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NON-RESIDENTIAL DEVELOPMENT

C6.1 INTRODUCTION

The Non-Residential Development guidelines address commercial, institutional, office and industrial development within Commercial, Employment and Mixed-use Employment areas.

The intent of the guidelines is to create street focused built form and vibrant places which are compatible with their surroundings, support a pedestrian-scaled public realm and contribute to a sense of place.

The section is structured in three parts:

1. Principles and Objectives.
2. General Design Guidelines, which apply to all forms and types of non-residential development.
3. Design Guidelines for Specific Uses, which apply to the different uses, in addition to the General Design Guidelines. This includes:
   - Institutional and Community Centres (including places of worship).
   - Business Park Employment.
   - Industrial Employment.
   - Large Format Commercial.
   - Drive-through Facilities.
   - Automotive Service Centres.

This list may be updated from time to time to account for new / changing forms of non-residential development.

C6.1.1 PRINCIPLES/OBJECTIVES

PROMOTE PLACE MAKING

- Provide high quality building and landscape designs.
- Ensure integration with the community.
- Provide built form and public realm transitions to the surrounding areas.
- Build upon the distinguishing characteristics of the neighbourhood.
- Integrate built and natural heritage.

CREATE HUMAN SCALED DEVELOPMENT AND PUBLIC SPACES

- Reduce the reliance on and dominance of cars.
- Prioritize pedestrians and cyclists.
- Animate the streets and public spaces.

CREATE A HIGHLY CONNECTED AND PERMEABLE CIRCULATION SYSTEM

- Provide safe access and movement for all modes of transportation.

C6.2 GENERAL DESIGN GUIDELINES

C6.2.1 SITE ORGANIZATION

A. BUILDING ORIENTATION, PLACEMENT AND SETBACKS (A)

1 Provide appropriate buffers and transitions to adjacent neighbourhoods and different land uses (i.e. setbacks, landscaping, location of servicing and parking areas).

2 Locate buildings at or near the street edge to generally align with buildings on adjacent sites and/or to create a consistent street wall.

3 Orient the longer side of the building parallel to the street.

4 Arrange, place and orient buildings to:

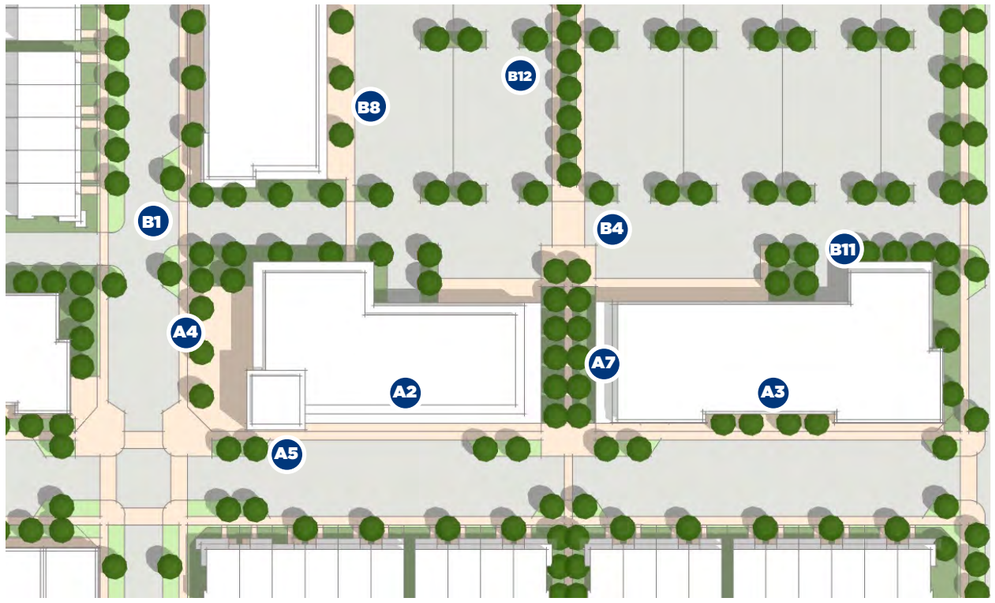
a. Frame streets (public and private), as well as public spaces such as plazas, and parks and open spaces.

b. Allow for patios and spill out areas which animate the site/street.

c. Create comfortable and protected pedestrian spaces that have a sense of enclosure.

5 Address corner and gateway locations through building placement and orientation to provide a strong presence at these important locations in the community.

