



COLLEGE HEIGHTS

Design Standards and Guidelines



City of Upland
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COMPASS BLUEPRINT PROGRAM

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A. Introduction

The design standards and guidelines in this chapter are intended to ensure private development projects support the quality and character of the vision and goals for the College Heights area. The guidelines provide a framework for property owners, architects, and City staff to follow when planning development projects in College Heights. They will also be used by City staff to review new development and renovation projects in College Heights.

Design Guidelines are provided for land use types that correspond to the General Plan land use designations as shown in Figure 1. Design Guidelines are intended to provide firm yet flexible guidance for future development projects. They address site planning, building design, and landscape design. Additionally, the guidelines provide special standards for development “edges” that front onto major and minor public rights-of-way. The Guidelines should be used as a guide for the review of all of these elements in future development projects.



Figure 1. General Plan Preferred Land Use



B. Guiding Principles

The following principles provide the context and background for the specific guidelines that follow.

- **Respect for Context**

College Heights contains a number of unique sub areas, corridors, and open spaces, including the various specific plan projects, the 9th Street Neighborhood, and light industrial and industrial areas in between Monte Vista Avenue and Benson Avenue. New private development should respect the scale and character of their neighbors by requiring appropriate setbacks and by limiting the general scale of development near them. New development should consider adjacent residential uses to ensure that its physical characteristics and siting do not interfere with existing properties. The impact of lighting, noise, and other elements should be considered and mitigated in the design of future projects, particularly when projects are adjacent to residential uses.

- **Transitions between Uses**

One way of ensuring compatible uses is to ensure that effective transitions are established. Transitions may be based solely on use, but could also include vegetation buffering or stepping down the scale of buildings on edges that are adjacent to sensitive uses or preservation areas and open spaces.

- **Prioritizing the Public Realm**

These guidelines are intended to prioritize the public view of new development in College Heights. As such, in some cases more specific guidance is provided for building frontages facing major roadways or public open space, such as Central Avenue or the Pacific Electric Bike Trail along the southern portion of College Heights.

- **Quality of Design, Materials, and Construction**

Buildings should be constructed with a quality that benefits the public realm and character of Upland, particularly along major corridors. Buildings should be well proportioned with generous windows and entries. They should be constructed from materials that are attractive and durable. Additional elements, including signage and lighting fixtures on buildings, should be designed in coordination with building materials and at an appropriate scale.

- **Building Orientation**

The primary faces of buildings should be oriented toward public space, which in most cases in College Heights means the street right-of-way. Along major corridors, building entries should be entered from the street rather than parking lots. Commercial buildings should be built to engage the street, sidewalk and approach the property line. Buildings at major corners should acknowledge the corner with a tower, special roof, entry or other special feature.

- **Building Scale and Massing**

The massing of larger buildings should be broken up into smaller components that relate better to a human scale. For example, a ninety-foot long building should be vertically separated into three thirty-foot parts. This creates more interest and it rewards attention from visitors and pedestrians. Differentiation in massing and building scale should be prioritized for all uses, and particularly for building frontages facing major corridors.

- **Pedestrian-Friendly Streets and Spaces**

The standards and guidelines in this chapter are focused on providing a private development street frontage that is inviting to and safe for pedestrians. Although pedestrian circulation often is located in the public right-of-way, the orientation and physical characteristics of private development have a strong impact on the pedestrian experience. These guidelines are meant to facilitate buildings and associated setback areas that support a comfortable walking experience.

- **Permeability through Large Sites**

The standards and guidelines in this chapter support permeability through large sites. New development can help facilitate better connectivity in the area by providing interior streets that are accessible to the public. Interior streets can provide for pedestrian, bicycle, or vehicular activity, or some combination thereof. Interior streets will help to break down large parcels in the area and better connect existing public streets and other public rights-of-way. Potential interior street connections are shown in Figure 2.

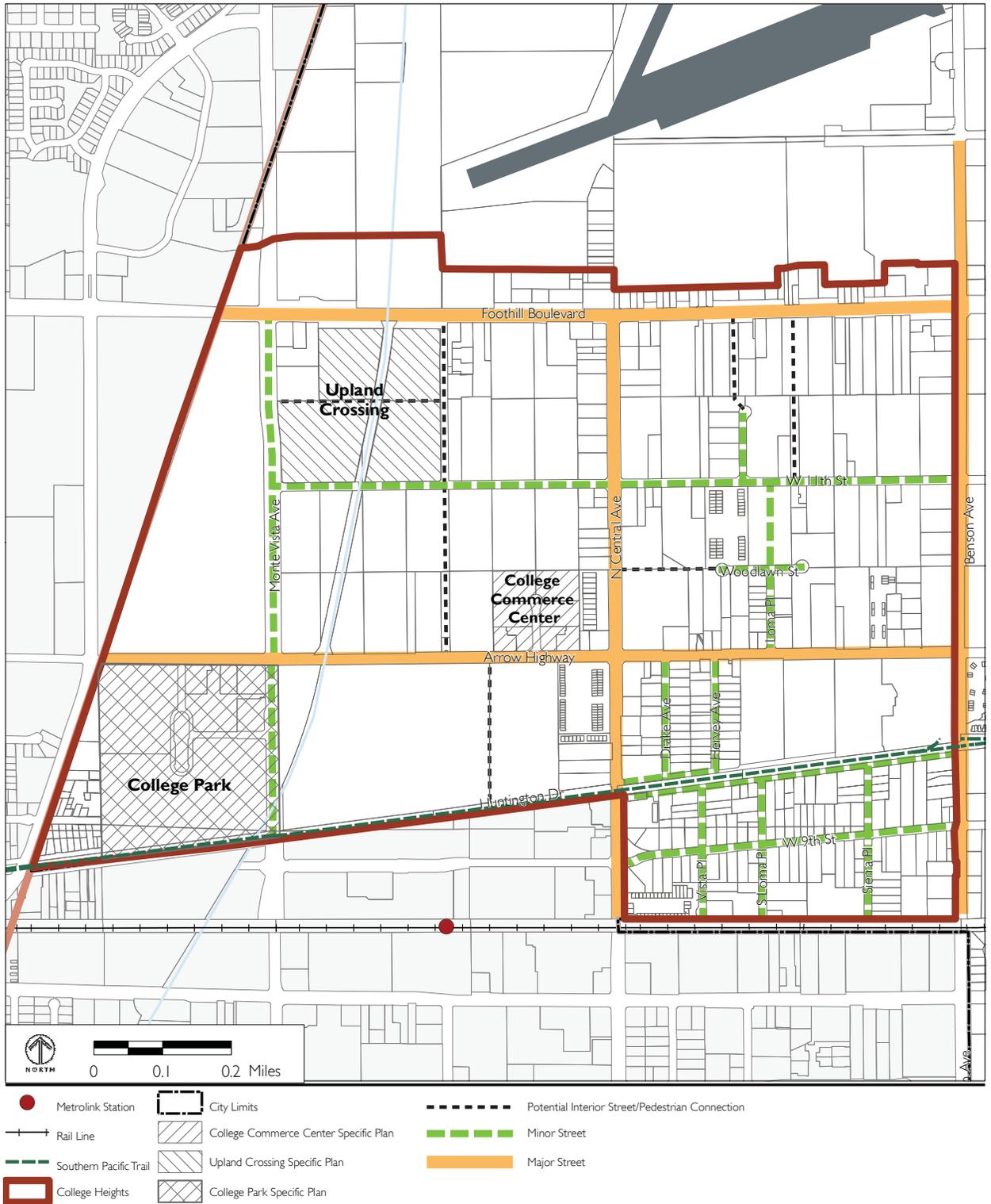


Figure 2. College Heights Major and Minor Streets

C. Mixed Use and Commercial Guidelines

The following guidelines are intended for Mixed Use and Commercial projects that occur in the following designations, as shown in Figure 1:

- **Highway Commercial**
- **Commercial/Residential Mixed Use**
- **Business/Residential Mixed Use**
- **Commercial/Industrial Mixed Use**

Additionally, special frontage guidelines are provided for development that faces Minor and Major Streets, as shown on Figure 2.

1. General Development Guidelines

General Development Guidelines apply to all development occurring on parcels within Mixed Use and Commercial land use designations.

A. SITE PLANNING

These guidelines are intended to ensure that new mixed-use development uses an efficient and functional arrangement of buildings and site components. They are also intended to ensure that projects contribute to a cohesive design for the Plan Area as a whole, while still allowing for creative flexibility from project to project. See Figure 3 for site planning illustrations.

1. Building Orientation

- Mixed-use buildings should be oriented toward the street, so that they frame the pedestrian environment.
- Buildings should be located as close as possible to the front setback line or immediately behind a public or semi-private space, such as outdoor seating for a restaurant.

2. Pedestrian Access

- All buildings should be connected to the public sidewalk by a clearly delineated path or walkway.
- Primary routes for pedestrian circulation should provide universal access wherever possible by minimizing the number of steps and level changes.
- Design cues should be provided along pedestrian connections to help demarcate the transition between public and private spaces. Design cues include a change in colors, materials, landscaping, or the dimensions of the space.



3. Internal Open Space

- Buildings should be arranged to create well-defined areas for plazas, green spaces, and pedestrian facilities.
- Publicly accessible plazas and open spaces should be landscaped and should incorporate high-quality paving materials such as stone, concrete, pavers, or brick.
- Internal open spaces should be designed to allow for maximum solar access and natural sunlight.

4. Vehicle Access

- Access points should be limited to the minimum number that is necessary to serve the property.
- Buildings and parking should be sited to maximize opportunities for shared parking, shared access entries, and shared driveways, and to minimize the number of curb cuts along the sidewalk.
- Driveway width should be minimized to the extent possible. If a driveway must accommodate large vehicles, such as delivery trucks, it should provide the minimum width that can accommodate the effective turning radius of these vehicles.

