

# Drive Through Facility Guidelines

Part 6, Section 4 of the Development Design Guidelines



April 2011

**SECTION 1.0 - INTRODUCTION**

- 1.1 Purpose of the Guidelines
- 1.2 Background - Current Trends and Issues in Drive-through Facility Design
- 1.3 Application of City of Brampton's Vision to Drive-through Facility Design

**SECTION 2.0 - DESIGN PRINCIPLES AND OBJECTIVES**

- 2.1 Design Principles
- 2.2 Design Objectives
- 2.3 General Design Recommendations

**SECTION 3.0 - SITE PLANNING AND BUILT FORM GUIDELINES**

- 3.1 Site Planning Guidelines
  - 3.1.1 Site Layout and Building Locations
  - 3.1.2 Locations for Drive-through Components
  - 3.1.3 Setbacks
  - 3.1.4 Vehicular Access and Management
  - 3.1.5 Pedestrian Access and Movement
- 3.2 Built Form Guidelines
  - 3.2.1 Building Massing and Form
  - 3.2.2 Mechanical Units and Utilities
  - 3.2.3 Garbage and Loading / Service Areas
- 3.3 Signage and Lighting
  - 3.3.1 Signage
  - 3.3.2 Lighting

**SECTION 4.0 - STREETSCAPING AND LANDSCAPING GUIDELINES**

- 4.1 Public Domain Landscaping
  - 4.1.1 General Requirements
- 4.2 Private Domain Landscaping
  - 4.2.1 General Requirements
  - 4.2.2 Edges
  - 4.2.3 Noise and Visual Screening
  - 4.2.4 Grade Changes

**APPENDIX**

- A Conceptual Site Layouts
  - A.1 Corner Site
  - A.2 Mid-Block Site
  - A.3 Within Larger Commercial Site

**Explanatory Notes:**

- These guidelines have been prepared in consultation with the industry and City staff.
- The images provided in this document are for guidance only and are intended to illustrate specific principles. They are a combination of images produced by staff, consultants, and City renderings, as well as images provided by colleagues from across the country.

## 1.0 INTRODUCTION

### 1.1 Purpose of the Guidelines

The City of Brampton has developed a number of policy documents to assist in the realization of its vision for a city that achieves a high standard of civic design, as described in the Six Pillars Strategic Plan and the Flower City Strategy. The Official Plan in Section 4.10.3.6 identifies specific policies regarding the design principles for auto-oriented development including drive-through facilities.

The guidelines in this document have been developed to integrate into the Development Design Guidelines, and assist in achieving the City's urban design objectives with respect to drive-through facilities and their unique functions. The purpose of this document is to:

- Ensure that the planning and design of drive-through facilities is consistent with and promotes the City of Brampton's vision and civic design objectives, while still meeting functional needs.
- Establish planning criteria and design guidelines for the siting and design of drive-through facilities.
- Familiarize developers, owners and designers at the earliest stages of development of the City's expectations for the development of drive-through facilities.
- Ensure a high level of quality in the design of drive-through facilities.
- Ensure that residential zones are protected from noise, traffic, odours, bright lighting and other potential impacts of drive-through facilities.

This guideline document is to be used in conjunction with the other approved official documents, and with Secondary Plans, Zoning By-laws, and Community Block Plans.

*Note: Several locations in the City are already taken up by drive-through facilities. Any new proposal should conform to these guidelines whether it is a new development or a redevelopment of an existing site, where possible and reasonable to do so.*



Early example of American drive-through restaurant



Modern day double drive-through to accommodate large volume of traffic

*Note: Drive Through facilities associated with service centres are covered under Automotove Service Centre Guidelines, included in Chapter 6, Development Design Guidelines. If a larger development includes other drive through facilities, then the current document would apply to those uses.*

### 1.2 Background - Current Trends and Issues in Drive-through Facility Design

Drive-through facilities are generally characterized by retail establishments that provide products and services, through an attendant or an automated machine, to drivers waiting in designated drive aisles or stacking lanes.

The drive-through first developed in the United States in the 1920s as a successor of the gas bar and drive-in restaurant. In Canada, the drive-through as a predominant building type emerged in the 1980s primarily in the suburban parts of the Greater Toronto Area. Since then, construction of new drive-through facilities and retrofitting existing businesses with drive-throughs has become more common.

Beyond restaurants, drive-through facilities have expanded to serve other uses such as financial institutions, pharmacies, and dry cleaners. Developments in marketing over recent decades have also brought prototype design of built form to drive-through facilities, such as the corporate branding of buildings, signage, materials, and colours.

The combination of these factors leads to a number of trends affecting today's design of drive-through facilities:

- High demand and use requiring long car stacking lanes;
- Standard prototype designs that often encourage vivid colour schemes and graphics;
- Significant traffic circulation within one site, to accommodate both parking and the drive-through;
- Numerous signs within the same facility, of varying size and format;

- Twenty-four hour services with the need for constant illumination;
- Noise generated from intercoms and ordering stations; and
- Noise generated by idling cars, and litter from food packaging.

Several of these trends present conflicts with the City's vision for excellence in streetscape and building design. The City of Brampton has responded to these issues by creating design guidelines that attempt to minimize the negative impacts of such facilities.

