

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

Drive-thru facilities: Mitigate the visual impact of drive-thru facilities such as fast-food restaurants, pharmacies, banks, and cleaners. Where authorized, drive-thru facilities shall conform to the following requirements: **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, AND TO ENSURE THAT THESE FACILITIES ARE DEVELOPED TO ENHANCE THE CITY'S URBAN FORM.**

**B. GENERAL REQUIREMENTS.**

~~A.~~ **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 OR NON-PICK-UP AREAS traffic-lane from the non-drive-thru traffic area with BY a five (5) foot (5') wide raised landscape median. SEE FIGURE 11-31-18.A.**

~~B.~~ **2. A MINIMUM Provide TWO (2)-foot WIDE foundation base MUST BE PROVIDED along ANY exterior building WALL where THAT IS adjacent to drive-thru LANE, PICK-UP lane, OR DRIVE LANE SERVING A DRIVE-UP ATM/TELLER WINDOW. SEE FIGURE 11-31-18.A.**

~~C.~~ **3. Pick-up windows to be AWNINGS OR architecturally integrated WEATHER PROTECTION STRUCTURES MUST BE PROVIDED OVER DRIVE-THRU 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. Where windows extend out from building face, projection is to be 2-foot minimum. Provide awnings or architecturally integrated structures for weather protection.**

**C. AN ONSITE CIRCULATION AND QUEUING STUDY. 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 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 STACKING 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 TO THE RIGHT-OF-WAY, PROPERTY LINE OR EDGE OF CROSS ACCESS DRIVE AISLE. SEE FIGURE 11-31-8.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, WITH AT LEAST 40-FOOT-LONG STACKING DISTANCE BETWEEN ORDER-PLACING SPEAKER AND ENTRY TO THE DRIVE-THRU LANE. DISTANCE MEASURED AT CENTERLINE OF DRIVE-THRU LANE. SEE FIGURE 11-31-18.A.

- B. A MINIMUM 100-FOOT-LONG STACKING DISTANCE MUST BE PROVIDED BETWEEN THE PICK-UP WINDOW AND THE ENTRY TO THE PICK-UP LANE. DISTANCE MEASURED FROM THE LEADING EDGE OF THE PICK-UP WINDOW ALONG THE CENTERLINE OF THE PICK-UP LANE ENTRANCE TO THE PICK-UP LANE ENTRY.**
- 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.**

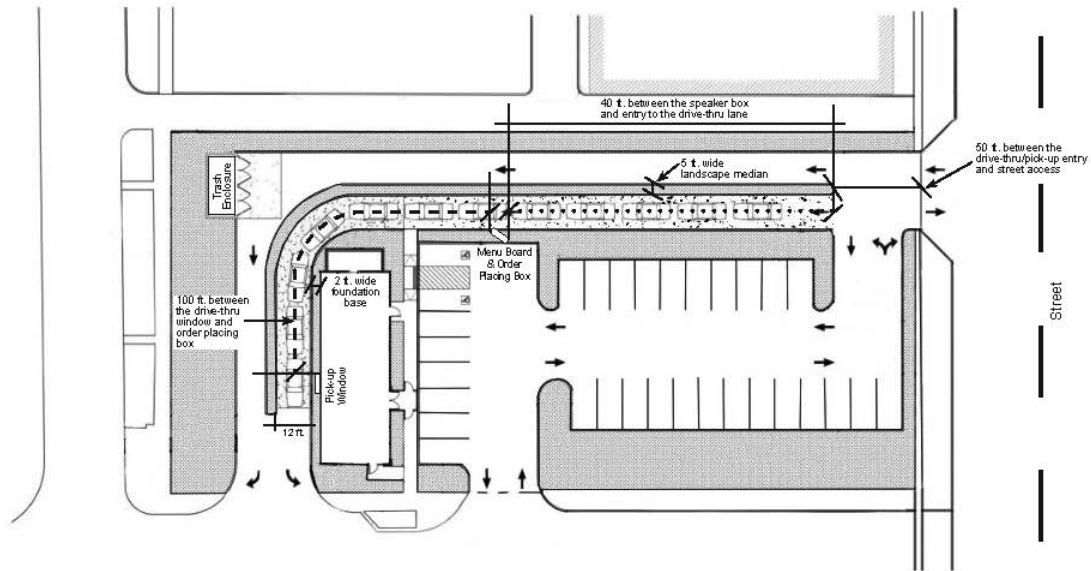


FIGURE 11-31-18.A DRIVE-THRU AND PICK-UP FACILITIES

**E. SCREENING/BUFFERING REQUIREMENTS. DRIVE-THRU FACILITIES, PICK-UP WINDOW FACILITIES, AND DRIVE-UP ATM/TELLER WINDOWS SHALL CONFORM TO THE FOLLOWING SCREENING REQUIREMENTS:**