6 Provide a minimum 3m wide landscaped strip (buffer) adjacent to residential areas.



7 For larger developments with multiple blocks/ buildings:

a. Create a pedestrian-scaled, permeable and connected internal layout (block and street pattern).

b. Establish a street wall for a minimum of 40% of the site's frontage along public streets.

c. Arrange buildings to create comfortable and protected pedestrian spaces that have a sense of enclosure.

d. Incorporate mid-block connections to avoid long, uninterrupted streetwalls and promote permeability through the site/ block.

8 Avoid locating mechanical rooms adjacent to the street and/or sidewalk.

B. ACCESS, PARKING AND SERVICING (B)

1 Provide prominent and easily accessible entry points to each site from the adjacent road, sidewalk and pathway systems, and transit stops.

2 Provide access to parking and/or servicing areas from secondary streets or lanes, wherever possible.

3 Where possible, provide access to parking and service areas through the creation of a shared laneway system, coordinated across multiple sites or through redevelopment.

4 Provide direct, barrier-free pedestrian access to at-grade uses from sidewalks and parking areas.

5 Prioritize pedestrian and bicycle movements through design and signage.

6 Encourage the development of a coordinated and integrated pedestrian system between facilities.

7 Ensure walkways/sidewalks meet minimum AODA requirements.

8 Minimize interruptions to the sidewalk and potential conflict between vehicles, cyclists and pedestrians.

a. Consolidate vehicular access points wherever possible, or pair them with those on adjacent sites.

b. Clearly delineate driveways and sidewalks/walkways through distinct materials.

c. Using special paving and/or pavement markings, and other traffic calming measures.

9 Consider shared parking facilities with adjacent buildings/developments. Pair or share driveways where possible.

10 Avoid locating parking and servicing areas facing residential areas and major streets. If not possible, incorporate substantial landscaped strips (minimum 4.5m wide) that act as buffers.

11 Avoid locating parking areas between the street/sidewalk and the building, especially along key corridors; if required, minimize parking in these locations (a maximum of 50% of the street frontage is recommended), and design these areas to:

a. Be screened from public view by enhanced landscaped strips that are a minimum of 4.5m wide.

b. Be limited to a double-sided row of parking.

c. Incorporate high quality materials such as decorative pavings.

12 Locate servicing areas (including loading and garbage/recycling areas) and surface parking at the rear or side of buildings, away from and fully screened from public view, through a combination of:

a. Building orientation and placement.

b. Fences, walls, and other architectural structures/elements.

c. Enhanced planting and landscape strips/buffers.

d. Planting species and screening materials/colours selected to complement and be compatible with the surrounding context, including building design, use, and natural environment.

13 Design surface parking to:

a. Be screened from the street frontage and public view by enhanced landscaped strips that are a minimum of 4.5m wide. It is recommended to provide 6m wide strips for surface parking lots occupying more than 50% of the street frontage.

b. Be dispersed throughout the site.

c. Avoid large expanses of surface parking; instead, design parking areas as courtyards delineated by landscaped strips and walkways.

d. Incorporate significant landscaping, aiming for 20% to 30% of the parking area.

e. Include tree planting within islands and buffers to increase tree coverage/shading and to reduce heat island impact.

f. Incorporate Low Impact Development (LID) measures such as bioswales, permeable paving materials, and heat island mitigation through light-coloured materials or canopy coverage.

g. Include clearly delineated pedestrian connections and pedestrian-level lighting to enhance safety and security.

h. Include accessible parking spaces located close to building entrances.

i. Provide preferential parking spaces for electric, fuel-efficient, carpool, and carshare vehicles. Place these spaces in convenient, highly accessible locations such as near building entrances or centralized areas.

j. Provide electric vehicle parking with charging stations wherever possible.

14 For larger developments, provide a safe, clear and accessible site circulation system for pedestrians, cyclists and vehicles, including:

a. Prominent and easily accessible entry points to the site.

b. A pedestrian network that works as an extension of the adjacent pedestrian and active transportation system, and provides direct access to nearby transit stops and parking areas.

c. A logical and direct internal road network aligned and connected to the surrounding street system.

d. Clearly demarcate crosswalks at all street and driveway crossings.

15 Favour underground or above-grade structure parking wherever possible/feasible.

16 Ensure loading/structure parking doors not to face the public street/space.

17 Design above-grade parking structures to be integrated with and/or located behind principal buildings.

18 Ensure parking structures along street/public frontages are lined with active uses at grade.

19 Design above-grade parking visible elevations to be articulated through high quality design and materials.

20 Provide ample, accessible, secure bicycle parking and supporting facilities. Refer to C2.1.1 General Guidelines for additional guidelines regarding bicycle facilities.