### 1.3 Application of the City's Vision to Drive-through Facility Design

The primary objectives of the City's vision regarding the built environment as detailed in Section 1.1 of the City's Official Plan are:

- "Achieving a high standard of civic design for the whole city";



Drive-through facility with an attractive built form and a distinct community character

- "Sustaining a high quality of physical environment"; and
- "Aspiring to high quality architecture and landscape architecture"

These objectives are also applicable to the development of drive-through facilities. The guidelines are intended to promote the essential elements of the City's vision, and respond to the changing needs of drive-through facility development. These include:

- Community design excellence and innovation;
- Visually attractive built environments;
- Celebration of Brampton's unique floral heritage in all aspects of city building;
- Environmental sustainability and healthy ecosystems;
- A sense of identity and arrival;
- A distinct community character;
- Coherent physical development that contributes to the hierarchy of districts, nodes, and corridors and enhances the specific character of its immediate neighbourhood;
- Achieving the Official Plan goal of allowing diversity in development by allowing a range of design expression;
- Aesthetically and visually attractive interfaces

between land uses and at community edges and gateways;

- Clear points of community entry with a pleasurable experience for all users including motorists, pedestrians, and transit users;
- Physical development that balances the vehicular functionality of drive-through facilities with pedestrian scale orientation;
- Design that provides efficient and safe circulation for both vehicles and pedestrians;
- Achieving a pedestrian scale for the built form;
- Development that responds to the principles of the City's Street Corridor Master Plan, Gateway Beautification Program, and Flower City Strategy; and
- Development that fulfils the marketing and functional needs of drive-through facilities while incorporating design strategies that respect these City objectives.



Drive-through facility successfully encompassing a variety of design parameters

**2.0 DESIGN PRINCIPLES AND OBJECTIVES**

**2.1 Design Principles**

The design principles for the development of drive-through facilities are:

- To ensure that their location, design, and planning are consistent with the City’s vision and civic design objectives.
- To promote a high quality of development that balances effective functionality of drive-through facilities for their primary vehicular related commercial uses with pedestrian friendly design.
- To respect areas that are distinctive in character, through architectural quality that complements the surrounding community uses and activities, whether residential, commercial, or industrial.
- To balance the goals of retailers with other City policies related to sustainability and efficient land use.



Use of high quality architectural materials and components

**2.2 Design Objectives**

Design objectives and strategies that are appropriate to the development of drive-through facilities are:

- Develop a strong community image and character that enhances the visual appeal of the community from inside and outside and creates a good built environment.
- Reinforce community character within the private domain through sensitive site planning and excellence in architectural design.
- Balance the demand for design that is focused on vehicular traffic with design that relates to pedestrians and contributes to building attractive urban streetscapes.
- Respond to context and provide a balance of corporate branding/identity standards with City and area needs.



Design that relates to pedestrians and contributes to attractive streetscapes



Excellence in architectural design enhances the visual appeal of the community



A balance of corporate branding standards with City and area needs.

**2.3 General Design Recommendations**

The City's aforementioned design objectives and principles lay the foundation for general recommendations for the design of drive-through facilities that form the basis for the more detailed guidelines in later sections of this document. These general recommendations are:

- The location, site planning and detailed design of drive-through facilities shall reinforce the City of Brampton's hierarchy of roadways and gateways as described in the Street Corridor Master Plan and the Gateways Beautification Program.
- The design of drive-through facilities shall provide convenient, comfortable, and safe pedestrian movement to elements which will be accessed by pedestrians from within the site, from street sidewalks, and from transit stops. The design of drive-through facilities shall also enable a safe and efficient level of vehicular traffic functions.

- The design of all aspects of drive-through facilities is to respond to the character of the neighbourhoods and corridors in which they are located. This response to context may include specific site planning and architectural treatment that reflects the surrounding built form; or, it may be an expression of diversity of design elements that contrasts with the local context. In all cases, their design shall enhance the local context.
- Drive-through facilities will be designed to reinforce street edges and contribute to high quality streetscapes through a combination of their site planning, stacking lane configuration, pick-up/canopy locations, and built form architectural quality.
- Drive-through facilities will be designed to achieve superior landscaping that contributes to high quality streetscapes and mitigates the negative impacts of vehicular functions through a high quality of soft landscape design, hard landscaping elements, and the use of other elements such as berming or freestanding architectural features.



Building located adjacent to the street



Design that responds to the heritage character of the neighbourhood



Drive-through facility contributing to a high quality streetscape



Creating pedestrian connections



Aesthetically attractive built form

### 3.0 SITE PLANNING AND BUILT FORM GUIDELINES

The vehicular functions of drive-through facilities generate additional vehicular movements both at access points and within their sites. Drive-through sites typically have large areas of asphalt paving to accommodate traffic movements, stacking and parking.

Site planning and built form design strategies can mitigate many of the negative impacts through careful placement of buildings and their component parts, the creation of well landscaped boulevards and buffers, and the introduction of high quality architecture.

The detailed design guidelines in this section deal with:

- Site planning and drive-through elements; and
- Built form

Guidelines for landscaping and streetscaping follow in Section 4.0

#### 3.1 Site Planning and Drive-through Elements

The design principles for site planning for drive-through facilities are based on:

- Developing a strong community character;
- Enhancing the visual experience;
- Creating an enriched public domain;
- Creating a high quality of streetscapes; and
- Designing for pedestrian comfort.



High quality built form with sensitive placement of drive-through



Enhancing the public domain



Design that enhances the visual experience

### 3.1.1 Site Layout and Building Locations

Drive-through facilities can be stand-alone developments located mid-block or at corners, and are often a part of larger commercial developments.

