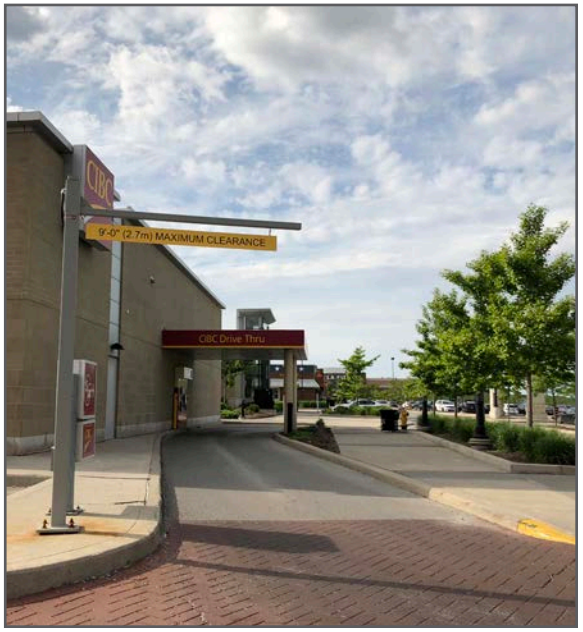
# TOWN OF EAST GWILLIMBURY

## PARKING LOT & DRIVE-THROUGH URBAN DESIGN GUIDELINES



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Town of East Gwillimbury

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# SECTION 1

## INTRODUCTION



# 1.0 INTRODUCTION

## 1.1 PURPOSE OF DESIGN GUIDELINES

The purpose of the Parking Lot & Drive-Through Urban Design Guidelines (Design Guidelines) is to provide Town-wide direction for the design of surface parking lots and drive-through facilities.

Items not referenced specifically in this study are gas stations with drive-throughs, which were excluded as they contain different associated uses such as car washes and kiosks.

The Design Guidelines were prepared between 2017 to 2020 and comprised of four phases: Phase 1 – Data Collection and Analysis, Phase 2 – Preparation of Background Policy Report/ Draft Urban Design Guidelines, Phase 3 – Public Consultation and Phase 4 – Presentation of Final Design Guidelines.

A Background Policy Report was prepared at the onset of this study by MBPD. The report was comprised of an analysis of existing drive-through facilities and parking lots, applicable policy framework, case studies and observations. The findings from the report were then used to prepare the Design Guidelines.




Figure 1.1a: Restaurant building with associated drive-through




Figure 1.1b: Building with prominent entrance and landscaped walkway

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## 1.2 SURFACE PARKING LOTS

Parking is an essential component for most land uses within the Town of East Gwillimbury. Surface parking lots can be designed for safe vehicular, cycling, and pedestrian circulation while meeting the parking needs of the development.

Surface parking lots can be visually unappealing with large asphalt surfaces, limited landscaping, and lack of appropriate buffering from the street. These characteristics also contribute to environmental issues, such as the urban heat island effect and produce additional stormwater runoff by reducing the amount of pervious surfaces. Appropriate landscaping, compact site layout, and the use of low impact development (LID) measures can help to mitigate these effects and create well-designed and sustainable parking lots.

The proper design of surface parking lots is integral to the creation of a pedestrian-oriented public realm, achieving vibrant streetscapes, and safe pedestrian movement.

Key features of well-designed surface parking lots include: appropriately landscaped boundaries; landscape islands, and roundabouts to break up large surface parking lots; buildings located close to the street where applicable; well delineated pedestrian routes leading to building entrances; and sustainable measures to reduce heat island effect and surface runoff.

Major commercial and industrial surface parking lots were reviewed in the municipality. Unlike drive-through facilities, the design of surface parking lots did not vary by use and shared similar characteristics.



Figure 1.2a: Pedestrian walkway directly connecting to building in parking lot




Figure 1.2b: Building with landscaping and lighting in parking lot

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## 1.3 DRIVE-THROUGH FACILITIES AND CHARACTERISTICS

Generally, drive-through facilities are establishments that provide a product or a service directly to the customer through a pick-up window without the customer needing to leave their vehicle. The type of items made available to the customer for pick-up as well as the design of the facility (ie. vehicular stacking and queuing requirements), will differ based on the type of use. Types of businesses that use drive-through facilities in Ontario include: fast food restaurants, banks, pharmacies and dry cleaning.

Drive-through facilities are prevalent within the Greater Toronto Area (GTA) including the Town of East Gwillimbury. If not properly designed, potential adverse impacts of these facilities may include: compromised pedestrian safety related to traffic and vehicular circulation; noise; and a built form/site layout configuration that does not support a vibrant streetscape.

Key features of well-designed drive-through facilities include: buildings placed adjacent to public streets to provide a pedestrian supportive environment; buildings with entrances and fenestration that address the street; stacking lane configuration that does not interfere with an appropriate street-building relationship; walkways that connect the parking areas with main building entrances for pedestrian safety; appropriate buffering adjacent sensitive land uses such as residential; and landscaping to reduce the total area of asphalt wherever possible.

At the time of the writing of this report, there were eleven drive-through facilities in the municipality with the following breakdown of uses: one unoccupied, three restaurants, two banks, one pharmacy and four gas stations offering coffee/fast food.




Figure 1.3a: Building with drive-through set close to the street



Figure 1.3b: Raised island separates stacking lane and parking

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While all drive-through facilities share key features, each use generates different amounts of traffic, parking, queuing and requirements for buffering distance. The most prevalent forms of drive-through facilities in the Town of East Gwillimbury are restaurants, financial institutions and other emerging sectors.

### 1.3.1 Restaurants

Fast food drive-through facilities are common both in East Gwillimbury and the GTA. Key characteristics include the following:

***Format***

- Stand alone restaurant with its own drive-through window and stacking lane.
- Two restaurants with shared access and parking. Drivers would enter the same lane before deciding what restaurant (and associated lane) to go to. Separate pick-up windows are maintained.

***Number of Queuing Spaces***

- Many municipalities establish higher queuing space requirements for restaurants which is typically a minimum of 7 vehicles.
- Based on *A Study of Trip Generation, Queuing & Parking at Tim Hortons Restaurants* by the Municipality of Clarington (2005), it was noted that drive-through fast food restaurants generate high traffic volumes.

***Noise and Odour***

- Noise may be emitted from idling cars, placing of orders and car stereos. Restaurant facilities may also emit odours.

***Additional features***

- In addition to an order menu board, one to two pick-up windows may be provided to pay for and pick up food.
- Optional features are an escape lane and double stacking lanes.




Figure 1.3.1a: Typical drive-through facility as seen from the side/rear

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### 1.3.2 Financial Institutions

Drive-through financial institutions provide vehicular access to select banking transactions in a format that is similar to a pick-up window. A key distinction between financial drive-throughs from their restaurant counterparts is the flexibility of the building design as the internal layout does not need to be oriented towards the drive-through lane. Features of financial institutions include:

***Format***

- » Financial drive-throughs can be associated with a building or be a stand-alone Automated Teller Machine (ATM).

***Number of Queuing Spaces***

- » Stacking space requirements for financial institutions are typically lower and range from a minumum of 4 to 5 spaces.
- » Financial institutions (with or without drive-throughs) are not conducive to social gatherings as customers have a specific task and do not tend to linger. This results in overall less traffic.
- » Processing time between an order and pick-up is usually done at the same window which also reduces the time spent in a stacking lane.

***Noise***

- » Financial drive-throughs are comprised of an ATM and do not have order or voice boxes. This reduces the noise emitted from these drive-throughs.

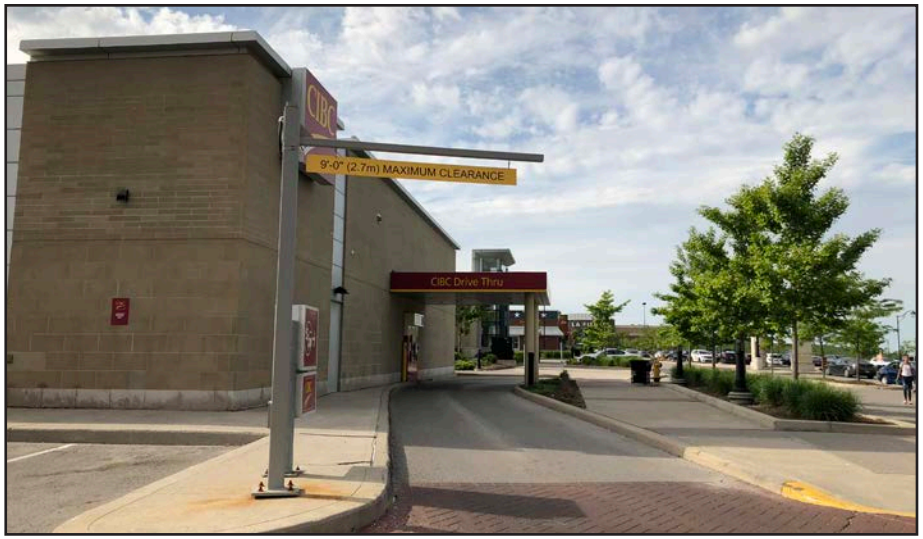


Figure 1.3.2a: Financial drive-through facility with landscaped buffer




Figure 1.3.2b: Stand alone financial drive-through facility

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### 1.3.3 Emerging Sectors

Other sectors are also starting to offer drive-through services. These include dry-cleaners, pharmacies, convenience stores, beer stores and grocery stores.

