**Staff Report to the Municipal Planning Board**

**December 15, 2015**

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**Orlando Crossing Heliport**

**Property Location:** 5529 International Dr. south of Delverde Way, east of Grandnational Dr., west of International Dr., and north of International Dr. (Parcel ID # 30-23-29-2900-00-190), (±4.44 acres, District 6).

**Applicant's Request:**

The applicant is requesting a Conditional Use Permit to construct a new helicopter tour facility with two helipads in the AC-3/SP zoning district. The new structure will include 2,400 sq. ft. two-story building with a guest lounge, retail and sales lobby.

**Staff's Recommendation:**

Approval of the request, subject to the conditions in this report.

**Public Comment:** Courtesy notices were mailed to property owners within 300 ft. of the subject property the week of November 30, 2015. As of the mail-out of the staff report, staff has received no comment from the public relative to the Conditional Use Permit requests.

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**SUMMARY**

**Applicant**

Andres Lucero

**Owner**

Pabb Rosenberg, CEO
Orlando Crossing

**Project Planner**

TeNeika Neasman

**Updated:** December 7, 2015
**PROJECT ANALYSIS**

**Project Description**
The applicant is requesting a Conditional Use Permit to construct a new helicopter tour facility with two helipads in the AC-3/SP zoning district. The new structure will include 2,400 sq. ft. two-story building with a guest lounge, retail and sales lobby.

**Project Context**
The subject site consists of 4.4 acres of developed commercial property with an existing 51,476 sq. ft. community shopping center (vintage flea market and restaurant) and a tourist information center. The site is located to the front of the property. The property is located south of Del Verde Way, north of International Drive, and east of Grandnational Drive. The proposed heliport will be located east of the information center and west of the existing driveway.

| Table 1 - Project Context (AC-3/SP) |
|----------------------------------|---------------------------------|--------------------------|
| **Future Land Use**         | **Zoning**                      | **Surrounding Use**      |
| North                          | MET-AC                          | AC-3/SP AC-3/RP/SP       | Commercial Fun Spot America |
| East                           | MET-AC                          | PD PD/SP                 | Commercial Eating and Drinking |
|                                | Office-LOW                      |                          |                           |
| South                          | MET-AC                          | AC-3/SP I-P              | Industrial Commercial Hotel and Resort |
|                                | INDUST                          |                          | Commercial Eating and Drinking |
| West                           | MET-AC                          | AC-3/SP                  | Commercial Eating and Drinking |

**Previous Actions:**
1979– Property platted as part of the Florida Center Vanguard Road Commercial Light Industrial Plat 6 Subdivision
2014– Administrative Master Plan Determination for a new Westgate Tourist Information Center (existing) to be located on a 0.1 acre portion of the larger 4.4 acre shopping plaza. *(LDC 2014-00273)*

**Conformance with the LDC**
The property is zoned AC-3/SP (Metropolitan Activity Center in the N. International Drive overlay district) and designated MET-AC (Metropolitan Activity Center) on the City’s Future Land Use map. The AC-3 Metropolitan Activity Center district is:

*Intended to provide for large concentrated areas of residential, commercial, office, industrial, recreational and cultural facilities at a scale which serve the entire metropolitan area, and at the highest intensities to be found anywhere outside of Downtown Orlando. A mixture of land uses is specifically intended– Metropolitan Activity Centers composed of a single type of use shall be strongly discouragement. These activity centers are intended for locations where arterials and four lane collectors and mass transit service are available, providing access to other metropolitan areas.*

The applicant is requesting a commercial use on the existing shopping plaza site. The N. International Drive overlay district is:

To preserve, enhance, and promote the positive aspects of the district, to develop a unique identity and attractive image, and to implement the North International Drive Urban Design Plan. Because the Urban Design Plan advocates a concentration of tourist commercial land uses that generate street activity, a pedestrian-oriented development pattern is desired.