5. Parking Area Design

- Pedestrian circulation paths should be fully accessible and should connect parking areas to adjoining streets and buildings.
- Large surface parking areas should be divided into smaller units to minimize visual impacts associated with large expanses of pavements and vehicles.
- Parking area landscaping should provide shade and aesthetic enhancement.
- The distance from parking spaces to building entries should be minimized.
- Parking should not be located between the building and the street.
- Where parking lots are adjacent to streets, low walls or fences and appropriately varied landscaping should be used to provide a visual buffer. Visual access into the site should be maintained to deter unwanted activity.
- Where parking lots are adjacent to residential uses, appropriate fences, walls, and landscaping should be provided to create a buffer around the sides of the site that are adjacent to residential uses.
- All new projects should provide bicycle racks that are located close to the buildings and do not impede pedestrian or auto circulation.
- Bicycle racks should provide two points of attachment to the bicycle frame and should follow best practices for bicycle parking racks as described in *Living Streets Manual* (www.modelstreetmanual.com).

6. Service and Delivery Areas

- Loading and service entrances should not interfere with pedestrian and vehicular movement on the site.
- Where possible, service vehicle access should be provided through a common access point that is shared with other vehicles.
- The impact of service, delivery, and storage areas should be mitigated by locating these areas on the sides or backs of buildings, away from public streets and pedestrian circulation.
- Limited visibility should be provided into service, delivery, and storage areas to avoid creating hiding places.

7. Utilities and Refuse Areas

- Utility cabinets and meters shall be contained in the building or otherwise fully screened from public view.
- Backflow prevention devices shall be fully screened from public view through the use of landscaping, berms, low walls, or other screening techniques.

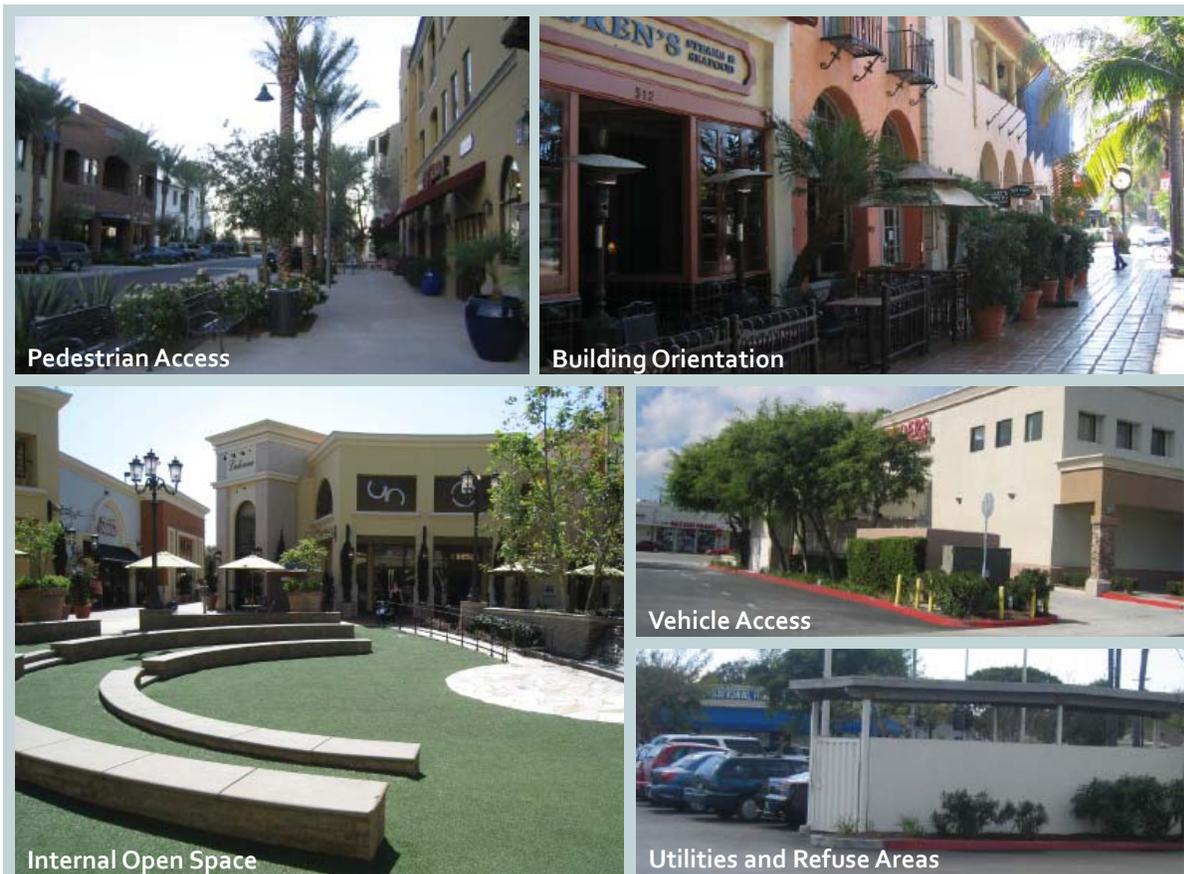


Figure 3. Site Planning for Mixed Use and Commercial Uses



B. INTERIOR STREET DESIGN

Where feasible, new development should provide public access through sites to connect to existing public rights-of-way. The following guidelines, illustrated in Figure 4, are meant to ensure that new development respond to these streets through several elements.

1. Interior Street Design

- Interior Streets that provide for public access should be designed to accommodate pedestrians. Interior Streets should include a sidewalk on at least one side of the street.

2. Building Orientation

- Buildings should face interior streets if not adjacent to Major or Minor Streets.

3. Setback and Setback Landscaping

- Building setbacks should be allowed to be flexible adjacent to Interior Streets.
- A landscaped buffer should be provided to separate the Interior Street from parking or service areas.



Figure 4. Interior Street Design for Mixed Use and Commercial Uses

C. BUILDING DESIGN

Figure 5 illustrates Mixed Use and Commercial building design guidelines for encouraging attractive, human-scaled development.

1. Massing

- Large development projects should be designed as a complex of buildings rather than a single large structure.
- All sides of a building should be treated with variation in massing and articulation.
- Building façades should establish a small, human-scaled rhythm with individual building bay widths of 20 to 50 feet.

2. Façades

- Building façades should be designed to have a distinct base, middle, and top.
- One or more of the following elements should be used to articulate a building façade:
 - Design details for the top of a building, including cornice lines, parapets, eaves, brackets, and other detailing.
 - Design details for the body, or middle, of the building, including awnings, trellises, canopies, pilasters, columns, slots, decorative lighting, and window boxes.
 - Design details for the base of a building, including recessed entry areas, covered outdoor areas, and alcoves.
- Façade details should appear integral to the architectural and structural design of the building rather than tacked onto the surface.
- Where multiple tenant spaces are incorporated into a building, individual tenant spaces should be located within distinct building bays. This can be achieved by any of the following:
 - Placing a column, pier, or pilaster between façade elements.
 - Applying a vertical slot or recess between façade elements.
 - Providing variation in plane along the building wall.
 - Varying the building wall by recessing storefront entrances or creating a niche for landscaping or for a pedestrian area.

3. Ground Floor Frontage

- Ground-floor façades should be designed to give individual identity to each retail establishment.



- Ground-floor façades should be designed to provide visual interest to pedestrians and visitors.
- The ground-floor façades of mixed-use buildings should incorporate a high percentage of windows to increase visual transparency. Wherever possible, long stretches of blank walls should be avoided.

4. Building Entries

- Main building entrances should be oriented toward the sidewalk and include architectural features that give them prominence.
- Building entries should be accessible directly from the sidewalk.
- Building frontages longer than 100 feet should provide multiple entrances.

5. Windows

- Façade openings and windows should be vertically proportioned, with a greater height than width.
- Ground-floor retail windows should utilize a larger window proportion than upper-floor windows.
- Upper-floor windows should be enhanced with architectural details such as sills, molded surrounds, and lintels.
- Non-reflective coatings, low-emissivity glass, and external shade devices should be used for heat and glare control.
- Clear glass should be used in ground floor windows and doors to promote visibility into the ground floor space.
- Operable windows should be used on upper floors where possible.

6. Materials

- Materials should be chosen to respect the climate and traditions of the surrounding area.
- Genuine materials should be used rather than simulated materials. Where one building material is used to simulate another, it should be used in a way that is in keeping with the character and properties of the material being simulated.
- The colors and materials used on the exterior of a building should adhere to an appropriately varied palette.
- Changes in color or materials should be used to differentiate between different components of a building.

7. Roofs

- The shape of a building's roof should reflect the overall architecture of the building.
- If appropriate to the building's architectural style, the roof line should be strengthened with cornice or parapet detailing on flat roofs, or detailing around the eaves on sloped roofs.
- All roof-mounted mechanical, electrical, and external communication equipment, such as satellite dishes and microwave towers, should be screened from public view and architecturally integrated into the building design.
- Green roofs should be encouraged to improve water quality, improve energy efficiency, and reduce stormwater runoff.
- Roof materials shall have the fire rating required by the California Building Code or the California Residential Code.

8. Corner Sites

- Where feasible, the main entrance of a corner building should be located at the corner.
- Buildings located on street corners should be placed so that they meet the corner. Alternatively, buildings may use a small setback to provide a public plaza with direct access to the building.
- Special architectural and design features should be used facing the corner, such as taller building elements or prominent architectural detail.

9. Signage

- Wall signs that project from the wall shall be designed as individual letters and icons directly attached to a building façade, rather than as a "box" sign with a single background and frame attached to a building.
- Signs should be designed to be easily legible. Legibility can be optimized by providing high contrast between the sign content and its background.
- Signs attached to a building should be designed as integral components of the building in terms of size, shape, color, texture, and lighting and should not cover or obscure the architectural features of a building.

