

## EXHIBIT 2: SECTION 11-31-18 REPEAL AND REPLACE

### 11-31-18: - DRIVE-THRU AND PICK-UP WINDOW FACILITIES

Drive-thru facilities, pick-up window facilities, and drive-up ATM/teller windows as described in Section 11-86-4, shall be located, developed, and operated in compliance with the land use regulations in Article 2 and the following standards.

- A. **Purpose.** The purpose of this Section is to mitigate potential impacts of drive-thru facilities, pick-up window facilities, and drive-up ATM/teller windows, including but not limited to, visual, traffic, and noise impacts, and to ensure that these facilities are developed to enhance the city's urban form.
- B. **General Requirements.**
1. A drive-thru lane, pick-up lane, or drive lane serving a drive-up ATM/teller window must be physically separated from non-drive-thru traffic areas or non-pick-up traffic areas with a minimum five (5) foot wide raised landscape median. See Figure 11-31-18.A.
  2. A minimum two (2) foot wide foundation base must be provided along any exterior building wall that is adjacent to a drive-thru lane, pick-up lane, or drive lane serving a drive-up ATM/teller window. See Figure 11-31-18.A.
  3. Awnings or architecturally integrated weather protection structures must be provided over drive-thru windows and pick-up windows. Such awning or weather protection structure must be architecturally integrated in proportion, color, material, and texture to the building it serves.
- C. **Onsite Circulation and Queuing.** An onsite circulation and queuing study is required for any application requesting a new drive-thru facility. Pick-up window facilities and drive-up ATM/ teller windows are exempt from this requirement. The An onsite circulation and queuing study shall include the following:
1. Business hours of operation.
  2. The method by which a customer order is placed and processed.
  3. The time required to serve a typical customer.
  4. Arrival rates of customers.
  5. Peak demand hours.
  6. Anticipated vehicular stacking required:

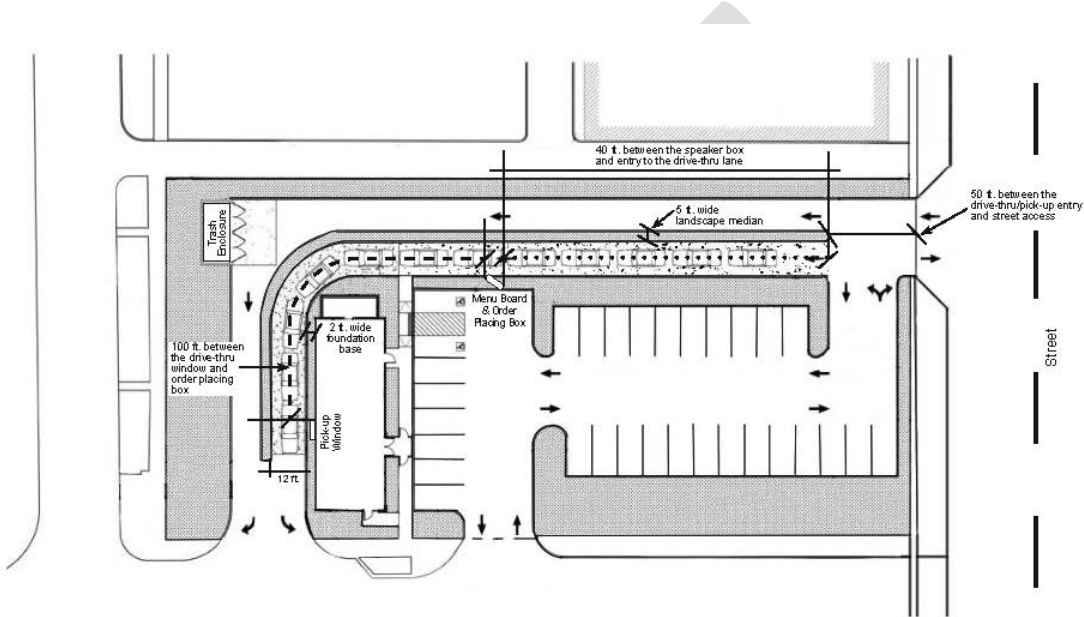
- a. A mitigation plan that shows: how backup queuing will not block internal drives or back up into traffic; and
  - b. How sound from external operations will be attenuated from neighboring properties.
7. Other information deemed necessary by the Planning Director or his/ her designee to review the proposal.