The zoning classification is consistent with the future land use designation for the site. Surrounding future land use designations include Metropolitan Activity Center to the north, east, south, and west. Existing uses include tourist attraction and vacant land to the north, community shopping and vacant land to the east, storm water drainage, fast food restaurant, and community shopping to the south, and community shopping to the west. Additional surrounding uses, zoning, and future land uses, are shown in Table 1.

**Conformance with the GMP**
The subject property is comprised of Metropolitan Activity Center future land use designation consistent with associated zoning
PROJECT ANALYSIS

district of AC-3/SP.

The proposed use is consistent with the Future Land Use Designation.

Conditional Use Permit (CUP2015-00015)

The Conditional Use Permit requirement, Section 65.280 of the LDC, provides standards and procedures for the granting of Conditional Use Permits where expressly authorized by the provisions of this Chapter, through a legislative review by the Municipal Planning Board and City Council where they find that certain conditions have been met.

**Purpose and Intent.** The purpose and intent and all other requirements of the Land Development Code.

**Growth Management Plan.** Whether the proposal is consistent with all applicable policies of the City’s adopted Growth Management Plan.

**Compatibility.** The compatibility of the proposal with surrounding land uses and the general character of the area including such factors as height, bulk, scale, intensity, traffic, noise, drainage, dust, lighting, and appearance.

**Public Facilities and Services.** Whether necessary public facilities (both on-site and off-site), such as transportation, sanitation, water, sewer, drainage, emergency services, education, and recreation, will be adequate to serve the proposed use.

**Residential Displacement.** For public benefit uses, the Municipal Planning Board and the City Council must consider the extent to which the proposed use, location, and building site design would displace existing residential uses on the site or would encourage displacement of residential uses adjacent to the site. They must also consider alternative uses, location, and site designs that could minimize residential displacement.

**Other Matters.** Any other lawful matter that the Municipal Planning Board deems appropriate and relevant to the specific proposal.

**Compatibility.** The proposed use is compatible with surrounding tourist attraction uses and AC-3 zoning allows a conditional permit for vertiports upon finding that the following standards have been met:

- **Feasibility.** That the proposed vertiport is operationally feasible.
- **Safety.** That the FAA considers the proposed vertiport to be safe for the conduct of the type and volume of aeronautical activity proposed to be conducted thereon.
- **Location and Specification.** That the location and the plans and specifications of the proposed vertiport conform to the requirements of Section 58.850.
- **Frequency.** One landing and/or take-off in a twelve (12) month period shall not constitute a vertiport.
- **Fire Prevention.** That such plans and specifications conform to all other requirements of law relating to construction and fire prevention.
- **Air Turbulence.** That, if the proposed vertiport is to be elevated on a building or other structure, that air turbulence which may be created by rotorcraft landing and taking off there from will not cause dust, sand, water or other material to fall on any property other than that controlled by the applicant.
- **Need.** That the applicant has a bona fide need for such vertiport and that the public welfare will not be adversely affected by the establishment and operation of the vertiport.

**Public Facilities and Service.** Public facilities exist to serve the proposed 2,400 sq. ft. building and helipads on the site.

**Residential Displacement.** There is no impact or displacement to the commercial and industrial property owners adjacent to north, south, east, and/or west.

**Additional Analysis.** FDOT and FAA approval shall be obtained prior to building permits being issued for the proposed use. Staff has reviewed the need for additional setback from the public right-of-way with the applicant and will refer to FAA and FDOT standards for pedestrian and vehicular distance (setbacks) for helicopter tour uses.

**Hours of Operation.** The Orlando Crossing Heliport will open at 9:00 AM and close at 10:00 PM (pending FAA and FDOT approval). The applicant wishes to provide tours at night. The average daily helicopter rides or trips will range from 5 to 30. The helicopters will fit up to 7 riders with the pilot. The applicant is estimating a total of 8 employees per shift with 2 pilots, 2 assistants, 1 photographer/photo staff, and 2 sales staff on site.