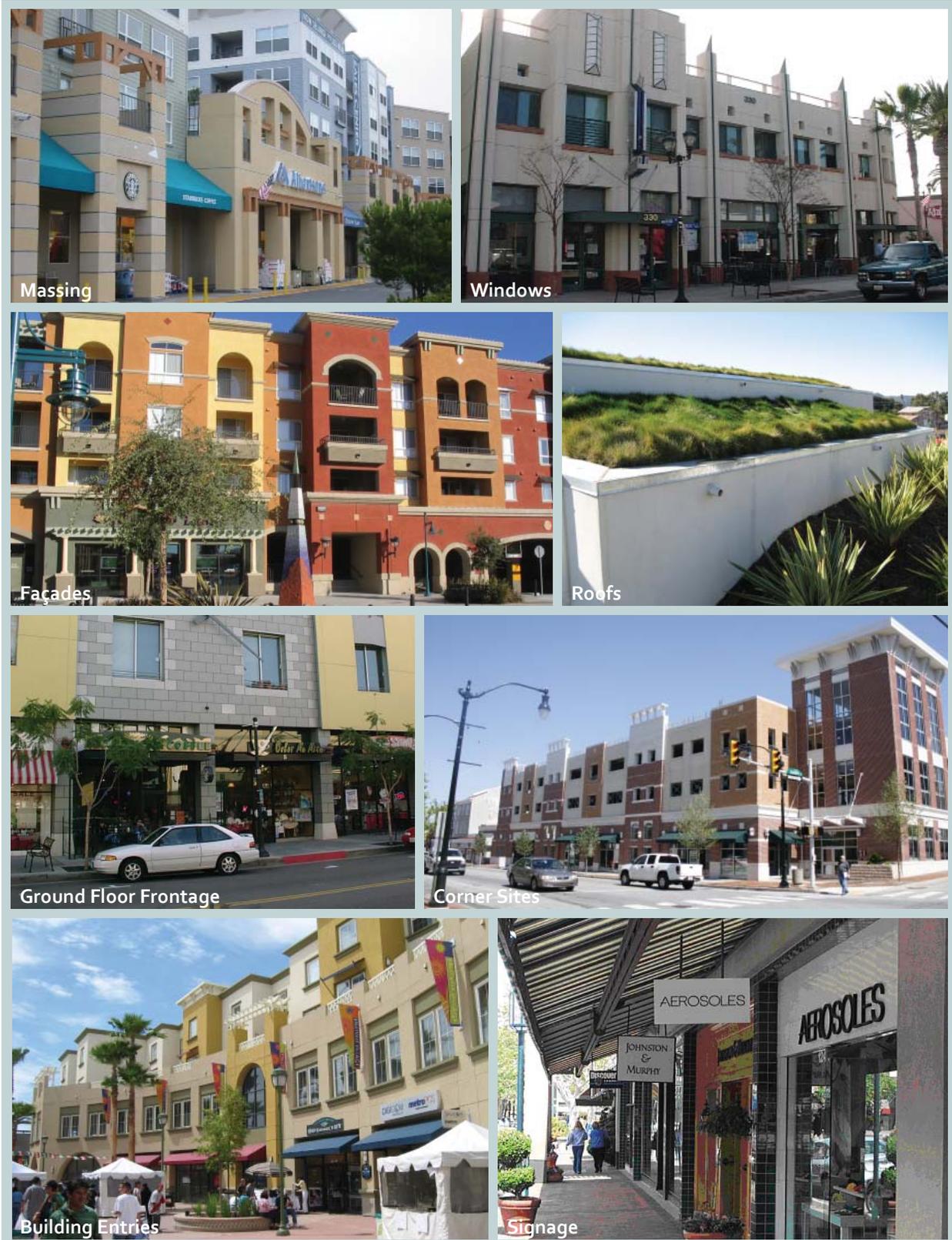


Figure 5. Building Design for Mixed Use and Commercial Uses

D. LANDSCAPE DESIGN

The following design guidelines encourage attractive landscape that defines spaces and screens less attractive features. See Figure 6 for landscape design illustrations.

1. Landscape Function

- Landscaping should be used to activate building façades; soften building contours; highlight important architectural features; screen less attractive elements; add color, texture, and visual interest; and provide shade.
- Landscaping should be used at the edges of paths and open space areas to help define the spatial organization of the site, as shown in Figure 6.
- Landscaping should be designed to help define the perimeter of the property.

2. Tree and Plant Palette

- Plants should be chosen that are well-adapted to the climate of Upland. These plants may include native or other drought-resistant plants, as shown in Figure 6.
- The amount of turf grass in landscaping should be minimized, and alternatives to turf should be used where practical.
- Trees with leafy canopies should be used to provide shade for sidewalks and buildings.

3. Fences and Walls

- Fences and walls that are tall enough to obscure buildings shall not be used between buildings and public rights-of-way. Exceptions shall be made for fences and walls that are necessary to screen maintenance or service areas.
- Fences and walls should use similar materials, heights, and construction techniques throughout a development. These design elements should reflect the material, colors, and design details of nearby buildings.
- Fences and walls should generally be semi-transparent. They should be opaque only at interior property lines or where shielding maintenance or service areas.
- Fences or walls that are over 60 feet in length and visible from a public right-of-way should incorporate changes in appearance along their length. This can be achieved through a change in material, texture, or wall plane.

4. Exterior Lighting

- In order to avoid lighting of the night sky, lighting sources shall be kept as low to the ground as possible while ensuring safe and functional levels of illumination.
- Parking lots shall be designed with a greater number of shorter, low-wattage, tightly spaced fixtures rather than a lesser number of taller, higher-wattage fixtures.



- Uplighting of buildings shall be designed to light the building rather than the sky.
- Exterior lighting should be designed as an integral part of the building and landscape design and should complement and enhance the selected style of the building.
- Exterior lighting should be placed to mitigate security concerns, especially in parking lots, pedestrian paths, outdoor gathering spaces, building entries, and any other pedestrian-accessible areas, as shown in Figure 6.
- The placement of light fixtures should not interfere with pedestrian movement.

5. Stormwater Management

- Cisterns and other design features should be used to capture, store, and reuse stormwater.
- The amount of paved area dedicated to parking should be minimized.
- Stormwater detention features should be used to minimize runoff into streets and parking lots. Stormwater detention features include drainage swales, detention basins and landscaped parkways as shown in Figure 6.
- Stormwater runoff from roofs should be diverted to vegetated swales or detention areas rather than storm drains.
- The most restrictive C-3 requirements shall be used for the design of post construction stormwater management systems for projects. This also includes employing Best Management Practices (BMPs) for and during construction.



Figure 6. Landscape Design for Mixed Use and Commercial Uses

2. Frontage Guidelines

In addition to the design standards and guidelines above for Mixed Use and Commercial developments, additional design standards and guidelines are provided below for lots fronting a Minor or Major Street, as indicated in Figure 2.

A. MAJOR STREETS

1. Primary Façade

- Street Orientation: Building frontages shall face the Major Street. See Figure 7.
- Pedestrian Connections to Street: Pedestrian connections to the sidewalk shall be provided for each building entry along a retail façade.
- Entry Location: Building entries shall face the Major Street.

2. Setback and Setback Landscaping

- Build-to Lines: Buildings shall be built near or along the property line that runs parallel to a Major Street, as illustrated in Figure 7.
- Landscaping: Landscaping shall be provided along Major Streets in between the property line and the building façade where the building is not built to the property line. Landscaping should be low profile to allow views to storefronts.

3. Signage

- Signage Type: Pole signs are prohibited.
- Signage Materials: Signage shall be constructed of quality materials.
- Signage Size: Multi-tenant signs shall be provided for commercial uses to reduce the number of overall signs.

4. Fencing

- Fencing Location: Fencing is prohibited.

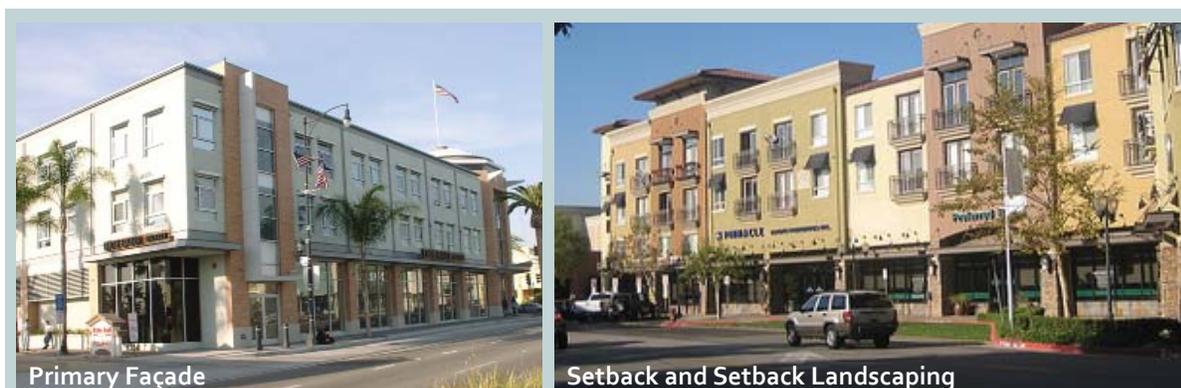


Figure 7. Major Street Frontage for Mixed Use and Commercial Uses



B. MINOR STREETS

1. Primary Façade

- Street Orientation: Building frontages shall front the Minor Street unless the building also has frontage on a Major Street.
- Pedestrian Connections to Street: Pedestrian connections to the sidewalk shall be provided for each building entry along a retail façade.
- Entry Location: Building entries shall be located to face the Minor Street unless the building also fronts onto a Major Street, as shown in Figure 8.

2. Setback and Setback Landscaping

- Build-to Lines: Buildings are encouraged to be built near or along the property line that runs parallel to the Minor Street, as illustrated in Figure 8.
- Landscaping: Landscaping shall be provided along Minor Streets in between the property line and the building façade where the building is not built to the property line. Landscaping should be low profile to allow views to storefronts.