Substantial information regarding the format, noise and traffic impacts of drive-through facilities associated with emerging sectors is not yet widely available. As these drive-throughs expand, their impact can be further studied.

It is noted that the Town's Zoning By-law identifies queuing space requirements for drive-throughs of sectors other than restaurants and motor vehicle washing establishments as the same as financial institutions.




Figure 1.3.3a: Stacking lane of pharmacy drive-through facility

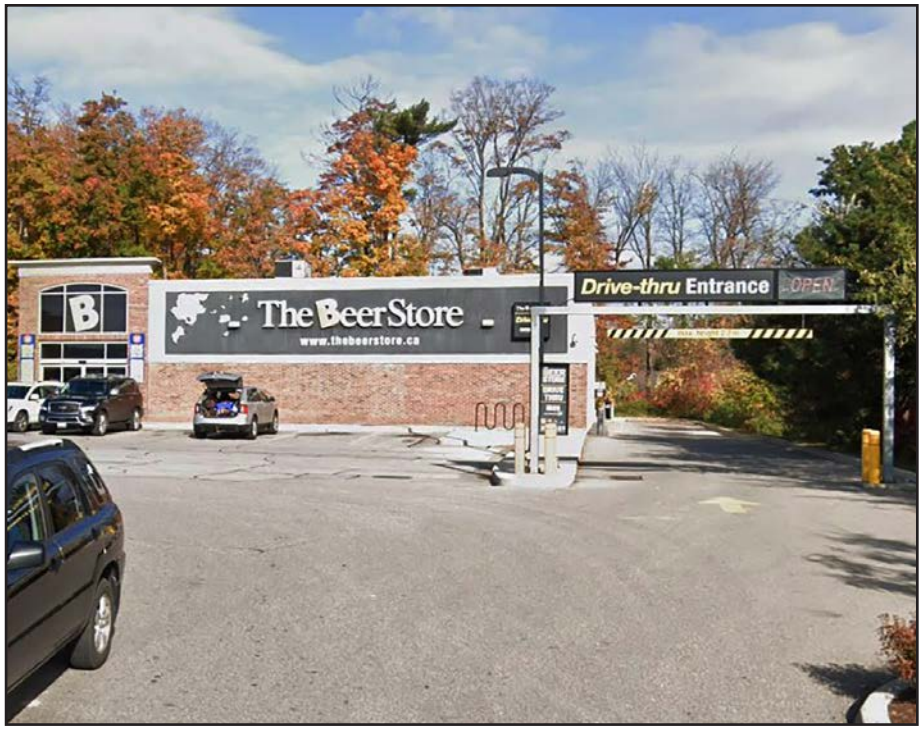


Figure 1.3.3b: Example of a beer store drive-through facility

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## 1.4 PUBLIC CONSULTATION

Two Stakeholder Advisory Committee (SAC) meetings were held to receive ongoing input into the preparation of the Design Guidelines.

The SAC was comprised of participants that represented the interests of stakeholder groups including the retail and development industry; municipal staff from various departments; regional staff and the Lake Simcoe Region Conservation Authority.

A Council Workshop was also held to obtain feedback on the Draft Design Guidelines.

### 1.4.1 SAC Meeting No. 1

The first SAC meeting was held on February 22, 2018 to present background information and commence a dialogue with stakeholders to determine key areas of focus and potential principles for the draft Design Guidelines. Approximately thirteen people attended the workshop representing various affiliations and professional expertise.

The workshop was comprised of a PowerPoint presentation by MBPD and Adesso Design followed by a discussion in an open forum format. The discussion dealt with questions, concerns and general comments from participants regarding drive-through facilities and parking lots in East Gwillimbury.

Input was provided regarding the following topics:

- Layout and location of drive-through lanes that are situated between parking lots and building entrances
- Stacking lane requirements for drive-through facilities depending on the type of use
- Integration of bike racks within parking lots
- Signage within parking lots
- Landscaping within parking lots
- Layout and format of parking lot design
- Integration of low-impact development (LID) measures in the design of parking lots for infiltration and stormwater management
- The benefits and disadvantages of permeable paving
- Best management practices relating to the reduction of salt use
- Snow storage locations

The discussion at this meeting assisted in the preparation of the Background Policy Report, formulation of a vision, goals and objectives for the study as well as the Draft Design Guidelines.

### 1.4.2 Council Workshop

A Council Workshop was held on April 10, 2018 to present an overview of the draft Design Guidelines to Council.

This presentation was a key component of the study process to receive feedback and comments from the Councillors. Input received at this meeting assisted with the preparation of the Design Guidelines.

A PowerPoint presentation was made to Council by MBPD and Adesso Design that provided an overview of the vision, goals and objectives of the Study. A preview of the draft guiding principles and guidelines alongside relevant examples were also provided to demonstrate how these guidelines could be implemented.

Council members provided feedback regarding the draft guiding principles, guidelines and additional insight to be considered for the final document.

The discussion primarily dealt with the following topics:

- Pedestrian Safety & Amenities
- Active Transportation
- Site Context (Building and Entrance Placement)
- Retrofitting Drive-Through Facilities
- Landscaping
- Parking Lot Design
- Site Grading
- Maintenance

Feedback from the Council Workshop helped to identify areas that the Draft Design Guidelines did not address such as the provision of electric vehicle charging stations as well as pedestrian connections to and from adjacent sites.

### 1.4.3 SAC Meeting No. 2

The second SAC Meeting was held on May 10, 2018. The scope of this meeting was to seek feedback from SAC members regarding the Draft Design Guidelines which had been revised further following the Council Workshop.

A copy of the Draft Design Guidelines document was provided to all participants ahead of the meeting. The meeting commenced with a PowerPoint presentation that provided an overview of the vision, goals and objectives of the Study as well as draft design guidelines organized by themes.

Following the meeting, SAC members provided feedback regarding the content of the guidelines as well as additional areas for consideration.

The following is a summary of topics discussed:

- Site-specific considerations – one size does not fit all, the guidelines should account for diverse site sizes
- Parking lot and drive-through facility design – provide signage and preferred parking for carpooling in addition to electric and hybrid vehicles, clarification regarding width of sidewalks

- Active transportation – address active transportation with focus on cyclists and bicycles
- Traffic management – consider 2-4-way intersections in parking lot, consider alternative options to speed bumps which are prone to damage by snowplows
- Building placement – avoid specific building related guidelines which might be included in the scope of other guidelines
- Sustainability – guidelines should reinforce goal of reducing salt use in parking lots, permeable pavers can be better maintained in low-traffic sections of the parking lot

This meeting informed the preparation of the final Design Guidelines document.



Figure 1.4.3a: Landscaped roundabout located within parking lot




Figure 1.4.3b: Central pedestrian walkway connected to building entrance

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## 1.5 POLICY AND ZONING CONTEXT

The following is a condensed overview of the applicable policy framework as it relates to surface parking lots and drive-through facilities. A comprehensive analysis of applicable policy, zoning, and guidelines is provided in the Background Policy Report that was provided to Staff during the earlier stages of the study.

### 1.5.1 Provincial Policy Statement (2014)

The Provincial Policy Statement (PPS) encourages the formation of strong healthy communities and the optimization of land, resources and public investment in infrastructure and public service facilities. Development and land use patterns that conserve biodiversity and are cognizant of the impacts of a changing climate are encouraged (Section 1.1.1). The PPS also requires meeting the needs of pedestrians and facilitating active transportation and community connectivity (Section 1.5.1).

The policies relating to healthy, livable and safe communities (Section 1.1.1) and addressing the needs of pedestrians (Section 1.5.1) are the most relevant to the design of surface parking lots and drive-through facilities. The Guidelines maintain consistency with this framework by promoting pedestrian supportive streetscapes and low impact development measures in the design of drive throughs and/or parking lots.

### 1.5.2 A Place to Grow: Growth Plan for the Greater Golden Horseshoe (2019)

The document sets out policies related to achieving prosperous communities through management of growth. Incorporation of low impact development and green infrastructure is discussed to help address climate change (Section 2.2.1.4). The Growth Plan also notes that built form and intensification of retail and service uses are envisioned for the retail sector to help achieve complete communities (Section 2.2.5.15).

The Guidelines maintain consistency with this framework by promoting transit-supportive built form, pedestrian supportive streetscapes, and low impact development measures.