21 Integrate garbage, recycling, loading, and service areas within buildings wherever possible. Ensure they are:

a. Accessible.

b. Not permitted within exterior landscape strips.

c. Refer to C2.9 Garbage and Recycling for additional guidelines.

22 Locate utility meters, service meters, vents, telecommunications gear and other necessary mechanical equipment discretely and away from public view.

a. Locate utilities/mechanical equipment within a building wherever possible.

b. If permitted outside the building, ensure they are not located immediately adjacent to an intersection and away from any public frontage (e.g., public street, park, open space or residential area).

c. Where they are visible from public spaces, either integrate these elements into the design of the building through techniques such as recesses, enclosures and/or under steps; or, screen them with landscaping or architectural elements/structures.

23 Screen transformer boxes and any other service/mechanical elements that must be separated from the building with landscaping or architectural elements.

C. LANDSCAPING AND COMMON AREAS (C)

1 Enhance the public realm interface by providing high-quality landscaped areas and gathering spaces along the street and any adjacent public space, associated with main entrances and/or walkways to buildings.

2 Coordinate and design the landscaping within the private areas and public interface to:

a. Enhance the character of the development and the community.

b. Reinforce the structure, nature and use of the site with a focus on creating safe, comfortable and animated pedestrian environments (streets, edges, corners, gateways, transitions, public spaces, building entrances, etc.).

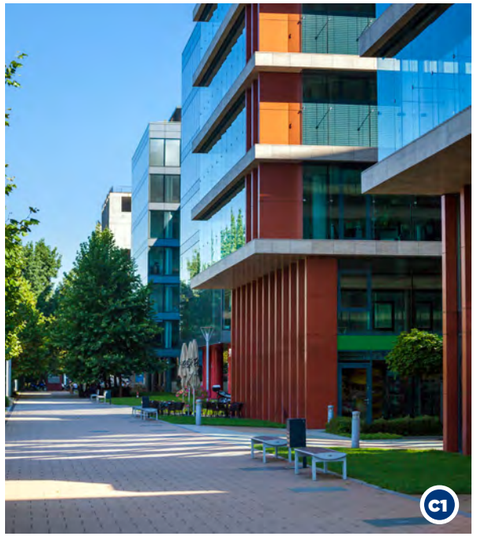
3 Maximize opportunities for open/green spaces on site.

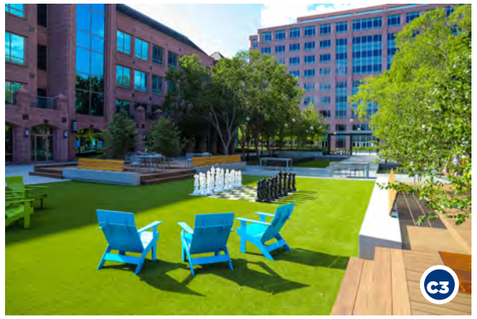
a. Encourage the creation of common spaces such as POPS, mid-block connections, parkettes or plazas to promote connectivity/permeability, and to reinforce a sense of place.

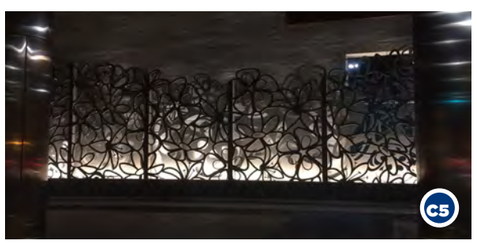
b. Take advantage of greater setbacks to provide for patios and other common spaces, where appropriate.

4 Ensure a comprehensive landscape strategy including planting, built features, fencing, walls, paving, lighting, signage, and site furnishing such as benches and bike racks.

5 Use high-quality, durable materials for paving, walls, screenings, planters, site furniture, shade structures, etc.







6 Minimize the extent of hard surface areas to reduce surface runoff and heat island effects. Ensure these areas serve a functional purpose on site.

7 Use permeable paving materials wherever feasible.

8 Minimize heat island impacts of paved surfaces, roofs, and other hardscape areas by:

a. Providing enhanced planting.

b. Complying with minimum open space requirements.

c. Incorporating Low Impact Development measures (LID), where appropriate.

d. Encouraging the use of green infrastructure, including green roofs in all new commercial and employment developments.

9 Create planting strategies base on year-round interest, hardiness, drought, salt and disease tolerance, and to promote biodiversity.