**Buffers and Landscaping.** The proposed use will be located on an existing surface parking lot area. LDC Chapter 63, Section

<table>
<thead>
<tr>
<th>Proposed Use</th>
<th>Front Setback Min./Proposed</th>
<th>Side Setbacks Min./Proposed</th>
<th>Building Height Max./Proposed</th>
<th>FAR Max./Proposed</th>
<th>ISR Max./Proposed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helicopter Tours</td>
<td>50 ft. / ±75 ft.</td>
<td>0 or 3 ft. / Not provided</td>
<td>26.8 ft/ 200 ft.</td>
<td>1.50/ 0.25</td>
<td>0.90/ not provided</td>
</tr>
</tbody>
</table>
PROJECT ANALYSIS

3.12(a)(7), identifies buffer requirements for vehicular use areas such as parking lots and driveways require a 7.5 ft. buffer from the property lines. Chapter 61, Section 312 (a)(6) requires a 3 foot buffer from a vehicle use area and all buildings.

Parking. Parking is per Chapter 61, Part 3B, of the LDC requires a minimum on 121 parking spaces with the addition. The shopping center has 148 existing surface parking spaces serving 46,300 sq. ft. of retail. The existing parking yields a 3.19 parking spaces per 1000 sq. ft. ratio, which is within the parking range required by Chapter 61, Part 3B of the LDC. The new building and helipads shall not be positioned as to eliminate more than 27 parking spaces or additional spaces shall be installed on-site.

School Impacts. Not applicable, since the existing and future uses will be non-residential and institutional in nature.

Findings

Subject to the conditions contained herein, the proposal will be consistent with the requirements for approval of Orlando Crossing Heliport Conditional Use Permit applications contained in Chapter 65 of the Land Development Code (LDC):

1. The proposed use is consistent with the purpose and intent of the City’s Growth Management Plan.
2. The proposed use is consistent with the purpose and intent of the requirements of the LDC.
3. The proposed use will be compatible with surrounding land uses and the general character of the area.
4. The necessary public facilities will be adequate to serve the proposed use, or will be provided by the applicant as a condition of this approval.
5. The necessary FAA and FDOT approval shall be provided at time of building permit submission.

Staff recommends approval of the Orlando Crossing Heliport Conditional Use Permit request subject to the conditions in this staff report.

Review/Approval Process– Next Steps

1. MPB minutes scheduled for review and approval by City Council on January 25, 2016.
2. Final site plan approval is required for building permit issuance.
3. Any applicable permits may be requested prior to the City Council approval of the MPB meeting minutes, but these permits may not be issued until the MPB minutes are approved.
4. Applicant shall provide FAA and FDOT approval for the site plan, use, hours of operation, and public right-of-way setback compliance.

### Table 3– Parking Requirements (per Chapter 61, 3B)

<table>
<thead>
<tr>
<th>Use</th>
<th>Minimum Ratio</th>
<th>Maximum Ratio</th>
<th>Number of Parking Spaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial Retail—46,339 sq. ft. (existing)</td>
<td>2.5 spaces/1,000 GFA</td>
<td>4 spaces/1,000 GFA</td>
<td>116/185</td>
</tr>
<tr>
<td>Commercial Retail (addition)</td>
<td>2.5 spaces/2,400 GFA</td>
<td>4 space/1,000 GFA</td>
<td>6/10</td>
</tr>
<tr>
<td>Total Required (Chapter 61, Part 3B)</td>
<td></td>
<td></td>
<td>121</td>
</tr>
<tr>
<td>Total Provided</td>
<td></td>
<td></td>
<td>148</td>
</tr>
</tbody>
</table>

*GFA– Gross Floor Area*
CONCEPT PLAN

PLAN LEGEND
- 8" C.M.U. WALL
- PARTITION WALL TO DECK
- 240VDC FIRE EXTINGUISHER
- DOOR DESIGNATION
- WINDOW DESIGNATION
- ELEVATION DESIGNATION
- SHEET LOCATION
- ENLARGED DETAIL DESIGNATION

ELECTRICAL LEGEND
- QUADREPLEX ELECTRICAL OUTLET
  - DUPLEX ELECTRICAL OUTLET
  - TELEPHONE OUTLET
  - DATA OUTLET
  - DATA JUNCTION BOX
  - ELEC. JUNCTION BOX

NOTE: SEE ELECTRICAL POWER PLAN FOR FINAL ELECTRICAL LAYOUT AND PANEL DRAWING.