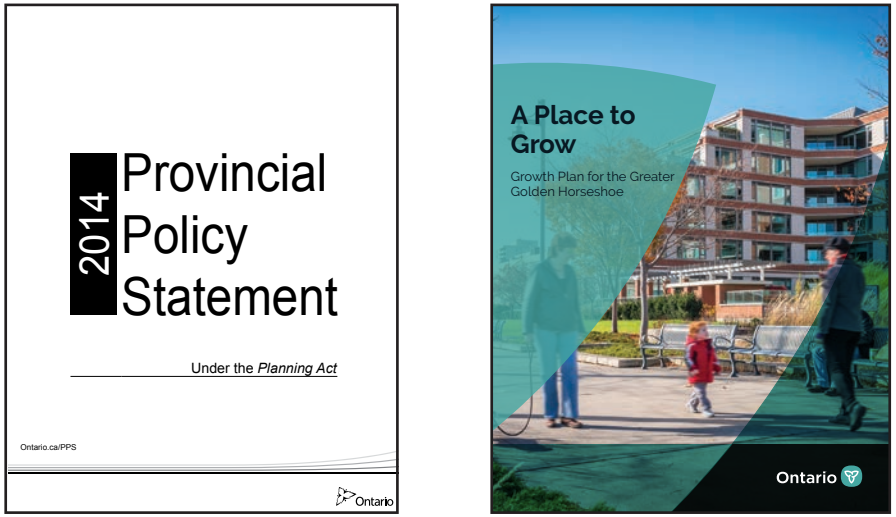


Figure 1.5a: Provincial Policy Statement and A Place to Grow Document

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### 1.5.3 The Greenbelt Plan (2017)

The Greenbelt Plan contains policies concerning the protection of agricultural land, natural heritage and water resource systems, providing a range of economic and social activities associated with rural communities and mitigating climate change. Through encouraging the utilization of green infrastructure and increasing the resilience of infrastructure, municipalities can reduce the need for repairs or replacement arising from extreme weather events (Section 4.2).

The policies pertaining to infrastructure are the most applicable to the design of parking lots and drive-through facilities. Through the utilization of green infrastructure such as permeable surfaces and street trees, drive-through facilities and surface parking lots can be made more resilient against climate change.

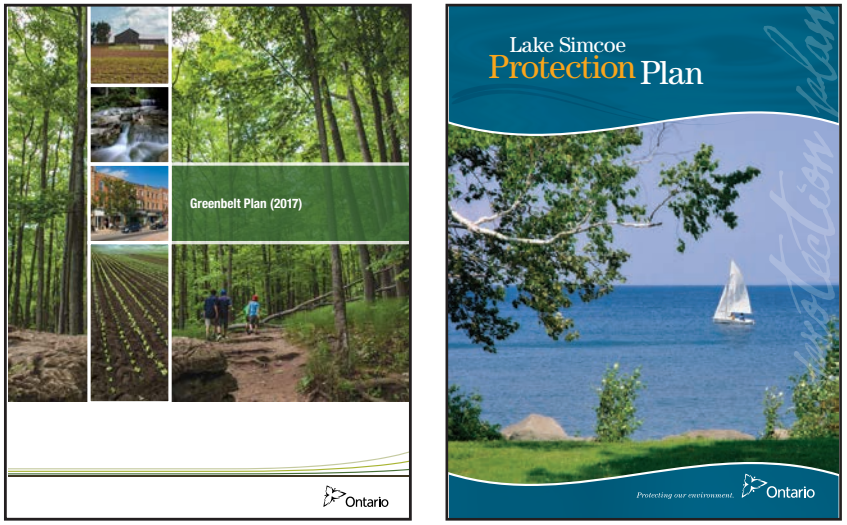



Figure 1.5b: Greenbelt Plan and Lake Simcoe Protection Plan

### 1.5.4 Lake Simcoe Protection Plan (2009)

The Lake Simcoe Protection Plan outlines policies related to the protection of the Lake Simcoe watershed including reducing the discharge of pollutants to the lake and its associated tributaries. It encourages environmentally sustainable land and water uses as well as development practices (Chapter 1).

The Guidelines address the Lake Simcoe Protection Plan by promoting reduced stormwater runoff volume and pollutant loadings from developments involving drive-through facilities or large surface parking lots.

### 1.5.5 Parking Lot Design Guidelines to Promote Salt Reduction (2017)

The Parking Lot Design Guidelines to Promote Salt Reduction is a document prepared for the Lake Simcoe Region Conservation Authority. The document provides direction on recommended practices to reduce salt use on the development of institutional and commercial parking lots within the Lake Simcoe Watershed. It also has general applicability to all paved parking/roadway areas that use salt.

### 1.5.6 Regional Municipality of York Official Plan (2019)

The Regional Official Plan sets out urban design policies related to healthy and sustainable communities. The document encourages the development of walkable communities, well-integrated retail and discusses heat island mitigation measures.

The document promotes walkability and emphasizes pedestrian supportive design (Section 5.2.8). The use of light-coloured paving materials in addition to providing shade trees and green and/or white roofs to mitigate the local heat island effect is encouraged (Section 5.2.34).

### 1.5.7 York Region Transit Oriented Design Guidelines (2006)

The York Region Transit Oriented Design Guidelines encourage the provision of a development form that has a sufficient density to support transit use, while providing the necessary built form characteristics to ensure a strong pedestrian-oriented environment, and an appropriate fit with the existing and emerging contexts.

Specific guidelines for consideration in the design of parking lots include the provision of accessible and safe pedestrian circulation as well as compact buildings with façades and main entrances oriented to the street.




Figure 1.5c: York Region Official Plan and Transit-Oriented Development Guidelines

### 1.5.8 Town of East Gwillimbury Official Plan (2018)

The Official Plan of East Gwillimbury provides urban and public realm design policies for development within the Town. The Official Plan also contains general direction for drive-through facilities as well as identifying designations in which drive-through facilities are permitted. Policies pertaining to the design of parking lots are also provided in the Official Plan.

Drive-through facilities are generally permitted within the Centres designation subject to conformance with criteria listed in Section 3.2.3.2(vii). Drive-through facilities are also permitted within Village Core Areas (excluding the Village Core Area in Sharon) and contingent upon adherence to criteria specified in Section

4.3.3.16. The criteria for permitting drive-through facilities includes contribution to an attractive streetscape as well as a pedestrian and transit supportive design (Section 3.2.3.2 vii).

The Official Plan also provides urban design direction for parking lots. Section 3.3.3 summarizes the urban design policies for institutional, commercial and industrial development including specific direction pertaining to built form, site plan, parking and loading areas. Streetscapes, parking lots, building accents, and signage should be designed together in terms of illumination to achieve focus and emphasis on certain site features.

Preference is given to parking lots that are structured or located underground (Section 3.2.3.2 viii). Section 3.3.3.19 notes that parking in Commercial and Mixed Use areas shall be located at the rear of the buildings or interior to the block. Landscaping in the form of internal landscaped strips and islands is also envisioned for parking (Section 3.3.3.17).



Figure 1.5d: East Gwillimbury Official Plan and Zoning By-law 2018-043

### 1.5.10 Zoning By-law 2018-043 (in-force) (May 2018)

Section 5 of the Zoning By-law discusses parking and loading standards that are applicable for both surface parking lots and drive-through facilities.

The following sections identify key references made for surface parking lots:

- Parking lot is defined as an area of land used for the parking of motor vehicles (Part 3.0).
- Notwithstanding 5.3(a), within Mixed Use and Commercial Zones, parking spaces may be located within 90 metres of the lot it is intended to serve and within the same Zone, as long as an appropriate parking agreement is registered on title (Section 5.3b).

# 1.0

- Section 5.6a notes that parking areas that have 20 parking spaces or more must contain a minimum of 5 percent of their area as landscaping area. Landscaping areas must be calculated on the basis of the net parking facilities, which includes parking stalls, access drives, aisles, and walkways, but does not include required landscaping adjacent to streets.

