

Comments on Drive-Through Design Guidelines

The Long Beach Alliance for Food and Fitness appreciates the Department's and Committee's attention to updating the policies surrounding drive through facilities in Long Beach. Our interest in this is two-fold: having streetscapes that encourage physical activity, and having local restaurant options that serve healthy foods and beverages.

We are pleased that the staff work has researched and uncovered positive, promising practices for design to invite pedestrians, cyclists, strollers and people with disabilities to share the roads and sidewalks. Prioritizing safety and aesthetics alongside traffic flow and commercial needs is a wise, forward-thinking approach.

Thank you for continuing to put residents' safety and access to physical activity on the top of your priorities in designing our streetscape.

Respectfully submitted

Kate Sachnoff on behalf of Long Beach Alliance for Food and Fitness

September 24, 2019

From: [Cynthia de la Torre](#)
To: [Carol Montgomery Brosnac, MA, LMFT](#)
Cc: [Patricia Diefenderfer](#); [Refugio Torres Campos](#)
Subject: RE: Comments Regarding Drive-Thru Guidelines
Date: Monday, September 23, 2019 8:58:00 AM
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image006.png](#)

Good morning, Carol,

My colleague, Refugio, forwarded me your public comment. Thank you very much for your comment on the drive-through design guidelines. We can certainly look into including language to ensure that flower plants/trees are not placed by the speaker board and pick-up windows.

Please let me know if you have any further questions or comments,

Cynthia de la Torre

Planner IV

Pronouns: She, Her, Hers, Ella

Long Beach Development Services | Planning Bureau

411 W. Ocean Blvd., 3rd Fl. | Long Beach, CA 90802

Office: 562-570-6559



ADDRESS CHANGE: Long Beach City Hall has moved! Please note that the address for City Hall has changed from 333 W. Ocean Boulevard to 411 W. Ocean Boulevard, Long Beach, CA 90802.

From: Refugio Torres Campos

Sent: Monday, September 23, 2019 8:26 AM

To: Carol Montgomery Brosnac, MA, LMFT <carolmontgomerybrosnac@gmail.com>

Cc: Cynthia de la Torre <Cynthia.DeLaTorre@longbeach.gov>

Subject: RE: Comments Regarding Drive-Thru Guidelines

Good morning Carol,

Thank you for your comment.

Best,

Refugio Torres Campos

Planner III

Long Beach Development Services | Planning Bureau

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Office: 562-570-6571



ADDRESS CHANGE: Long Beach City Hall has moved! Please note that the address for City Hall has changed from 333 W. Ocean Boulevard to 411 W. Ocean Boulevard, Long Beach, CA 90802.

From: Carol Montgomery Brosnac, MA, LMFT <>
Sent: Friday, September 20, 2019 10:11 PM
To: Refugio Torres Campos <Refugio.TorresCampos@longbeach.gov>
Subject: Comments Regarding Drive-Thru Guidelines

Hello,

As a resident of Long Beach and a frequenter of Drive-Thru establishments, I'd like to mention a quick observation that was not mentioned in the guidelines.

In Section E, On-Site Landscaping and Buffers, I would like to recommend that trees and/or plants near the order boards and pick up windows not be flowering. Flowers attract bees and many people, such as myself and several people I know are deathly allergic to bees. We must roll down our windows in order to place an order and this puts people like me at risk of serious injury or possible death due to anaphalaxis.

On a couple of occasions, I have had bees fly into my car at drive-thru establishments.

I just wanted to make this possibly life-saving suggestion in your planning for future developments.

Thank you for your time and consideration.

