committee, the report titled, “Drive-through Restaurants/Convenience Kiosks”, from the Commissioner of the Planning and Building Department was considered that outlined proposed Zoning By-law amendments and design guidelines to address the issues of design and location of drive-through lanes; their impact on traffic circulation, both within the development site and public boulevard; and, the adequacy of existing zoning standards for required spaces in a stacking lane.
2. City Council on January 30, 2002 considered the report titled, “Drive-through Restaurants/Convenience Kiosks”, dated December 18, 2001 from the Commissioner of the Planning and Building Department. Recommendation PDC-0017-2002 adopted recommendations to circulate the report to the Ontario Restaurant Hotel and Motel Association, the Mississauga Board of Trade and the Business Improvement Associations for their comment. It also recommended that staff use the recommendations in evaluating development applications and that staff examine the application of a distance separation between the location of drive-through restaurants relative to major intersections.
3. City Council, on June 23, 2004 considered the report titled, “Drive-through Restaurants/Convenience Kiosks”, dated May 25, 2004, from the Commissioner of the Planning and Building Department. Recommendation PDC-0060-2004 referred the report back to staff to provide further clarification with respect to the design guidelines as they relate to access driveways on corner sites. Council also directed that a further report be prepared to address the issues of appropriate zone categories where drive-throughs will be permitted and an appropriate distance separation between drive-through stacking lanes and an abutting residential zone.
4. At the November 1, 2004 meeting of the Planning and Development Committee, the Commissioner of the Planning and Building Department, in the reports titled, “Drive-through Restaurants/Convenience Kiosks – Follow-up Report” and “Drive-through Stacking Lanes”, recommended that a public meeting be held to consider proposed amendments to Mississauga Plan, Zoning By-law 5500 (for the former Town of Mississauga), By-law 65-30 (for the former Town of Streetsville) and By-law 1227 (for the former Town of Port Credit), as well as Design Guidelines. Recommendation PDC-107-2004 adopted the proposed recommendations.
5. On January 10, 2005 a public meeting of the Planning and Development Committee was held to consider the reports titled “Drive-through Restaurants/Convenience Kiosks – Follow-Up Report”, and “Drive-through Stacking Lanes”, from the Commissioner of the Planning and Building Department. The reports outline proposed amendments to Mississauga Plan, Zoning By-law 5500 (for the former Town of Mississauga), By-law 65-30 (for the former Town of Streetsville) and By-law 1227 (for the former Town of

Port Credit), as well as Design Guidelines. At the January 19, 2005 meeting of Council the recommendations were adopted in principle through Recommendations PDC-0001-2005 and PDC-0002-2005, subject to negotiations taking place between Staff, Members of Council and concerned industry representatives. Following the negotiation period Staff from the Planning and Building Department were directed to report back the outcomes to the Planning and Development Committee.



▲ fig.5_Example of landscaping and fencing used to minimize visual impact of drive-thru on adjacent property owners



▲ fig.6_Anti-littering signage

Setbacks (continued)

The last required stacked vehicle space should be a minimum of 16.0 m (52.5 ft.) from the midpoint of any driveway or access at the property line measured along the driveway and/or aisle centre line using the shortest vehicular route [fig. 2].

Noise

Where stacking lanes require noise mitigation, noise barriers adjacent to a residential zone should be maximum height of 2.4 m (7.9 ft.) to minimize the visual impact on the residential property owners [fig. 5].

A combination berm/noise barrier is an acceptable solution in circumstances where a 2.4 m (7.9 ft.) noise barrier does not provide adequate noise mitigation. The noise barrier should be located on the property line to prevent the creation of "no man's land" or left over space.

Signage

Anti-littering signage should be appropriately incorporated into the site, directed to vehicles in stacking lanes and parking areas [fig. 1 & 6].

For additional information, please contact the Planning and Building Department at (905) 615-3200 x5522 or visit www.mississauga.ca.

drive-thru stacking lanes

Introduction

This Design Reference Note outlines a series of minimum design guidelines to be used in the evaluation of site plan applications when dealing with drive-thru stacking lanes. Individual site conditions and context will be taken into account when applying the guidelines.