The following sections summarize key references made for drive-through facilities:

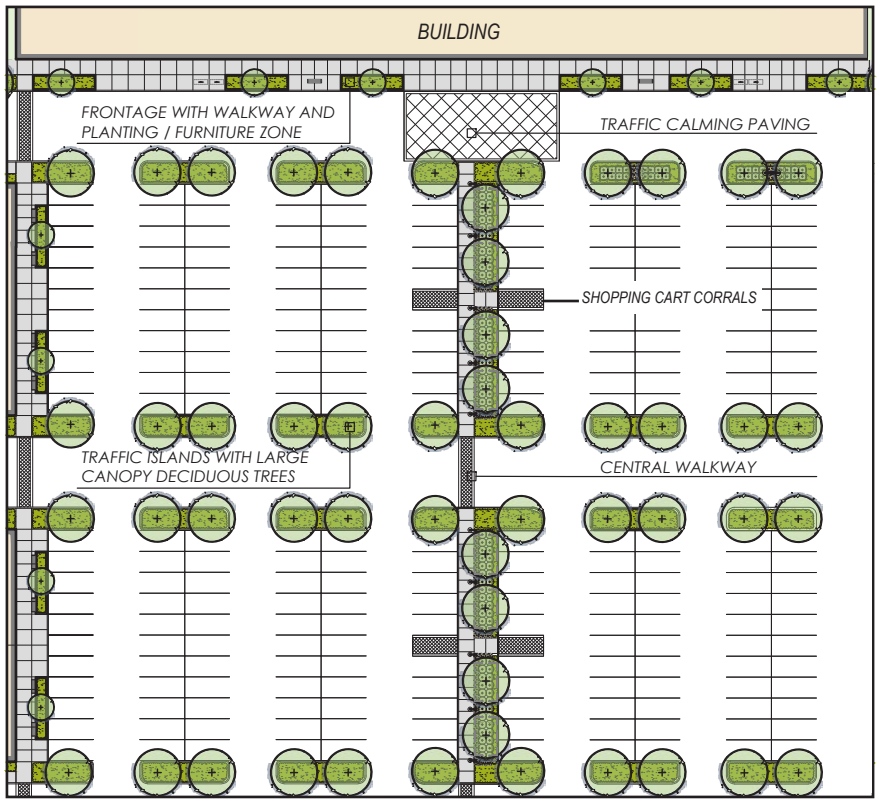
- Drive-through Service Facility is defined as the use of land, buildings or structures, or parts thereof including stacking lanes, to provide or dispense products or services, either wholly or in part, through an attendant or a window or an automated machine, to customers remaining in motor vehicles (Section 3.0).
- The minimum number of ingress and egress spaces differ for restaurants, motor vehicle washing establishments or financial institutions and all other uses that are associated with the drive-through facility (Section 5.15.1).
- All stacking spaces must be rectangular in shape with a minimum length of 6.0 metres and a minimum width of 3.0 metres (Section 5.15.3).
- Stacking lanes and all order boxes using voice communication to order must be located a minimum of 15.0 metres from any Residential Zone boundary (Section 5.15.4).

The By-law provides residential and non-residential parking requirements including modified rates for shared parking including planned shopping centre developments that contain a group of buildings with individual commercial uses (Section 5.11c). Specific paving materials for parking spaces and driveways are also identified. All parking spaces are to be surface treated with hardscaped materials such as concrete pavers, concrete, asphalt, interlocking brick or similar hardscaped materials that can be used year-round and possibly allow for infiltration of surface water (Section 5.2.5a).

The location (zoning designations) in which drive-through facilities are permitted in Commercial Zones is also identified in the By-law (Section 8.1). Minimum setbacks for drive-through facilities from Residential Zone boundaries are provided in the by-law as well as the minimum number of ingress and egress spaces organized by type of use (Section 5.15.1). Drive-through facilities associated with a restaurant have the highest amount of required ingress spaces (7) and egress spaces (3) while a fnancial Instituition has the lowest amount of ingress spaces (4) and egress spaces (1).

# SECTION 2

## VISION, GOALS AND OBJECTIVES



# 2.0 VISION, GOALS AND OBJECTIVES

## 2.1 VISION OF THE DESIGN GUIDELINES

The Design Guidelines are intended to provide guidance and examples of how parking lots and drive-through facilities can be designed to help achieve the Town's vision of more sustainable and pedestrian supportive communities. The Design Guidelines should be used when designing or retrofitting development within the Town.

Sustainable development consists of a compact, transit supportive built form with reduced impacts on the environment, which minimizes water and energy demand.

Pedestrian supportive urbanism is another integral component of the vision, which promotes high quality, walkable streetscapes that enhance the public realm, and strengthen pedestrian safety.



Figure 2.1a: Buildings along the street with prominent entrances




Figure 2.1b: Drive-through building located close to the sidewalk

# 2.0

## 2.2 GOALS AND OBJECTIVES

The Design Guidelines are intended to guide the design of surface parking lots and drive-through facilities to:

- Provide for a safe parking lot and drive-through facility design, which also supports an attractive public realm.
- Locate buildings that address the street without parking between the property and the street line to assist in achieving a pedestrian friendly streetscape.
- Provide a comfortable, accessible, and safe pedestrian environment within the parking lot that also supports active transportation (pedestrians, transit users and cyclists).
- Implement sustainable development measures that reduce impacts on the environment.
- Use landscaping along street frontages and within the site to provide visual amenity, screening, and environmental benefits.
- Design parking lots to be well-lit, comfortable, safe, and with appropriately integrated and scaled signage.
- Incorporate services and utilities into the design of parking lots, and any associated buildings, through appropriate placement and screening.
- Locate and configure stacking lanes appropriately in relation to the street line, associated building, parking lot layout, and area context.



Figure 2.2a: Landscaping/public art, pedestrian scaled signage and lighting



Figure 2.2b: Gateway feature located within commercial parking lot

# SECTION 3

## IMPLEMENTATION



# 3.0 IMPLEMENTATION

## 3.1 KEY THEMES

The Design Guidelines are organized around seven key themes. They are based on best practices derived from a review of Town of East Gwillimbury's Official Plan policies, Zoning By-law provisions, and applicable design guidelines including design guidelines from several other municipalities in Ontario.

1. Streetscapes, Parking Layout, and Buildings
2. Safety, Comfort, and Pedestrian Focused Design
3. Sustainable Development
4. Landscaping and Buffering
5. Lighting and Signage
6. Servicing and Utilities
7. Stacking Lanes and Queuing

## 3.2 HOW TO USE THESE GUIDELINES

The Design Guidelines provide direction for both surface parking lots and drive-through facilities. Both uses can be intrinsically related and their overall design share similar urban design objectives and goals.

This document should be read in conjunction with the Town's Official Plan policies. The Design Guidelines have been created to complement the Town's Zoning By-law and other Town documents such as the Thinking Green Development Standards, Engineering Design Standards, and Streetscape and Public Realm Design Guidelines.

All development applications that propose a surface parking lot and/or a drive-through facility will be reviewed and evaluated based on the Design Guidelines.

Where drive-through facilities and surface parking lots are in a Community Area that is regulated by Architectural Control Guidelines and/or Community Urban Design Guidelines, those guidelines will continue to apply in addition to this document.

It is acknowledged that it may not be possible to achieve all of the guidelines on every site. However, applicants are encouraged to generate site-specific solutions that meet the intent of the Design Guidelines.

# 3.0

The Design Guidelines are intended to reinforce the vision of the Town of East Gwillimbury Official Plan, while allowing for updates over time as needed. They are intended to be prescriptive, but also allow sufficient flexibility to promote diversity and design creativity. The text and images contained in this document are only a conceptual representation of the anticipated vision and character of development within the Town. They should not be interpreted literally as the final product or as the only manner in which the design principle or guidelines should be implemented.




Figure 3.2a: Gateway feature located at pedestrian entrance to parking lot



Figure 3.2b: Seating and bicycle racks provided within parking lot




Figure 3.2c: Pedestrian scaled signage and lighting in the streetscape

# SECTION 4

## DESIGN GUIDELINES



# 4.0 DESIGN GUIDELINES

## 4.1 STREETSCAPES, PARKING LAYOUT, AND BUILDINGS

Successful parking lot and drive-through design contains sufficient space to accommodate safe pedestrian, bicycle, and vehicular circulation.

Streetscapes are more pedestrian friendly when buildings are placed close to public or internal streets.

The use of turning circles (round abouts) are encouraged to be incorporated in parking lots where sufficient space exists.



Figure 4.1a: Corner building which addresses both streets

**Guideline 1:** Locate buildings associated with parking lots along the street edge. Where applicable, provide a landscaped buffer between the street line and parking spaces.

**Guideline 2:** Encourage the provision of the minimum number of parking spaces required by the Zoning By-law.

**Guideline 3:** Avoid blank walls facing public streets. Discourage the use of spandrel glass, dark or reflective glass, and other materials that limit visibility along facades facing the street.

**Guideline 4:** Locate corner buildings to address both streets without parking between the building and the street line.

**Guideline 5:** Design corner buildings to address the public realm directly by articulating both street facing facades appropriately.

# 4.0

**Guideline 6:** Design main building entrances that are directly accessible and visible from the sidewalk and the public street. Avoid false entrances or reverse lotting of buildings adjacent the street.

**Guideline 7:** Where possible, incorporate buildings with a drive-through into a larger, multi-use commercial development.

**Guideline 8:** Locate vehicular access points into the site away from street intersections, and minimize the amount of vehicular access points to the site from the public street.

**Guideline 9:** Where possible, locate vehicular access points to corner sites from secondary streets.

**Guideline 10:** Avoid dead end aisles and turn around spaces to promote efficient vehicular circulation within the site.

**Guideline 11:** Incorporate traffic-calming measures such as rolled curbs, bump outs and/or speed humps for improved pedestrian safety.




Figure 4.1b: Building with landscaping located at street edge



Figure 4.1c: Building entrance with landscaping accessible from sidewalk

# 4.0

**Guideline 12:** Design drive through or active lanes of traffic in a manner that avoid pedestrian crossings. Where this cannot be achieved, install signage to limit pedestrian crossings in these locations.

