

APPENDIX 5

URBAN DESIGN GUIDELINES

COMMERCIAL USES

APPENDIX 5

TO THE OFFICIAL PLAN OF THE TOWN OF PERTH

Urban Design Guidelines for Commercial Sites and Drive-Through Facilities

These Commercial Design Guidelines should be used as part of the site plan review process and when evaluating development applications that propose new commercial or drive-through facilities such as zoning amendments.

The goal of the design guidelines is to implement the policies in the Official Plan for built form, public and pedestrian realm and heritage preservation. Design principles reflected in the design guidelines consider the location of buildings and main entrances, the orientation of pedestrian pathways, separation of vehicle and pedestrian traffic, location and capacity of stacking lanes, and the placement of driveways, parking and utilities. These guidelines are intended to prioritize pedestrian safety and visual appeal.

A5.1 *Building Location and Site Layout Guidelines – for Commercial Sites*

- Front Building Walls should be located at the street edge and in any event in compliance with the applicable minimum front yard zoning standards. Where possible, new buildings should align with the front facades of existing buildings or closer to the street edge where zoning standards permit;
- Sites will be designed such that paved and non-permeable surfaces are minimized and permeable surfaces and soft landscaping maximized in order to increase water penetration /retention and reduce demand on/for public storm-water facilities;
- Where a minimum yard or setback is required between the front or side of a building and the street, the yard or setback area should be reserved for landscaping or pedestrian access points or outdoor customer service areas.
- Generally buildings establishing the front or exterior side yard will be separated from the street by landscaped yards. Where necessitated by site conditions, one tier of parking (two parking rows divided by an access lane) may be located between the building and the street with a generous, predominantly vegetated, landscaped space between the street and the parking area and safe, well defined pedestrian access from the street to the building.
- Buildings with a substantive setback from street will only be considered if the builder/developer demonstrates that the location of the building and the intended use and function of the larger setback are beneficial to the streetscape and enhance the public realm or if the site is designed with buildings fronting on access lanes with “street-like” functionality serving both pedestrian and vehicle traffic;

- Main building entrances should be located to minimize pedestrian exposure to moving motor vehicles. Sites will be designed to optimize the location of main building entrances with preference for entrances that orient to and connect directly with sidewalks on public streets; followed by entrances accessing on-site sidewalks or pedestrian walkways with a direct link to a public sidewalk; and, where the preceding options are not feasible, to minimize the pedestrian travel route from the main building entrance to sidewalks on public streets.
- Building Walls along or facing the street should be predominantly transparent with windows and doors designed to maximize views in and out of the retail display or public service areas of the building visually accessible from the street;
- Use of green technologies such as green roofs, drip irrigation and other LEED compatible approaches are encouraged and will be considered as a basis for bonusing per Section 9.12.8 of the Plan;
- Building architectural styles should reflect the town's architectural heritage. Articulated roof and building lines will be expected in larger or multi-unit buildings and use of parapet walls designed to provide a sloped roof appearance is encouraged. Flat roof design will not be supported on principal use buildings with a footprint under 1,858 m².
- On multi-building sites one tier of buildings should locate in proximity to the minimum front yard and/or the exterior side yard setback preferably with no parking spaces between the building(s) and the street. Where design constraints warrant relief from this approach, no more than one tier of parking (two rows of parking spaces separated by an access lane/aisle) may be considered.

A5.2 *Pedestrian and Cyclist Circulation Guidelines*

Sites should be designed such that pedestrians do not have to cross drive-through stacking lanes or parking areas when accessing the sites from adjacent streets and sidewalks. Pedestrian amenities to consider include things such as outdoor seating, phone booths and weather protection, as well as appropriate landscaping. Design should ensure the safety of all of the facility's users regardless of their means of travel to or within the site. Preferred design features include:

- Locating main entrances to buildings on the primary access street, on the main pedestrian access route to or through the site, in proximity to vehicle entrances to the site, on corner lots, or at the corner of the building;
- Include weather protection features at main building entrances;
- Incorporate an organizing structure in the design that gives safe and convenient pedestrian and cyclist access a clear priority;
- Maintain sight lines between public streets and rest of the site and pedestrian access points and main building entrances;

- Locate amenities such as bike racks and outdoor seating close to building entrances without impeding pedestrian circulation;
- Sidewalks should be at least 2 m in width;
- Ensure that walkways are distinguished from driving surfaces, use a variety of pavement types and where necessary, raise walkways to curb level;
- Provide vegetated buffer areas between site access sidewalks and primary vehicle entrances and driveways / access lanes;
- Entrance to a drive-through stacking lane should be to the rear or interior side of the building so that queued vehicles do not obstruct pedestrian and cyclist circulation, or the circulation of other vehicles;

