

5.0 DESIGN GUIDELINES

This chapter identifies the conceptual themes for site planning, architecture, and landscape design in the West Ontario Commerce Center. The guidelines are intended to ensure a cohesive and attractive development that meets the following objectives:

- ❖ Demonstrates that the West Ontario Commercial Center is a high quality development that complements and integrates into the community and adds value to the City.
- ❖ Creates a functional and sustainable place that ensures that the West Ontario Commerce Center is competitive regionally and appropriate for the Ontario Ranch community.
- ❖ Illustrates through site planning the distinctive characteristics of the two districts of the land use plan: Business Park District (Planning Area 1) and General Industrial District (Planning Area 2).
- ❖ Establishes criteria for building design and materials, landscape design, and site design that provide guidance to developers, builders, architects, landscape architects, and other professionals preparing plans for construction.
- ❖ Provides guidance to City staff and the Planning Commission in the review and evaluation of future development projects in the West Ontario Commerce Center.
- ❖ Incorporates construction and landscape design standards that promote energy and water conservation strategies.
- ❖ Implements the goals and policies of The Ontario Plan and the intent of the Ontario Development Code.

5.1 SITE DESIGN

The Planning Areas within the West Ontario Commerce Center are designed to be architecturally consistent yet distinct through use and circulation. As indicated in Figure 3.1 (see Chapter 3), Planning Area 1 is oriented toward Eucalyptus Avenue and intended to serve as a buffer between the residential uses to the north and the industrial and/or warehouse and distribution uses of Planning Area 2.

Site design within Planning Area 1 (Business Park District) shall incorporate the following design features, as feasible:

- ❖ The arrangement of multiple buildings and associated circulation, and parking areas should reflect a well-organized site plan that emphasizes pedestrian connectivity and landscaped areas responsive to the public.
- ❖ Orient buildings to front onto Eucalyptus Avenue and create an inviting public perimeter.
- ❖ Provide pedestrian access to buildings visible from Eucalyptus Avenue, the parking areas, and perimeter sidewalks.
- ❖ Install enhanced paving, accent trees, and other landscape features that mark major building entries.

- ❖ Design parking areas along Hellman, Eucalyptus and Carpenter Avenues to include a landscape buffer with screening trees, and drought tolerant plants. (See Section 5.3 for additional information.)
- ❖ Plan landscaped areas, drive entrances, and/or buildings to separate parking areas and keep the parking lot from being the dominant visual element of the site.
- ❖ Locate visitor and short-term parking areas at the front and sides of buildings to be near primary building entrances.
- ❖ Orient elements such as trash enclosure areas, loading bay doors, and service docks to prevent visibility from Eucalyptus Avenue and screen such elements to minimize their visibility from Carpenter Avenue.
- ❖ Design loading and storage areas to provide for on-site backing and maneuvering, adequate parking for loading vehicles to ensure that normal traffic flow is not impeded, and orient such spaces away from Eucalyptus Avenue, as feasible.
- ❖ Design drive aisles that minimize impact to pedestrians, provide adequate stacking, and prevent the queuing of vehicles onto public streets.
- ❖ Strategically locate service entrances to not interfere with owner, tenant, or customer access.
- ❖ Design buildings with electrical rooms and adjacent transformers in locations away from front entry and not visible from streets.

Site design within Planning Area 2 (General Industrial District) shall incorporate the following design features, as feasible:

- ❖ Guide pedestrian access to the buildings from Hellman, Merrill, and Carpenter Avenues, and parking areas with building entrances marked by signage, architectural features, and landscaping features.
- ❖ Design parking areas along Merrill and Carpenter Avenues to include a landscape buffer with screening trees and drought tolerant plants. (See Section 5.3 for additional information)
- ❖ Design buildings with electrical rooms and adjacent transformers in locations away from front entry and not visible from streets.

5.2 ARCHITECTURAL DESIGN

The building design, materials, colors, and textures in the West Ontario Commerce Center establish its theme and character. The design elements in the two Planning Areas shall be compatible and complement each other; however, variation is encouraged to provide visual interest.



Planning Area 1 Architectural Design Examples

Architectural design within Planning Area 1 (Business Park District) shall incorporate the following design features, as feasible:

Office, Light Industrial, and Commercial Development

- ❖ Ensure consistency of materials, colors, fenestration, scale, and massing with the intended architectural style or theme of the West Ontario Commerce Center.
- ❖ Avoid blank walls. Provide sufficient vertical and horizontal articulation for elevations that are visible from public rights-of-way and Cucamonga Creek Channel.
- ❖ Feature the highest level of articulation on the front façade and on facades visible from public streets.