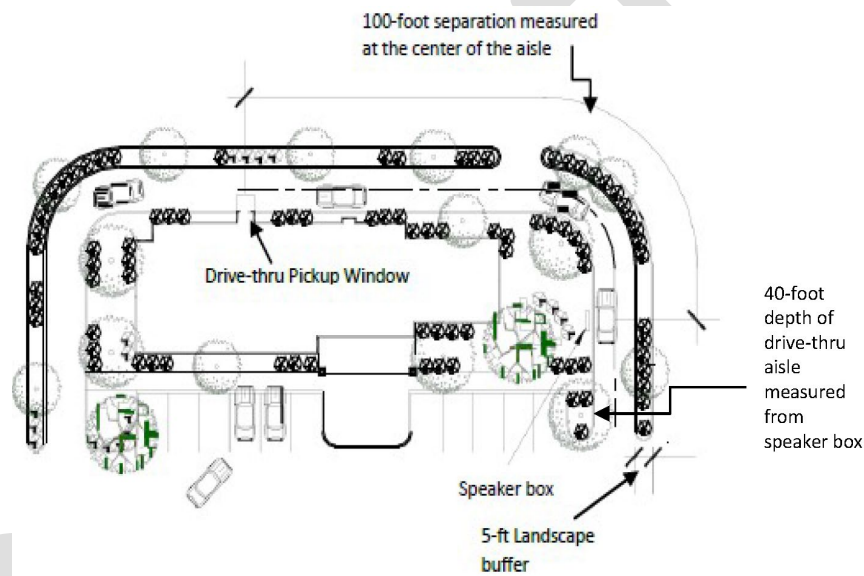
**D. 1. A Drive-thru OR PICK-UP lanes shall IS not PERMITTED TO be located parallel to arterial roadways. Where physical site conditions prevent such configuration, provide A NON-PARALLEL CONFIGURATION—THE DRIVE-THRU OR PICK UP LANE MUST CONFORM TO THE REQUIRED LANDSCAPING PER TABLE 11-33-3.A.4 AND PROVIDE THE FOLLOWING:**

**A. A 40-inch-high screen walls adjacent to the public right-of-way. ARTERIAL ROADWAY THAT EXTENDS THE ENTIRE LENGTH OF THE DRIVE-THRU LAND OR PICK-UP LANE, ALONG WITH TWO (2) ADDITIONAL TREES AND TWO (2) ADDITIONAL SHRUBS, PER 25 FEET OF LINEAR STREET FRONTAGE, IN ADDITION TO THE REQUIRED LANDSCAPING PER TABLE 11-33-3.A.4; OR**

**B. AN ARCHITECTURALLY INTEGRATED AWNING, CANOPY, OR TRELLIS SYSTEM THAT COVERS AND SCREENS THE ENTIRE DRIVE-THRU LANE FROM THE SREET ALONG WITH ONE (1) ADDITIONAL TREE AND TWO (2) ADDITIONAL SHRUBS, PER 25 FEET OF LINEAR STREET FRONTAGE.**

2. A 100-FOOT DISTANCE MUST BE PROVIDED BETWEEN THE DRIVE-THRU OR PICK-UP LANE AND ANY RESIDENTIAL USE OR RESIDENTIALLY ZONED PROPERTY. THE DISTANCE IS MEASURED FROM THE FAR EDGE OF THE DRIVE-THRU OR PICK-UP LANE AND THE PROPERTY LINE CONTAINING THE RESIDENTIAL USE OR RESIDENTIALLY ZONED PROPERTY.

~~E. Unless otherwise approved by site plan review, provide at least 100-foot-long stacking distance between pick-up window and order placing speaker, with at least 40-foot-long stacking distance between order placing speaker and entry to the drive thru lane. Distance measured at centerline of drive thru lane.~~



~~FIGURE 11-31-18 DRIVE THRU FACILITIES~~

- 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.