10 Provide landscaping and planting that enhance and contribute to the broader environment - ecological function, stormwater management functions, urban forest, and biodiversity.

11 Enhance the urban forest with the use of a diverse range of canopy trees; ensure they are hardy, tolerant, climate resilient and high-branching.

12 Incorporate high branching deciduous trees and/or tall coniferous trees and shrubs along rear and side property lines abutting residential uses.

13 Design fences, walls and any other landscape structures to be coordinated and complement the building design in terms of style and materials.

14 Locate common amenities such as patios away from areas where vehicular activity is expected, and from servicing, garbage and loading areas.

C6.2.2
BUILT FORM

A. HEIGHT AND MASSING (A)

1 Design buildings to generally reflect the height and massing of adjacent existing and planned built form.

2 Encourage multi-storey buildings wherever possible. Provide at least 2 storeys or double-height 1 storey buildings of at least 7.5m in height.

3 Ensure at-grade level is at least 4.5m high. 4m is recommended for upper levels.

4 For development adjacent to existing built form, generally maintain the ground level height.

5 Accentuate and highlight corner and gateway conditions through buildings of prominent massing and the location of tallest elements closer to the corner portion of the development.

6 Consider roof forms other than flat roofs to respond to the context/character of the neighbourhood, particularly where there is a heritage context.

B. ARCHITECTURAL DESIGN AND BUILDING ARTICULATION (B)

1 Encourage a range of design expressions to promote architectural variety.

2 Design elevations to be compatible and complement surrounding neighbourhood character.

3 Locate active uses at-grade to animate the public realm.

4 Ensure highly articulated building elevations face onto streets and public spaces. Design elevations to include:

a. Changes in planes and materials.

b. Enhanced fenestration.

c. Roof articulation including strong cornice lines and overhangs.

d. Prominent entrance areas.

e. Horizontal and vertical architectural elements such as projecting volumes, display windows, arcades, colonnades, etc.

f. Coordinated building materials.

5 Avoid blank, uninterrupted walls along public frontages. Where blank walls are partially visible from public areas, incorporate a combination of changes in plane, materials, lighting, signage, art, metallic screens and/or living walls as ways to screen and mitigate their presence. Consider clerestory windows, where possible.

6 For elevations that exceed 60m in length:

a. Establish a rhythm of vertical breaks in the wall plane and/or vertical wall articulation elements on the elevation. This could involve breaks/articulation that helps to distinguishing each unit (retail at grade) or building component. Take cues from adjacent buildings when considering the rhythm, scale and proportion of these elements.

b. Create floor plans that inform pedestrian-scaled exterior wall articulation.

c. Use different materials, changes in plane (minimum 0.5m), projecting/recessed elements, generous windows openings and any other vertical elements.

d. Enhance and complement the wall articulation at grade through the use of entry features, weather protection elements, lighting and signage.

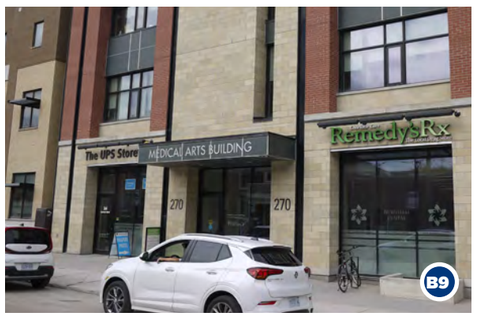
7 Recess the wall of loading/garage doors where these face the public street/space.

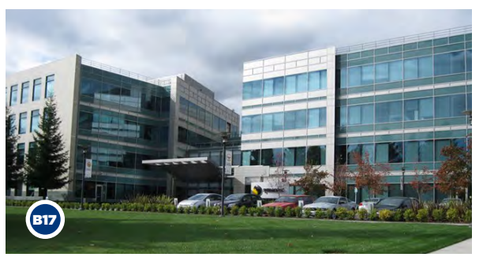
8 Ensure elevations of corner buildings are designed to equally address the two main street frontages in terms of architectural treatments, fenestration, articulation and materials.

9 Locate main entrances strategically to generally face the street, be highly visible from the surrounding public space and designed to:

a. Be focal elements of the elevation.

b. Incorporate weather protection elements such as canopies, overhangs and awnings.





10 Ensure a high level of glazing (vision glass) on the building main elevations, especially at grade and on elevations including main entrances, to provide visual interest and create a sense of connection to interior uses. A minimum of 40% to 50% glazing is recommended, including entrances, windows, or upper level glazing. Aim for 75% for retail frontages to maximize display areas.

