

PLANNING
DIVISION

Drive
-THRU-

ORDER UP!

PUBLIC MEETING



Proposed Zoning Ordinance Amendments Drive-thrus

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Process Recap

- Project initiated - early 2022 at the direction of City Council
- Staff presented and discussed the proposed amendments with through various platforms
- Feedback throughout taken into consideration and alternatives presented



5 Public Meetings



8 Focus/Small Group Discussions



4 City Council Study Sessions



3 P&Z Study Sessions



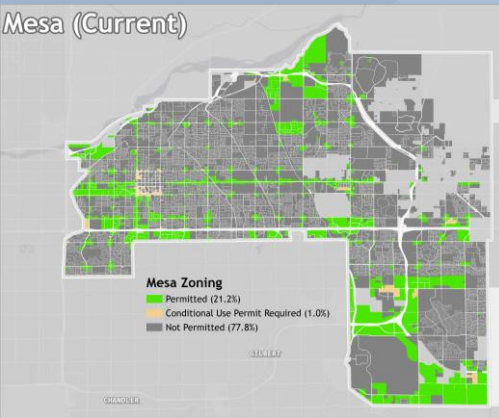
Stakeholder Feedback

- Feedback from development community:
 - Council approval would be costly, time consuming, and arbitrary
 - City's goals could be accomplished through design standards
 - Proposed amendments not in-line with other jurisdictions relaxing regulations
- Feedback from residents:
 - Council should consider limiting the number of drive-thrus to address onsite congestion and encourage more out of car shopping
 - Plenty of QSR options already available
 - Desire for higher-quality development

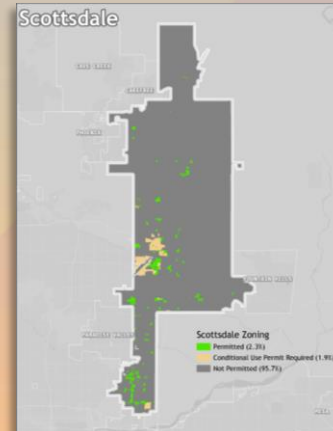
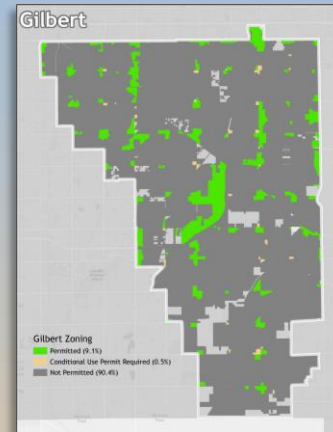
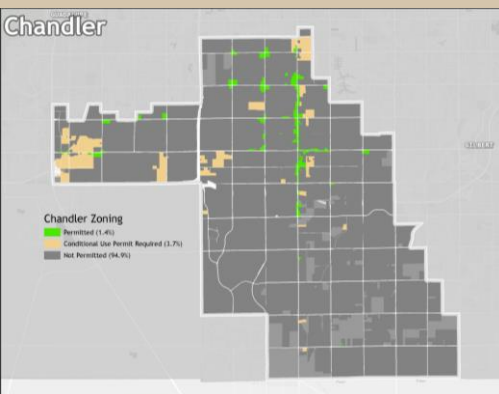




Continued Research



- In response, staff researched surrounding jurisdictions to compare:
 - Where drive-thrus are allowed
 - Required processes
 - Development standards
- Staff found that drive-thru facilities are permitted in a significantly larger proportion of Mesa than in surrounding jurisdictions
- Proposed development standards align with those in other jurisdictions





Summary of Proposed Amendments

- Create different **definitions**
 - Drive-thru Facilities, Pick-up Window Facilities, and Drive-up ATM/teller Window
 - Allow for the creation of unique land use requirements and development standards
- Modify the **process** for some zoning districts to:
 - Align requirements and allowed locations with other jurisdictions
 - Better align with the intent of the zoning districts and General Plan
 - Increase public engagement opportunities
- Require an **Onsite Circulation and Queuing Study**
- Modify **design/development standards**:
 - Address externalities
 - No limits on the number and concentration of drive-thrus



Proposed Amendments

Definitions

Drive-thru Facilities. Establishments providing, goods, food, or beverage through a window to patrons remaining in an automobile, where an order menu board is present, and orders are placed on site via an order menu box or via an employee taking orders from patrons remaining in an automobile.

Pick-up Window Facilities. Establishments providing goods, food, or beverage through a window to patrons remaining in an automobile, where orders are placed by patrons before reaching the establishment, and where no order menu board, order menu box, or employee taking orders from patrons remaining in an automobile are present. An establishment with parking spaces designated for pick up orders are not included in this definition.

Drive-up Atm/teller Window. Banking and financial institutions that provide a driveway approach for motor vehicles to serve patrons remaining in their vehicles. May be a stand-alone automated teller or attached to a building or structure.



Proposed Amendments Land Use Districts and Processes

No Ban on Drive-thrus is Proposed

Proposed Modifications:

- Drive-thru require CUP –
 - Neighborhood Commercial (formerly SUP)
 - Planned Employment Park
 - Light Industrial
 - General Industrial
 - Heavy Industrial (formerly SUP)
- Vesting options being considered and worked on the City Attorney's Office



Proposed Amendments

Onsite Circulation and Queuing Study

Proposed Modification:

- Analysis of the following:
 - Business hours of operation
 - The method by which a customer order is placed and processed
 - The time required to serve a typical customer
 - Arrival rates of customers
 - Peak demand hours
 - Anticipated vehicular stacking required
- Provide a mitigation plan that shows
 - How backup queuing will not block internal drives or back up into traffic
 - How noise/sound from external operations will be attenuated from neighboring properties
 - Any requests for deviation from Zoning Ordinance Development Standards - based on analysis



Proposed Amendments

Vehicular Stacking

Retain Current Standards:

- 100' between the drive-thru window and order-placing box
- 40' between the order-placing box and the entry to a drive-thru lane

Proposed Modifications:

- 50' between the drive-thru lane entry and the street access or cross-access drive aisle
- 100' between pick-up window entry and pick-up window
- 40' between entry to queuing lane to ATM/Teller window
- Requirements may be modified through Site Plan Review if demonstrated appropriate through an Onsite Circulation and Queuing Study



Proposed Amendments

Drive-thru Screening

Retain Current Standards:

- If the drive-thru lane is adjacent to an arterial street:
 - Screen with a 40" high screen wall

Proposed Modifications:

- In addition to the 40" screen wall provide 2 additional tree and 2 additional shrubs per 25' of street frontage; or
- Provide an architecturally integrated awning, canopy, or trellis system that covers and screens the entire drive-thru lane and provide 1 additional tree and 2 additional shrubs per 25' of street frontage



Proposed Amendments

Employee Screening and Protection

Proposed Modification:

- When employees take orders outside:
 - Provide an architecturally integrated shade structure along where employees take orders
 - Provide a 2' wide raised pedestrian path



Proposed Mesa Amendments

Setback from Residential Uses and Properties

Proposed Modification:

- Require a 100' setback from a residential use or zoning district to the drive-thru or pick-up lane



Next Steps

- Draft available online for public review
- Planning and Zoning Board Recommendation - September 20th
- City Council Action - October/November