A5.3 *Drive-Through Stacking Lanes and Access Point Guidelines*

Stacking Lanes or vehicle queues should be placed at the rear of the building in order to enhance pedestrian safety and the overall aesthetics of the streetscape (for the purpose of these policies the terms stacking or queuing may be used interchangeably). Paved surface can be minimized even in drive-through lanes in order to create attractive environments and to enhance storm-water runoff. Preferred design features are reflected in concept drawings (X, Y, Z) and include:

- Stacking lanes and driveways should not be located between a building's front façade or main entrance and the street;
- Stacking lanes and driveways should not be located within minimum yard or setback areas.
- Stacking and access lanes should be located or screened such that they are predominantly out of view from the public street;
- Stacking lanes should be integrated into the overall landscaping plan;
- Stacking /queuing length for drive-through facilities should be determined by a traffic study but in any case a stacking space for a minimum 10 cars should be required for restaurant sites.
- A stacking space should be 3.5 m in width, and 6.5 m in length/vehicle ;
- Multiple windows servicing a single stacking lane should be considered in order to reduce idling;
- Multiple stacking lanes will be discouraged;
- Sufficient signage to identify stacking lane access points and ensure safe unobstructed traffic flow in the drive-through access area

- Stacking lanes should not be located closer than 30 m [98.4 ft] from a residential land use unless a land use compatibility study has justified a reduction from this distance and mitigating measures are implemented accordingly;

A5.4 *Vehicle Entrances and Site Access Guidelines*

Vehicle entrances and drive-through access areas should be designed to minimize vehicle/pedestrian conflicts and exposing the pedestrian environment to moving or idling motor vehicles. Appropriate access design and directional signage should be clear and avoid confusion for motorists entering a drive-through facility. Preferred design features include:

- Minimize the number of site entrances with one entrance / curb-cut mid-block per site, maximum of two for a corner site the need for additional entrances on larger multiple-unit sites must be justified by a traffic study;
- Drive-through access should be from a driveway, laneway or parking area on site not directly to or from the street
- For sites with frontage on multiple streets vehicular access should be from the street with the lower traffic flow classification where possible, to improve pedestrian safety on the sidewalk of the major street;
- Locate parking at rear and/or side of building and away from public view;
- Do not locate parking areas between the building and the street;
- Provide parking adjacent to secondary entrances so pedestrians who arrive by car do not have to cross stacking lanes;
- Locate vehicle entrances at furthest point from adjacent intersections while giving consideration to safe on-site vehicle movement and appropriate parking design;

A5.5 *Commercial Site Landscaping Guidelines*

Perth has a long-standing appreciation of environmental sustainability and has undertaken a number of “green” initiatives. The Town also has a reputation as a community that appreciates the aesthetic benefits of its green space resources and has supported the use of flower boxes and similar vegetated amenities to enhance and complement the visual appeal of public spaces and its heritage core. The Town intends to continue building on this foundation and to ensure that commercial development contributes to both the sustainability of the community and its established sense of place. To achieve these outcomes the following guidelines will be applied through commercial development approvals:

- Provide street trees not more than 7-10 m apart in the adjacent boulevard; a mix of deciduous and evergreen varieties and a preference for native species with beds of perennial flowers or flowering shrubs occupying some of the space between trees;
- where site lines or planting conditions do not support tree planting, hedgerows of flowering shrubs mixed with perennial flower beds will be established.
- Where a setback is required, soft (vegetated and permeable) landscaping will be included between the sidewalk and the building face
- Internal green space areas shall feature a variety of types of trees, shrubs and other vegetation, considering the tolerance of plant species to urban conditions such as road salt exposure, heat/drought resistance or low water demand, reduced mechanized maintenance and storm water management. Preference should be shown to native/indigenous species;
- Provide a minimum of 2.5 m landscaped area along side and rear yards for screening and enhanced local environmental benefits;
- Provide minimum of 3 m landscaped area at edges of site adjacent to institutional or residential use which shall include a visual screen in the form of a solid wall, solid board fence, berm or some combination thereof in addition to planting;
- Include landscaping at front of building in order to define the doorways and building facades;
- Edges of streets should be landscaped with a variety of plants, and mature trees should be kept wherever possible. Stacking lanes, as well as driveways, parking, and utility and service areas should be screened with landscaping. Screening design, height and materials should relate to the building itself.
- Landscaping should also be used to separate drive-through stacking lanes from parking areas. This may involve the use of landscaped islands, decorative concrete works or pavement, and painted lines may be used on smaller sites.