Stacking Lanes

A stacking lane should:

- Have a minimum width of 3.0 m (9.8 ft.) [fig. 1];
- Have no obstructions by intersecting traffic, abutting parking, or loading spaces;
- Not obstruct an aisle required by a parking or loading space;
- Not be located within a front or exterior side yard;
- Minimize curve and turning movements;
- Be defined by raised curbs and a 1.2 m (3.9 ft.) wide landscape island abutting parking and a 3.0 m (9.8 ft.) wide landscape island abutting driveways [fig. 2]; and,
- Avoid being located on a lot situated at the intersection of two highways, or parts thereof, having a designated right-of-way width of 26.0 m (85.3 ft.) or greater, as shown on Schedules "1" and "2" to Section 21 of the Zoning By-Law.

Preferred configurations for sites with drive-thrus

fig.1_convenience restaurant drive-thru within a mall

exterior patio
canopy
anti-littering signage
pick-up window
drive-thru exit
loading/garbage
3.0 m (minimum) wide stacking lane
escape lane
order boards
3.0 m (minimum) landscape island
intercom
anti-littering signage
drive-thru entrance

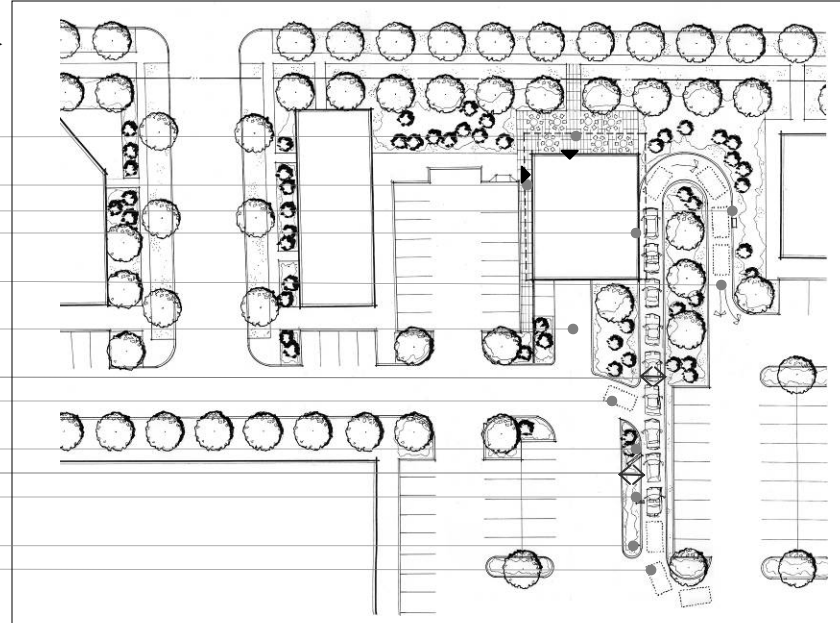


fig.2_drive-thru associated with a bank at a corner site

drive-thru exit
atm window
3.0 m (minimum) wide stacking lane
3.0 m (minimum) landscape island
loading/garbage
direct pedestrian link
16.0 m (minimum) from midpoint of any driveway or access at property line to last stacked vehicle