Sincerely Yours,

Carol Montgomery Brosnac

From: [Cynthia de la Torre](#)
To: [Michael Clemson](#)
Cc: [Refugio Torres Campos](#); [Patricia Diefenderfer](#)
Subject: RE: Drive-Thru Guidelines Comments
Date: Monday, September 23, 2019 8:48:00 AM
Attachments: [image006.png](#)
[image007.png](#)
[image004.png](#)
[image002.png](#)
[image003.png](#)

Hi Michael,

My colleague, Refugio, forwarded me your public comment on the Drive-Through Design Guidelines. The draft guidelines are the final step in implementing new regulations governing drive-through facilities that were adopted by City Council on July 16, 2019 and became effective on August 23, 2019. Please see the staff report here: <https://longbeach.legistar.com/View.ashx?M=F&ID=7524130&GUID=B8D830F5-6E66-401D-80E0-B8FF5938F1E0> which further details the history of these changes in the existing drive-through regulations. In response to concerns raised in the community, the regulatory changes do not institute a ban on drive-through facilities but rather, allow carefully design drive-through facilities with pedestrian features in locations where they may be suitable. The new findings that the Planning Commission would need to make in order to approve a new drive-through facility do in fact consider not only the potential negative impacts associated with drive-throughs, but also the opportunity cost of the drive-through use in lieu of housing or other commercial uses, compatibility of a proposed drive-through facility with surrounding existing land uses, and overconcentration in an area. Please refer to the findings in red below. These are taken from the link provided above.

Please let me know if you have any further comments or questions,

Cynthia

A. **Findings required.** A decision-maker shall not grant a conditional use permit or other approval for a drive-through facility without **finding**:

1. Said facility has adequate vehicle queuing distance, including with due consideration for menu board location, clear of any adjacent public right-of-way, and shall not create any vehicular or pedestrian travel hazards as demonstrated in a traffic study prepared to the satisfaction of the Director of Development Services.

7

Drive-Through Use Proposed Code Amendments

2. That the project substantially conforms with the purpose, intent and provisions of the General Plan, any applicable Specific Plan or Planned Development District, overlay, design guidelines, or other applicable regulation.
3. That the location and design of the facility is compatible with surrounding existing uses, includes a prominent main entrance at street or lot frontage, attractive landscaping, and includes sufficient pedestrian amenities, and interior floor area.
4. The said facility includes sufficient emissions controls to prevent idling vehicles, tunneling of emissions, and associated impacts on employees, visitors, and nearby sensitive receptors.
5. That said facility includes buffering sufficient to control any spillover impacts, including but not limited to noise, light, and debris that may impact surrounding sensitive receptors.
6. That said facility, if located within 150-feet of a residential zone, includes appropriate limits on hours of operation of the drive-through. Hours of operation for dine-in or take-out customers shall not be limited.
7. That said facility is not located in an area of existing overconcentration of drive-through facilities and is not located within a 500-foot radius of a school or park unless mitigating factors exist.
8. That development of the subject property shall not otherwise be suitable or necessary for more-intensive development that would advance the City's housing and economic goals, as described in the General Plan and Economic Blueprint.

Cynthia de la Torre

Planner IV

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From: Refugio Torres Campos
Sent: Monday, September 23, 2019 8:24 AM
To: Michael Clemson <
Cc: Cynthia de la Torre <Cynthia.DeLaTorre@longbeach.gov>
Subject: RE: Drive-Thru Guidelines Comments

Good morning Michael,

Thank you for your comment.

Best,

Refugio Torres Campos
Planner III

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Office: 562-570-6571



ADDRESS CHANGE: Long Beach City Hall has moved! Please note that the address for City Hall has changed from 333 W. Ocean Boulevard to 411 W. Ocean Boulevard, Long Beach, CA 90802.

From: Michael Clemson <
Sent: Friday, September 20, 2019 4:26 PM
To: Refugio Torres Campos <Refugio.TorresCampos@longbeach.gov>
Subject: Drive-Thru Guidelines Comments

Mr. Torres-Campos,

Please find my comments to the draft Drive-Thru Guidelines.

Primarily, additional drive-thrus should not be allowed to be built at all in Long Beach. The construction of new car-focused infrastructure should not be permitted at a time when the reduction driving as the Long Beach's largest source of greenhouse gas emissions is an urgent need.