A5.6 *Signage and Exterior Lighting*

Lighting should be sufficient to provide a measure of client safety and site security without infringing on adjacent private property, particularly residential uses. Exterior lighting should be of a form and design that is consistent with the architectural character of the site and existing lighting formats. In the Central Area District lighting should be consistent with the Town's adopted heritage-format lighting. Signage should reflect the Town's architectural context and should take a form that is distinguishable from the standard highway commercial and shopping center signage typical of other urban

centres. Signage shall comply with the provisions of the Sign By-law as established from time to time and which may include more specific and rigorous standards than these guidelines. Exterior Lighting and signage, should be consistent with the following provisions:

- Lighting will be directional and lighting plans indicating illumination patterns will be required for site plan applications.
- Upward / sky oriented exterior lighting shall be avoided in new development.
- Lighting and signage will be consistent with the architectural style of the building and of the local built context;
- Permanent Signage is intended to function primarily as a location identifier not for promotion;
- Signage should not project above the highest roof line of a building as determined by the peak on a sloped roof or the top of a parapet wall. In the Highway Commercial, Business Park and Industrial designations signage extending to a limited extent above the roof line may be permitted on sites in lieu of pylon signage. Signage extending above a roof line should not extend above the maximum height permitted for a pylon sign and will not face or be highly visible from land exclusively used or intended for residential development.
- Pylon signage will be limited to one location per site and used primarily for the identification of premises that do not have immediate visual access to the street.
- Pylon signage shall be located and designed in a manner that does not interfere with the function of street signal lighting and shall not extend into or over streets or publicly owned land or require modification of on-street landscaping.
- Pylon signage is discouraged in the Central Area District and will be limited to existing lots where buildings are constructed with parking in the front yard or a street setback exceeding 4.5 m.
- Directional signage should be used to enhance clarity of vehicle and pedestrian circulation;
- Lighting and Non-directional signage shall be placed and designed in a manner that does not confuse or impede the function of directional signage.
- Back-lit signs and illuminated signage should be designed to be turned off during non-business hours, particularly any such hours after dark.
- Design sign illumination to avoid glare and light spill-over to adjacent lands;
- Drive-through facilities in proximity to residential uses should include signage asking users to reduce excessive noise from car radios and idling

A5.7 *Land Use Compatibility- Drive Through Uses*

Drive-through facilities can become a nuisance to nearby residential areas and public spaces and need to be managed consistent with the Official Plan vision of a pedestrian-friendly, walkable and environmentally friendly community.. To be consistent with recent Ontario Municipal Board decisions on the subject, the Town's Zoning By-law will establish parameters controlling the location of drive-through facilities. It is expected that site-specific zoning requests for drive-through facilities, will comply with the Town's zoning standards and with the Official Plan's vision.

These guidelines are intended to support the vision and intent of the Official Plan. In the design and location of drive-through facilities consideration should be given to mitigating or avoiding designs which will impede or conflict with pedestrian and cycling traffic as well as adjacent residential and other sensitive uses, particularly those involving overnight occupancy/accommodation. This will be achieved by:

- avoiding negative impacts on residential uses and neighbourhood character – maximize separation between drive-through operations and adjacent residential or accommodation uses
- demonstrate sufficient on-site space for all anticipated vehicle movement and queuing, to avoid any overflow of vehicle queues onto adjacent streets – the need for a larger minimum distance between entrances and street intersections or longer on-site vehicle queuing facilities will be considered in traffic impact studies.
- Exterior order areas and speaker boxes will be placed such that noise associated with their use will not intrude into out-door living areas on residential lots, existing outdoor patios or unduly impact adjacent, active pedestrian routes or public out-door assembly spaces.
- Developers will be responsible for improving the quality and safety of the pedestrian environment surrounding drive-throughs in both adjacent public spaces and within the property or site occupied by the drive-through.
- Buffering/screening visibility of vehicle queues from adjacent properties and public streets and particularly the headlights of vehicles on-site; queues should generally not be abutting a public street.