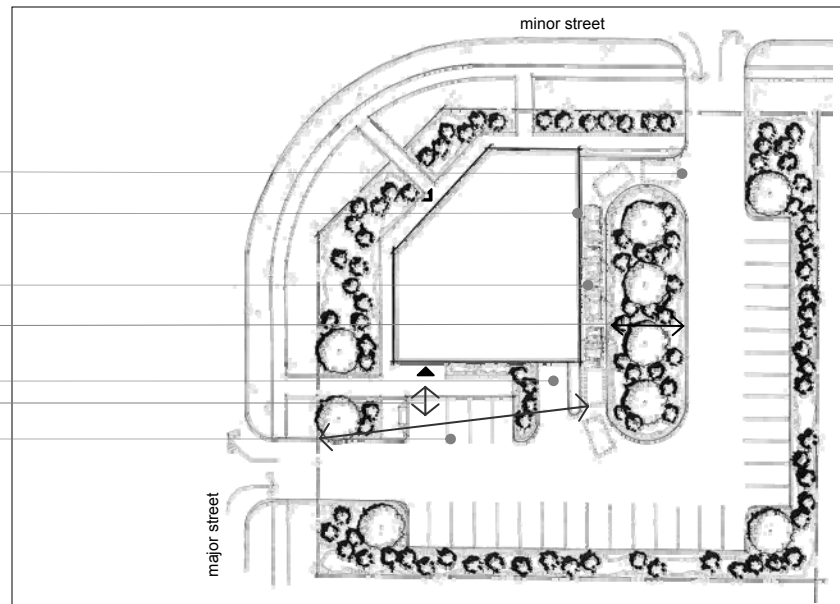
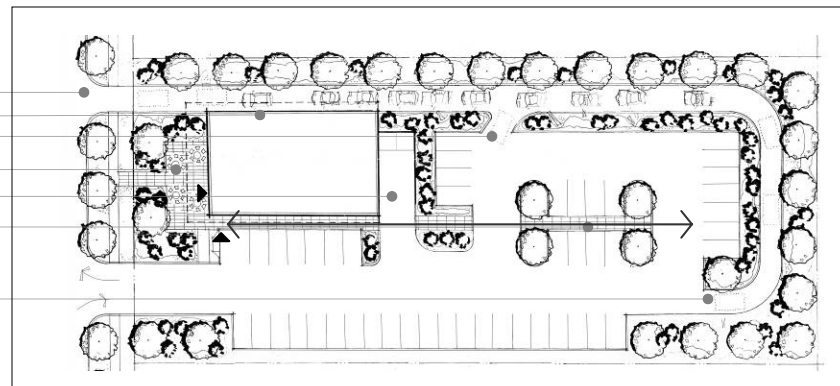


fig.3_drive-thru associated with a convenience restaurant in a mid block site

drive-thru exit
pick-up window
escape lane
exterior patio
loading/garbage
direct pedestrian link
drive-thru entrance set as deeply into site as possible



Access

The following parameters apply to access to a stacking lane:

- The entrance to a stacking lane should be set into the site as deeply as possible [fig. 3];
- Where permitted, all access points at intersections should be right-in, right-out only. Additional access points may be considered if they are located at a minimum of 100.0 m (328.0 ft.) from the intersection of a designated right-of-way or site triangle;
- Access driveways on a corner site should be located as far as possible from the abutting intersection; and,
- Pedestrian/barrier-free access to building entrances should be provided in a safe and convenient manner, by ensuring that direct pedestrian links to main parking areas and public sidewalks, do not pass through a stacking lane [fig. 3 & 4].



fig.4_Example of direct pedestrian link, at a bank with a drive-thru

Setbacks

The table below provides the minimum required setbacks from a residential zone to any portion of a stacking lane for various uses.

Use Associated With Stacking Lane		Minimum setback to any portion of stacking lane, from a residential zone		Notes
		metres	feet	
Convenience Restaurants and Service Kiosks		20.0	65.6	Setback also applies to order boards or speakers used for ordering.
Car Wash	with the entrance/exit facing residential	50.0	164.0	Unless the entrance /exit is located perpendicular to the residential zone, all other configurations will be considered "facing".
	with the entrance/exit located to the side	20.0	65.6	
	with a staged exit	Minimum yard requirement as outlined in the Zoning By-law	Minimum yard requirement as outlined in the Zoning By-law	
Pharmacy		Minimum yard requirement as outlined in the Zoning By-law	Minimum yard requirement as outlined in the Zoning By-law	
Bank		Minimum yard requirement as outlined in the Zoning By-law	Minimum yard requirement as outlined in the Zoning By-law	