**Guideline 13:** Where turning circles are included in the parking lot, ground level landscaping should be provided.

**Guideline 14:** Where applicable, use 2-way or 4-way stops within parking lots. Avoid offset intersections.

**Guideline 15:** Discourage parking row lengths greater than 60 metres (approximately 20-23 parking spaces).

**Guideline 16:** Encourage the placement of architectural features, including public art at prominent locations within surface parking lots.

**Guideline 17:** Ensure site features such as signage and bicycle parking are integrated within the site.

**Guideline 18:** Where applicable, locate shopping cart corrals to extend into two parking rows.

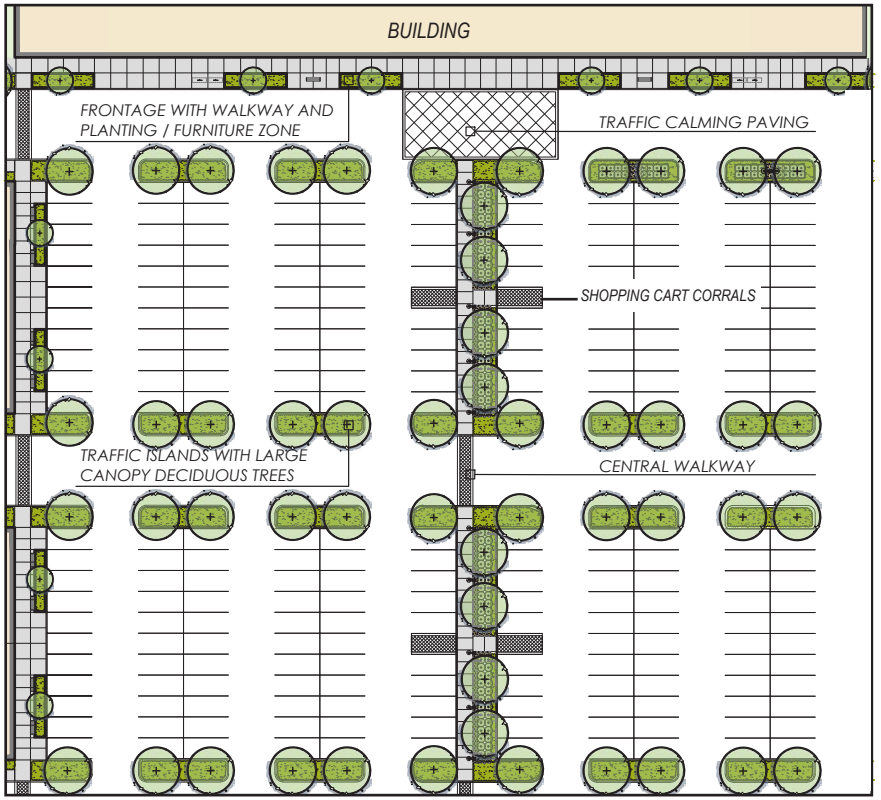



Figure 4.1d: Parking lot with landscaping, corrals and a pedestrian walkway

# 4.0

**Guideline 19:** Where applicable, within parking lots located adjacent a transit route, provide transit stops and related infrastructure such as a waiting area and associated signage.

**Guideline 20:** Ensure finished grades of the parking lot are compatible with the grades of adjacent properties. Where possible, minimize alterations to grading.

**Guideline 21:** On the site, locate buildings to incorporate existing grades where possible.

**Guideline 22:** Reduce potential noise impacts along the property line of adjacent residential lots with attenuation measures such as fencing.

**Guideline 23:** Ensure any noise attenuation fencing is integrated with soft landscaping and the overall site design.

**Guideline 24:** Limit the height of noise attenuation fencing adjacent residential uses to the maximums set in the Town's Fence By-law.

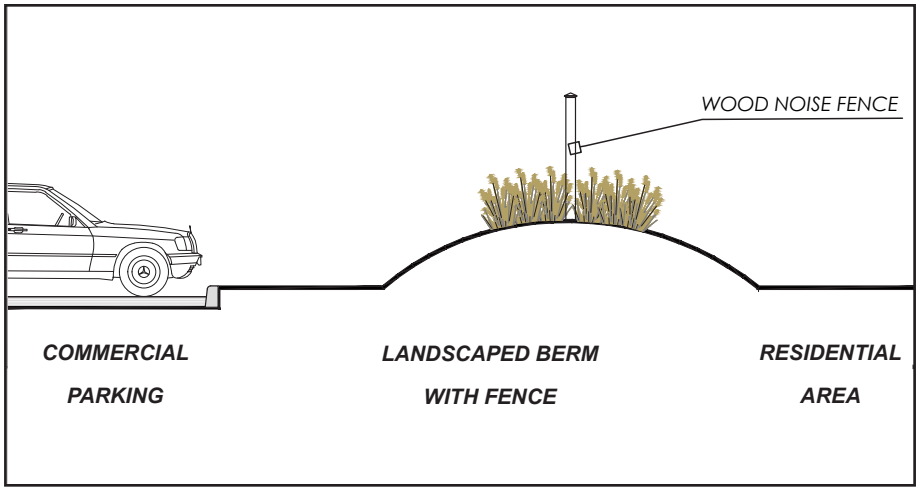



Figure 4.1e: Attenuation fencing with landscaping to reduce potential noise



Figure 4.1f: Fencing and landscaping adjacent residential use

# 4.0

## 4.2 SAFETY, COMFORT, AND PEDESTRIAN FOCUSED DESIGN

Pedestrian circulation should be considered within the parking lot with respect to pedestrian access to buildings and adjacent properties.

Safe pedestrian circulation is a priority in the design of all parking facilities. The design of parking facilities should enable on-site circulation with minimized conflicts between pedestrians, cyclists, and vehicles.

Walkways connecting the parking lot to public streets, as well as internally within the site, are key features of a comfortable pedestrian environment. Within the site, clearly identified walkways should be provided along building entrances as well as from the buildings to the parking lot.

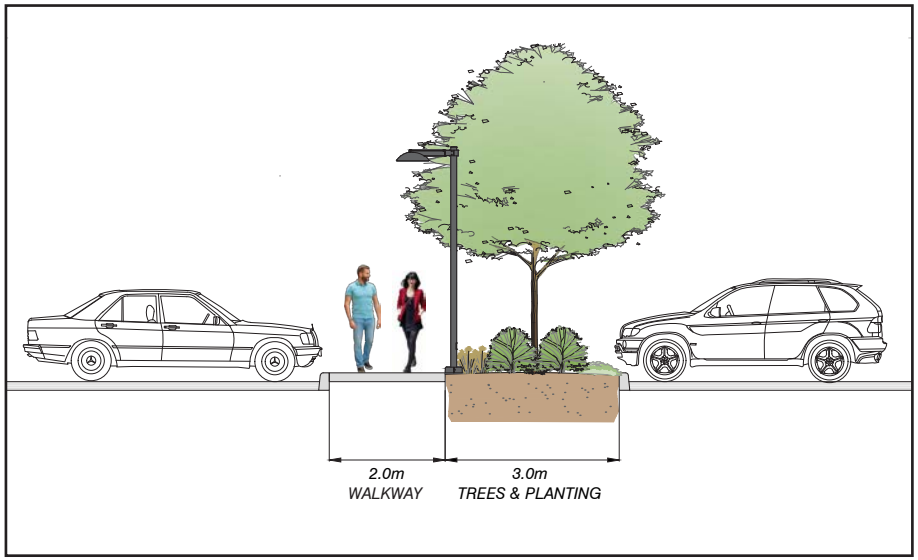



Figure 4.2a: Landscaped walkway within parking lot



Figure 4.2b: Walkway along entrance to building and associated patio

# 4.0

**Guideline 25:** Maintain clear sightlines to ensure sufficient safety, comfort and to protect views.

**Guideline 26:** Incorporate Crime Prevention through Environmental Design (CPTED) principles.

**Guideline 27:** Provide landscaping and lighting along walkways to promote pedestrian comfort and safety.

**Guideline 28:** Locate walkways separate from vehicular parking, circulation, and snow storage areas.

**Guideline 29:** Where applicable, provide walkways to connect to adjacent properties to create a continuous network.

**Guideline 30:** Link building entrances with associated parking lots using decorative paving and soft landscaping.

**Guideline 31:** Provide at least one direct pedestrian route from public streets and sidewalks to building entrances.

**Guideline 32:** Provide customer entrance doors that are close to parking areas.




Figure 4.2c: Central pedestrian walkway in parking lot



Figure 4.2d: Decorative paving and landscaping in parking lot

# 4.0

**Guideline 33:** Clearly delineate pathways from landscaping so as to not create pedestrian footpaths through areas intended for planting.

**Guideline 34:** Consider a main pedestrian walkway located mid-block and is a minimum of 2 metres wide to accommodate varying pedestrian traffic flows and accessories such as shopping carts and strollers. Other pedestrian walkways to be a minimum of 1.5 metres.

