

SELECT VALLEY MUNICIPALITIES' DRIVE-THROUGH FACILITIES REQUIREMENTS

GENERAL OVERVIEW¹

CITY OF AVONDALE: Per Avondale Zoning Ordinance 3.303 (matrix & list of conditions), restaurant drive-through windows are permitted subject to conditions.

CITY OF BUCKEYE: Per Buckeye Development Code Table 3.1-1, restaurant drive-through windows are expressly permitted. Drive-Through Facilities requirements are found at Development Code Subsection 5.8.2.D.

CITY OF CHANDLER: Drive-in establishments are permitted under Chandler City Code § 35-2100 (table & footnote 1) and § 35-1902 ("Site development plan design standards"), subparagraph 8.c.1.

TOWN OF GILBERT: In Gilbert, drive-through windows are a "convenience use" permitted per Gilbert Land Development Code Table 3.1.2. Specific requirements may be found in Gilbert Land Development Code § 5.3.13. These requirements appear to be primarily a codification of Gilbert Commercial Design Guidelines that were adopted on April 15, 2003.

CITY OF GLENDALE: In Glendale, drive-through windows are a convenience use requiring a conditional use permit. Glendale Code § 7.404 ("Drive-Thru Requirements"); § 2.300 definition of "Convenience Use"; § 5.700 Commercial (all commercial zones require CUP for convenience uses).

CITY OF MESA: In Mesa, restaurant drive-through windows are allowed outright or administratively in commercial zones. See Mesa Zoning Ordinance § 11-31-18 ("Drive-Thru Facilities"); Special Use Permit required in NC (C-1); permitted outright in LC (C-2) & GC (C-3) per table 11-6-2; SUP is administratively granted & revoked based on required findings (see § 11-70-5; "not injurious or detrimental").

CITY OF PEORIA: Peoria requires a CUP for any drive-through use located within 200 feet of a residential district. See City Code Sec. 21-505(B)(2) (commercial zones limitations on uses; "Restaurants With Drive-Through") & 21-825 (Parking Requirements); 21-503 (Land Use Matrix); 21-321 (CUP issued by P&Z Commission or, on appeal, by Council).

CITY OF PHOENIX: For all commercial zones in Phoenix, an administratively issued "use permit" is required if the queuing lane is within 300 feet of a residential district. See Phoenix Zoning Ordinance § 622 ¶150, § 623 ¶157, § 624 ¶112. According to Phoenix Zoning Ordinance § 202 (Definitions), a "Use Permit" is "An authorization to conduct a use or activity when such authorization is required by this ordinance and when established according to the procedures in Section 307." Phoenix Zoning Ordinance § 307 gives the Zoning Administrator authority to issue use permits, subject to appeal to the Board of Adjustment. Use permits are subject to such conditions as the Zoning Administrator or BOA determine appropriate. It appears that specific requirements are imposed through the City of Phoenix site planning process.

CITY OF SCOTTSDALE: Scottsdale Zoning Ordinance § 11-200 (commercial land use table) shows drive-through restaurants as outright permitted in most commercial zones except in the downtown area; § 9.106 parking standards has the screening requirement. Substantive requirements for drive-through facilities is found in the Scottsdale Commercial Design Guidelines adopted December 7, 2000.

CITY OF SURPRISE: Drive-through facilities are permitted as a matter of right upon compliance with the requirements of Surprise Land Development Code § 106-10.17.

¹ This survey only includes the comparison Valley municipalities identified by City of Goodyear staff during the July 1, 2021 Council study session on fees, where drive-through regulations were discussed. Valley cities and towns not included in this survey will be added to later versions at staff's request. They include Apache Junction, Carefree, Cave Creek, El Mirage, Fountain Hills, Guadalupe, Litchfield Park, Paradise Valley, Queen Creek, Tempe, Tolleson, and Youngtown.