3. Off-Street Parking at Street Edge

- Parking Location: Parking is prohibited at the street edge.

4. Signage

- Signage Type: Pole signs are prohibited.
- Signage Materials: Signage shall be constructed of quality materials
- Signage Size: Multi-tenant signs shall be provided for commercial uses to reduce the number of overall signs.

5. Fencing

- Fencing Location: Fencing is prohibited.

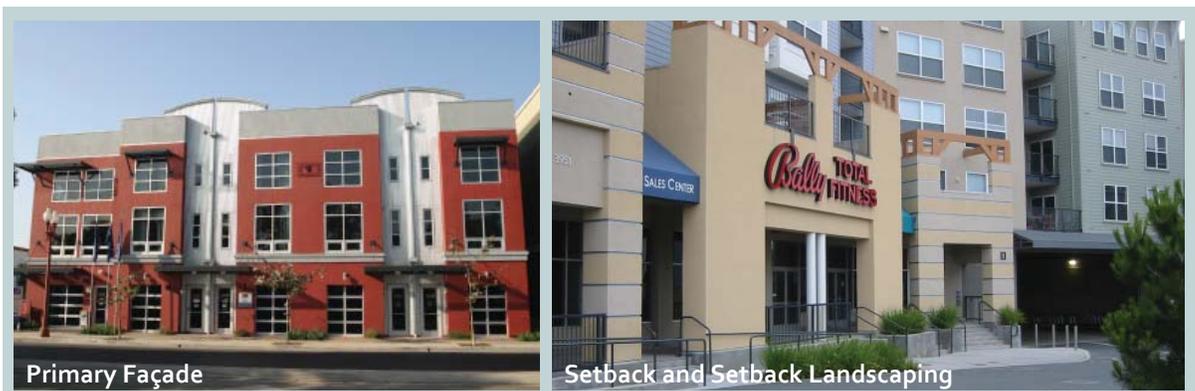


Figure 8. Minor Street Frontage for Mixed Use and Commercial Uses

C. OPEN SPACES, TRAILS, OR BIKEWAYS

1. Building Façade

- Building Orientation: Where appropriate, building edges should front directly onto open spaces and parks, as shown in Figure 9.

2. Setback and Setback Landscaping

- Landscaping: Landscaping should be provided between buildings and public open spaces. Landscaping should allow for some visibility through from public open spaces for security purposes. Where parking is provided between buildings and public open spaces, landscaping should be strategically placed to screen parking areas from public open spaces.

3. Off-Street Parking

- Parking Location: Parking is discouraged between buildings and public open spaces. Where parking is provided between a building and public open space, a maximum of one double-loaded parking aisle is allowed.

4. Connections to Public Open Spaces

- Pedestrian Connections: New development shall provide public access points to public open spaces. Multiple access points are encouraged, as shown in Figure 9.

5. Fencing

- Fencing Materials: Fencing is prohibited between buildings and public open spaces.



Figure 9. Open Spaces, Trails, or Bikeways for Mixed Use and Commercial Uses



D. Light Industrial/Business Park Guidelines

The following guidelines are intended for Light Industrial and business park projects that occur in the following designations, as illustrated in Figure 1.

- **Light Industrial/Business Park**

Additionally, special frontage guidelines are provided for development that faces Minor and Major Streets, as shown in Figure 2.

1. General Development Guidelines

General Development Guidelines apply to all development occurring under this land use designation.

A. SITE PLANNING

These standards and guidelines are intended to ensure that new development uses an efficient and functional arrangement of business park and industrial buildings and site components. They are also intended to ensure that projects contribute to a cohesive urban design for College Heights and Upland as a whole, while still allowing for creative flexibility from project to project. See Figure 10 for site planning illustrations.

1. Building Orientation

- Wherever possible, the main office and visitor entrance should be oriented towards the street.

2. Pedestrian Access

- All buildings should be connected to the public sidewalk by a clearly delineated path or walkway.
- Primary routes for pedestrian circulation should provide universal access wherever possible by minimizing the number of steps and level changes.
- Design cues should be provided along pedestrian connections to help demarcate the transition between public and private spaces. Design cues include a change in colors, materials, landscaping, or the dimensions of the space.

3. Internal Open Space

- Buildings should be arranged to create well-defined areas for plazas, green spaces, and pedestrian facilities.

- Employees should be provided with break and gathering spaces that are an adequate size and are located in areas buffered from vehicle traffic and circulation.

4. Vehicle Access

- Access drives shall be designed to provide sufficient vehicle stacking during peak traffic hours without impacting internal circulation or the adjoining street.
- Buildings and parking should be sited to maximize opportunities for shared parking, shared access entries, and shared driveways, and to minimize the number of curb cuts along the sidewalk.
- Access points should be limited to the minimum number that is necessary to serve the property. Wherever possible, access driveways should connect to Minor Streets rather than arterials or collectors.
- Driveway width should be minimized to the extent possible. If a driveway must accommodate large vehicles, such as delivery trucks, it should provide the minimum width that can accommodate the effective turning radius of these vehicles.
- Multiple-lot Light Industrial/Business Park developments should provide vehicular access to individual lots from an internal street system, rather than creating additional driveways along public street frontages.

5. Parking Area Design

- Pedestrian circulation paths should be fully accessible and should connect parking areas to adjoining streets and buildings.
- Large surface parking areas should be divided into smaller units to minimize visual impacts associated with large expanses of pavements and vehicles.
- Landscaping should be used in parking areas to provide shade and aesthetic enhancement.
- Where parking lots are adjacent to streets, low walls or fences and appropriately varied landscaping should be used to provide a visual buffer. Visual access into the site should be maintained to deter unwanted activity.
- Where parking lots are adjacent to residential uses, appropriate fences, walls, and landscaping should be provided to create a buffer around the sides of the site that are adjacent to residential uses.

6. Service and Delivery Areas

- Street-side loading shall be prohibited unless the loading dock is set back at least 70 feet from the street; is screened with materials that have a similar color, texture, roof style, and architectural detailing to the overall site and building design; and is screened by an opaque screen up to a height of 8 feet.



- On-site queuing space shall be provided for vehicles waiting to be unloaded.
- Outdoor storage, including company-operated vehicles other than passenger vehicles, shall be screened from public view using any combination of walls, berms, and landscaping.
- Refuse areas shall be screened from public view.
- Refuse areas shall be designed to fit the number of trash and recycling bins required to accommodate all waste generated by building users.
- Refuse enclosures shall be constructed of durable materials with a similar color, texture, roof style, and architectural detailing to the overall site and building design.
- Refuse areas shall be designed to accommodate truck access.
- Wherever possible, the impact of service, delivery, and storage areas should be mitigated by locating these areas on the sides or backs of buildings, away from public streets and pedestrian circulation. An exception to this rule is that where Light Industrial/Business Park uses are adjacent to residential uses, these areas should be located away from the residential uses.
- Limited visibility should be provided into service, delivery, and storage areas to avoid creating hiding places.

7. Utilities and Refuse Areas

- Utility cabinets and meters shall be contained in the building or otherwise fully screened from public view.
- Backflow prevention devices shall be fully screened from public view through the use of landscaping, berms, low walls, or other screening techniques.

COLLEGE HEIGHTS



Figure 10. Site Planning for Light Industrial/Business Park Uses



B. INTERIOR STREET DESIGN

Where feasible, new development should provide for public access through sites to connect to existing public rights-of-way. The following guidelines are meant to ensure that new development respond to these streets through several elements. See Figure 11 below.

1. Interior Street Design

- Interior Streets that provide for public access should be designed to accommodate pedestrians. Interior Streets should include a sidewalk on at least one side of the street.

2. Building Orientation

- Buildings should face interior streets if not adjacent to Major or Minor Streets.

3. Setback and Setback Landscaping

- Building setbacks should be allowed to be flexible adjacent to Interior Streets.
- A landscaped buffer should be provided to separate the Interior Street from parking or service areas.



Figure 11. Interior Street Design for Light Industrial/Business Park Uses

C. BUILDING DESIGN

1. Massing

- Buildings should be designed at human scale, incorporating overhangs, changes in wall planes and building height, vertical elements, and other architectural features to break up the bulk of a single building and provide visual interest, as shown in Figure 12.
- All street-facing sides of a building should be treated with variations in massing and articulation.

2. Façades

- Building façades should be designed to have a distinct base, middle, and top.
- Façades should incorporate structural or design elements to break large expanses into smaller parts. Windows, doors, and other openings should be designed to help implement this principle, as shown in Figure 12.
- Regardless of construction type, development should include decorative façade treatments that minimize the sense of a boxy, “tilt-up” style building.

3. Building Entries

- Main building entrances should be emphasized by architectural features that give them prominence, as shown in Figure 12.
- Architectural detailing and materials should be used to distinguish between visitor and employee/service entries.

4. Windows

- On façades that face a public street, windows that provide views into active interiors should be used, and long stretches of blank walls should be avoided wherever possible.
- Recessed windows are strongly encouraged. Other means of accentuating the windows, such as distinctive color treatments, should also be considered in order to create a sense of depth on the façade, as shown in Figure 12.
- Non-reflective coatings, low-emissivity glass, and external shade devices should be used for heat and glare control.

5. Materials

- Materials should be chosen to respect the surrounding area’s climate and traditions.
- Genuine materials should be used rather than simulated materials. Where one building material is used to simulate another, it should be used in a way that is in keeping with the character and properties of the material being simulated.



- The colors and materials used on the exterior of a building should adhere to an appropriately varied palette.

6. Roofs

- The shape of a building's roof should reflect the overall architecture of the building.
- All roof-mounted mechanical, electrical, and external communication equipment, such as satellite dishes and microwave towers, should be screened from public view and architecturally integrated into the building design.