General guidelines for Site Planning include:

1. Lot sizes should be appropriately sized to efficiently and safely serve all vehicular functions, such as, circulation, stacking, parking and driving access.
2. The building should be located at or near the street edge.
3. The building should be planned so that entrances and views of main facades are adjacent to pedestrian sidewalks and are visible from main streets.
4. Locating the stacking and drive through lanes at the rear or side yards and not between the building and the street to minimize the impact on the streetscape and the adjacent properties, and to ensure a positive contribution to the pedestrian environment.
5. Locating parking and servicing areas away from the street such as at the rear or flank of the building that is not facing or exposed to the public realm, and/or screened from neighbouring properties.
6. The stacking lanes should be located away from residential properties
7. Site planning shall ensure that component elements are properly sited in a compatible manner within the existing and proposed context.
8. The site layout shall provide clear and distinct separation of vehicular and pedestrian traffic.

9. Site layout shall enhance pedestrian amenity, accessibility and safety.
10. Loading and garbage areas shall be located away from street view and residential edges.
11. Siting of buildings and landscaping shall consider Crime Prevention Through Environmental Design (CPTED) issues.

#### A. Mid-block Sites:

1. In general, mid-block sites are a preferred location for drive-through facilities.
2. The building shall be located at the street edge with its primary facade close to the street.
3. If entry and exit driveways are separated, the minimum distance between the driveways shall be determined on a case-by-case basis.

#### B. Corner Sites:

Corner sites should be reserved for mixed land uses and higher order buildings, and are not the preferred locations for drive-through facilities. However, if a drive-through facility is at a corner location, the following guidelines apply:

1. Site planning shall emphasize the street corner. The building alignment shall be as close as possible to the setbacks of the corner street frontages.
2. Buildings shall be oriented with the main entrance at the corner or on the more major street and the drive-through lanes located away from the corner.
3. The building's primary street facade is strongly encouraged to have distinct architecture and landscape design to enhance the streetscape. Scale and materials shall complement the adjacent area.



Corner site with pedestrian connection and drive-through located away from corner



Stacking lanes and pick-up windows oriented toward the internal area of larger development

**C. Within Larger Commercial Sites:**

1. Drive-through facilities should preferably be located at mid-block locations within a larger development and away from corners and intersections.
2. The building's main facade shall be located close to the street edge and/or site entrance drive. Glazing and/or an entrance shall be located close to the pedestrian sidewalks, where possible.
3. Pick-up windows and stacking lanes shall be located at facades (side and/or rear) facing the internal area of the larger development.

**3.1.2 Locations for Drive-through Components**

There are several key components of a drive-through facility. Strategically locating these components can help balance functionality and quality urban design.

**A. Intercom Order Stations:**

1. Where a drive-through facility abuts a residential use, the intercom order station should be located as far away as possible from the residential property line. Order station speakers shall be shielded and directed away from residential areas.
2. Intercom order stations should be located away from the main site entrance and initial turning movements.
3. Drive-through menu boards and other information displays shall preferably be located near the intercom order stations for user convenience.
4. Order stations should be situated well into the stacking lanes where possible, which will allow more vehicular stacking prior to the order sta-

tion and prevent traffic overflow and disruption to vehicular and pedestrian movement.

5. The location and height of the order station must be close enough to the stacking lane to be sufficiently audible and accessible to the drivers.

**B. Drive-through / Pick-up Window:**

1. Pick-up windows shall be clearly marked through signage, architectural elements and/or lighting.
2. Heights of pick-up windows shall be accessible to all personal vehicle types.
3. If possible, separate windows for payment and pick-up should be considered within the same stacking lane to improve traffic movement and speed of service.
4. Waste receptacles should be placed close to pick-up windows and within reach of drivers in order to minimize refuse and litter.

**C. Patios:**

1. Attractively delineated outdoor eating areas at the front or side of the building adjacent to the public sidewalk are encouraged. If setbacks are required or desirable, utilize this area for outdoor patios, bicycle storage and landscape amenity space.
2. As a safety and comfort measure, patios should be located away from stacking lanes and any place where vehicular idling is expected.
3. Patios should be located away from service, loading and garbage areas.



Waste receptacles located throughout stacking lane to minimize litter and refuse



Patio located at the front of building away from stacking lanes



Providing outdoor seating area adjacent to public sidewalk

**D. Canopies:**

Typically, drive-through facilities have canopies over the pick-up window. They become a significant feature of the building that helps identify the use and site orientation. Drive-through facility canopies generally protrude from the principal building and are lower than the main roof.

1. Canopies should be designed as an integral part of the building. Materials, signage and lighting of the canopy should complement the primary building's architecture.
2. Any lighting at canopy soffits or edges shall not spill onto adjacent properties or result in glare for pedestrians.
3. If any audio or video equipment is provided, it must not create negative impacts to adjacent land uses.



Canopies covering both the order and pick-up windows

**3.1.3 Setbacks**

Setbacks for buildings and landscaping are intended to reinforce street edges, encourage architectural interest along pedestrian sidewalks, and create landscaped areas that are visually pleasing and provide screening of vehicles within drive-through sites. All building front, side, and rear yard setbacks must conform to current City of Brampton zoning standards.

1. Where primary street frontage is not occupied by a building face, a landscape strip is required. Refer to Section 4.0 for more detail.
2. At infill or redevelopment sites and heritage or other special areas, the front yard setback shall align with the front yard setbacks of the adjacent properties. These will be reviewed on a case-by-case basis.
3. Similarly, where drive-through facilities are a part of a larger commercial development, the setback of the primary facade should align with the setbacks of other buildings/structures of the development.