By the document's own admission, drive-thus and large parking lots are an inefficient use of space. The large distances created by the parking lots will make walking unpleasant, making walking more difficult and further encouraging more people to drive.

This document also does nothing to ensure that additional drive-thus are not further concentrated in low-income communities.

Long Beach should follow the lead of other cities like Minneapolis and Sacramento and not permit the construction of buildings that add traffic to our streets and further entrench a car-centric lifestyle.

Thank you,
Michael Clemson

From: [Cynthia de la Torre](#)
To: [Jim Worthen](#)
Cc: [Council District 3](#); [Refugio Torres Campos](#); [Patricia Diefenderfer](#)
Subject: RE: Drive-thrus
Date: Monday, September 23, 2019 8:54:00 AM

Hi Jim,

Thank you for your comment. My colleague, Refugio, forwarded me your public comment. The design guidelines are the final step in implementing the new regulations governing drive-through facilities which were adopted by City Council on July 16, 2019. The regulations are not a ban on this use, but rather allow carefully designed drive-through facilities with pedestrian features in locations where they may be suitable. In situations where the findings can be made for approval of a drive-through facility, the guidelines will ensure that the drive-through facility incorporates site planning principles and building design that improve the orientation of the drive-through facility to the street; minimize pedestrian-vehicular conflict; and incorporate landscaping, buffering, screening and other design features which minimize their visual impact as well as other potential noise, air quality, and traffic impacts on neighboring uses.

The July 16 City Council staff report and packet can be found here: <https://longbeach.legistar.com/View.ashx?M=F&ID=7524130&GUID=B8D830F5-6E66-401D-80E0-B8FF5938F1E0>

Please let me know if you have any further comments or questions,

Cynthia de la Torre
Planner IV
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-----Original Message-----

From: Refugio Torres Campos
Sent: Monday, September 23, 2019 8:25 AM
To: Jim Worthen <Jim.Worthen@longbeach.gov>
Cc: Council District 3 <District3@longbeach.gov>; Cynthia de la Torre <Cynthia.DeLaTorre@longbeach.gov>
Subject: RE: Drive-thrus

Good morning Mr. Worthen,

Thank you for your comment.

Best,

Refugio Torres Campos
Planner III

Long Beach Development Services | Planning Bureau
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Office: 562-570-6571

ADDRESS CHANGE: Long Beach City Hall has moved! Please note that the address for City Hall has changed from 333 W. Ocean Boulevard to 411 W. Ocean Boulevard, Long Beach, CA 90802.

-----Original Message-----

From: Jim Worthen <

Sent: Friday, September 20, 2019 6:58 PM

To: Refugio Torres Campos <Refugio.TorresCampos@longbeach.gov>

Cc: Council District 3 <District3@longbeach.gov>

Subject: Drive-thrus

Let's not overthink this - as long as drive-thru traffic isn't backing up into the flow of traffic (e.g. the In N Out on 2nd and PCH), I see no harm whatsoever in allowing new drive-thru businesses. I don't use them often myself, but 73 guidelines seems like overkill.

We're trying to keep and bring businesses (and their customers) into Long Beach, correct?

Jim

Worthen

Long Beach, CA. 90814

From: [Cynthia de la Torre](#)
To: [Rachel Junken](#)
Cc: [Refugio Torres Campos](#)
Subject: RE: Now Available: Draft Drive-Through Design Guidelines
Date: Friday, September 20, 2019 10:59:00 AM
Attachments: [image005.png](#)
[image006.png](#)
[image007.png](#)
[image001.png](#)

Thank you, Rachel!

