



Planning & Zoning Board Drive-thru Text Amendments

Rachel Nettles, Assistant Planning Director
September 20, 2023



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



6 Public Meetings



8 Focus/Small Group
Discussions



4 City Council Study
Sessions



3 P&Z Study
Sessions



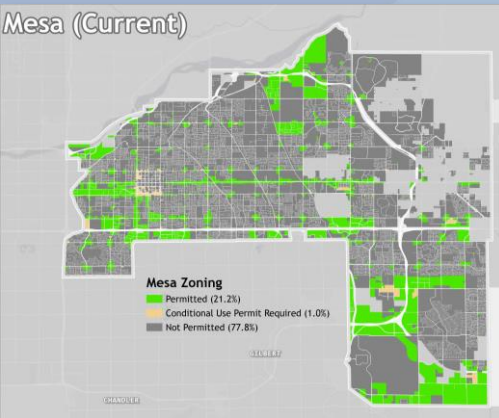
Stakeholder Feedback

- 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

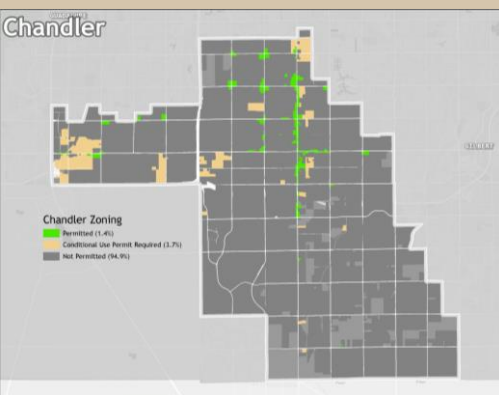
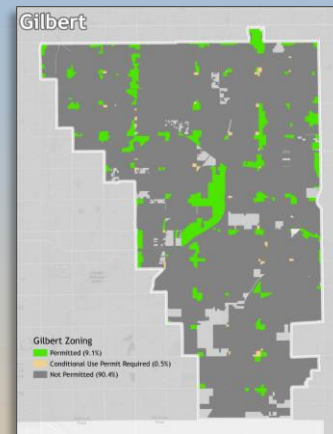




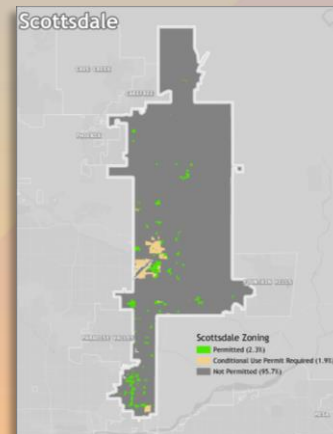
Continued Research



- 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





Jurisdictional Comparison

Jurisdiction	Zoning Area by right (%)	Zoning Area with a Conditional Use Permit (%)	Existing Drive-thru per capita (10,000)	Existing Drive-thru per acre (100 acres)
Mesa	21.2%	1.0%	5.07	2.14
Gilbert	9.1%	0.5%	4.50	2.11
Chandler	1.4%	3.7%	6.55	3.28
Scottsdale	2.3%	1.9%	3.17	0.48



Proposed Amendments





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 Stacking 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 by the City Attorney's Office



Proposed Amendments

Onsite Circulation and Stacking Study

Proposed Modification:

- Description of onsite operations:
 - Business hours of operation
 - The method by which a customer order is placed
 - Peak demand hours
 - The time required to serve a typical customer
 - How noise/sound from external operations will be attenuated from neighboring properties
- Description of onsite traffic activity
 - Arrival rates
 - Anticipated vehicular stacking required
 - Onsite circulation plan
 - Mitigation plan showing that stacking will not block internal drives or back up into streets



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 Stacking 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
- Planning Director may approve modifications if a sound study demonstrates that noise will be mitigated through other measures



Additional Comments & Questions





Additional Comments & Questions Response

Desire for On-site Circulation and Stacking Study to address off-site impacts:

- Section revised- mitigation plan required to address how stacking will not overflow in internal drives as well as public/private streets

Desire for the 100-ft setback from residential to be modified with the provision of a sounds study

- Section modified to include a provision that the Planning Director may approve a modification based on evidence from a sound study

Desire for the amendments to allow for deviations from the development standards

- The MZO already contains several processes which allow for deviations from development standards
- Specific language is not provided in each section addressing specific uses



Additional Comments & Questions Response

Existing pad sites would not be able to development under the proposed standards:

- The MZO has in place several processes which addresses hard to develop parcels which allows for deviations to development standards
 - Substantial Conformance Improvement Permit (SCIP) - Allows develop sites which are non-conforming to expand/change uses without having to bring non-conforming conditions up to standards
 - Development Incentive Improvement Permit (DIP) - Allows deviations for by-passed parcels that may have a hard time meeting development standards
 - Planned Area Development (PAD) & Bonus Intensity Zone (BIZ) - Modifications for innovative alternatives



Additional Comments & Questions Response

The proposed amendments will make existing facilities non-conforming and unable to redevelop if burned down:

- Chapter 36 of the MZO addresses non-conforming sites, buildings, and uses
 - Allows non-conforming sites, damaged or partially destroyed, to be built back to existing condition

How many more CUP would Council see with proposed amendments?

- Staff looked at submittals from January 2001 to June 2023
 - Total of 71 drive thru cases processed
 - 12 projects went to City Council for approval
 - 5 additional projects would have had to go to Council due to the proposed changes



Next Steps

Draft available online for public review

City Council Study Session.....September 28th

City Council Introduction.....October 2nd

City Council Action.....October 16th