Canopy that complements the primary building architecture

4. Where exterior amenity spaces, such as outdoor seating areas, are located between the building and the street, building setbacks can be increased to accommodate these areas. This will be addressed on case-by-case basis.

**3.1.4 Vehicular Access and Movement**

At drive-through facilities minimizing disruption of existing traffic flow and ensuring safe movements is a high priority. Site access and internal circulation should accommodate good traffic function, ensure pedestrian safety, and minimize negative impacts of traffic on adjacent areas.

**A. Site Access:**

1. All access shall be designed as per City vehicular access standards.
2. Access without islands is preferred.
3. Entrances and exits for vehicles shall be located as far from corner intersections as possible to minimize disruption of street traffic flow.



Setback used for outdoor seating

- Entrances and exits for vehicles shall be designed with the minimum width and curb radii that will allow proper vehicular function, and minimize the interruption on streetscapes and pedestrian safety.
- Drive-through facilities, internal traffic circulation, parking layout, access restrictions, and all other transportation aspects will be reviewed on a case-by-case basis.

### B. Parking

- Parking areas shall be located at the rear and/or sides of the building, and parking along major streets is discouraged.
- Barrier-free accessible parking spaces and related curb cut design shall be provided as per City standards and the Ontario Building Code.
- The entrance and exit of the drive-through shall be kept clear from parking areas, in order to avoid conflict between these two vehicular uses. This can be achieved by locating the parking away from the stacking lane or clearly delineating it with screening and signage.



Entrances and exits for vehicles clearly marked and located away from parking

- Parking should be provided adjacent to the secondary entrance door to the facility so that customers arriving by car do not have to cross driveways or stacking lanes to enter the facility.
- Parking areas shall be treated with a combination of soft and hard landscaping and clearly defined pedestrian paths, to create distinct, and attractive areas.
- Where possible, permeable pavement and planting shall be used to minimize surface runoff and heat island build-up of paved areas.

### C. Stacking Lanes:

- In general, views of stacking lanes from the street should be minimized. According to Section 4.10.3.6 of the Official Plan, stacking lanes shall be located at rear or side yards and not between the building and the street.
- Stacking and drive-through lanes shall be screened by buildings, walls, vertical screens or fencing, landscaping, berms, or combinations of the above in order to minimize views from adjacent streetscapes.



Entrance and exit of drive-through kept clear from parking areas

- The ends of the stacking lane should be separated from the site access. Entries and exits of stacking and drive-through lanes shall be set back a minimum of 3.0 metres from front or flanking lot lines.
- Where two drive-through facilities are located on the same site or adjacent to each other, stacking lanes shall be separated.
- Locate stacking lanes away from adjacent residential uses. At such interfaces, wider landscape buffers and enhanced soft and hard landscape screening measures may be required.
- Where pedestrian areas such as patios exist, stacking lanes shall be located away from these uses. As with residential interfaces, landscaping and screening will be required should such an interface occur.
- Stacking lanes and their circulation could include escape lanes at logical and functional locations for the drive-through uses.
- Stacking lanes shall not conflict with access to parking areas, driveways, service or loading areas. The use of soft and hard landscaping, decorative



Use of landscaping to screen drive-through lanes from adjacent land uses.

pavement, painted lines, strips or low walls no higher than 1.05 meters to delineate and separate stacking lanes from these areas is encouraged.

**D. Multiple / Double Drive-Through Lanes:**

Some drive-through facilities experience higher traffic volumes that result in delays and traffic back-ups. Operators have attempted to address this issue by adding a second stacking lane. There are also single facilities that have multiple businesses, each offering individual drive-throughs. Careful planning is required for a site employing a merging double drive-through stacking lane or two separate stacking lanes.

1. Multiple drive through may be acceptable as long as they do not interfere with smooth and safe pedestrian and vehicular traffic circulations. This will be reviewed on a case by case basis.
2. Double drive-through lanes that merge into a single stacking lane prior to the pick-up window may be acceptable and will be assessed on a case-by-case basis.

3. Single facility with multiple businesses, each having individual drive-throughs or single business with multiple drivethroughs are not encouraged, and will be reviewed on a case-by-case basis.
4. Stacking lanes shall be clearly separated from one another.
5. Pedestrian connections shall be clearly demarcated with minimum or no conflicting points with vehicular traffic and/or stacking lanes.
6. Main entrances to buildings shall be highlighted with safe and direct pedestrian access.

**3.1.5 Pedestrian Access and Movement**

1. Pedestrian access routes and walkways shall be clearly defined.
2. Direct and continuous pedestrian connections from the street, from public sidewalks, and from transit stops to the pedestrian oriented functions of the facility shall be provided.

3. Safe pedestrian routes shall be located away from primary traffic circulation and must be clearly identified. In cases where there are no options and pedestrian connections are required across the stacking lanes, they should be demarcated with continuous paving and appropriate signage for motorists to slow down/stop for crossing pedestrians.
4. Provide customer entrance doors that have safe and convenient access from parking areas.
5. Pedestrian access and connections shall conform to barrier-free principles of design and related requirements of City standards and the Ontario Building Code.
6. Pedestrian routes must be minimum 1.2m wide and unobstructed. A 1.5m width is preferred.
7. Amenities such as, bicycle racks, seating areas and waste receptacles are encouraged to enhance pedestrian experience.