Cynthia de la Torre

Planner IV

Pronouns: She, Her, Hers, Ella

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Office: 562-570-6559



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From: Rachel Junken

Sent: Friday, September 20, 2019 10:56 AM

To: Cynthia de la Torre <Cynthia.DeLaTorre@longbeach.gov>

Cc: Refugio Torres Campos <Refugio.TorresCampos@longbeach.gov>

Subject: RE: Now Available: Draft Drive-Through Design Guidelines

Cool. Thanks, Cynthia. The document is great!

Rachel Junken

Transportation Programs Planner, Public Works

P: (562) 570-6173

www.longbeach.gov/pw/

ADDRESS CHANGE: Long Beach City Hall is moving! Please note that effective July 30, 2019, the address for City Hall will change from 333 W. Ocean Boulevard to 411 W. Ocean Boulevard, Long Beach, CA 90802

From: Cynthia de la Torre

Sent: Friday, September 20, 2019 10:19 AM

To: Rachel Junken <Rachel.Junken@longbeach.gov>

Cc: Refugio Torres Campos <Refugio.TorresCampos@longbeach.gov>

Subject: RE: Now Available: Draft Drive-Through Design Guidelines

Hi Rachel,

Refugio forwarded me your comment—thank you for your feedback! Yes, we can certainly ensure that the note on p. 19 clearly indicates that this program is free of charge if the bike rack is requested on the public ROW.

Thank you,

Cynthia de la Torre
Planner IV

Long Beach Development Services | Planning

411 W. Ocean Blvd., 3rd Fl. | Long Beach, CA 90802
Office: 562-570-6559



ADDRESS CHANGE: Long Beach City Hall has moved! Please note that the address for City Hall has changed from 333 W. Ocean Boulevard to 411 W. Ocean Boulevard, Long Beach, CA 90802.

From: Rachel Junken <Rachel.Junken@longbeach.gov>
Sent: Friday, September 20, 2019 8:41:30 AM
To: Refugio Torres Campos <Refugio.TorresCampos@longbeach.gov>
Cc: Michelle Mowery <Michelle.Mowery@longbeach.gov>
Subject: FW: Now Available: Draft Drive-Through Design Guidelines

Hi Refugio,

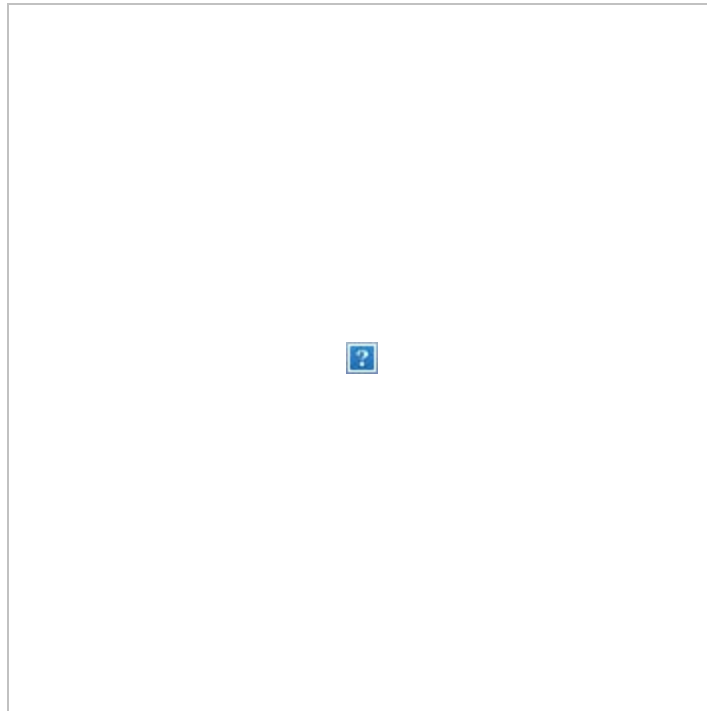
I was reading through the guidelines and I saw a reference to our bike rack program on p.19. You might want to add a caveat that bike racks can only be provided free of charge on public ROW. I feel like a lot of the opportunities to site racks in this context will be on private property, which we can't assist with. Thanks!!