FLOOR PLAN NOTE:
The scale of this drawing and all figures are approximate; this site plan is preliminary and subject to such changes, additions, and alterations as the architect, engineers, client, or governmental authorities may direct.

PROPOSED SECOND FLOOR PLAN
SCALE: 1/8" = 1'-0"
PHOTOS OF THE SUBJECT SITE AREA

Fun Spot Orlando located north of the site (rear).

Shopping plaza south of the site, across International Drive.

North view of the property, showing the existing building with multiple tenants. Parking area between the proposed heliport location and existing building.
PHOTOS OF THE SUBJECT SITE AREA

Right: Curbcut to the east (off International Drive).

Left: The existing building on the northern portion of the site.

Existing Burger King building to the east of the proposed heliport location.

Existing information center building off International Drive, per LDC 2014-00273.
REQUIRED CONDITIONS OF APPROVAL

Land Development
1. Land Use and Zoning. Except as provided herein, development of the property shall be consistent with the development standards of the AC-3/SP zoning district.
2. Scope of Conditional Use. This use shall operate only as described within this report. All of the improvements shown in the attached site plan (and as amended by any conditions found herein) are required as a condition of approval. Any changes in the use of the site, the operation of the project, or the site plan as described herein may require a new or amended Conditional Use Permit/MPL (see "Minor Modifications" condition). This approval is not transferable to another property.
3. General Code Compliance. Development of the proposed project should be consistent with the conditions in this report, and all codes and ordinances of the City of Orlando, the State of Florida, and all other applicable regulatory agencies. All other applicable state or federal permits must be obtained before commencing development.
4. Minor Modifications. Minor modifications and design changes including but not limited to fences, signs, landscaping, interior alterations, and other minor changes, that are required beyond those previously reviewed by the Municipal Planning Board, may be approved by the Planning Official without further review by the Municipal Planning Board. Major changes shall require additional review by the Municipal Planning Board.
5. Expiration. Approval of the Conditional Use by City Council shall grant the applicant authority to submit an application for site plan/master plan review for a building permit. The permit application must be submitted and a permit issued within two (2) years of approval of City Council or the Conditional Use Permit shall expire. However, upon written application filed 30 days prior to the expiration date, the Planning Official may renew the Conditional Use Permit for a one period of up to 12 months providing good cause is shown.
6. CUP Specific to the Use and Site. This Conditional Use Permit is granted specifically for the subject site plan. Changes in use of the site or site plan shall require a new or amended Conditional Use Permit.
7. ISR. The Impervious Surface Ratio shall not exceed the proposed 0.90.
8. FAR. The Floor Area Ratio shall not exceed 3.00 for the entire site.
9. Building Height. The buildings shall not exceed 30 ft. in height, as proposed.
10. Appearance Review. Approval as a Conditional Use shall be required to undergo Appearance Review in accordance with Chapter 65.
11. Final Site Plan. Approval of the Master Plan by City Council shall give the applicant authority to submit an application for Final Site Plan approval. The Final Site Plan shall be prepared in accordance with LDC §65.346-50. The Project Planner, Zoning Official, and Planning Official shall review the Final Site Plan for conformance with the requirements of this Master Plan approval, and all final details shall be included in any approval for a building permit by the Permitting Division. The Final Site Plan may be submitted concurrently with an application for a building permit, but approval of the building permit shall be contingent upon satisfactory review of the Final Site Plan by the Project Planner, Zoning Official, and Planning Official and any changes required to the final details must be shown on all revisions to the permit documents.