7. Signage

- Wall signs that project from the wall shall be designed as individual letters and icons directly attached to a building façade, rather than as a "box" sign with a single background and frame attached to a building.
- Signs should be designed to be easily legible. Legibility can be optimized by providing high contrast between the sign content and its background, as shown in Figure 12.
- Signs attached to a building should be designed as integral components of the building in terms of size, shape, color, texture, and lighting and should not cover or obscure the architectural features of a building.



Figure 12. Building Design for Light Industrial/Business Park Uses

D. LANDSCAPE DESIGN

The following design guidelines encourage attractive landscape that defines spaces and screens less attractive features. See Figure 13 for landscape design illustrations.

1. Landscape Function

- Landscaping should be used to activate building façades; soften building contours; highlight important architectural features; screen less attractive elements; add color, texture, and visual interest; and provide shade.
- Landscaping should be used at the edges of paths and open space areas to help define the spatial organization of the site.
- Landscaping should be designed to help define the perimeter of the property.

2. Tree and Plant Palette

- Plants should be chosen that are well-adapted to the climate of Upland. These plants may include native or other drought-resistant plants.
- The amount of turf in landscaping should be minimized, and alternatives to turf should be used where practical.
- Trees with leafy canopies should be used to provide shade for sidewalks and buildings.

3. Fences and Walls

- Fences and walls that are tall enough to obscure buildings shall not be used between a building's front façade and public rights-of-way. Exceptions shall be made for fences and walls that are necessary to screen maintenance or service areas.
- Fences and walls that enclose the rear part of a site shall have a return that meets the side of a building, rather than simply surrounding the building.
- Coated chain-link fencing shall not be used except where it is not visible from public rights-of-way. Uncoated chain-link fencing and barbed-wire or razor-wire fencing shall not be used.
- Fences and walls should generally be semi-transparent. They should be opaque only at interior property lines or where shielding maintenance or service areas.
- Fences or walls that are over 60 feet in length and visible from a public right-of-way should incorporate changes in appearance along their length. This can be achieved through a change in material, texture, or wall plane.



4. Exterior Lighting

- In order to avoid lighting of the night sky, lighting sources shall be kept as low to the ground as possible while ensuring safe and functional levels of illumination.
- Parking lots shall be designed with a greater number of shorter, low wattage, tightly spaced fixtures rather than a lesser number of taller, higher-wattage fixtures.
- Uplighting of buildings shall be designed to light the building rather than the sky.
- Exterior lighting should be placed to mitigate security concerns, especially in parking lots, pedestrian paths, outdoor gathering spaces, building entries, and any other pedestrian accessible area.
- Exterior lighting should be designed as an integral part of the building and landscape design and should complement and enhance the selected style of the building.
- The placement of light fixtures should not interfere with pedestrian movement.

5. Stormwater Management

- Cisterns and other design features should be used to capture, store and re-use stormwater.
- The amount of paved area dedicated to parking should be minimized.
- Stormwater detention features should be used to minimize runoff into streets and parking lots. Stormwater detention features include drainage swales and detention basins.
- Stormwater runoff from roofs should be diverted to vegetated swales or detention areas rather than storm drains.
- The most restrictive C-3 requirements shall be used for the design of post construction stormwater management systems for projects. This also includes employing Best Management Practices (BMPs) for and during construction.
- Low Impact Development should be encouraged through BMPs, as recommended by resources from the Santa Clara Valley Urban Runoff Pollution Prevention Program (www.scvurppp-wzk.com).

COLLEGE HEIGHTS

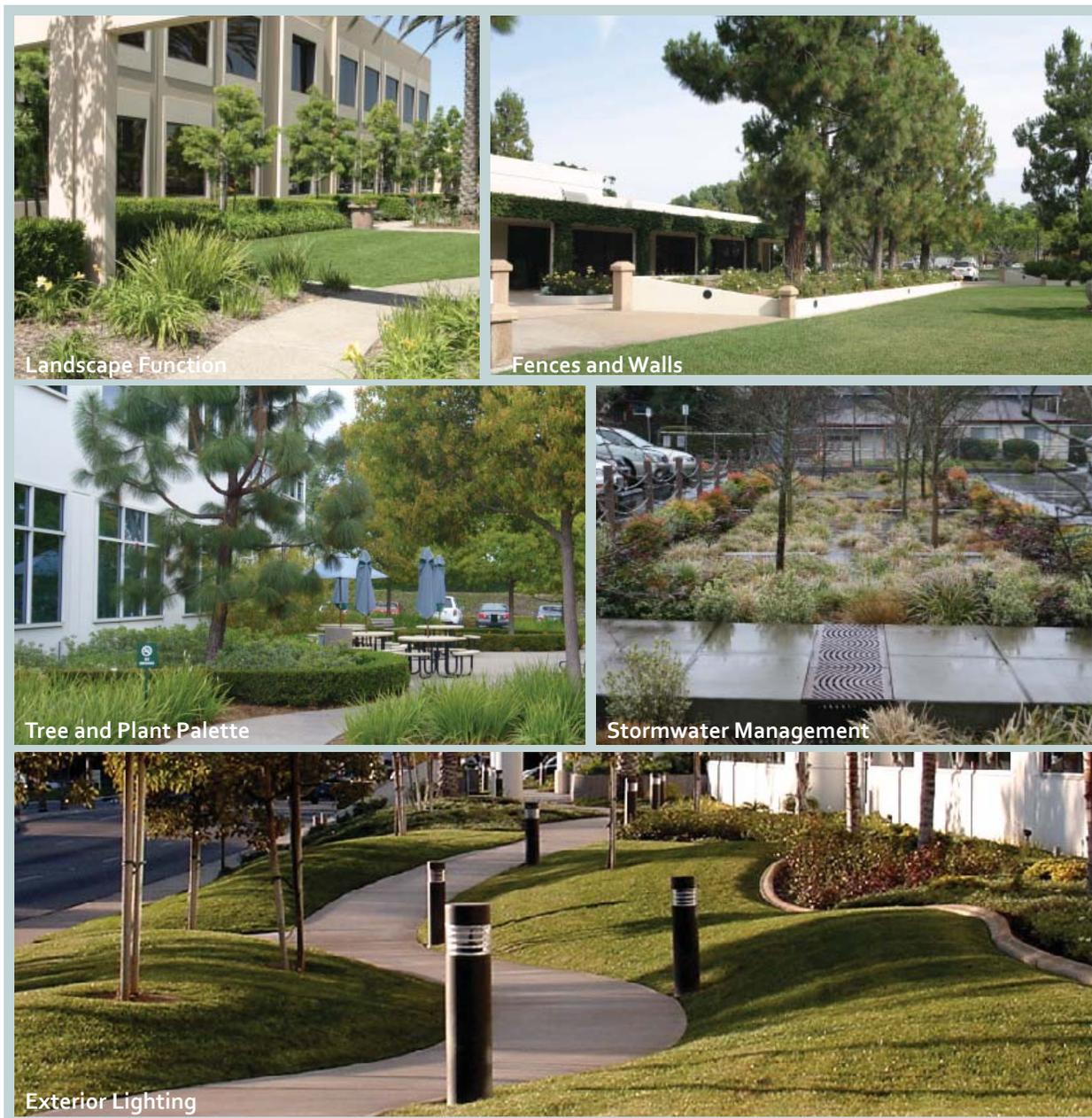


Figure 13. Landscape Design for Light Industrial/Business Park Uses



2. Frontage Guidelines

In addition to the design standards and guidelines above for Light Industrial/ Business Park, additional design standards and guidelines are provided below for lots fronting a Major or Minor Street as indicated in Figure 2.

A. MAJOR STREETS

1. Primary Façade

- Street Orientation: Building frontages shall face the Major Street.
- Pedestrian Connections to Street: Pedestrian connections to the sidewalk shall be provided for each building entry along a façade.
- Entry Location: Primary building entries shall face the Major Street.

2. Setback and Setback Landscaping

- Build-to Lines: Buildings shall be built near or along the property line that runs parallel to a Major Street.
- Landscaping: Landscaping should consist of a mix of shrubs and trees.
 - Berms may be appropriate inside the front setback area.

3. Off-Street Parking at Street Edge

- Parking Location: Parking is prohibited at the street edge.

4. Signage

- Signage Type: Pole signs are prohibited.
- Signage Materials: Signage shall be constructed of quality materials.
- Signage Size: Multi-tenant signs shall be provided for commercial uses to reduce the number of overall signs.
- Fencing: Fencing is prohibited.



Figure 14. Major Street Frontage for for Light Industrial/Business Park Uses

B. MINOR STREETS

1. Primary Façade

- Pedestrian Connections to Street: Pedestrian connections to the sidewalk shall be provided for each building entry along a retail façade.
- Street Orientation: Building frontages shall front the Minor Street unless the building also has frontage on a Major Street.
- Entry Location: Building entries shall be located to face the Minor Street unless the building also fronts onto a Major Street.

2. Setback and Setback Landscaping

- Build-to Lines: Buildings are encouraged to be built near or along the property line that runs parallel to the Minor Street.
- Landscaping: Landscaping should consist of a mix of shrubs and trees. Berms may be appropriate inside the front setback area. If parking is provided in the front setback, enhanced landscaping shall be provided to screen the parking from the public right-of-way.

3. Off-Street Parking at Street Edge

- Parking Location: Parking is discouraged at the street edge. No more than one (1) double-loaded aisle of off-street parking should be provided at the street edge.

4. Signage

- Signage Type: Pole signs are prohibited.
- Signage Materials: Signage shall be constructed of quality materials.
- Signage Size: Multi-tenant signs shall be provided for light industrial and business park tenants to reduce the number of overall signs.

5. Fencing

- Fencing Location: Fencing is discouraged. If fencing is provided, fencing shall return to the edges of the buildings along Minor Streets. Fencing shall not be built on the property line to fully enclose buildings.
- Fencing Materials and Landscaping: Fencing materials along Minor Streets shall be constructed of high-quality materials. Fencing materials should be enhanced with natural vegetation and landscaping.