**D. Stacking Requirements.**

1. **Drive-Thru Facilities and Pick-Up Window Facilities.** Drive-thru facilities and pick-up window facilities must conform to the following stacking requirements: A minimum 50-foot-long distance must be provided between the entrance of a drive-thru lane or pick-up lane and a street access driveway or cross access drive aisle. Distance measured from the entrance of the drive-thru lane or pick-up lane to the right-of-way, property line or edge of street access driveway or cross access drive aisle. See Figure 11-31-18.A.
2. **Additional Drive-Thru Facility Requirements.** In addition to the stacking requirement in Subsection (1) above, drive-thru facilities must conform to the following stacking requirements:
  - a. A minimum 100-foot-long stacking distance must be provided between the drive-thru window and order-placing speaker. Distance measured from the leading edge of the drive-thru window along the centerline of the drive-thru lane to the far edge of the order placing speaker. See Figure 11-31-18.A
  - b. A minimum 40-foot-long stacking distance must be provided between the order-placing box and the entry to a drive-thru lane. Distance measured from the leading edge of the order-placing box along the centerline of the drive-thru lane to the entrance of the drive-thru lane. See Figure 11-31-18.A.
3. **Additional Pick-up Window Facility Requirements.** In addition to the stacking requirements in Subsection (1) above, pick-up window facilities must conform to the following stacking requirements: A minimum 100-foot-long stacking distance must be provided between the pick-up window and the entrance of the pick-up lane. Distance measured from the leading edge of the pick-up window along the centerline of the pick-up lane to the entrance of the pick-up lane.
4. **Drive-Up ATM/Teller Window Requirements.** A minimum 40-foot-long stacking distance must be provided for each drive-up ATM/teller window.

Distance measured from the leading edge of the ATM/teller window along the centerline of the queuing lane to the entry of the queuing area.

5. **Modifications to Stacking Requirements.** Modifications to the stacking requirements found in this section may be approved through the site planning process if evidence is provided in the onsite circulation and queuing study that the proposed stacking is sufficient to meet the demands of the development.



**Figure 11-31-18.A Drive-thru and Pick-up Facilities**

- E. **Screening/Buffering Requirements.** Drive-thru facilities, pick-up window facilities, and drive-up atm/teller windows shall conform to the following screening requirements:

1. A drive-thru lane or pick-up lane is not permitted to be located parallel to arterial roadways. Where physical site conditions prevent a non-parallel configuration, the drive-thru lane or pick up lane must conform to the required landscaping per Table 11-33-3.A.4 and provide either:
  - a. A 40-inch-high screen wall adjacent to the arterial roadway that extends the entire length of the drive-thru land or pick-up lane, along with two (2) additional trees per 25 feet of linear street frontage, and two (2) additional shrubs per 25 feet of linear street frontage; or
  - b. An architecturally integrated awning, canopy, or trellis system that covers and screens the entire drive-thru lane or pick-up lane from the

street, one (1) additional tree per 25 feet of linear street frontage, and two (2) additional shrubs per 25 feet of linear street frontage.

2. A 100-foot distance must be provided between the drive-thru lane or pick-up lane and any residential use or residentially zoned property. Distance measured from the far edge of the drive-thru lane or pick-up lane to the property line containing the residential use or residentially zoned property.

- F. **Employee Protection Requirements.** Drive-thru facilities whose operations include employees who take orders outside of the eating establishment must provide a raised two (2) foot wide pedestrian path and an architecturally compatible shade structure along the area in which employees are staged and take orders.

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