----- Forwarded message -----

From: **Long Beach Development Services** <linklb@longbeach.gov>
Date: Wed, Sep 11, 2019 at 3:13 PM
Subject: Now Available: Draft Drive-Through Design Guidelines
To: <



[View as Webpage](#)



Draft Drive-Through Design Guidelines are now available for public review and comment. Please submit any comments to Planner, Refugio Torres-Campos via email at refugio.torrescampos@longbeach.gov by September 25, 2019 or by calling (562) 570-6571.

On July 16, 2019, the City Council adopted Zoning Code Amendments (ZCA) to regulate new and expansions of existing drive-through facilities by requiring a Conditional Use Permit (CUP) to ensure that they meet a number of locational and design criteria. As part of its action, City Council instructed staff to prepare Drive-Through Design Guidelines that are intended to further improve the site planning and design of drive-through establishments when permitted. The Planning Commission will hold a hearing on the draft guidelines on October 3, 2019. If approved, drive-through establishments will be required to conform to the design guidelines.

This project was undertaken in response to community concerns regarding drive-throughs, including their concentration in particular areas of the City. The effort includes new Zoning Code regulations (adopted July 16, 2019 and effective August 23, 2019) and the draft design guidelines, which will supplement the new regulations. The regulations and the proposed design guidelines are intended to work together to ensure future drive-through establishments are appropriately located, well-designed, minimize impacts to surrounding uses, and generally contribute to a more pedestrian-friendly environment.

For more information visit: <http://www.longbeach.gov/lbds/planning/advance/studies/>

[View the Draft Drive-Through Design Guidelines](#)



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Drive Through Design Guidelines Comments as of September 25, 2019

General Comments:

1. There should be some mindfulness of images selected – even for background. New does not necessarily mean good. They can send mixed messages. For example – Dunkin Doughnuts on 7th Street shows the queue running the entire length of multiple street facing elevations.
2. It might be a good idea to show some examples from the City of Irvine. Those drive-thrus are invisible due to design, orientation and landscaping.
3. The queue should be located away from dining and other pedestrian areas. Parking adjacent to outdoor patio would be preferred due to the car being turned off and not idling.
4. Understanding that the intention is to provide flexibility for good design, some quantifiable design guidance would be useful to include in the guidelines document, such as trees per stall, minimum x feet for landscape buffer, maximum curb-cuts, etc. Some of this will inherently and appropriately eliminate the possibility of drive thrus in certain areas do to spatial requirements, especially in pedestrian-oriented business districts and corridors.
5. Some drive-through operators draw higher volumes of business, and run at maximum efficiency during many times of the day. We suggest to have something related to a limited traffic study for potential queues requirements, subject to review by the City Traffic Engineer, be part of the application package. The intent would be to avoid overflow of queuing flowing into areas unintended for car queuing, including adjacent streets and parking areas within a shopping center.
6. The case against drive thrus and fast food could be more thoughtfully presented, especially in terms of opportunity cost (mentioned on page 10). There is the development alternative but maybe it can be expanded upon to include provision of healthy food options, walkability, environmental/nuisance impacts to existing uses, etc. throughout the document.

Page Specific Comments:

Page 9 -- Rewrite Introductory Paragraph to better explain the document. Below are some suggested word changes.

Drive-through facilities ~~are the ultimate~~ ~~have long been an~~ auto-oriented use. ~~From the car-hop diners and drive-through dairies of the 1950s to today's fast food outlets, these commercial uses provide goods and services to drivers while they remain in their vehicles. These design guidelines provide~~ ~~lacking~~ sufficient design standards or guidelines in Long Beach to minimize the impacts on pedestrians, safety, traffic and queuing, noise, lighting, air pollution, and aesthetics associated with their use ~~while improving their efficiency and financial viability~~. To address concerns in the community ~~and the food retail industry~~, the City Council adopted new findings related to the drive-through use. ~~With the adoption of these new regulations~~ ~~Today~~, all drive-through facilities ~~now~~ require a Conditional Use Permit (CUP), which can only be approved if the required findings laid out in the Long Beach Municipal Code (LBMC) §21.45.130 can be made, and the goals and guidelines established within this document are met.