Figure 15. Minor Street Frontage for Light Industrial/Business Park Uses

C. OPEN SPACES, TRAILS, OR BIKEWAYS

1. Building Façade

- **Building Orientation:** Where appropriate, building edges are encouraged to front directly onto open spaces and parks, as shown in Figure 16.

2. Setback and Setback Landscaping

- **Landscaping:** Landscaping should be provided between buildings and public open spaces. Landscaping should allow for some visibility through from public open spaces for security purposes. Where parking is provided between buildings and public open spaces, landscaping should be strategically placed to screen parking areas from public open spaces.

3. Off-Street Parking

- **Parking Location:** Parking is discouraged between buildings and public open spaces. Where parking is provided between buildings and public open spaces, a maximum of one double-loaded parking aisle is allowed.

4. Connections to Public Open Spaces

- **Pedestrian Connections:** New development shall provide at least one public access point to public open spaces. Multiple access points are encouraged.

5. Fencing

- **Fencing Materials:** Fencing is discouraged between buildings and public open spaces. If fencing is provided, ensure that it is transparent for security purposes. Any fencing adjacent to a public open space shall be constructed of high quality and durable materials.



Figure 16. Open Space, Trails, or Bikeways for Light Industrial/Business Park Uses



E. Industrial Guidelines

The following guidelines are intended for Industrial projects in the following designations, as shown in Figure 1.

- **Industrial**

Additionally, special frontage guidelines are provided for development that faces Minor and Major Streets, as shown on Figure 2.

1. General Development Guidelines

General Development Guidelines apply to all development occurring on parcels within the Industrial land use designation.

A. SITE PLANNING

These guidelines, illustrated in Figure 17, are intended to ensure that new Industrial development uses an efficient and functional arrangement of buildings and site components.

1. Building Orientation

- Main building faces shall be oriented toward the street.
- Buildings should be arranged to be as close to public streets as practical. Large front setbacks are discouraged.
- Visitor entrances to buildings should be clearly visible from a public street.

2. Pedestrian Access

- Clear pedestrian pathways should be provided to connect building entries to public sidewalks.
- Primary routes for pedestrian circulation should provide universal access wherever possible by reducing unnecessary steps and level changes.
- All sites should have safe and convenient pedestrian access to public rights-of-way.

3. Internal Open Space

- Plazas, green spaces, and pedestrian areas and facilities should be incorporated within the site design as a whole. Where possible, they should be visible from public streets to provide visual interest.
- Employees should be provided with break and gathering spaces that are sufficient in size and scale and are located in areas buffered from traffic and vehicle circulation.

4. Vehicle Access

- Access drives shall be limited, to the extent feasible.
- Common access drives shared by multiple sites are encouraged.

5. Parking Area Design

- Visitor, short-term, and accessible parking spaces may be provided in between building frontages and streets. However, the majority of employee and service parking should be behind the building.
- Surface parking should be divided into smaller units to reduce the visual impact of large expanses of pavement and vehicles. This can be accomplished by providing landscaped medians between parking bays and by providing pedestrian paths.
- The distance from parking spaces to building entries should be minimized.

6. Internal Circulation

- Internal circulation shall be of sufficient size and have appropriate turning radii to prevent internal routes from requiring movement onto public or semi-private streets.
- Within development parcels, access drives shall be designed to provide sufficient vehicle stacking during peak traffic hours without impacting internal circulation or the adjoining street.

7. Service and Delivery Areas

- The impact of service, delivery, and storage areas shall be mitigated by locating these areas on the sides or backs of buildings away from public streets and pedestrian circulation.
- Loading areas shall be located so that trucks being loaded or unloaded do not disrupt circulation within the site.
- Street-side loading shall be prohibited unless the loading dock is set back at least 70 feet from the street and is screened with materials that have a similar color, texture, roof style, and architectural detailing to the overall site and building design, and that form an opaque screen up to a height of 8 feet. This requirement shall not apply in RAAP-2 districts.
- On-site queuing space for vehicles waiting to be unloaded shall be provided where necessary.
- Outdoor storage, including company-operated vehicles other than passenger vehicles, shall be screened from public view using any combination of walls, berms, and landscaping.

8. Utilities and Refuse Areas

- Utility cabinets and meters shall be contained in the building or otherwise fully screened from public view.



- Backflow prevention devices should be fully screened from public view through the use of landscaping, berms, low walls, or other screening techniques.
- Refuse areas shall be designed to fit the number of trash and recycling bins required to accommodate all waste generated by building users.
- Refuse enclosures shall be constructed of durable materials with a similar color, texture, roof style, and architectural detailing to the overall site and building design.
- Refuse areas shall be designed to accommodate truck access.



Figure 17. Site Planning for Industrial Uses

COLLEGE HEIGHTS

B. INTERIOR STREET DESIGN

Where feasible, new developments should provide for public access through sites to connect to existing public rights-of-way. The following guidelines are meant to ensure that new development respond to these streets through several elements. See Figure 18 below.

1. Interior Street Design

- Interior Streets that provide for public access should be designed to accommodate pedestrians. Interior Streets should include a sidewalk on at least one side of the street.

2. Building Orientation

- Buildings should face interior streets if not adjacent to Major or Minor Streets.

3. Setback and Setback Landscaping

- Building setbacks should be allowed to be flexible adjacent to Interior Streets.
- A landscaped buffer should be provided to separate the Interior Street from parking or service areas.



Figure 18. Interior Street Design for Industrial Uses



C. BUILDING DESIGN

See Figure 19 for illustrations of Building Design guidelines.

1. Massing

- Buildings shall be designed with the human scale in mind, incorporating overhangs, changes in wall planes and building height, vertical elements, and other architectural features to break up the bulk of a single building and provide visual interest.

2. Façades

- Façades shall incorporate structural or design elements to break wall expanses into smaller parts. Windows, doors, and other openings shall be designed to help implement this principle.
- Regardless of construction type, development shall include decorative façade treatments that minimize the sense of a boxy, “tilt-up”-style building.
- A building’s façade should delineate a base, middle, and top of the building.

3. Building Entries

- Primary building entries should be emphasized by changes in building mass or building height, or by incorporating special architectural features such as overhangs.
- Architectural detailing and materials should be used to distinguish the hierarchy between visitor and employee/service entries.

4. Windows

- Recessed windows are strongly encouraged. Other means of accenting the windows, such as distinctive color treatments, should also be considered in order to create a sense of depth on the façade.

5. Materials

- At least 75 percent of a building’s front façade, and at least 25 percent of all other building façades, shall consist of non-metallic surfaces such as wood, stone, rock, brick, or glass. Side walls that are designed to be expandable shall be exempt from this requirement, provided that these walls are shown on the site plan.

6. Roofs

- Cornices, parapets, and eaves should be used to denote the top of a building and provide greater visual interest on tall façades.
- Roof cornices, where employed, should incorporate materials, colors, and forms that fit the architectural character of the overall building design.

COLLEGE HEIGHTS

7. Signage

- Signs should be designed to be easily legible. Legibility can be optimized by providing high contrast between the sign content and its background.
- Signs shall be constructed of high quality and durable materials.
- Signs should relate to the materials, colors, and shapes of the architectural elements of the building they serve.
- Where possible, signs should align with major architectural features such as building entrances.



Figure 19. Building Design for Industrial Uses



D. LANDSCAPE DESIGN

See Figure 20 for illustrations of Landscape Design guidelines.

1. Landscape Function

- Landscaping shall be used to provide an attractive setting for development; soften hard building contours; shade parking areas and other large expanses of pavement; buffer and merge various uses; mitigate building height; and screen unsightly uses.
- Developers are strongly encouraged to provide more landscaping than the minimum standard, particularly in publicly viewed areas, in order to create a more attractive environment for employees and the general public.
- Landscaping should be designed and located to provide stormwater treatment where possible.
- Shade trees should be planted where they can provide shade for pedestrian areas, such as outdoor patios, and improve people's comfort during hot months.

2. Tree and Plant Palette

- Landscape plants shall be chosen based upon the characteristics of Upland's climate to ensure that the plants will thrive with minimal irrigation. California natives and climate-adapted plants are both suitable.
- A variety of plants shall be used to provide a mix of heights, colors, and textures.
- Integrated pest management (IPM) techniques, rather than pesticides, should be utilized to control disease, invasive plants and pests. IPM techniques include planting species that will attract beneficial insects, installing mechanical trapping devices for pests, and using dense ground covers to shade out weeds.

3. Fences and Walls

- Fences are discouraged between buildings and public roadways, except where they are less than 48 inches high or are necessary to screen maintenance, service, or outdoor storage areas.
- Screening fences and walls may be used as part of the internal site design.
- Fences and walls should be semi-transparent. They should be opaque only where they are shielding maintenance, service, or outdoor storage areas.
- Walls or fences that are over 60 feet in length and visible from a public street should be articulated with a change in appearance. This can be achieved through a change in the material, texture, or wall plane.
- Service fencing that is not visible from public rights-of-way can be provided as coated chain-link fencing.

4. Exterior Lighting

- Exterior lighting shall be designed to provide light only in areas where it is necessary for comfort and safety.
- The lighting of landscape features, architectural embellishments, or signage shall be kept to a minimum. Where lighting is appropriate, downlighting should be used where possible rather than uplighting.
- Exterior lighting should be integrated with the architectural and landscape design.
- Parking lots shall be designed with a greater number of shorter, low wattage, tightly spaced fixtures rather than a lesser number of taller, higher wattage fixtures. Fixtures shall not exceed 18 feet in height.
- Pedestrian sidewalks and plazas should be illuminated at night, using downward-facing lights where possible.
- Lighting levels shall be adequate to provide for safety, but shall be limited to conserve energy and avoid light pollution.
- Lighting shall employ control features to avoid light being directed offsite.
- Lighting of outdoor service, loading, or storage areas shall be contained within each area's boundaries and enclosure walls. No light spillover shall occur outside the service area, and light sources shall not be visible from the street or adjacent properties.
- Curfew controllers should be used to turn off all nonessential lights after a specified evening time.