11 Incorporate windows/glazing on any elevation that overlooks public areas (streets, parks and other open space features).

12 Design rear and side elevations exposed to public view, highways or abutting residential areas to incorporate wall articulation, fenestration and materials generally consistent with those on main elevations.

13 Consider clerestory windows and vertical glazing panels to break otherwise blank walls such as those relate to warehouses.

14 Coordinate the design of ancillary buildings with that of the main building(s) in terms of height/ massing, architectural style and details, lighting, signage, materials, and colours.

15 Screen roof top mechanical equipment from view through the use of architectural screens, parapet walls and/or integration into the design of the building.

16 For sites adjacent to highways, ensure elevations exposed to views from the highway display the same level of architectural design, wall articulation, fenestration and materials as those of the main elevation.

17 Ensure individual buildings within a complex are coordinated in design including architectural style, elevation articulation and materials.

C. ENTRY FEATURES, DOORS AND WINDOWS (C)

1 Ensure pedestrian entrances are accessible, as well as safely and clearly connected to the adjacent pedestrian network, including sidewalks and walkways on parking areas. Where a transit stop is located within 100m of the proposed development, place and orient the main entrance to provide direct and convenient access.

2 Ensure all building entrances and transitions from outside to inside are barrier free and accessible through smooth grading of surfaces.

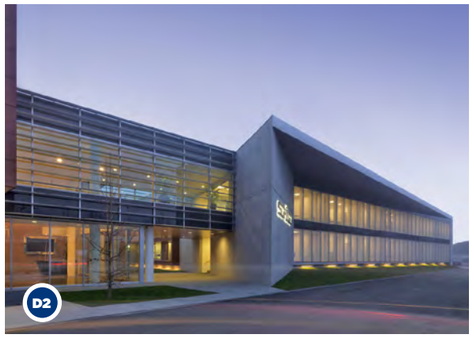
3 Design building entrances to be clearly visible and prominent elements of the building elevation.

4 Design weather protection elements at main and secondary entrances (main and secondary) as integral components of the elevation in terms of form, style, materials and colours. Ensure they are at least 1.5m deep and maintain a minimum overhead clearance of 2.1 m.

5 Where appropriate, recess entrances to provide for door swings and provide weather protection.

6 Incorporate window and glazing elements of different sizes, that reflect the internal uses while complementing and enhancing the overall elevation design/articulation.

7 Where appropriate, and specifically on elevations of public use buildings facing open spaces or common areas, consider designing ground level windows to include sill heights and depths suitable for seating.



D. MATERIALS, SIGNAGE AND LIGHTING (D)

1 Use high-quality, sustainable and durable exterior building materials that complement the character and style of the building design, as well as that of the surrounding area.

2 Create visual interest by incorporating a dominant and 1-2 subordinate materials for main elevations, in addition to glass and window surround materials.

3 For larger developments with more than one building, coordinate building materials throughout the buildings on site.

4 Ensure changes of material to be purposeful and coincide with substantial massing elements or organizing lines of the building. Changes of material should not occur at building corners; a material return is preferred.

5 Favour vision glass, and avoid/minimize the use of spandrel, mirrored and reflective glass. Coloured glass is strongly discouraged and if used, should be subtle.

6 Ensure spandrel glass complements the colour and mullion design of the vision glass.

7 Provide an overall lighting strategy that coordinates site, building elevation and landscape lighting to ensure pedestrian safety and comfort.

8 Minimize light spill into adjacent residential areas.

9 Consider lighting powered by alternate energy sources such as solar power.

10 Provide an overall signage strategy that coordinates the site and buildings within a multi-tenant site.

11 Design signage to:

a. Be integrated with the building design.

b. Complement the design of the building in terms of sizing/proportions, style, materials and colour, while allowing some flexibility for tenant branding.

c. Avoid neon signs, and rooftop signs that promote visual clutter.

d. Not obscure windows, cornices or other architectural elements of the building elevation.

e. For multi-tenant developments, ensure consistent signage location along the elevation ("signage band").

f. Minimize the number of monument signs on a site.

g. Discourage stand-alone ground and pylon sings.

h. Where permitted, design stand-alone/ monument/pylon signs as integral part of the landscape strategy and to be coordinated with the building design.

i. Refer to City's Signage By-law for specific provisions.

12 Within heritage areas, ensure that any special requirements for materials, signage, and lighting are met.

C6.3 DESIGN GUIDELINES FOR SPECIFIC USES

The design guidelines contained in this section apply to non-residential buildings of specific use, in addition to those contained in section C6.2 of this chapter.