Urban Design
1. N. International Drive Special Plan. This project is within the North International Drive Special Plan. The North International Drive Special Plan is to preserve, enhance, and promote the positive aspects of the district, to develop a unique identity and attractive image.
2. Pedestrian Street Frontage. In order to improve the appearance and accessibility and to establish an urban form along International Drive the structure shall be oriented toward the Pedestrian Street frontage. This shall be achieved by incorporating the following into the building facade that faces International Drive.
3. Pedestrian Entrance. One highly visible principal pedestrian entrance that is oriented toward International Drive. The entrance shall be illustrated through the building architecture. This can be done by framing the entrance with a sheltering element such as an awning, portico, adding columns to match the landing pad structures and or by adding vertical mullions at the entrance to the facade treatment to help pronounce the entrance and add architectural interest. Additional entrances may be provided on secondary facades.
4. Transparency. The ground floor exterior building wall area shall contain a minimum of 15% transparent or translucent materials. Reflective or mirrored glass windows shall be prohibited.
5. Materials. All finishes shall be durable and use high quality materials that are authentic to the same materials and architectural details. Side and rear building facades that are visible from a public street shall contain architectural detail comparable in appearance and complexity to the front of the building.
6. Pedestrian-Oriented Design Features. Direct pedestrian access shall be provided from the principal entrance of the building to the sidewalk on the closest public right-of-way. The pedestrian access or circulation system shall be paved and at least six (6) feet in width. Where the walkway crosses drive aisles, it shall be highlighted by contrasting material, such as pavers or textures colored concrete or similar, so that the pedestrian path is visually dominant compared to the vehicu-
REQUIRED-CONDITIONS OF APPROVAL

7. Sidewalk. The proposed location of the sidewalk at and around landing pad pad columns must have a minimum of 16 inch clearance from any structure.

8. Buffers. Landscape buffers are required of at least a minimum of 7'-6" at property boundary.

9. Safety. Public safety is a priority. Relocate the landing pad south of the proposed building to the north façade of the building. By doing so, it will allow the building to front International Drive.

10. Accessory Structure/Use. The landing pads are to be considered accessory structures/auxiliary service use. Per Sec. 58.914. Outdoor display or storage of merchandise shall not be permitted as a part of any accessory service use. Per Sec. 58.900. - Building Permit Required. No accessory use or structure shall be developed without a Building Permit having been issued in accordance with the requirements of Chapter 65, Part 2C. No accessory use or structure may be developed until after the start of construction of the principal use on the building site and no accessory use or structure may be used unless the principal use or structure has been developed, except after review and approval as a Conditional Use in accordance with Chapter 65, Part 2D

11. Netting. It is encouraged that the design of the perimeter netting be as authentic to the style of the building architecture as possible. Staff recommends a more substantial architectural mesh is used with no more than 50% open area.

12. Landing Pads. All helipad columns at landing pads must be square shaped in keeping with the architecture of the principal building. Bas reliefs may count toward architectural treatment, but shall not count toward transparency elements.

13. Mechanical Equipment. Mechanical and aircraft equipment shall be screened from view and/or treated architecturally. LDC section 58.982 shall also be met.

14. Transparency. Ground floor glass shall be clear on all facades (minimum of 80% light transmittance), or low-e glass with a minimum light transmittance of 60%. All other glass shall meet a minimum 66% transmittance. Darkly tinted or reflective glass is prohibited.

15. Utilities. All utilities, including street light poles, shall be kept out of the pedestrian path.

16. Signage. Signs shall be of durable materials. Channel letters, halo-lit signs, externally lit, or metal faces with push through letters are preferred. Plastic cabinet signs shall be prohibited. Pole signs are prohibited.

17. Street tree planting is necessary and shall be completed along all roadway frontages abutting and through the site. The street trees shall be installed in accordance with City Code. In locations where installation of street trees within the street right-of-way or a City services easement is infeasible, the trees shall be installed on the site within 10 feet of the right-of-way. Evoke a tropical Florida resort atmosphere by planting lush landscaping and palm trees.