**Guideline 35:** Provide barrier-free pedestrian walkways which are distinctly identified. Use decorative paving, change in materials/colour, and features that signal potential hazard such as bollards, tactile warning strips, railings, or curb ramps.

**Guideline 36:** Where appropriate, use raised or delineated walkways within the parking lot to enhance pedestrian safety.

**Guideline 37:** Provide enhanced treatments in prominent areas such as walkways connecting to transit stops.

**Guideline 38:** Divide larger parking areas into smaller and well-defined sections on the site. Use hard and soft landscaping to avoid large monotonous asphalt surfaces and improve the pedestrian realm.




Figure 4.2e: Entrance feature to building adjacent sidewalk




Figure 4.2f: Delineated walkway through driveway

# 4.0

**Guideline 39:** Provide dedicated bicycle parking areas to encourage active transportation. Ensure bicycle parking racks are anchored to the ground, durable, and do not conflict with pedestrian circulation.

**Guideline 40:** Locate curb cuts adjacent to accessible parking spots.

**Guideline 41:** Locate accessible parking spaces as close to the front entrance as possible.

**Guideline 42:** Provide tactile ground surfacing for all pedestrian walkways in a parking lot to assist visually impaired persons.

**Guideline 43:** For larger lots, consider the formation of secondary streets and blocks to enable a better site configuration, with optimal access for pedestrians, cyclists, and transit users.

**Guideline 44:** Design outdoor bicycle parking facilities to be well lit, visible, and located near building entrances.

**Guideline 45:** Use durable outdoor street furniture. Ensure all street furnishings such as bicycle parking racks, benches, and waste receptacles are visually compatible with each other.

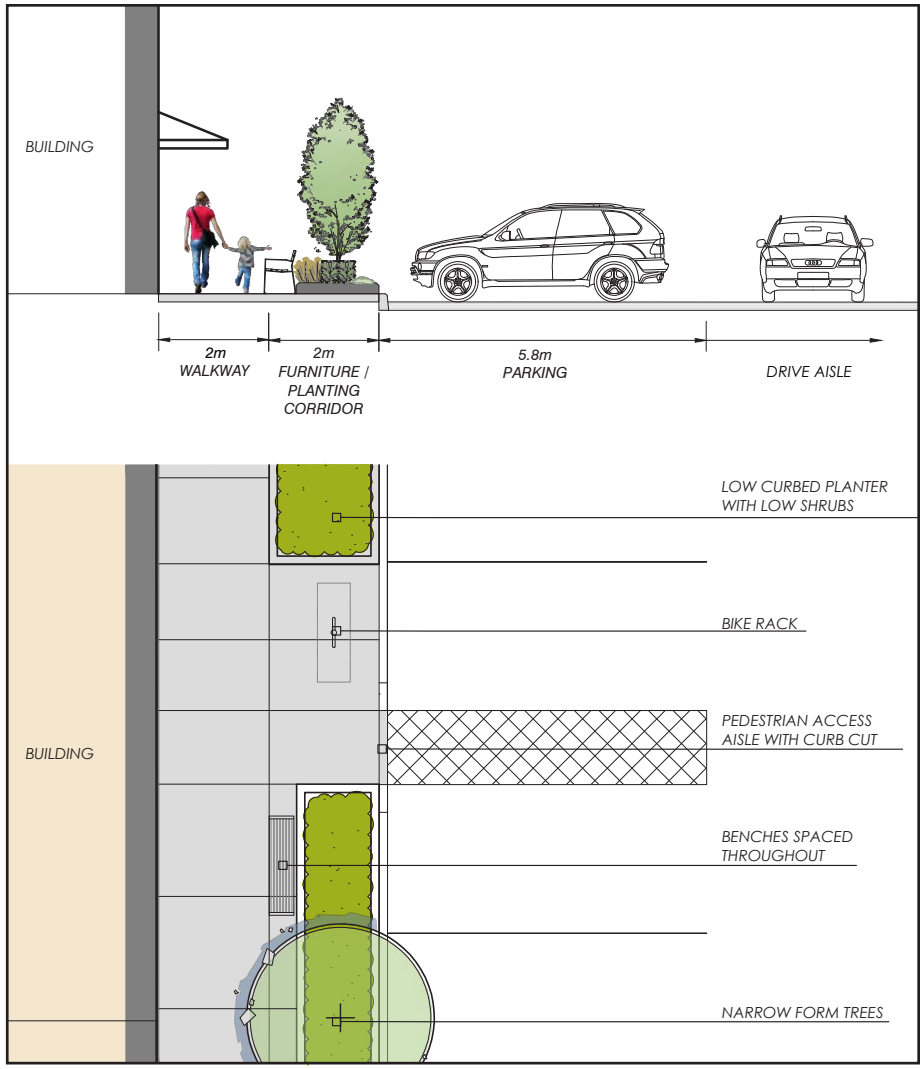



Figure 4.2g: Pedestrian amenities incorporated into site design

# 4.0

**Guideline 46:** Locate waste receptacles near the main entrances of individual buildings or units and, where applicable, transit stops.

**Guideline 47** Consider walkway bump-outs to incorporate additional landscaping and pedestrian amenities.

**Guideline 48:** Where appropriate, provide amenities, such as outdoor seating spaces and patios adjacent the building and close to the street.

**Guideline 49:** Consider the use of raised planters to provide seating and landscaping as pedestrian amenities.

**Guideline 50:** Use canopies, awnings, or building overhangs/cantilevers for weather protection along building frontages and main building entrances. Consider addditional weather protection along pedestrian walkways.

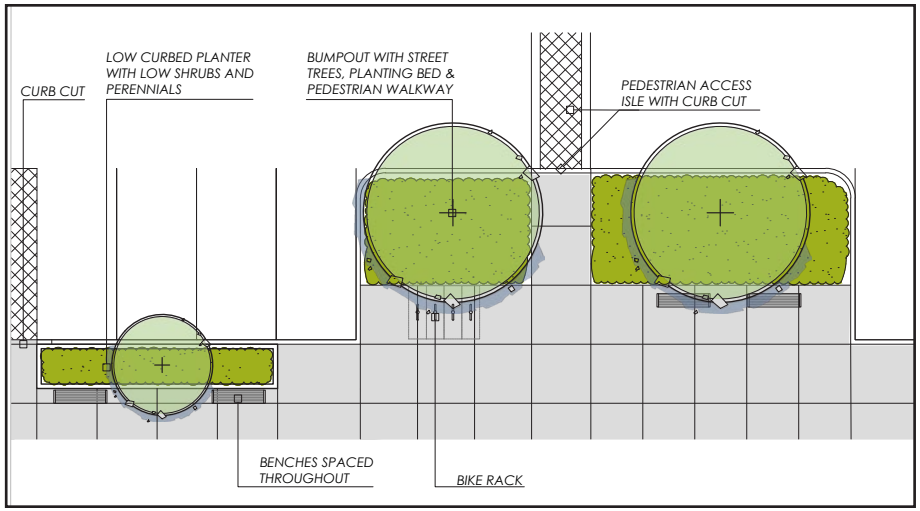



Figure 4.2h: Typical walkway in parking lot

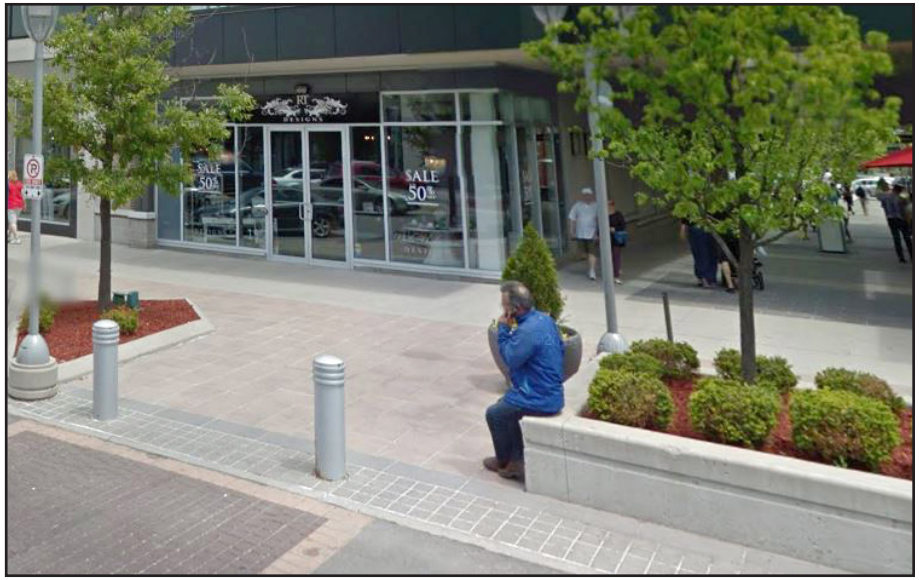



Figure 4.2i: Seat-height raised planter located along sidewalk

# 4.0

## 4.3 SUSTAINABLE DEVELOPMENT

Sustainable development incorporates compact, transit and pedestrian supportive design, which reduces impacts on the environment, maximizes energy conservation, and mitigates climate change.