For non-residential buildings taller than 4 storeys, also refer to chapters C4 Mid-Rise Development or C5 High-Rise Development.

C6.3.1 INSTITUTIONAL BUILDINGS AND COMMUNITY CENTRES

A. SITE ORGANIZATION (A)

1 Ensure main buildings are:

a. Placed close to the primary street, maintaining a presence along at least 60% of the street frontage.

b. Located prominently to anchor corner/ gateway locations and or view termini.

2 Ensure main entrances are directly accessible from public streets.

3 Parking areas along the street frontage are strongly discouraged.

4 Encourage locating buildings of community use adjacent to each other to maximize the potential for greater, more significant public gathering spaces and promote facility sharing, where appropriate.

5 Locate drop off/pick up areas away from the street frontage, preferably, or minimize their presence on the streetscape:

a. At the sides of the main building.

b. If located along the street due to site constraints, they should be designed as integral components of an enhanced front landscape area, including coordinated paving, rolled/flush curbs, street furniture, seating, planting, etc.

c. If related to schools and child care centres, they may be incorporated on-site or based on alternative transportation demand management solutions in areas such as within the adjacent right-of-way.

6 Consider providing short-term parking at schools and child care centres to reduce traffic bottlenecks and congestion during peak hours.

7 Design school sites to ensure pedestrians and cyclists can safely and easily access building entrances, while avoiding or minimizing the need to cross bus zones, vehicle routes, parking access points, and student drop-off areas.

B. BUILT FORM (B)

1 Promote prominent and highly articulated massing that reinforce the community focal nature of these buildings, act as 'landmarks' in the community and provide opportunities for place-making.

2 Ensure main building elevations include prominent, highly visible entrances and substantial windows addressing the adjacent public realm.

3 Design buildings to:

a. Be of the highest architectural design and quality to create recognizable and enduring structures.

b. Incorporate unique and distinct architectural features, especially at corners and view terminus.

C6.3.2
BUSINESS PARK EMPLOYMENT

A. SITE ORGANIZATION (A)

1 Design and organize components of the site plan to provide:

a. A connected grid of roads that respond to the existing site topography and natural features, and is well connected to the surrounding existing and planned road system.

b. A road network that facilitates the safe and efficient circulation of vehicles.

c. A connected pedestrian/cyclist network that encourages active transportation and functions as an extension to the surrounding existing and planned active transportation system.

d. Sidewalks on both sides of all streets.

e. Clearly demarcated crosswalks at all street and driveway crossings.

2 Integrate Low Impact Development (LID) techniques into the site plan design to address storm water quality, quantity control and infiltration objectives. These include:

a. Achieving water balance targets by the application of LID technologies that promote infiltration.

b. Integrating LID technologies into the landscape design (e.g. aesthetic features).

c. Incorporating permeable pavement, bioretention cells, biofilters and infiltration galleries as alternatives to site specific SWM solutions.

d. Deploying LID technologies by using a 'Treatment Train' approach to maximize effectiveness.

e. Incorporating elements that will facilitate maintenance and monitoring into LID solutions design, such as monitoring wells.

f. At the site plan stage, ensuring that the location, configuration and design of LID elements compliment the architectural design of the buildings within the site and address practical functional requirements including vehicular and pedestrian circulation.

3 Encourage feature wall(s) related to signage and/or other branding elements, at gateway locations. Ensure they are placed, configured and designed to complement the business park overall character, as well as any the adjacent building.

4 Orient the main elevation of the building to face the street and include main entrances and a substantial amount of windows on it.

5 Provide building presence along at least 50% of the street frontage, even where a double-sided row of parking is located in front of the building.

6 Incorporate existing sloping topography into the design of parking and landscaped areas to ensure smooth transitions, minimize extensive grading, and enhance site drainage and landscaping opportunities.

7 Avoid locating mechanical rooms adjacent to the street and/or sidewalk.

8 Provide an on site walkway network that is connected to the public sidewalk, bus stops and adjacent open spaces.

9 For sites abutting highways:

a. Incorporate fully landscaped buffers between the site and the highway, including large mature canopy trees, coniferous trees and mass plantings of native shrubs such as sumacs, dogwoods and viburnums.

b. Provide landscaped berms where parking, loading and storage areas are located along the highway corridor.