Page 9 -- Part of the purpose is to minimize impacts on existing adjacent uses and ensure the economic viability of the proposed operation. This is an important point that should be highlighted.

Page 9 -- Add a section to the Introduction on how these guidelines are to be used by the various audiences, including applicants and project designers, neighborhood groups and community members, and decision-makers in evaluating the project in light of the findings for the CUP.

Page 10 -- As mentioned in the general comments above, the opportunity cost of the drive-through compared to other potential uses is a key aspect of the new ordinance, and needs to be clearly explained, including how the applicant is supposed to justify the drive-through in terms of metrics and documentation. This is not a typical concept in a zoning document, and needs to be clearly explained.

Page 11 -- The graphic is helpful. It might include “enter here” and “exit here” signage graphics to expand on the design theme. The image should include a pedestrian pathway to the building to reflect the design guidance provided elsewhere. The note for #2 should say that all of the findings need to be met. The dashed red line at the bottom seems to suggest that the application is automatically reconsidered if the finding cannot be met, and should be clarified.

Page 15 -- The paragraph should mention that reducing impacts on adjacent uses is a primary goal. The average ADT traffic volume of the adjacent street(s) should be mentioned as a siting and design criteria. Auto-oriented uses should be located on busy streets. The image should include pedestrian icons coming in from the left side. The image caption should mention that pre-existing auto-oriented uses, such as shopping malls, are the most appropriate location for new drive-throughs.

Page 16 -- The first paragraph should mention access points to the drive-through as a key site planning consideration as well as the source for many of the nuisance complaints from neighbors. This page should include reference to the exhibits on Pages 19-22, which need some sort of figure number or title that makes it clear they are part of Section A. The site planning criteria should include directions for the auto queuing lane, one of the most important aspects of site design for drive-throughs, which are elaborated on Page 28.

Page 18 -- Item 16 might not be achievable in all cases, and might be better stated as to avoid as much as possible.

Page 20-22 -- Add exhibit numbers or titles to make clear that these images are part of Section A. This is true for all sections and their associated exhibits. The multi-tenant site plan on page 20 is good, as is the midblock on page 22. Not sure why the one on page 21 cannot emulate them more closely. The adjacent commercial use on Page 20 is isolated from any parking, so it not a likely configuration, especially in a shopping center where individual property lots include a commercial use and its associated parking.

Page 25 -- Item 16 should include covered or shaded waiting/dining areas as well, or added on Page 34 as suggested below.

Page 27 -- Item 1 should include shade for outdoor dining areas. An additional item should include moveable seating within the dining area to provide the greatest flexibility.

Page 28 -- There should be some discussion/guidance within the circulation discussion about appropriate or minimum turning radii and maneuverability requirements, especially within the drive-through queue and parking areas. This should include a preferred or recommended delivery truck and trash pick-up path and suitable truck parking/staging location in most instances.

Page 31 -- Item 11 should mention regular maintenance and trimming of landscaping, especially if fast-growing species are recommended.

Page 31 -- Item 12 should mention stormwater BMPs/SWPPP provisions to reduce site draining impacts on surrounding facilities as well as to capture/reduce pollution loads from stormwater leaving the site. Options to include bioswales and other similar solutions could be mentioned.

Page 33 -- A constant source of complaint is the location of electrical transformers with convenient access to public rights-of-way, and should have specific mention in the guidelines. These often end of being sited at the end of the design process or in plan check, and should be anticipated.

Page 34 -- Design guidance for the provision of shade should be added to this section, including providing shade, and rain protection as desired, at walk-up and drive-through ordering and pick-up windows, as well as outdoor dining areas.