The design of parking lots can be made sustainable through the incorporation of low impact development (LID) and urban heat island effect reduction measures as well as the provision of electric vehicle (EV) charging stations. LID measures reduce runoff through permeable paving, bioswales, and bioretention swales.

A permeable paving system can allow for infiltration and reduce the amount of stormwater run-off, recharge groundwater and improve water quality.

Bioswales provide preliminary water quality treatment (filtration) and reduce runoff. Bioretention swales perform similar functions to bioswales but also absorb and store stormwater runoff.

The use of high-albedo paving materials with a solar reflectance index of at least 29, as well as soft landscaping, can reduce the urban heat island effect by reducing the temperature of the parking lot.

Green vehicles consist of EV or hybrid vehicles as well as vehicles used to carpool. Allocating and reserving parking for these vehicles will promote sustainablity.

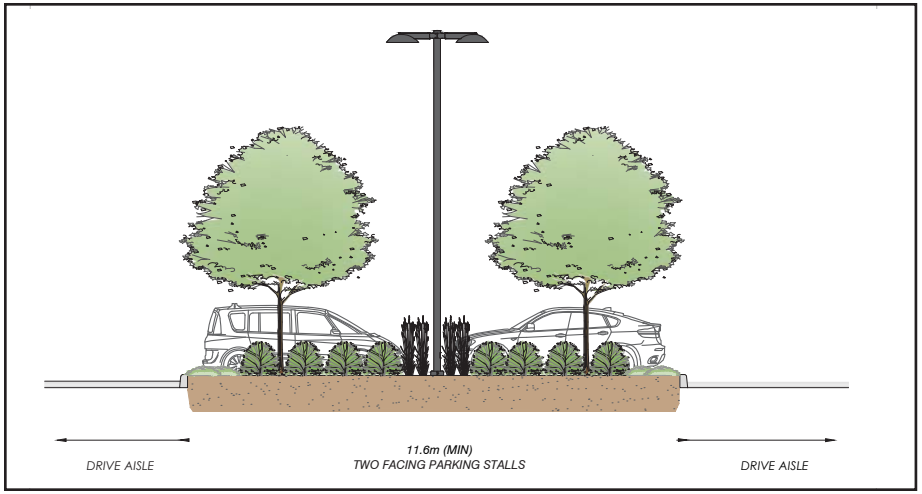



Figure 4.3a: Landscaped island in parking lot



Figure 4.3b: Fencing and landscaping along perimeter of parking lot

# 4.0

**Guideline 51:** Encourage the use of permeable paving for site features such as walkways and low-traffic parking areas.

**Guideline 52:** Consider low-impact development measures such as bioswales and/or bioretention cells for landscaped islands along the site perimeter, and medians between rows of parking.

**Guideline 53:** In accordance with the Town's Thinking Green Development Standards, encourage the use of trees, landscaping, sodded areas and shrub beds to aid in the absorption of stormwater runoff and increase overall site permeability.

**Guideline 54:** Ensure landscaped islands are a minimum width of 3 metres to provide sufficient soil volume to support vegetation. Provide a minimum of 15 cubic metres of good quality soil per tree.

**Guideline 55:** Maximize and create rows of continuous tree canopies to cool ambient air temperatures and increase shade.

**Guideline 56:** Incorporate heat island reduction measures, such as tree shading, permeable pavement and high-albedo (light-coloured) materials in accordance with the Town's Thinking Green Development Standards.

**Guideline 57:** Encourage the use of sustainable building and site design practices including certification programs such as Leadership in Energy and Environmental Design (LEED).

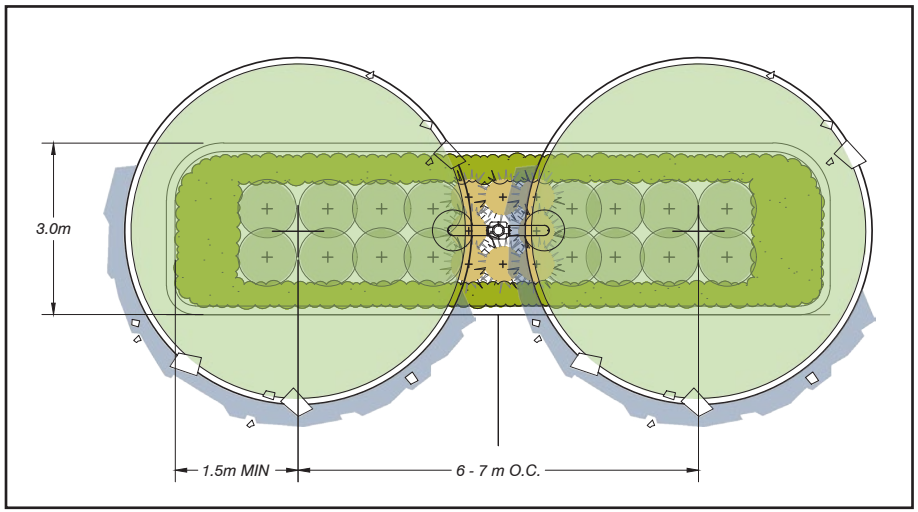



Figure 4.3c: Landscaped island with minimum width of 3metres in parking lot

# 4.0

**Guideline 58:** Allocate priority parking spots for green vehicles (electric or hybrid vehicles, as well as carpool vehicles) with clearly delineated parking spaces.

**Guideline 59:** Encourage electric vehicle charging (EV) stations within parking lots and provide clear vertical and ground signage identifying their location.

**Guideline 60:** Allocate areas for snow storage away from the street edge within the parking lot. Consider areas such as overflow parking, bioretention areas and areas that receive adequate solar radiation to melt the snow.

**Guideline 61:** Ensure that the area for snow storage does not conflict with site circulation, landscaping, natural heritage, hydrologic features, vegetation protected zones, and utility boxes.




Figure 4.3d: Visible signage for electric charging station in a parking lot

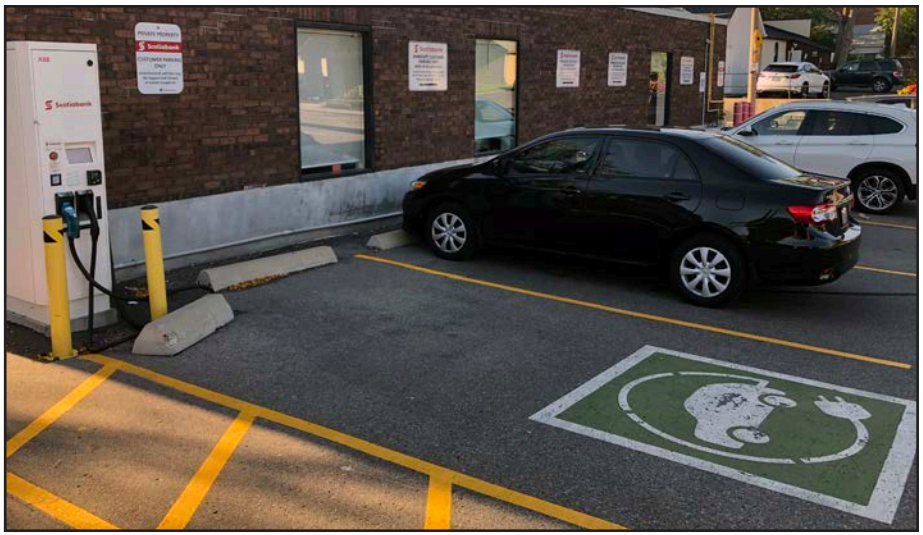


Figure 4.3e: Electric charging station in a parking lot with ground signage

# 4.0

## 4.4 LANDSCAPING AND BUFFERING

Landscaping performs a variety of functions in the design of parking lots such as mitigating the urban heat island effect, supporting the environment, acting as a pedestrian amenity, and as a buffer.

Within the parking lot, landscaping contributes to pedestrian comfort by providing shade and visual amenity.

Soft landscaping can be incorporated with fencing to screen any visible parking from the street. Landscaping can also be used as a buffer between queuing vehicles in a drive-through facility and adjacent parking.



Figure 4.4a: Landscaped feature

**Guideline 62:** Maximize opportunities for on-site landscaping along site perimeters as well as within the site.

**Guideline 63:** If a building is setback from the street, and parking or stacking lanes are adjacent the right-of-way, provide a minimum 3.0 metre wide landscape buffer.

**Guideline 64:** For commercial uses abutting interior or rear lot lines of residential zones, provide buffer planting that incorporates ample coniferous and deciduous plant material to screen visible parking.

**Guideline 65:** Consider planting a berm alongside a noise attenuation fence where additional screening may be warranted.

**Guideline 66:** Provide landscaping on either side of driveway and walkway entrances to the parking lot. Place added emphasis to landscaping at major access points.