18. Signage. Ground signs (also known as monument signs) must have details and finishes that match or complement the exterior finishes of the principal building, or of decorative site design features which match or complement those of the overall site design. Ground signs may be internally or externally lit, but internally lit plastic façade panels are prohibited. Light-Enhancing Diode (LED) lamps are preferred.

19. Lighting. Site lighting must comply with the new City outdoor lighting code. Light-emitting diode (LED) lamps are encouraged. All requirements of LDC Ch 63.400 Outdoor Lighting shall be met at the time of permitting.

Transportation Planning

1. Bicycle Spaces. Ch. 61 part 3 of City Code requires bike parking spaces be provided for new developments. For this project, 4 short-term spaces shall be provided. These shall be located near entrances but not so as to create conflicts with pedestrians or other vehicles.

2. Parking Design. The existing shopping center has 148 surface parking stalls serving 46.3 ksf of retail land use. This ratio of 3.19 spaces per ksf is within the range required by City Code. With the additional 2.4 ksf building, the shopping center is required to have a minimum of 121 parking stalls. The new building and helipads shall be positioned so as to eliminate no more than 27 spaces or additional spaces shall need to be installed elsewhere on the site.

Transportation Engineering

1. Helipad Relocation. The proposed pad next to the International Drive entrance shall be removed or relocated or the curbcut on International Drive shall be removed.

2. OUC Approval. The applicant shall provide a written agreement form the power company that controls the transmission lines directly to the east of the proposed helipad locations that allows this use will be required prior to the issuance of a building permit.

3. FAA Approval. The applicant shall provide written verification that all FAA criteria have been satisfied prior to any issu-
REQUIRED-CONDITIONS OF APPROVAL
INFORMATIONAL-CONDITIONS OF APPROVAL

Transportation Impact Fees
1. Any new construction, change in use, addition, or redevelopment of a site or structure shall be subject to a review for Transportation Impact Fees. The Transportation Impact Fee shall be based on the square footage of the new terminal use. This fee shall be will be due at the time of building permit issuance. For a copy of the complete ordinance or impact fee rate chart, you may reference our website at: http://www.cityoforlando.net/permits/forms/concurrency.htm

2. The applicant shall comply with all applicable requirements of Chapter 59, the Concurrency Management Ordinance, to ensure that all public facilities and services are available concurrent with the proposed development, and that the potential impacts on public facilities and services are mitigated. All new construction, changes in use, additions or redevelopment are required to submit a Concurrency Management application as a part of the building plan review process. A Concurrency Management application is available on the City's website: http://www.cityoforlando.net/permits/forms/concurrency.htm

Orlando Police Department
1. Construction Site Crime Prevention: Due to the continued trend of theft of building materials and equipment from construction sites, Orlando Police Department's Crime Prevention Unit strongly recommends that the developer institute the following crime prevention/security measures at this project site:
   a) Post signs at the site that theft from the site or trespassing on a construction site is a felony under Florida Law and that the developer will prosecute.
   b) To improve visibility of potential offenders by OPD patrol officers, perimeter lighting should be installed at a minimum of 150 foot intervals and at a height not less than fifteen (15') from the ground. The light source used should have a minimum light output of 2,000 lumens, shall be protected by a vandal resistant cover, and shall be lighted during the hours of darkness.
   c) In addition to lighting, one of the following physical security measures should be installed:
      a. Fencing, not less than six (6') feet in height, which is designed to preclude human intrusion, should be installed along the perimeter boundaries of the site and should be secured with chain and fire department padlocks for emergency vehicle access; post in a clear area, an emergency contact person and phones numbers for after hours, in case of an emergency; or
      b. A uniformed security guard should be hired to continually patrol the construction site during the hours when construction work has ceased.
   d) Valuable construction materials and tools should be protected in a secondary fenced, locked cage.
   e) Phases or times of the project where there is no activity that might be an indicator of a possible crime should be communicated in writing to the OPD Crime Prevention Unit.
   f) If you have any questions, please call the Crime Prevention Unit Officer Joseph Lundy, 407.246.2095.