10 For sites facing major roads, provide:

a. A generous landscaped strip (minimum 3m wide is recommended) along the front yard to accommodate a double row of trees typically spaced 6m to 8m on centre.

b. Incorporate understorey planting of appropriate height and massing within the landscape strip to screen parking areas.

11 For internal roads:

a. Coordinate the design of the boulevard (public zone) and the landscape strip (private zone) to ensure a consistent treatment and design approach.

b. Provide a continuous row of large canopy deciduous trees within the boulevard, typically spaced 6m to 8m on centre.

c. Provide pedestrian scaled street lights.

12 Locate stormwater management facilities outside of the NHS and Conservation Authority (CA) regulated natural features and valleylands. Design these facilities:

a. As naturalized open spaces.

b. To include amenities such as pedestrian amenities and trails.

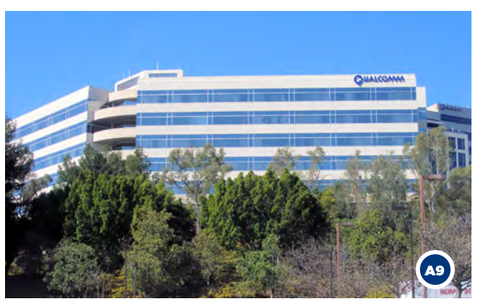
c. To enhance viewing opportunities to adjacent natural heritage system.

13 Provide an overall signage strategy that:

a. Generally guide the design of signage for buildings throughout the business park to ensure a cohesive look.

b. Coordinates the site and buildings signage within a multi-tenant site.

14 Ensure a coordinated program of wayfinding/ signage for the employment lands/business park.



B. BUILT FORM (B)

1 Design multi-storey buildings to define the base, middle and top components through massing articulation, architectural details, varied fenestration and materials.

2 Design buildings to generally reflect the height and massing of adjacent existing and planned built form, and to relate to the scale of the adjacent public street.

3 Prioritize the location of the tallest and greatest massed buildings at gateways, with primary building elevations oriented to the intersection.

4 Provide greater massing at the ends of buildings and where office components are located.

5 Encourage a diversity of building architectural designs/expressions that incorporate complementary and unifying elements such as architectural details and materials.

6 Encourage creative and innovating building design that reinforce the character of prestige industrial employment areas through unique massing and high quality of architectural design and materials.

7 For prominent locations, those with two or more publicly visible frontages, orient the main building elevations to the most visible public frontage and incorporate the highest degree of articulation on all elevations visible from public areas (including major roads).

8 Locate office spaces along the street edge and/or at prominent corners.

9 Clearly differentiate office from warehouse portions of buildings through design, massing, materials and detailing.

10 Incorporate a high standard of design detailing and materials on front elevations.

11 Provide highly articulated elevations, vertically and horizontally, along streets and public spaces. Ensure they include enhanced fenestration, main entrances, articulated walls and roof lines, highest degree of architectural detail and coordinated materials.

12 For elevations related to offices, encourage substantial amount of glazing and ensure a minimum of 30%. Where this is not feasible, other enhanced/upgraded design measures shall be required, including for example, upgraded building materials and articulated facades.

13 Locate building entrances along the main building façade and oriented towards the public street frontage.

14 Ensure all building entrances and transitions from outside to inside are barrier free and accessible through smooth grading of surfaces.

15 Provide landscaping (hard and soft elements) at building entrances.

C6.3.3
INDUSTRIAL/EMPLOYMENT

A. SITE ORGANIZATION (A)

1 Place buildings close to the primary street, with presence along at least 50% of the street frontage, even where a double-sided row of parking is located in front of the building.

2 Locate main building entrances along the primary building elevation(s). If possible, encourage its location facing the street; otherwise, ensure it is visible from the public realm.

3 For prominent locations, those with two or more publicly visible frontages, orient the primary building elevations to the most visible public frontage.

4 Use building orientation to screen loading areas from public view wherever possible, and incorporate fences, walls and landscaping to fully screen these areas.

5 Locate outdoor storage areas, including shipping containers, behind buildings and screen them from view from streets, residential areas, and parks using fences or landscaping.

6 Shipping containers should:

a. Not be stacked more than two units high.

b. Be located at least 4.5m from the property line.

B. BUILT FORM (B)

1 Incorporate the highest degree of articulation on all elevations visible from the public realm.

2 Locate office spaces along the street edge and/or at prominent corners.

3 Provide greater massing at the ends of buildings and where office components are located.

4 Incorporate windows/glazing on any elevation that overlooks public areas.

5 For elevations related to offices, encourage substantial amount of glazing and ensure a minimum of 30%. Where this is not feasible, other enhanced/upgraded design measures shall be required, including for example, upgraded building materials and articulated facades.