Well-marked double drive-through merging into a single stacking lane



Single facilities with multiple users each having individual drive-throughs are not encouraged



Clearly defined pedestrian access to entrance doors

8. Weather protection elements such as canopies and awnings shall be provided at the main building entrance.
9. Pedestrian traffic shall not be directed across a vehicle stacking lane. In some circumstances if no other options are available, a pedestrian crossing may be positioned where vehicles are typically stopped, such as between the order station and the pickup window. In such instances, sidewalk paving material shall be continued through the asphalt driveway, be clearly delineated, and a yield sign posted before the crossing.

**3.1.6 Site Specific Issues and Guidelines for Various Drive-Through Uses**

This section is intended to highlight the different categories of drive-through facilities. Function-specific guidelines have been mentioned here, however, all other guidelines in this document apply. Please note that details regarding drive-throughs as they relate to

car washes are specifically addressed in the Automotive Service Centres Design Guidelines.

**A. Restaurants:**

Drive-through restaurant facilities tend to create more vehicular traffic and pedestrian flow than other uses. Therefore, extra care should be taken when designing these facilities.

1. As per the City of Brampton’s zoning by-law, a minimum of 10 stacking spaces are required.
2. At sites where stacking lanes are located at the street edge, higher quality soft and hard landscaping and screening measures will be required. These sites will be reviewed on a site-by-site basis.
3. Restaurant menu boards shall preferably be located close to the order station, and be properly integrated with the design of the building and appropriate landscaping.

4. Patios are encouraged in the front or side of the building adjacent to the public sidewalk.
5. Escape lanes may be provided before the ordering station where possible and depending on the site layout.

**B. Financial Institutions and Pharmacies:**

1. As per the City of Brampton’s zoning by-law, a minimum of 8 stacking spaces for a facility associated with a bank, trust company or finance company, and a minimum 3 stacking spaces for a facility associated with any other land use, including pharmacies, shall be provided.
2. Careful attention should be paid to safety measures, such as adequate lighting, mirrors, cameras, etc.



Patio with bicycle racks and seating area to enhance pedestrian experience



Menu board located near ordering station with proper landscaping



Pharmacy drive-through with careful attention to safety measures

**3.2 Built Form Guidelines**

The architectural design of the building components of drive-through facilities shall reflect the City of Brampton’s design principles for developing a strong community character through high quality architectural design and materials, and shall respond to the character of the neighbourhoods and corridors in which they are located.

Land Use	Minimum Stacking Space Requirements
Restaurant, or Convenience Store	10
Bank, Trust Company, or Finance Company	8
Facility associated with any other land use (e.g. pharmacy)	3

**3.2.1 Building Massing and Form**

The built form guidelines encourage sensitive design that enhances the surrounding context. However, conformance to an architectural style is not intended, and buildings within the drive-through facilities should be compatible with the local context. Scale, massing and the relationship to streetscapes should be complementary to the surrounding uses and buildings.

1. The building shall be oriented close to the street edge. The main entrance and major windows shall be clearly visible from the street, and maintain direct pedestrian connections from public sidewalk.
2. Building elevations that are located at street lines, face public streets, or visible from further distances should incorporate architectural features that are visually interesting with pronounced massing. Blank walls at the public realm should be avoided. Architectural features can include:
  - large glazed areas;
  - changes in wall plane and materials;
  - roof overhangs;
  - cornice lines;
  - prominent entrance areas;
  - varied building volume or accent elements; and
  - varied but complimentary building materials including stone, brick, and precast.
3. At corner locations, prominent massing (at least 2 storey massing) is strongly recommended.
4. In specific heritage contexts or other special built contexts, additional design criteria for massing, materials, and detailing will be required in consultation with City staff to ensure an appropriate



Sensitive design that respects the surrounding context



Main entrance and major window clearly visible from the street



Large expanse of glazing along the street facade

design response to the immediate surroundings.

5. A combination of vision and spandrel glazing at street facades is strongly encouraged. Designers are encouraged to incorporate as high a proportion of visual glass in building design as possible. Spandrel glass should be complementary in colour and mullion design to the vision glass. Reflective or mirror spandrel glass will not be permitted.
6. Buildings shall incorporate weather protection such as overhangs or canopies at pick-up windows, entrances, and other pedestrian areas.

### 3.2.2 Mechanical Units and Utilities

1. All gas meters and utility pipes shall be located away from prominent locations, and where necessary, should be screened by landscaping.
2. All utility pipes shall run internally and/or be adequately screened to prevent their visibility from the public realm.
3. All mechanical units on the roof or otherwise shall



Canopies over main entrance and drive-through window

be screened from street views and internal site views, and preferably integrated with the main building design.

### 3.2.3 Garbage and Loading / Service Areas

1. Garbage and loading areas shall be located at the rear or side of the building, and shall be screened from view by architectural features.
2. Storage for garbage containers shall be incorporated into the principal building design. Food waste must always be stored in climate controlled rooms. These areas must be accessible for waste pick-up without disruption to the main drive aisle or circulation route.
3. Where it is demonstrated that garbage storage accessory buildings and loading areas cannot be located within the building, they shall be enclosed by structures or walls constructed of the same materials as the main building. Similarly, access shall not disrupt traffic circulation.
4. Loading docks should be oriented to ensure that service or utility vehicles can complete tasks without obstructing the primary driving aisle or circulation route through the site.
5. Each loading space should have an unobstructed aisle of no less than 6 meters in width for ingress and egress to and from a street or lane.

