

Drive-Through Stakeholder Meeting

Meeting Summary

May 7, 2015 (12:00 pm – 2:00 pm) City Hall, Room 247

Meeting Attendees:

Drive-through Industry Representatives: Victor Labreche – Labreche Patterson & Associates Inc., John Vos – Labreche Patterson & Associate, Dave Pitblado – Paletta International; Bruce Thom, Embee Development Corp.; Greg Hogarth, QSR Group Inc.; Erika Mozes, McDonald's Restaurants of Canada Ltd.; Jean Roy, Canadian Fuels Association; Ralph Sgro, McDonald's Canada; Ryan Sgro, McDonald's Canada; Dave Weaver, Suncor Energy

City Representatives: Bruce Krushelnicki, Director of Planning & Building; Andrea Smith, Manager of Policy and Research; Vito Tolone, A/Director of Transportation Services; Jamie Tellier, Coordinator of Site Plan Review & Urban Design; Phillip Caldwell, Planner II - Policy; Hugo Rincon, Planner II – Policy

Meeting Purpose:

- To provide background information regarding staff's review of accessory drive-throughs to-date;
 - To provide an overview of the Policy Directions for accessory drive throughs endorsed by City Council in February; and
 - To discuss the development of design and functionality policies for new and modified drive-throughs.
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Meeting Summary:

- Staff provided a presentation. The following points were highlighted:
 - An overview of the Official Plan and the Zoning By-law as they relate to drive-throughs.
 - Staff undertook a review of the Commercial Strategy Study recommendations regarding drive-throughs and developed alternative policy options for consideration.
 - Staff policy directions were finalized and presented to Council in February 2015. The two policy directions, approved by Council, were presented.

- The discussion focused on developing new accessory drive-through design and functionality policies, in collaboration with drive-through industry stakeholders, for new or modified accessory drive-throughs.
- Staff presented the potential options being considered for drive-through design and functionality policies.
- Key comments and discussion items provided by drive-through representatives:
 - Some retail stores are developing on-site pick up areas for online orders (e.g. Loblaws, some restaurants). Could create the potential for hybrid pick-up/drive-through conveyor pick-up systems in the future.
 - Continue to oppose drive through prohibition. All objectives can be addressed through design as opposed to prohibitions.
 - Seventeen municipalities initially proposed prohibitions and then moved to design criteria.
 - Why is a drive-through in conjunction with a gas station being permitted in prohibited areas? What is the difference between a gas station and other uses with drive through facilities?
 - Any prohibitions should be in Zoning, not in the Official Plan.
 - Fairview and Plains Rd are always going to accommodate vehicles. Pedestrian-oriented reasoning for prohibitions clear in Downtown, but difficult to translate to Plains Rd/Fairview St.
 - Prohibition shouldn't include Fairview St.
 - A drive through itself does not create traffic, serves existing vehicles passing by.
 - A drive through provides a service in terms accessibility and for families with children.
 - OMB case provided evidence that design strategies can address objectives in intensification areas.
 - Allow drive throughs subject to Zoning By-law amendment and criteria.
 - Generally drive-through lanes are designed to accommodate 12-15 vehicles.
 - Consultant's maximum vehicle queuing spaces approach not appropriate, minimum preferred.
 - Consultant's recommendation for 30 m setback from residential too much, current 15 m requirement adequate.
 - Ensure consideration is given to corner sites.

- May be establishing a separation distance between drive throughs. Perhaps subject to lot size or site in general.
 - Interactions between pedestrians and vehicles can be addressed through design.
 - Design/functionality conflicts should be addressed through the permit process.
 - Drive-through industry is in constant change and evolution.
 - The more efficient the drive-through is the more cars that will come by the window and the less parking that is required.
 - Ottawa set a 20% reduction of parking when drive-through is provided; consider this approach when reviewing City's parking requirements.
 - Distance from a drive-through queuing area to an access/egress point shared with a public street, generally 15 m. Mississauga requires 52ft -16m.
- Key comments and responses provided by City staff:
 - Central pick-up places may not apply as a drive-through.
 - A prohibition in the OP policy is set as principle. It would be restrictive in some areas. The Zoning By-law will determine where these uses would be permitted or prohibited. In the downtown, the city doesn't even allow surface parking in conjunction with uses.
 - Higher intensity developments and less surface parking are expected in the City's mobility hubs.
 - Gas stations, by their nature, are an automobile-oriented use and have limited opportunity to intensify or be integrated in mixed use buildings. Therefore drive-throughs are more acceptable on these sites.
 - On Plains Road corridor, the City expects that uses will take a more compact and intense mixed use form with a stronger emphasis on pedestrian movement.
 - The City recognizes that market forces will play a role in intensification areas.
 - Existing drive-throughs in prohibition areas will continue to be permitted to serve the demand that may exist in those areas.
 - Transition is already occurring along the Plains Road corridor and Fairview is not far away.
 - Accept that drive-throughs are beneficial, but not everywhere. The issues/reasons which supported the current prohibition in the downtown will apply in our intensification areas.

- Goal is to strike a balance between accommodating drive-throughs in some areas and limiting the proliferation of new drive-throughs in strategic areas.
 - Want to see transit modal uses increase in the City's corridors and urban centres.
 - Would like to see the criteria that have been applied to allow drive-through through a Zoning By-law amendment.
 - There are situations where pedestrians are put in risk. The City receives complaints about drive-throughs but have no recourse to address the issue after the development has been approved. OP Design criteria will ensure potential issues are addressed during the development approval stages (Site Plan).
 - Seven or eight vehicle queuing spaces is a reasonable minimum.
 - Design and functionality Principals will be developed for the OP as part of this review; metrics will be in the Zoning By-law and/or urban design guidelines.
 - Metrics for drive-through design and functionality will be developed as part of the Zoning By-law review which will commence after the Official Plan Review is concluded.
 - Parking standards may need to be reviewed.
 - Draft policies will be provided for Council review and decision as part of the larger Official Plan Review amendment in 2016.
- The meeting concluded with following action items:
 - Victor Labreche will provide examples of mixed use developments with drive-throughs which would meet the City's urban design objectives
 - Staff will provide meeting minutes to all invitees and attendees
 - Staff will review feedback received and begin drafting the text for new Official Plan policies
 - Staff will provide additional opportunities for on-going stakeholder comment and engagement regarding draft Official Plan amendments, as they are developed.