6 Clearly differentiate office from warehouse portions of buildings through design, massing, materials and detailing.

C6.3.4
LARGE FORMAT COMMERCIAL (LARGE FLOOR PLATES)

A. SITE ORGANIZATION (A)

1 Design large format commercial buildings to include a combination of the following strategies:

a. Incorporate smaller shops wrapped around their edges.

b. Have their primary footprint located above the ground floor.

c. Include other uses above them, to better integrate these buildings and provide a greater density of uses and destinations.

2 Encourage that a minimum of 75% of a building frontage facing a public street is highly articulated and animated, with windows and entrances.

3 Avoid locating long, non-active building frontages along any public street. Where this is unavoidable, they should be limited to a maximum of 25% of the building frontage.

B. BUILT FORM (B)

1 Incorporate frequent entrances and transparent (clear glazing) shop front windows.

2 Where new large floor plate commercial buildings are proposed in proximity to existing development, design elevations to respond to the prevailing street character by incorporating wall articulation and fenestration (windows and entrances) consistent with the established patterns along the street.

C6.3.5
DRIVE-THROUGH FACILITIES

A. SITE ORGANIZATION (A)

1 Avoid locating drive-through facility at corner lots.

2 Within larger developments:

a. Locate drive-through facilities at mid-block locations.

b. That contain two or more drive-through facilities, ensure clear separation of their respective driveways and queue lanes.

3 Provide separate entrances/exits for site and drive-through facilities.

4 Locate queueing and drive-through lanes at the side or rear, away from public streets and public/pedestrian areas.

5 Locate queue lanes and intercom stations away from residential areas and outdoor amenity areas.

6 Avoid locating queueing and drive-through lanes between the street and the building; for exceptions where this condition occurs, provide a minimum 4.5m landscaped strip separating the street and the drive-through / queue lanes. Design landscape strip to include plantings, fences and walls to fully screen these areas from public view.

7 Ensure parking is available and visible to drivers entering queue lanes to provide a clear alternative to entering the queue.

8 Provide a minimum 2m separation between queue lanes and parking areas, and use landscape elements such as raised medians, planting, fences and low walls to clearly demarcate queue lanes from parking areas even when painted lines may not be visible.

9 For establishments where the service may also be provided to customers within the building, provide clearly marked and prioritized pedestrian paths to access the building from the parking areas.

10 Avoid pedestrian routes that cross driveways and queue lanes; if they must cross these areas, locate and design pedestrian routes to minimize potential conflict, prioritize pedestrian and ensure safety through the use of distinctive pavement markings, special pavement and enhanced signage.

11 Separate payment and pick-up windows where possible.

12 Design site plan to block or limit vehicle headlights spill over onto adjacent residential properties, public streets and public spaces. This may include lane alignment, building placement and enhanced landscaped buffers.

B. BUILT FORM (B)

1 Provide weather protection for payment / pick-up windows.

C6.3.6
AUTOMOTIVE SERVICE CENTRES

A. SITE ORGANIZATION (A)

1 Within larger developments, locate automotive services centres away from corner locations.

2 Site principal buildings of gas bars:

a. Close to the front lot line.

b. At the corner closest to the intersection and with the gas pumps / canopy structure located behind, away from the street frontage.

c. With active and animated elevations, including significant areas of glazing, facing and/or clearly visible from the public street.

d. With storage areas facing the rear or side lot line.

e. With consideration for present or future installation of electric vehicle charging station infrastructure.

3 Locate gas bars/pumps/canopy:

a. Parallel to the side lot lines, with short sides facing the street.

b. Diagonally behind the building (corner lot).

4 Locate and design car wash facilities to minimize noise and spill over on adjacent residential areas.

5 Ensure car wash exits:

a. Face away from abutting residential properties.

b. Be fully screened from neighbouring residential view through a combination of hard and soft landscaping elements, including structures, walls, enhanced and diverse plantings, etc.

6 Locate outdoor storage areas/structures behind buildings and screened from view from the street, residential uses or parks by fences or landscaping.

B. BUILT FORM (B)

1 Ensure buildings address the public realm by incorporating substantial windows and entrances with direct pedestrian connection to the adjacent sidewalk.

2 Ensure canopy structures and pumps have a consistent and complementary design with the main buildings(s) in terms of height/ massing, architectural style and details, lighting, signage, materials, and colours.

3 Strongly encourage integrating canopy structures into the building design.