### 3.3 Signage and Lighting

Signage and lighting are predominant elements within drive-through facilities. Their design should balance



Garbage storage incorporated into the principal building design

the promotional, identity, and safety objectives of signage and lighting with an appropriate response to scale and streetscape design and context.

### 3.3.1 Signage

1. Signage design shall be integrated with overall elevations and architectural design of the building. Prominent architectural features can be utilized to create clear and coordinated signage as well as building image.
2. Directional signage at entrance and exit locations of drive-throughs shall be clearly placed to facilitate safe site circulation.
3. Ground mounted signage shall provide clear orientation to drivers and complement the streetscape. Ground-mounted signage should be designed with both soft and hard landscaping.

4. Signage illumination shall highlight the necessary drive-through functions and not over-illuminate the site or cause glare.
5. Building elevation should clearly indicate the locations of required signage.
6. To reduce glare and light spillover concerns, backlit or indirectly lit signage is generally desirable. Cut out signage is preferred. Neon signage is not encouraged especially in close proximity to residential property.
7. All signage within the drive-through facility shall be properly coordinated and shall be in accordance with City Signage By-Laws.

### 3.3.2 Lighting

1. Exterior lighting shall minimize the projection of light onto adjacent properties. Light fixtures should be oriented away from adjacent properties and streets.
2. Light fixtures should be selected to minimize noise from ballasts and other electrical components.
3. The use of accent lighting of architectural features and landscaping is encouraged.
4. Locate lighting, trees, soft landscaping, and exterior furniture along pedestrian walkways through-

out the site in order to create a more pedestrian friendly environment.

5. Pedestrian scaled lighting shall be provided at building entrances, other primary pedestrian areas and routes to illuminate directions towards parking, sidewalks and transit areas.



Ground-mounted signage surrounded by hard and soft landscaping



Exterior lighting oriented to minimize projection onto adjacent properties



Signage providing clear orientation to drivers

**4.0 STREETSCAPING AND LANDSCAPING GUIDELINES**

**4.1 Public Domain Landscaping**

In general, landscaping, pedestrian connections, built features, and signage that form a part of the public domain and are adjacent to or visible from the street, shall be coordinated with the City of Brampton Gateway Beautification Program, Street Corridor Master Plan, Flower City Strategy and Development Design Guidelines.

A high quality of streetscape design around drive-through facilities will:

- Enhance the public realm;
- Provide visual amenity for all those within street corridors; and
- Reduce the visual impacts of traffic and paved areas.

**4.1.1. General Requirements**

1. Streetscapes at drive-through facilities shall be designed to provide an enriched visual experience that reinforces their contiguous character and minimizes the impact of the vehicular functions through the use of tree rows, soft landscaping, walls, freestanding architectural features, decorative fencing and low berms.
2. Streetscapes at drive-through facilities shall be designed to provide accessibility, comfort, and safety for the pedestrian within the public realm and to drive-through facility users.

3. Public infrastructure on the road allowance, including transit stops, street furniture such as benches, refuse containers and post boxes, and utilities such as street lights and overhead utilities should be considered and accommodated in the streetscape design and sidewalk layout.
4. Certain locations, such as some corner sites and primary vehicular entrances to a commercial development, are defined in the Gateway Beautification Program. Gateway features such as free-standing structures, planting, irrigation, and City signage shall be integrated into the public realm edge at these areas.
5. High quality architectural elements such as masonry columns, walls, decorative metal fences, and pedestrian trellises that complement the adjacent building architecture and are integrated with the planting design shall be provided at street frontage locations to frame vehicle and pedestrian entrances, to enhance the buildings, and to screen stacking lanes and service areas.

6. Tree selection shall be in accordance with City planting standards and the hardiness of species shall respond to the impact of adjacent high vehicular traffic.
7. High branching deciduous trees shall be planted in the boulevard in accordance with the City of Brampton, Peel Region, and Hydro One requirements and any other agencies/utilities concerned with the public realm.
8. Plant material selection within the public domain shall reflect the City of Brampton's Flower City Strategy and shall take into consideration City standards for maintenance.
9. Plant materials along street frontages shall be comprised of a mixture of flowering and coloured foliage, and deciduous and conifer shrubs to provide year-round screening and visual interest.



High quality landscaping to enhance the public realm



Landscaping to screen stacking lanes and enhance public realm

10. The selection and layout of plant material adjacent to the public domain shall reflect the need to partially screen automotive elements and large paved areas from public views while maintaining good visibility to major building elements and signage features.
11. The street frontage landscape areas shall be graded to enhance building elements and to screen paved areas within the site.
12. Drainage structures and swales shall not be placed in landscape areas, but if necessary, they must be positioned to minimize the obstruction of planting and landscape structures.
13. Landscape design at corner locations shall incorporate connecting pedestrian routes. Design shall also include highly developed soft and hard landscaping to emphasize the corner. In these locations, low walls and freestanding architectural features should be provided, where not specifically prescribed in the Gateway Beautification Program.
14. Design that improves ground water recharge through storage and filtration of storm water shall be considered.
15. Landscaped areas shall be utilized to provide focus to building entrances and major vehicular and pedestrian routes.