Figure 20. Landscape Design for Industrial Uses



2. Frontage Guidelines

In addition to the design standards and guidelines above for Industrial developments, additional design standards and guidelines are provided below for lots fronting a Major or Minor Street, as indicated in Figure 2 above.

A. MAJOR STREETS

1. Primary Façade

- Street Orientation: The office component of industrial structures should face the Major Street, as shown in Figure 21.

2. Pedestrian Connections to Street

- Pedestrian connections are encouraged to connect the office component of industrial structures to the public right-of-way, as shown in Figure 21.

3. Entry Location

- The primary building entry shall face the Major Street.

4. Setback and Setback Landscaping

- Build-to Lines: Setback distances should be flexible.
- Landscaping: Berms may be appropriate in front setback areas. Enhanced landscaping shall be provided along or near the property line along Major Streets where buildings are significantly set back. Where parking is provided adjacent to Major Streets, enhanced landscaping shall be provided to screen parking areas, as shown in Figure 21.

5. Off-Street Parking at Street Edge

- Parking Location: Parking is discouraged at the street edge. No more than one (1) double-loaded aisle of off-street parking should be provided at the street edge.

6. Signage

- Signage Type: Pole signs are prohibited.
- Signage Materials: Signage should be constructed of high quality and durable materials.
- Signage Size: Multi-tenant signs should be used to reduce the number of overall signs.

7. Fencing

- Fencing Location: Fencing is discouraged along Major Streets.
- Fencing Materials and Landscaping: If fences are constructed, fencing should be constructed of high quality and durable materials. Fencing should be accompanied by vegetation or enhanced landscaping.

B. MINOR STREETS

1. Primary Façade

- Street Orientation: Office components of industrial buildings shall face the Minor Street unless the building is also adjacent to a Major Street.
- Pedestrian Connections to Street: Pedestrian connections are encouraged between entries to office components and the public right-of-way.
- Entry Location: The primary building entry shall face the Minor Street unless the building is also adjacent to a Major Street.

2. Setback and Setback Landscaping

- Build-to Lines: Setback distances should be flexible.
- Landscaping: Enhanced landscaping should be provided when buildings are set back significantly from the property line along a Minor Street. Landscaping should consist of a mix of shrubs and trees. Berms are appropriate along Minor Streets. Where parking is provided adjacent to Minor Streets, enhanced landscaping shall be provided to screen parking areas.

3. Off-Street Parking at Street Edge

- Parking Location: Parking is discouraged at the street edge. No more than 1 double-loaded aisle of off-street parking should be provided at the street edge.

4. Signage

- Signage Type: Pole signage is prohibited.
- Signage Size: Multi-tenant signs should be used to reduce the number of overall signs.

5. Fencing

- Fencing Materials and Landscaping: Fencing should be constructed of high-quality and durable materials. Fencing should be accompanied by vegetation or enhanced landscaping, as shown in Figure 22.



Primary Façade

Pedestrian Connections

Figure 21. Major Street Frontage for Industrial Uses



Primary Façade

Setback and setback landscaping

Fencing

Off-street parking at street edge

Figure 22. Minor Street Frontage for Industrial Uses

COLLEGE HEIGHTS

C. OPEN SPACES, TRAILS, OR BIKEWAYS

1. Building Façade

- Building Orientation: Where appropriate, building edges are encouraged to front directly onto open spaces and parks, as shown in Figure 23.

2. Setback and Setback Landscaping

- Landscaping: Landscaping should be provided between buildings and public open spaces. Landscaping should allow for some visibility through from public open spaces for security purposes. Where parking is provided between buildings and public open spaces, landscaping should be strategically placed to screen parking areas from public open spaces.

3. Off-Street Parking

- Parking Location: Parking is discouraged between buildings and public open spaces.

4. Connections to Public Open Spaces

- Pedestrian Connections: New development shall provide at least one public access point to public open spaces, as shown in Figure 23.

5. Fencing

- Fencing Materials: Fencing is discouraged between buildings and public open spaces. If fencing is provided, ensure that it is transparent for security purposes. Any fencing adjacent to a public open space shall be constructed of high quality and durable materials.



Figure 23. Open Spaces, Trails, or Bikeways for Industrial Uses



F. Multi-family Residential Guidelines

The following guidelines are intended for multi-family residential projects that occur in the following designations, as shown in Figure 1:

- **Multi-family Residential Low**
- **Multi-family Residential Medium**

Additionally, special frontage guidelines are provided for development that faces Minor and Major Streets, as shown on Figure 2.

1. General Development Guidelines

General Development Guidelines apply to all development occurring on parcels within the Multi-Family Residential land use designations.

A. SITE PLANNING

These standards and guidelines are intended to ensure that projects contribute to a cohesive urban design for College Heights and Upland as a whole, while still allowing for creative flexibility from project to project. See Figure 24 for site planning guideline illustrations.

1. Building Orientation

- Parking shall be provided at the rear of the building and accessed by alleys. This will create a continuous residential street frontage that is pleasant to walk along. If parking is provided at the side of the building, it shall include a "street edge" of landscaping, walls or trellises.
- Main façades with entrance doors and windows should front the primary street.
- Owners of adjoining properties are encouraged to develop shared facilities, such as driveways, parking areas, pedestrian plazas and walkways.
- Buildings located on corners should include special design and architectural features that help to anchor the intersection.

2. Pedestrian Access

- Outdoor pedestrian space shall be landscaped and include appropriate street furniture to facilitate pedestrian activity. These spaces should have visibility to the street to increase security.
- Attractive, well-marked pedestrian links between parking and buildings shall be provided.

3. Internal Open Space

- Open space, plazas, and paseos should be developed to maximize circulation opportunities between adjacent buildings. Seating areas should be provided and coordinated with shading, landscaping, and lighting.
- Private residential open space areas should be configured and designed to ensure privacy for residential uses, while also providing linkages to the public open space components of the project.

4. Parking Area Design

- Wherever possible, parking entrances should be located behind residential structures, rather than along the primary frontage, to minimize the visual impact to the street.
- Where individual garages are incorporated into projects, private streets or alley-loaded access is encouraged. The design of these structures should relate to the primary building.
- All parking areas shall provide interior landscaping for shade and aesthetic enhancement.
- If parking is provided at the side of buildings, these areas shall be buffered by landscaping, low walls and fencing. For security purposes, openings shall be incorporated into the design of buffers to provide views into the site.
- All outdoor parking areas should be divided into smaller units to decrease visual impacts associated with large expanses of pavement and vehicles, and to facilitate safe and efficient pedestrian movement between parking and residential and commercial development.
- All new projects should provide bicycle racks that are located close to the buildings and do not impede pedestrian or auto circulation.
- Bicycle racks should provide two points of attachment to the bicycle frame and should follow best practices for bicycle parking racks as described in *Living Streets Manual* (www.modelstreetmanual.com).

5. Utilities and Refuse Areas

- Trash enclosures, service areas, utility meters, and mechanical and electrical equipment should be located on alleys and screened from public view.

