



# INTERIM DESIGN GUIDELINES FOR DRIVE-THROUGHS

Planning & Development Department, Development Services  
2600 Fresno Street, 3<sup>rd</sup> Floor, Rm 3076  
Call (559) 621-8277 for an appointment or visit [www.fresno.gov](http://www.fresno.gov) for  
information

Policy and Procedure No.

# C-001

Date: June 4, 2010

**Target Audience:** Planning staff and developers, architects, etc. who wish to construct a drive-through facility

## Purpose:

Drive-throughs, by their nature, promote auto-dominated street frontages which impede the pedestrian environment. Creating auto-dominated streets discourages individuals from walking and biking to destinations which leads people to drive more. One of the ways to mitigate the impact of drive-throughs from impeding the pedestrian environment is to limit the number of drive-throughs in an area. This is one of the main reasons that the City of Fresno continues to implement the administrative procedure of limiting drive-throughs to one per street frontage within a shopping center.

This procedure, however, is perceived by some as unfair because it doesn't take into consideration the variable size of shopping centers, and gives smaller shopping centers an advantage over large shopping center. An example of a more effective policy to limit drive-throughs in the City of Fresno would be as follows:

*A restaurant with a drive-through lane shall be located with a minimum separation of 400-feet from any structure containing a drive-through facility when both restaurants are located on the same street frontage. Two drive-throughs may be located closer than 400-feet to one another if they each front a different street frontage.*

Until the City of Fresno adopts a more formal policy related to the siting of restaurant drive-through facilities, **the City will consider allowing more than one drive-through on a street frontage if the following Guidelines are incorporated into the site design of the facility.**

## Policy:

The following design guidelines are **required** for a drive-through restaurant proposed within a shopping center that already has a drive-through on the same street frontage. These guidelines are **recommended** for all other proposed drive-through facilities.

### Drive-Through Design Guidelines

The following guidelines establish site design standards and criteria to mitigate the potential impact of drive-through facilities impeding the pedestrian environment.

#### Pedestrian Accessibility

- No pedestrian pathway from the public sidewalk to the entrance of the building or from the immediate parking area to the entrance of the building shall cross the drive-through lane.
- A pedestrian pathway crossing the drive-through lane will be allowed when it is the pedestrian pathway that links the site to the rest of the shopping center. This pathway must be located at the end of the drive-through lane and must be clearly delineated with striping or contrasting paving. There shall be a stop sign and other signage notifying drivers in the drive-through lane of the pedestrian crossing.
- Provide parking adjacent to the entrance doors to the facility such that it is not necessary for pedestrians who arrive by car to cross driveways or stacking lanes to enter the interior of the building.
- The design of the site and building (including the building's internal organization) should take into consideration the safety of site users, employees, and passersby on the street and adjacent sites, to maintain appropriate sight lines, surveillance and lighting during the day and at night.

- Provide and clearly demarcate separate, safe pedestrian circulation routes in conjunction with vehicular circulation for the drive-through facility and larger site using techniques such as striped/painted pedestrian crossings, a change in paving, bollards and landscaping to separate them from stacking lanes and driveways.
- Provide rain, wind and shade weather protection (i.e. canopy) at the main building entrance and in proximity to public transit stops, for exterior seating areas, along the street and for specific pedestrian amenities associated with the building.
- Provide an outdoor patio between the building and the street where a setback is required. For this outdoor seating area, the incorporation of high quality hardscape areas (such as brick, cobblestone, and decorative pavers) and high quality outdoor furniture is encouraged.
- Provide pedestrian amenities appropriate for the site including bicycle racks and exterior furniture.
- Locate lighting, trees, soft landscaping, exterior furniture along pedestrian walkways through the site.
- Windows provided for aesthetics in dining and entry areas should be used abundantly to provide visibility to the street and pedestrian view into the building.

#### Organization of the Building to Support the Street

- Locate the main entrance door directly off the public sidewalk or provide clear and direct access from the public sidewalk to the main entrance or secondary entrance.
- Make walls along the street face and visible from the street, transparent with windows, doors and other forms of transparent building materials to maximize views in and out of the building and the relationship between interior and exterior to support and animate the public street and sidewalk.
- Drive-through elements shall be placed to the side or rear of the building. Orient the drive-through window away from the street frontage.
- Drive-through lanes shall be designed in such a way as to be screened from view from the street through elevation differences, landscaping, arbors, trellises, canopies, walls and other architectural features used to reduce the visual presence of drive-thru operations.