#### 4.2 Private Domain Landscaping

To provide seamless visual and physical connections between private property and public streetscapes, landscaped site features shall be coordinated with the various design requirements for gateways, major intersections and corridors, as detailed in the City of Brampton's Gateway Beautification Program, Street

Corridor Master Plan, Flower City Strategy, and Development Design Guidelines.

The design of private domain landscaping within drive-through facility sites shall:

- Promote a high quality of development;
- Assist in achieving a pedestrian friendly design for pedestrian routes within the site; and
- Reduce the visual impacts of internal traffic and paved areas.

##### 4.2.1 General Requirements

1. Large unbroken expanses of paving shall be avoided. Continuous pedestrian route paving at appropriate locations on the site shall be implemented wherever feasible to break up and vary the impact of the paved asphalt site.
2. A high quality of pedestrian paving materials suited to the pedestrian scale, such as unit pavers, is encouraged.



High quality of pedestrian paving materials

3. Plant material selection within the private domain that promotes the City of Brampton's Flower City Strategy is encouraged. At the same time, plant material should also be selected with hardiness characteristics that will ensure its long term maintenance and provide year-round visual interest.
4. Plant material selection of varying heights and characteristics shall be used in a way that reflects the need to create visual interest and natural diversity while maintaining good visibility and orientation to the major building elements and signage features.
5. Perimeter fencing shall be provided as per the City of Brampton's fencing policy.
6. Selection of streetscape furniture within the site, such as benches, refuse containers, newsstands, and lighting, shall be coordinated with other site or architectural design features. They must also be conveniently located for the comfort of pedestrians of all abilities.



Careful selection of plant material to provide year-round visual interest

7. Freestanding masonry walls, piers, and retaining wall elements of the landscape plan shall be constructed of materials that compliment the architectural character of the site.
8. A comprehensive landscape plan which illustrates the streetscape and landscape elements within both the public realm and the private domain must be prepared for all drive-through facility site plan applications.
9. Private landscaping must be properly maintained to ensure a clean, green, and attractive image. Selection of low maintenance and year-round foliage species is encouraged.
10. Drive-through sites shall be defined with landscape edges.
11. Attractively delineated outdoor seating areas shall include, where possible, decorative metal fencing and architectural elements that complement building materials along with attractive planting and trellis for shade.



Free-standing stone elements and soft landscaping create an attractive street edge

#### 4.2.2 Edges

1. When abutting a residential property a minimum 3.0 metre wide landscape buffer strip shall be provided along all interior lot lines.
2. Abutting residential properties require a minimum 1.8 metre high masonry wall inside the commercial property. Masonry wall materials should complement the architectural character of the development.
3. Screen cars from view while allowing eye-level visibility into the site by using trees, shrubs and low walls.
4. To help define stacking lanes, continuous soft landscape areas shall be provided. To ensure visibility and sufficient planting widths, a minimum strip of 2.0 metres is recommended.
5. Sight lines between stacking lanes and any pedestrian crossings must be maintained. If landscape strips are located within these areas, low planting should be used.

#### 4.2.3 Noise and Visual Screening

1. Landscape planting with high branching deciduous trees and small groups of conifer trees shall be provided to screen drive-through operations from non-compatible uses such as residential properties and public open space.
2. Where a drive-through lane at the street is permitted, a 4.5 metres landscaped buffer will be required to accommodate the additional hard elements and planting necessary for visual screening.
3. Periphery planting shall be further concentrated to screen headlights of vehicles in the stacking lane from panning along adjacent residential properties.

4. Any lighting at the pick-up window and stacking lane shall be directed away from adjacent streets and residences.
5. Acoustic walls that are required in addition to perimeter walls along residential properties shall match the building materials and preferably adjoin the building.



Private landscaping properly maintained to ensure clean, green and attractive image



Landscape elements that screen drive-through operations from public open space

#### 4.2.4 Grade Changes

1. Where sites present the need for grading and significant grade changes, the landscape concept should distribute the grade changes to maintain level or minimal slopes.
2. Ensure that direct and barrier-free pedestrian access to the building and site can be maintained. Avoid making significant grade changes between the public sidewalk and adjacent drive-through sites.
3. Where grade changes occur at a drive-through facility the following guidelines shall be considered:
  - a. Maximum slopes shall conform to the Ontario Building Code and the City of Brampton requirements.
  - b. Locate the grade change away from areas of pedestrian access and movement.
  - c. 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 shall be maintained through devices such as ramps.
  - d. Enhance areas of grade change with intensive soft landscaping.
4. Retaining walls shall be constructed of high quality and durable materials such as masonry, stone or high quality precast or poured concrete, and shall complement the building design.
5. Landscaping for grade changes shall integrate with the larger landscape design concept.