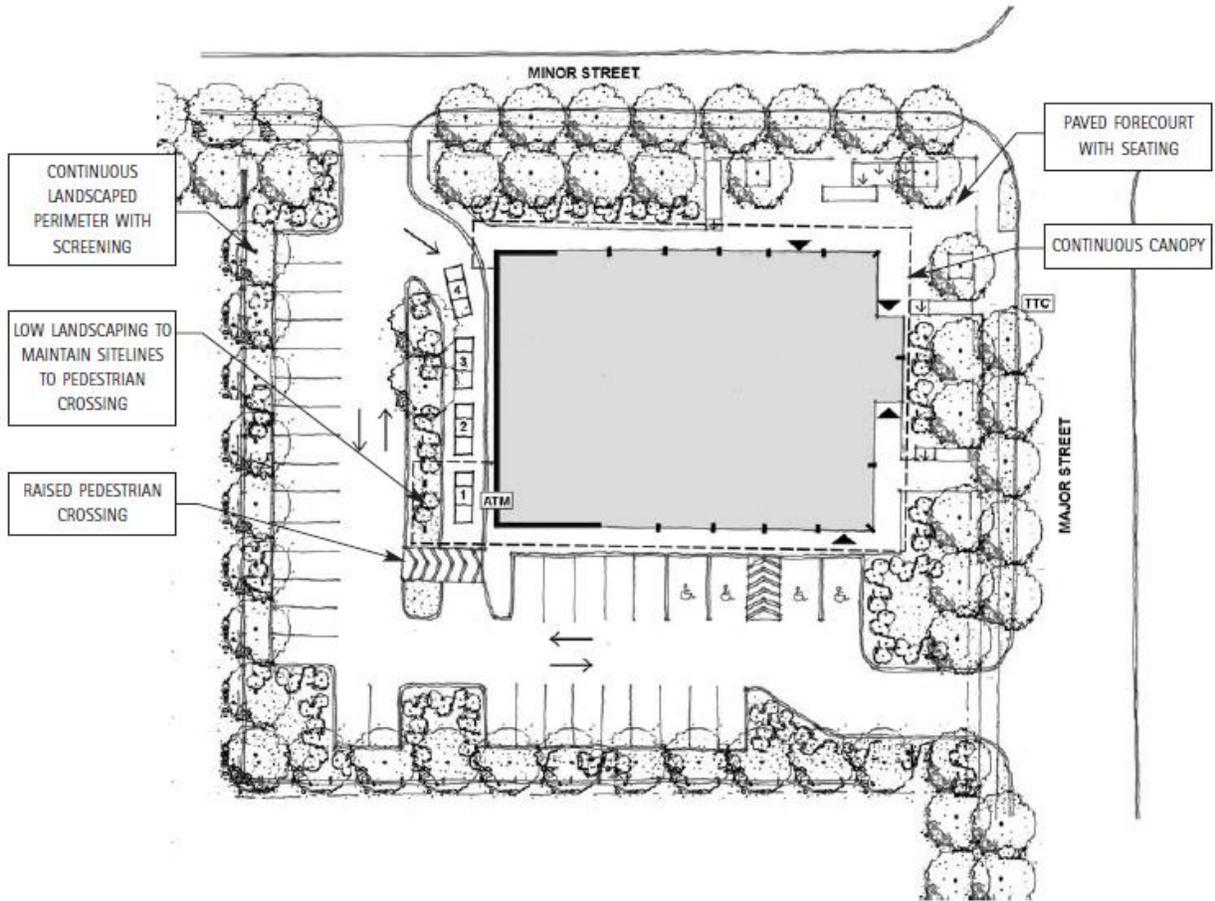
A5.8 *Utilities and Services*

Utilities and servicing areas should be located away from or screened from the view of the street, sidewalks or public spaces and should be consistent with the following:

- Locate utilities underground if possible;
- Locate utilities and services (e.g., transformers, loading, garbage pickup) at the rear or interior side of the building.
- Co-ordinate above and below ground utilities with landscaping;
- Exterior temporary waste storage facilities should be located in a rear or interior side yard as far as possible from any sidewalk or land intended for residential use and should be placed inside enclosed structures which are:
 - integrated with the building with cladding that matches or resembles the exterior cladding of the main structure; or
 - integrated with the landscaping features such that they are fully screened from public view; or
 - grouped with one or more other accessory structures such that they are largely screened from public view.
 - Site plan agreements will ensure external waste storage screening features are maintained in good working order both functionally and aesthetically.