#### Stacking Lanes and Driveways

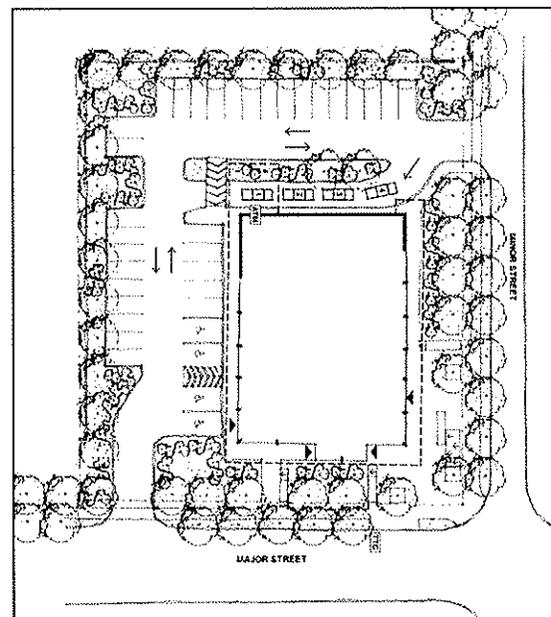
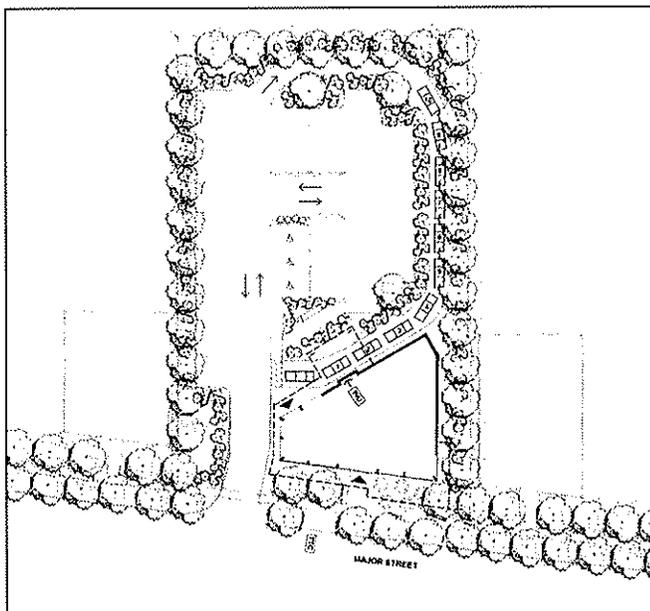
- Do not locate stacking lanes or driveways between the building and the street.
- Drive-through lanes shall not be located adjacent to patios and other pedestrian use areas, other than walkways.
- Locate stacking lanes and driveways out of view of the public street and/or sidewalk, at the rear and/or flank of the building.
- Integrate stacking lanes and driveways into the larger landscape and streetscape concept.
- Multiple windows servicing a single stacking lane (e.g. order window, payment window, pickup window) should be considered.
- Multiple stacking lanes for a single user are discouraged.

- Contact the Traffic Engineering Planning Section of the Public Works Department for minimum car stacking requirements.
- Provide landscaping sufficient to soften the visual impact of vehicle stacking areas for drive-through windows (typically a 3-4-foot wall, hedge, or berm).
- Provide sufficient signage where necessary to indicate direction of vehicular travel, stop signs or no entrance areas.

Other Requirements

- Public address speakers, on-site lighting and drive-through lanes shall be designed and located such that noise, exhaust fumes and stray light will not create a nuisance for adjacent properties.
- Drive-through facilities shall be architecturally compatible with the best examples of nearby structures and compliment existing or planned streetscape elements.
- The architecture of drive-through uses shall be compatible and harmonize with that of the shopping center motif or immediate neighborhood in terms of building color, materials, mass, scale, and form.
- Standardized, "corporate" building designs shall be discouraged.

General Examples



▲ = Building Entrance

**Definitions:** N/A

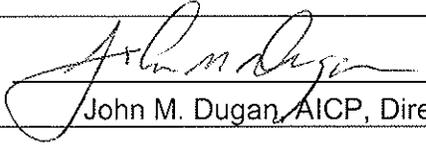
**Procedures:** These guidelines will be implemented during the conditional use permit process.

**Documents Referenced:** N/A

**Review and Responsibility:** Current Planning Staff will ensure that these policies are enforced during the conditional use permit process.

**Forms (attached):** N/A

**Signature:**



John M. Dugan, AICP, Director

Dated: 6/9/2010