2. Natural Access Control: Design the site to decrease crime opportunity by denying access to crime targets and creating in offenders, a perception of risk. This can be accomplished by designing street, sidewalks, building and parking lot entrances to clearly indicate public routes and discourage access to private areas with structural and landscape elements.
   a) Entrances should be clearly defined by walkways, signs, and landscaping.
   b) Landscaping used around entrances should create clear way-finding, be well lit and not block entrances or create ambush points.
   c) There should be no easy access to the roof of the building.
   d) Way-finding should help guide users to authorized areas while discouraging potential offenders.
   e) Signage with hours of operation should be clearly visible at any public entrance.
   f) Traffic calming techniques as well as surface and gateway treatments should be used to encourage safe vehicle speeds, reduce collision frequency and increase the safety and the perception of safety for non-motorized users.
   g) Walkways should be a minimum 6' in width to enhance pedestrian flow.
   h) Employees working the counter area should have unobstructed views of approaching customers and employees.
   i) Bollards are a good option to consider in key locations around the property to protect life-safety elements, critical utilities and control or direct traffic.

3. Territorial Reinforcement: Design can create or extend a sphere of influence, where users develop a sense of territorial control, while potential offenders are discouraged. This is promoted by incorporating features that define property lines and distinguish private spaces from public spaces such as; landscape plantings, pavement designs, gateway treatments and CPTED open design (see-through) fences.
   a) The building should have an address that is clearly visible from the street and parking area with numbers a minimum of five-inches high made of non-reflective material.
   b) Maintenance is an important aspect of territorial reinforcement. A well-maintained area sends the message that people notice and care about what happens in an area. This in turn discourages vandalism and other crimes.

4. Natural Surveillance: Design the site to keep intruders easily observable. This is promoted by features that maximize visibil-
INFORMATIONAL - CONDITIONS OF APPROVAL

ity of people, parking areas and building entrances; doors and windows that look out onto streets and parking areas; pedestrian-friendly sidewalks and street; porches or patios and adequate nighttime lighting.

"A photometric plan was not available at the time of this review. Lighting plays a very important role in CPTED. It is crucial that lighting sends the right messages to the public about the safe and appropriate use of space at different times of the day and night.

"All lighting for this project shall meet or exceed the guidelines in Orlando City Code, Title II, Chapter 63, Part 2M.

"Good lighting provides visual guidance and orientation to employees and visitors and improves the perception of their safety especially in areas not easily observed from main walkways.

"Appropriate lighting should be included in any areas anticipated to be utilized after-dark.

"Illumination, uniformity, and glare should all be taken into consideration. Lighting fixtures should be reliable, easy to maintain, withstand the elements, and be vandal-resistant. Uniformity of light is crucial to avoid 'dark' spots.

"Lighting should not be screened out by landscaping or building structures such as overhangs or awnings.

"Pedestrian walkways, back lanes and access routes open to public spaces should be lit so that a person with normal vision is able to identify a face from a distance of 30 feet during nighttime hours.

"Any illumination shall not cause a glare or excessive brightness that adversely affects the vision of pedestrians or motor vehicle operators on public or private property.

"Shielded or full cut-off light fixtures are a good option to help direct the light to areas you wish to illuminate.

"Landscaping is another crucial aspect of CPTED. Low-growing shrubs are an excellent means for defining an area that requires visual surveillance.

O All shrubs should be kept trimmed to no higher than 2 1/2 feet and should not block windows.

O Tree branches should be kept trimmed to a minimum of 6 feet from the ground; branches should be kept away from roofs; trees should not prevent building occupants from viewing entrances, sidewalks or parking areas; tree canopies should not interfere with lighting or mechanical surveillance.

O A maintenance plan is essential in landscaping.

"All sides of the building(s) should have windows to allow observation of parking areas, walkways, and driving lanes.