# 4.0

**Guideline 67:** Encourage plantings within islands at the end of parking rows to maximize visual and environmental benefits.

**Guideline 68:** Use native species for new plantings, and ensure compatibility in areas adjacent key natural heritage and key hydrologic features.

**Guideline 69:** Provide a mix of coniferous and deciduous trees and shrubs on the site for year-round vegetation, variety and colour. Ensure vegetation does not obstruct sight-lines.

**Guideline 70:** Provide high branching deciduous tree species that are low maintenance, drought and salt tolerant to ensure longevity and provide shade.

**Guideline 71:** Plant coniferous tree species to provide year-round vegetation, screening and buffering between the site and sensitive uses. Coniferous trees can be used to screen parking, servicing and utilities.

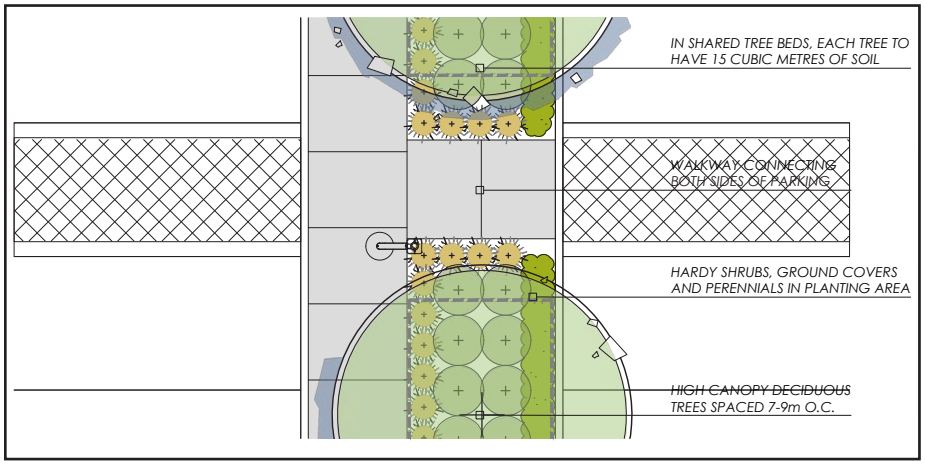



Figure 4.4b: Walkway with landscaping in parking lot



Figure 4.4c: Drive-through building with landscaped island in parking lot

# 4.0

## 4.5 LIGHTING AND SIGNAGE

Lighting and signage are components of a parking lot that enhance safety, comfort, and assist with way-finding for pedestrians. The parking area and all associated buildings should be appropriately lit to ensure pedestrian and motorist safety.

Signage should be coordinated with the design of the associated building(s) to be easily identifiable and maintain an attractive and cohesive site. When used, ensure ground related signage is compatible with the scale of adjacent buildings and incorporated into the landscape design.



Figure 4.5a: Pedestrian-scaled lighting along sidewalk

**Guideline 72:** Orient lighting sources away from adjacent residential properties. Where required by the Town, provide light distribution information to demonstrate no adverse impacts.

**Guideline 73:** Integrate different lighting options such as accent lighting, step lights, and facade-mounted lights to promote safety and add visual interest.

**Guideline 74:** Provide pedestrian-scaled lighting along walkways, at building entrances, and, where applicable transit stops.

**Guideline 75:** Encourage solar-powered/photovoltaic (PV) powered lighting for light fixtures and illumination of applicable site features including canopies, shopping corrals, bollards and signs.

**Guideline 76:** If signs are illuminated, provide lighting that is task-oriented with no light spillover onto adjacent properties.

# 4.0

**Guideline 77:** Encourage the use of fascia signage within the site that is in proportion with building mass and facades, consistent with site furnishings and in keeping with the Town's Streetscape and Public Realm Guidelines.

**Guideline 78:** Locate ground-mounted and/or wall-mounted signs to complement the design character and scale of the area. Integrate landscape features with ground-mounted signs.

**Guideline 79:** Discourage the use of temporary signs where possible. However, if temporary signs are used, incorporate with existing site features, and ensure the maximum height does not exceed the height of the adjacent building.

**Guideline 80:** Incorporate way-finding signage for pedestrian convenience and safety.




Figure 4.5b: Ground-mounted sign in parking lot provides way-finding




Figure 4.5c: Fascia signage proportionate to building facade

# 4.0

## 4.6 SERVICING AND UTILITIES

Servicing including loading facilities and utilities are necessary operational elements of buildings. Wherever possible, garbage and utility areas should be placed within the building and located away from the street edge. Appropriately accommodating the necessary operational elements will help achieve an efficient and visually pleasing site design.

In some instances, an in-ground private deep waste collection (ie. Molok Garbage System) might be used. Due to the unique nature of deep waste collection systems, any landscaping screening will be resolved on a site specific basis.

**Guideline 81:** Locate loading and garbage facilities at the rear of buildings, away from the street edge, and within the main building wherever possible.

**Guideline 82:** Where loading and garbage facilities cannot be located within the building, use enclosure materials complementary to the main building and of appropriate height to conceal the garbage facilities.

**Guideline 83:** Ensure that utilities are located within enclosed areas, limited or no views from public streets, and are adequately screened by landscaping. Where feasible, locate utilities underground.



Figure 4.6a: Enclosure for loading facility integrated with building design




Figure 4.6b: Loading facility integrated with building design

# 4.0

## 4.7 STACKING LANES AND QUEUING

For drive-through facilities, access points to the stacking lane should be located within the site to the rear or side of the building. This will maintain appropriate vehicular circulation and screen the queuing lane from the street.

Functional stacking is achieved through the establishment of clearly delineated lanes that are distinguished from pedestrian walkways and parking.

Double drive-through facilities (two restaurants contained within one building) present particular challenges as they require two separate stacking lanes, which address only one building. Stacking space requirements will vary upon the type of business using the drive-through facility. Restaurant drive-through facilities require more stacking spaces than other uses such as financial institutions and drug stores.

Some uses, such as bank drive-through facilities, are quieter as they generally require minimal use of speaker boxes. Other facilities, such as restaurants, will have a higher potential to generate noise through speaker boxes. Mitigation measures such as noise attenuation fences can be used to appropriately address these challenges adjacent residential buildings.



Figure 4.7a: Planting and fencing in lot adjacent residential area



Figure 4.7b: Typical stacking lane of financial drive-through building

# 4.0

**Guideline 84:** Ensure drive-through facilities are compatible with and sensitive to the prevalent urban form, streetscape features, and the future development plans of the area. Drive-through facilities are discouraged in the Centres and Village Core Areas.

**Guideline 85:** Encourage a maximum of one drive through facility per site. However, on large sites, in excess of 1 hectare in area, more than one drive through facility may be considered to a maximum of three facilities, provided drive-through facilities are separated by at least one commercial unit not containing a drive through.

**Guideline 86:** Avoid drive-through restaurant facilities on sites less than 0.3 hectares in area when located adjacent residential uses.

**Guideline 87:** Side-by-side drive-through lanes serving one single brand are discouraged.

**Guideline 88:** Where appropriate, provide an escape lane to facilitate vehicular circulation.

**Guideline 89:** Provide stacking lane order box away from abutting residential or other sensitive uses to reduce impacts.




Figure 4.7c: Mid-block drive-through facility with a dedicated stacking lane



Figure 4.7d: Order box located away from adjacent residential

# 4.0

**Guideline 90:** Locate the vehicular access point to the stacking lane of a drive-through facility as deep within the site as possible to prevent queued vehicles from blocking traffic along public streets or internally within the site.

**Guideline 91:** Provide clear directional signage at entrance and exit locations to stacking lanes.

**Guideline 92:** Design clearly separated stacking lanes to follow a linear format with minimal curves and turning movements.

**Guideline 93:** Avoid locating stacking lanes between the building and public streets. Place stacking lanes at the rear or interior side yard of the building.

**Guideline 94:** If locating a stacking lane between a building and a public street cannot be avoided, provide a landscape buffer with a minimum width of 3.0 metres.




Figure 4.7e: Drive-through facility with stacking lane located at the rear




Figure 4.7f: Stacking lane separated from adjacent parking by landscaping

# 4.0

**Guideline 95:** As per Zoning By-law 2018-043, for restaurants, provide for a minimum total of 10 vehicle stacking spaces in the drive-through aisle. As determined by the Town, where it is deemed to be necessary, provide a queuing study to confirm appropriate length.

**Guideline 96:** As per Zoning By-law 2018-043, for financial institutions, pharmacies and all other uses, provide for a minimum total of 5 vehicle stacking spaces in the drive-through aisle. Where required by the Town, provide a queuing study to confirm appropriate length.

**Guideline 97:** Ensure stacking lanes do not block access to parking spaces, and/or loading and service areas. Avoid intersecting stacking lanes with walkways to main building entrances.

**Guideline 98:** Use raised islands, or other barriers to separate stacking lanes from main parking areas and driveways.