[SEE CONCEPT DRAWINGS BELOW]

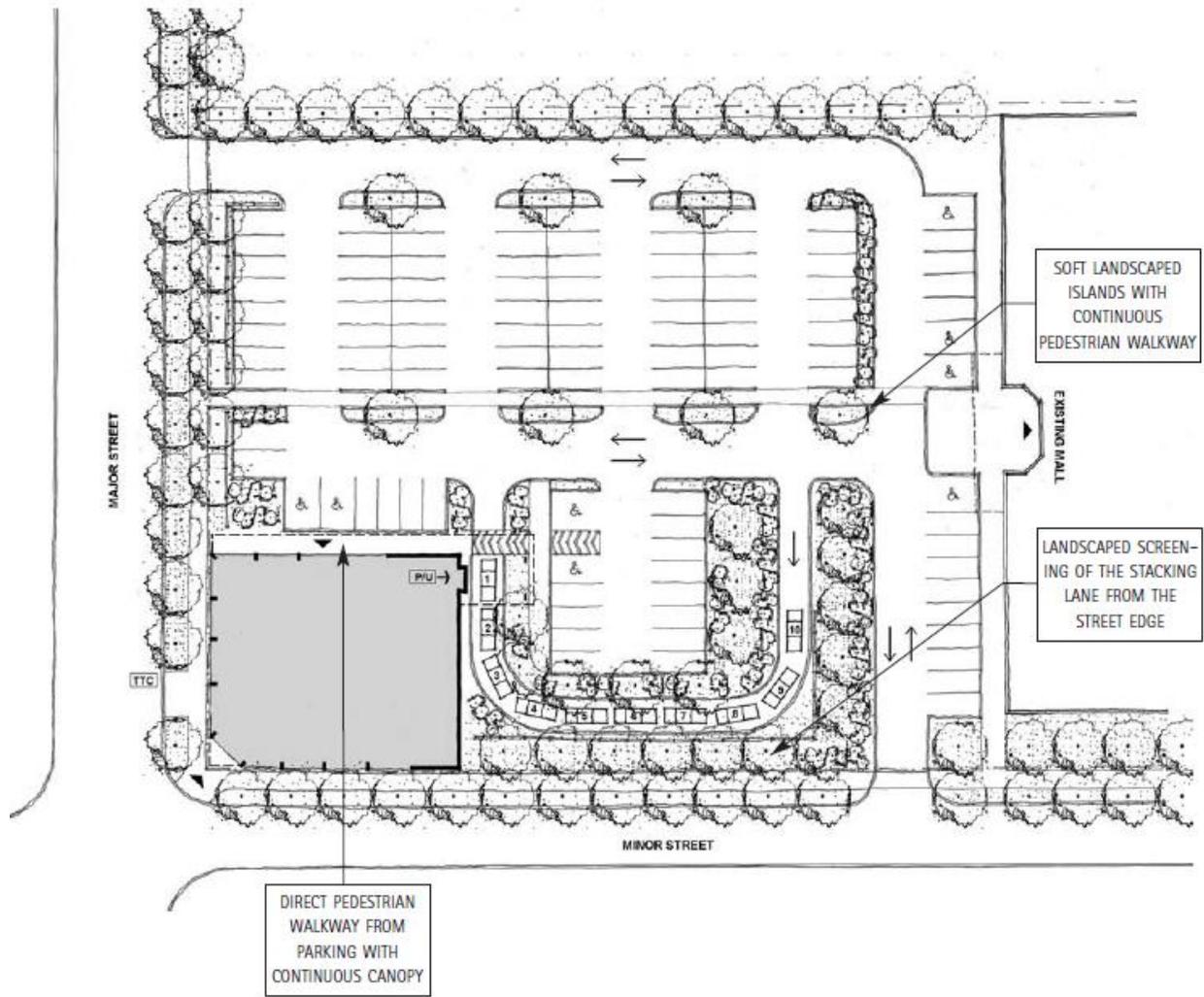
Sample Site Plan Diagrams for Drive-Throughs¹
Corner Lot Site Plan Diagram
Mid Block Site Plan Diagram



ATM or Pick-up window	Low wall with soft landscaping	Public transit stop	Tree
Building entrance	Landscaped island with pedestrian walk	Raised pedestrian crossing	Canopy
Direction of vehicular travel	Pedestrian walkway	Low hedge	Zone of interior active uses with glazed wall
Exterior seating	Property line	Stacked car	Zone of interior services

¹ City of Toronto, Urban Development Services, Urban Design Guidelines for Sites with Drive-Through Facilities, (Toronto: Urban Development Services, City Hall, 2005).

Mid Block Site Plan Diagram



	ATM or Pick-up window		Low wall with soft landscaping		Public transit stop		Tree
	Building entrance		Landscaped island with pedestrian walk		Raised pedestrian crossing		Canopy
	Direction of vehicular travel		Pedestrian walkway		Low hedge		Zone of interior active uses with glazed wall
	Exterior seating		Property line		Stacked car		Zone of interior services