ADDITIONAL REQUIREMENTS SPECIFIC TO DRIVE THROUGHS²

MUNICIPALITY	SUBJECT	DESCRIPTION
Avondale	Queuing	Per traffic study approved by the City Engineer
	Screening	Driveways facing arterials must have 3' screening
	Noise	Speaker box must be at least 70' away from residentially zoned property or residential use
	Orientation	Window must be located away from arterials unless fully screened
	Canopy	Required over window; must be architecturally compatible with the building
Buckeye	Queuing	Minimum of 8 stacking spaces, at least 4 before the order box & 4 between the order box & pickup window
	Screening	Order box & pickup window on building façade facing the principal street must be screened
	Traffic	"Waiting vehicles [shall] not block parking stalls or interfere with the movement of traffic (on or off-site) or pedestrians."
	Canopy	"Design architectural coverings for drive-through windows to provide shade and shelter for drive-through customers; examples include canopies, trellises, porte cocheres, or other similar devices"
	Design	"Design drive-through windows to incorporate architectural coverings consistent with the design of the buildings in order to break up the building mass"
Chandler	Queuing	At least 150'; at least 6 cars between order box & pick-up window
	Screening	"All drive-up facilities, including drive-up lanes and queuing areas shall be adequately screened from street view by building orientation, or by a landscaped berm and retaining wall measuring four (4) feet from grade of the driving lane, and situated so as not to disrupt safe traffic flow."
	Separation	150-foot separation of driveways from intersections
	Orientation	Drive through lanes shall "not conflict with parking maneuvering areas, main-stream vehicular movement, or in itself create an unsafe traffic situation."
	Traffic	"Drive through lane entry and exit shall be separated from vehicular parking areas, through curbing, landscaping, etc."
	Paving	"Textured paving treatments shall be provided at all crosswalks, driveway entrances, and on-site pedestrian crosswalks."
	Location	"Drive-in, drive-up, and all fast-turnover establishments may be located at the intersection of a major arterial road and any other road when it is an integral part of a larger planned commercial project and providing the driveway is at least one hundred fifty (150) feet from the intersection when approaching the intersection and at least one hundred fifty (150) feet from the intersection when leaving the intersection."
Gilbert	Queuing	4 spaces or if a double lane 2 per lane
	Screening	"Drive-through aisles shall be screened from public and private streets, interior ingress and egress driveways, areas accessible to the general public and residential uses. Screening is 3-4' in height."
	Noise	"Locate speakers and menu boards so that noise is not directed toward residential uses and incorporate a screen wall and landscaping to mitigate noise."
	Orientation	"Locate drive-through lanes away from adjoining single-family and multi-family developments."
	Canopy	Must have canopy over the "exterior payment/pick-up window and drive lane"; may have canopies at the menu board or point of order.
	Traffic	Minimum interior turning radius of 15 feet & exterior turning radius of 30 feet
	Walkways	If exterior employees are used as the point of order, must provide safe walkways
Glendale	Queuing	Minimum storage for 6 vehicles at 20' per vehicle
	Traffic	The drive-thru lane shall not encroach upon or block driveways or parking spaces

² Some municipalities impose additional site-specific mitigation requirements through the development plan submission and review process.

Mesa	Queuing	Unless otherwise approved by site plan review, provide at least 100' stacking distance between pick-up window and order-placing speaker, with at least 40' stacking distance between order-placing speaker and entry to the drive-thru lane
	Screening	Where physical site conditions require drive lanes parallel to arterials, provide 40" high screen walls adjacent to the public right-of-way
	Traffic	The drive-thru traffic lane must be physically separated from the non-drive-thru traffic area with a 5' wide raised landscape median
	Orientation	Drive-thru lanes shall not be located parallel to arterial roadways
	Canopy	Provide awnings or architecturally integrated structures for weather protection
	Building	Provide 2' foundation base along exterior building where adjacent to drive-thru lane
	Design	Pick-up window must be architecturally integrated in proportion, color, material, and texture to the building it serves; where pick-up window extends out from the building face, the projection must be at least 2'
Peoria	Queuing	80' of stacking space from the entrance of the drive-through lane to the menu board exclusive of drive aisle and parking spaces, plus 80' of stacking space from the menu board to the pickup window
	Screening	Can be imposed in the CUP process
	Separation	All drive-through lanes, menu boards, speaker box, and other related elements shall be located at least 50' from any residentially zoned property or use
	Noise	Speakers at a drive-through shall not be audible from residentially zoned property. Sound shall be mitigated using sound attenuation walls, landscaping, or other measures.
	Traffic	Drive-through lane shall be separated from parking areas and driving lanes by a minimum 5' wide landscaping island or other alternative as approved by the Planning Manager
	Canopy	Drive-through canopies and other appurtenances shall be architecturally compatible with the principal building
	Additional	Through the CUP process, the Commission may impose restrictions on operating hours, additional screening, relocation of the drive-through, modification of the minimum drive-through stacking requirements, noise and visual mitigation, & other measures appropriate to the circumstances
Phoenix	Access	Access to the site is to be from an arterial or collector street as defined on the street classification map
Scottsdale	Queuing	"Circulation should allow for adequate length of stacking for drive through facilities that do not interfere with the movement of traffic (on or off-site) and/or pedestrian areas"
	Screening	Drive-throughs shall be screened from all streets and alleys by a 3' tall masonry wall or berm and/or opaque landscape materials, subject to design approval by the Development Review Board
	Location	"Drive-through windows, menu boards, equipment, and associated stacking lanes should be located to minimize impacts on adjacent residential areas and should be adequately screened from public view and the view of adjacent sites"
	Canopy	"Consider drive -through windows that incorporate an architectural covering consistent with the design theme of the building. Coverings over drive-throughs can help to achieve more variation to building mass and added comfort for users [sic] breakdown of building mass and finished building appearance.
Surprise	Queuing	40' between the entry point and the ordering facility; 100' between pick-up/service window and ordering facility or entry point if no ordering facility is present
	Screening	4' high screening from right of way & adjacent uses
	Noise	Must not be audible from the right of way or adjacent uses
	Orientation	Must be oriented away from residential properties and arterial & collector roadways
	Canopy	Required over the drive through window
	Design	Must be architecturally compatible with the building
	Traffic	Drive through lanes must be at least 11' wide where straight and 12' wide where curved; curved sections must have a minimum radius of 25'
	Pedestrians	Drive-through aisles shall be designed to minimize the conflict between pedestrians, parking and the building entrance. Pedestrian walkways should not intersect the drive-through aisles, but where they do; they shall have a minimum of 15' clear visibility and be emphasized with enhanced paving. Appropriate pedestrian crossing signs shall be visible from both the vehicle drive aisle and the pedestrian walkway.
	Identification	Drive-through aisles shall be clearly identified using striping, landscaping, and signage