"Exterior doors should contain 180° viewers/peep holes or small windows with security glass.

"For any interior 90° corners, a good option to enable surveillance around corners is to use convex mirrors or reflective material.

"Bicycle parking (if installed) should be observable from the building entrances, securely fastened and not hidden behind landscaping.

"Vehicle and pedestrian entrances should be well lit and defined by landscaping, signage and/or architectural elements.

"Window signs should cover no more than 15% of the windows.

"Decals which display height measures should be posted inside each entrance.

"Public restrooms should be visible from the main customer areas and away from outside exits.

"Cash registers should be positioned away from customers' reach. Registers fronting customers are preferable as they enable staff to maintain vision of the counter area and beyond.

5. Target Hardening: This can be accomplished by features that prohibit entry or access such as window locks, dead bolts for doors and interior door hinges.

"Exterior doors should contain 180° viewers/peep holes or small windows with security glass, interior hinges; single cylinder deadbolt locks with a minimum 2-inch throw, metal frames with 3-inch screws in the strike plates, and made of solid core construction.

"Door locks should be located a minimum of 40 inches from adjacent windows.

"Any windows that open should have locks.

"Air conditioner units should be caged and the cages should be securely locked at all times.

"An access control system should be utilized to keep private areas private such as employee break areas, storage and supply rooms, and employee only entrances.

"If an alarm or security system is installed, it should be regularly tested and maintained. During working hours, commercial alarm systems (to include any common areas) should be programmed so that a short beep is sounded if an exterior door opens.

"A video surveillance system capable of recording and retrieving an image to assist in offender identification and apprehension should be considered. Cameras should be mounted at an optimal height to capture offender identification ('aiming' down at steep angles often results in images of the offender's hat). Consider placing cameras in several locations with limited or no natural surveillance such as sheer walls or around critical elements.

"The use of tempered or impact resistant glass is encouraged for all large glass doors and windows or a security film to reduce the opportunity for burglaries. If security film is utilized, ensure that the light transmittance of the security film is
greater than or equal to the light transmittance of the window's glass.
" Non-public doors should be kept locked from the outside at all times. Internal business policy should prohibit the 
"propping open" of exterior doors.
" The business should contain a drop safe or cash management device.
" A conspicuous sign should be placed at the entrance which states that the cash register contains $50 or less.
" Advertisements and product displays should not be located in windows. If advertisements must be used, they should 
be small in size and located in an area where observation in or out of the building will not be obstructed.
" Decals which display height measures should be posted inside any public entrance.
Additional precautions should be discussed with OPD's Crime Prevention Unit Officer Joseph Lundy, 407.246.2095.
**Contact Information**

**Land Development**  
For questions regarding Land Development review, please contact TeNeika Neasman at (407) 246-4257 or teneika.neasman@cityoforlando.net.

**Orlando Police Department**  
For questions regarding the Orlando Police Department plan review, please contact Audra Nordaby at 407.246.2454 or Audra.Nordaby@cityoforlando.net.

**Transportation Planning**  
For questions regarding Transportation Planning plan review, please contact John Rhoades at 407-246-2293 or john.rhoades@cityoforlando.net.

**Transportation Engineering**  
For questions regarding Transportation Engineering plan review, please contact Lauren Torres at (407) 246-3220 or Lauren.Torres@cityoforlando.net.

**Transportation Impact Fee Rates**  
For questions and information regarding Transportation Impact Fee Rates you may contact Nancy Ottini at (407)246-3529 or nancy.jurus-ottini@cityoforlando.net.

**Growth Management Planning**  
For questions regarding Growth Management plan review, please contact Wes Shaffer at 407.246.3792 or thomas.shaffer@cityoforlando.net.

**Urban Design**  
For questions regarding Urban Design plan review, contact Terrence Miller at 407.246.3292 or terrence.miller@cityoforlando.net.

**Building Plans Review**  
For questions regarding Building Plan Review issues contact Don Fields at (407) 246-2654 or don.fields@cityoforlando.net.