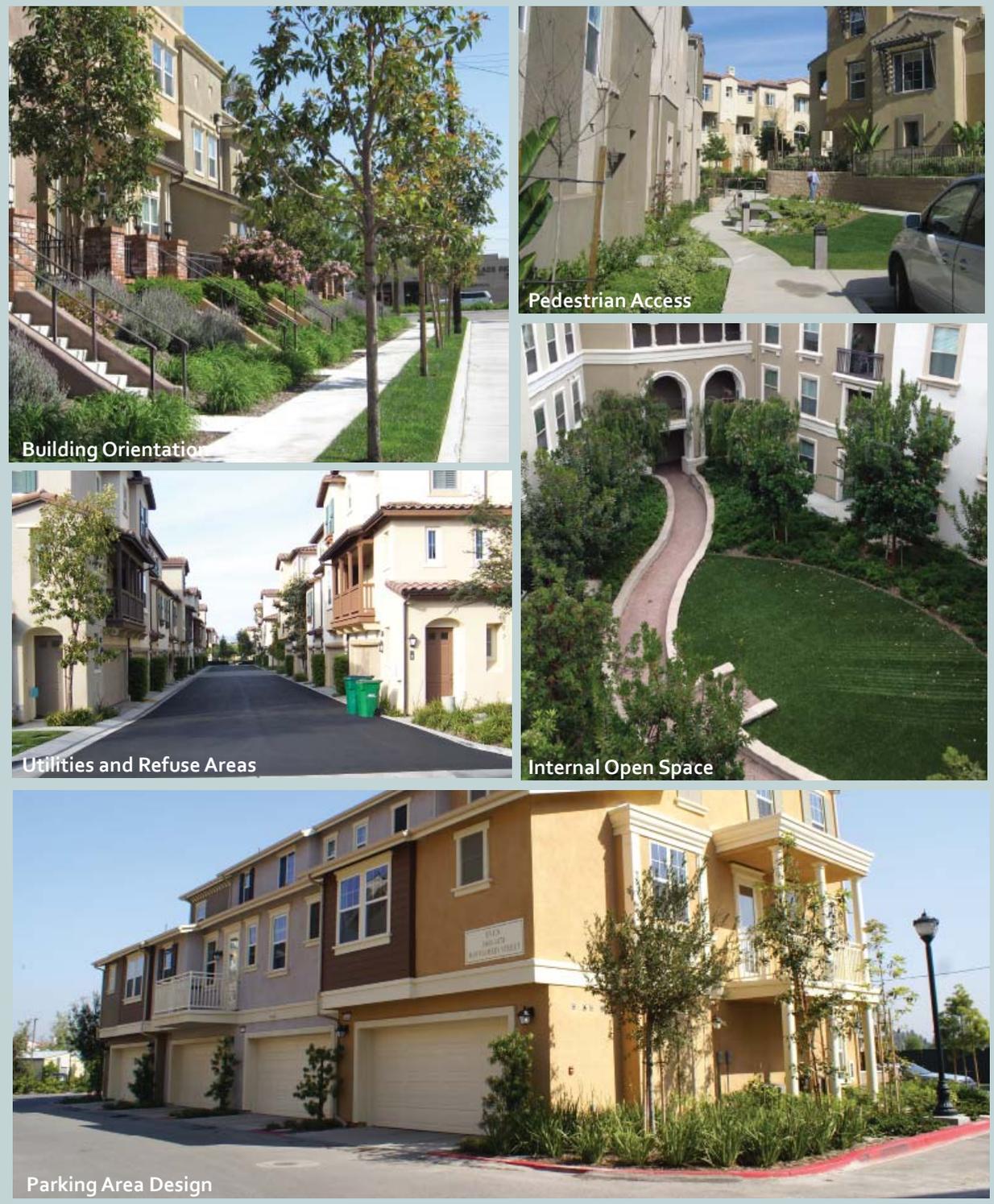


Figure 24. Site Planning for Multi-family Residential Uses

B. BUILDING DESIGN

1. Massing

- The massing of larger residential buildings shall be broken down to give individuality to units.
- Building massing should be legible as individual residences or small groups of units and called out using one or more of the following methods:
 - Separate building volumes
 - Window bays or balconies
 - Porches or entrance vestibules
 - Individual roof volumes or other roof articulations
- Architectural details commonly used in the design and construction of single-family homes, such as porches, balconies, bays and dormers, should be employed in the design of multi-family projects.

2. Windows

- Upper story windows shall be detailed with well-proportioned architectural elements, such as sills, recesses and lintels.
- Operable windows shall be used.
- Clear glass shall be used.
- Windows should maintain consistency in shape and location across the street wall.
- Non-reflective coatings, low-emissivity glass, and external shade devices should be used for heat and glare control.

3. Materials

- Materials should be chosen and detailed to respect the local climate and traditions. These may include wood siding, sheet metal, stucco, tile and stone.
- Materials and detailing should be used on all sides of the building, not just the front façade.
- Natural materials should be utilized, rather than simulated materials. Where simulated materials are used, they should keep with the character and properties of the material being simulated.
- Artwork should be considered for incorporation into building design.

4. Roofs

- Roofs should be proportionate to building mass and incorporate cornices, eaves



and overhangs.

- All roof-mounted mechanical, electrical and external communication equipment, such as satellite dishes and microwave towers, shall be screened from public view and architecturally integrated into the building design.

C. LANDSCAPE DESIGN

See Figure 26 for Multi-family landscape design guideline illustrations.



Figure 25. Building Design for Multi-family Residential Uses

1. Landscape Function

- Landscaping shall be used to provide an attractive setting for development; soften hard building contours; shade parking areas and other large expanses of pavement; buffer and merge various uses; mitigate building height; and screen unsightly uses.
- Developers are strongly encouraged to provide more landscaping than the minimum standard, particularly in publicly viewed areas, in order to create a more attractive environment for employees and the general public.
- Landscaping should be designed to provide stormwater treatment where possible.

2. Tree and Plant Palette

- Landscape plants shall be chosen based upon the characteristics of Upland's climate to ensure that the plants will thrive with minimal irrigation. California natives and climate-adapted plants are both suitable.
- A variety of plants shall be used to provide a mix of heights, colors, and textures.
- Integrated pest management (IPM) techniques, rather than pesticides, should be utilized to control disease, invasive plants and pests. IPM techniques include planting species that will attract beneficial insects, installing mechanical trapping devices for pests, and using dense ground covers to shade out weeds.

3. Fences and Walls

- Fences are discouraged between buildings and public roadways, except where they are less than 48 inches high or are necessary to screen maintenance, service, or outdoor storage areas.
- Screening fences and walls may be used as part of the internal site design.
- Fences and walls should be semi-transparent. They should be opaque only where they are shielding maintenance, service, or outdoor storage areas.
- Walls or fences that are over 60 feet in length and visible from a public street should be articulated with a change in appearance. This can be achieved through a change in the material, texture, or wall plane.
- Service fencing that is not visible from public rights-of-way can be provided as coated chain-link fencing.

4. Exterior Lighting

- Exterior lighting shall be designed to provide light only in areas where it is necessary for comfort and safety.
- The lighting of landscape features, architectural embellishments, or signage shall be kept to a minimum. Where lighting is appropriate, downlighting should be



used where possible rather than uplighting.

- Exterior lighting should be integrated with the architectural and landscape design.
- Parking lots shall be designed with a greater number of shorter, low wattage, tightly spaced fixtures rather than a lesser number of taller, higher wattage fixtures. Fixtures shall not exceed 18 feet in height.
- Pedestrian sidewalks and plazas should be illuminated at night, using downward-facing lights where possible.
- Lighting levels shall be adequate to provide for safety, but shall be limited to conserve energy and avoid light pollution.
- Lighting shall employ control features to avoid light being directed offsite.
- Lighting of outdoor service, loading, or storage areas shall be contained within each area’s boundaries and enclosure walls. No light spillover shall occur outside the service area, and light sources shall not be visible from the street or adjacent properties.
- Curfew controllers should be used to turn off all nonessential lights after a specified evening time.

2. Frontage Guidelines

In addition to the design standards and guidelines above for Multi-family developments,



Figure 26. Landscape Design for Multi-family Residential Uses

COLLEGE HEIGHTS

additional design standards and guidelines are provided below for lots fronting a Minor or Major Street as indicated in Figure 2 above.

A. MAJOR STREETS

See Figure 27 for illustrations of Major Street frontage guidelines.

1. Primary Façade

- Street Orientation: Residential multi-family development shall face Major Streets.
- Pedestrian Connections to Street: Pedestrian connections should provide for entry and exit between the site and Major Streets.
- Entry Locations: Entries should be included on building façades adjacent to Major Streets.

2. Setback and Setback Landscaping

- Build-to Lines: Buildings are encouraged to be built near or along the property line that runs parallel to a Major Street.
- Landscaping: Landscaping shall be provided along Major Streets in between the property line and the building façade where the building is not built to the property line. Landscaping should be low profile to allow views to storefronts. Where buildings are set back, enhanced landscaping shall be provided between the building and the public right-of-way.

3. Off-Street Parking at Street Edge

- Parking Location: Parking is prohibited adjacent to Major Streets.

4. Signage

- Signage Type: Signage provided to indicate the name of a multi-family community shall be a monument sign or some other similar low-profile sign. Signage is encouraged to include landscape elements. Pole signs are prohibited.
- Signage Materials: Signage shall be constructed of high quality and durable materials. Signage shall reflect and be generally consistent with the architectural elements of the residential structures.
- Signage Size and Number: No more than one (1) sign per vehicular entry is allowed along Major Streets.

5. Fencing

- Fencing Location: Fencing is prohibited adjacent to Major Streets.

B. MINOR STREETS

See Figure 28 for Minor Street frontage guidelines illustrations.



1. Primary Façade

- Pedestrian Connections to Street: Pedestrian connections should provide for entry and exit between the site and Minor Streets.
- Street Orientation: Residential multi-family development shall face Minor Streets.
- Entry Locations: Entries should be included on building facades adjacent to Minor Streets.

2. Setback and Setback Landscaping

- Build-to Lines: Setbacks should be flexible.
- Landscaping: Where buildings are set back from Minor Streets, enhanced landscaping should be provided within the setback. Where parking is provided between buildings and a Minor Street, landscaping should be provided to screen parking from the public right-of-way.

3. Off-Street Parking at Street Edge

- Parking Location: Parking is discouraged adjacent to Minor Streets. No more than one (1) double-loaded aisle of off-street parking should be provided at the street edge.

4. Signage

- Signage Type: Signage provided to indicate the name of a multi-family community shall be a monument sign or some other similar low-profile sign. Signage are encouraged to include landscape elements. Pole signs are prohibited.
- Signage Materials: Signage shall be constructed of high quality and durable materials. Signage shall reflect and be generally consistent with the architectural elements of the residential structures.
- Signage Size and Number: No more than 1 sign per vehicular entry is allowed along Minor Streets.

5. Fencing

- Fencing Location: Fencing is discouraged adjacent to Minor Streets.
- Fencing Materials and Landscaping: If provided, fencing shall be constructed of durable and high quality materials. Fencing shall allow for visibility into the property. Fencing is encouraged to be enhanced with vegetation and landscaping.

C. OPEN SPACES, TRAILS, OR BIKEWAYS

1. Building Façade

COLLEGE HEIGHTS



Figure 27. Major Street Frontage for Multi-family Residential Uses



Figure 28. Minor Street Frontage for Multi-family Residential Uses



- Building Orientation: Where appropriate, buildings should front directly onto open spaces and parks.

2. Setback and Setback Landscaping

- Landscaping: Landscaping should be provided between buildings and public open spaces. Landscaping should allow for some visibility through to residential areas from public open spaces. Where parking is provided between buildings and public open spaces, landscaping should be strategically placed to screen parking areas from public open spaces.

3. Off-Street Parking

- Parking Location: Parking is discouraged between buildings and public open spaces.

4. Connections to Public Open Spaces

- Pedestrian Connections: Pedestrian connections are encouraged to provide at least one access point to connect residential areas directly to public open spaces. Multiple pedestrian access points are encouraged, as illustrated in Figure 29.

5. Fencing

- Fencing Materials: Fencing adjacent to public open spaces shall be constructed of durable and high quality materials. Fencing is encouraged to allow visibility for security and aesthetic purposes, as shown in Figure 29.



Figure 29. Open Spaces, Trails, or Bikeways for Multi-family Residential Uses