Areas of grade changes enhanced with soft landscaping



Retaining wall constructed of high quality and durable materials

**A: CONCEPTUAL SITE LAYOUTS**

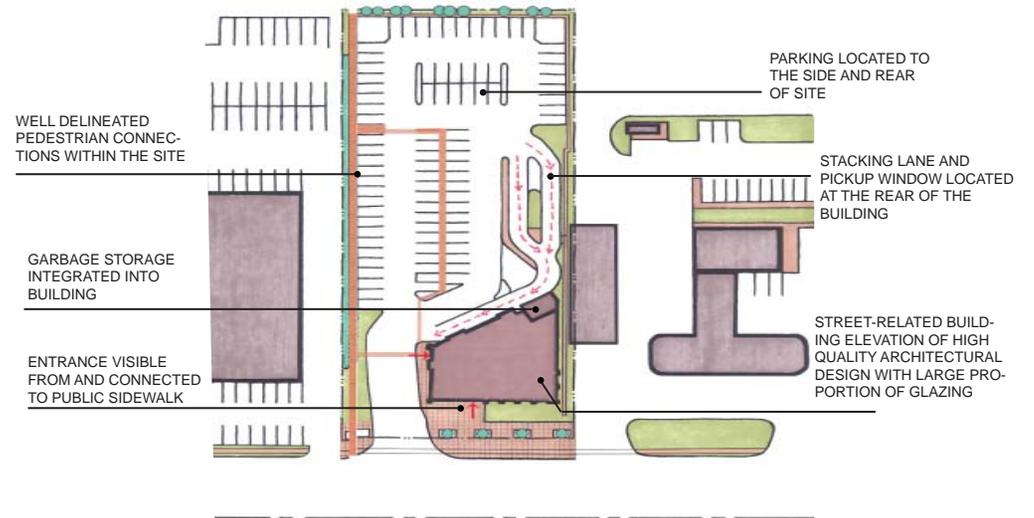
*Not to Scale*



**Explanatory Note:**

- The following conceptual site layouts are intended to highlight the principles discussed throughout this document and are for demonstration purposes only.

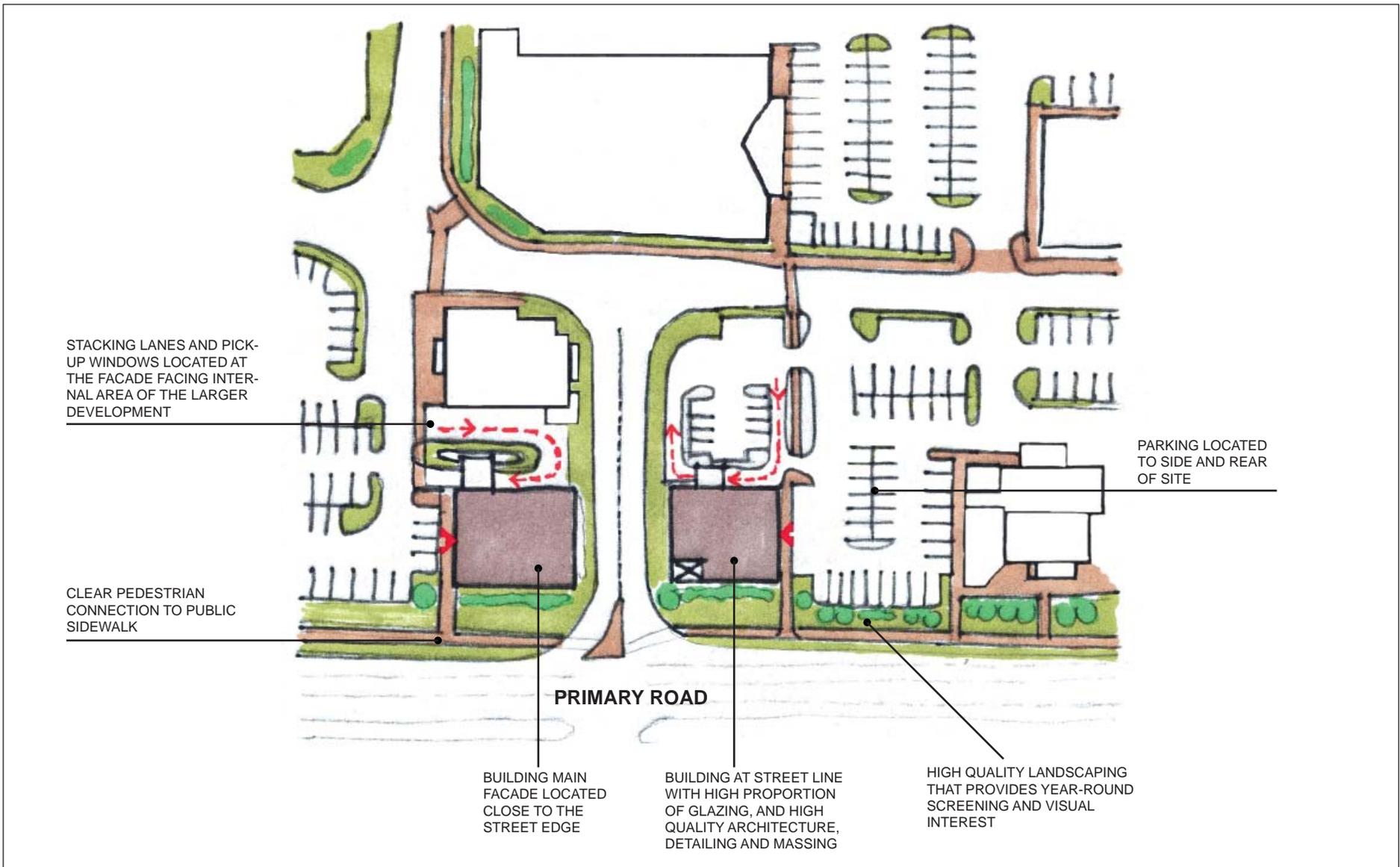
**A.1 DRIVE-THROUGH FACILITY AT CORNER SITE**



**A.2 DRIVE-THROUGH FACILITY AT MID-BLOCK SITE**

*Not to Scale*

Not to Scale



A.3 DRIVE-THROUGH FACILITY WITHIN LARGER COMMERCIAL SITE