- ❖ Incorporate similar and complementary massing materials and details into rear and side yards.
- ❖ Apply materials in a consistent manner to all facades of the project.
- ❖ Terminate changes in material or color around the corner of the building to a logical termination point in relation to the architectural features or massing.
- ❖ Design entry features as a significant aspect of the building's overall composition. Entry monuments shall be designed in accordance with City of Ontario Traffic and Transportation Guidelines for monument placement.
- ❖ Use four different colors, materials, and/or textures on each building.
- ❖ Provide shade and visual relief through recessed or covered entrances.
- ❖ Have a recognizable base, middle, and top in each facade. Typical base treatments include textured materials, different colored materials or paint colors, or enriched landscaping. Typical top treatments include cornice elements, roof overhangs, stepped parapets, textured materials, different colored materials or paint colors, or vertical expressions.
- ❖ Roofing materials visible to public view may include metal standing seam and concrete tile.
- ❖ Decorative concrete, stucco, exterior plaster, tile, and stone are appropriate primary exterior materials for buildings. Veneers that are visibly prefabricated are not recommended.
- ❖ Unfinished exterior surfaces are not permitted on any building façade.
- ❖ Paint exposed downspouts, service doors, and mechanical screens the same color as the adjacent wall.

Architectural design within Planning Area 2 (General Industrial District) shall incorporate the following design features, as feasible:

- ❖ Ensure consistency of materials, colors, fenestration, scale, and massing with the intended architectural style or theme of the West Ontario Commerce Center.
- ❖ Avoid blank walls. Provide sufficient vertical and horizontal articulation for elevations that are visible from public rights-of-way and Cucamonga Creek Channel.
- ❖ Feature the highest level of articulation on the front façade and on facades visible from public streets.
- ❖ Incorporate similar and complementary massing materials and details into rear and side yards.
- ❖ Terminate changes in material or color around the corner of the building to a logical termination point in relation to the architectural features or massing.
- ❖ Highlight primary building entries through the massing of the building, special materials, colors, detailing, and/or other architectural treatment. Provide shade and visual relief through recessed or covered entrances.
- ❖ Portray a quality office appearance for primary entries, and tie the entry into the overall mass and building composition. Entries should not appear as an "add-on" or afterthought.
- ❖ Have a recognizable base, middle, and top in each facade. Typical base treatments include textured materials, different colored materials or paint colors, or enriched landscaping. Typical top treatments include cornice

elements, roof overhangs, stepped parapets, textured materials, different colored materials or paint colors, or vertical expressions.

- ❖ Roofing materials visible to public view may include metal standing seam and concrete tile.
- ❖ Decorative concrete, stucco, exterior plaster, tile, and stone are appropriate primary exterior materials for buildings. Veneers that are visibly prefabricated are not recommended.
- ❖ Unfinished exterior surfaces are not permitted on any building façade.
- ❖ Paint exposed downspouts, service doors, and mechanical screens the same color as the adjacent wall.



Planning Area 2 Architectural Design Examples

5.3 LANDSCAPE DESIGN

The conceptual landscape plan for the West Ontario Commerce Center encourages durable landscape materials and designs that enhance the aesthetics of the structure, create and define public and private spaces, and provide shade and environmental benefits. The City of Ontario has developed the following guidelines to guarantee that intersection sight lines and pedestrian safety are preserved. All landscaping plans within the West Ontario Commerce Center will comply with City of Ontario Standard Drawings and Traffic and Transportation Guidelines for sight-distance.

Key features include:

- ❖ Provide a landscape setback on Merrill and Eucalyptus Avenues consistent with the Ontario Ranch *Streetscape Master Plan* as identified in Chapter 3, Section 3.3: Circulation and Parking Plan.
- ❖ Include in the drought-tolerant plant selection colorful shrubs and groundcovers, ornamental grasses and succulents, evergreen and deciduous trees, and species native to Southern California or naturalized to the arid Southern California climate.
- ❖ Design parking lot landscaping to reduce associated heat buildup, improve aesthetics, and integrate into onsite landscape design and adjacent streetscapes.
- ❖ Use landscaping to aid in the screening and buffering of mechanical equipment, trash collection areas, loading docks and outside storage areas from public view, without using berms. Landscape and provide an automatic irrigation system for all areas within the West Ontario Commerce Center that are not intended for a specific use.
- ❖ Design and grade projects to direct two-year storm event runoff from building roofs and paved areas into swaled landscape areas for retention/infiltration. In particular, open space, landscaped setback areas and trails are to be used for this purpose.

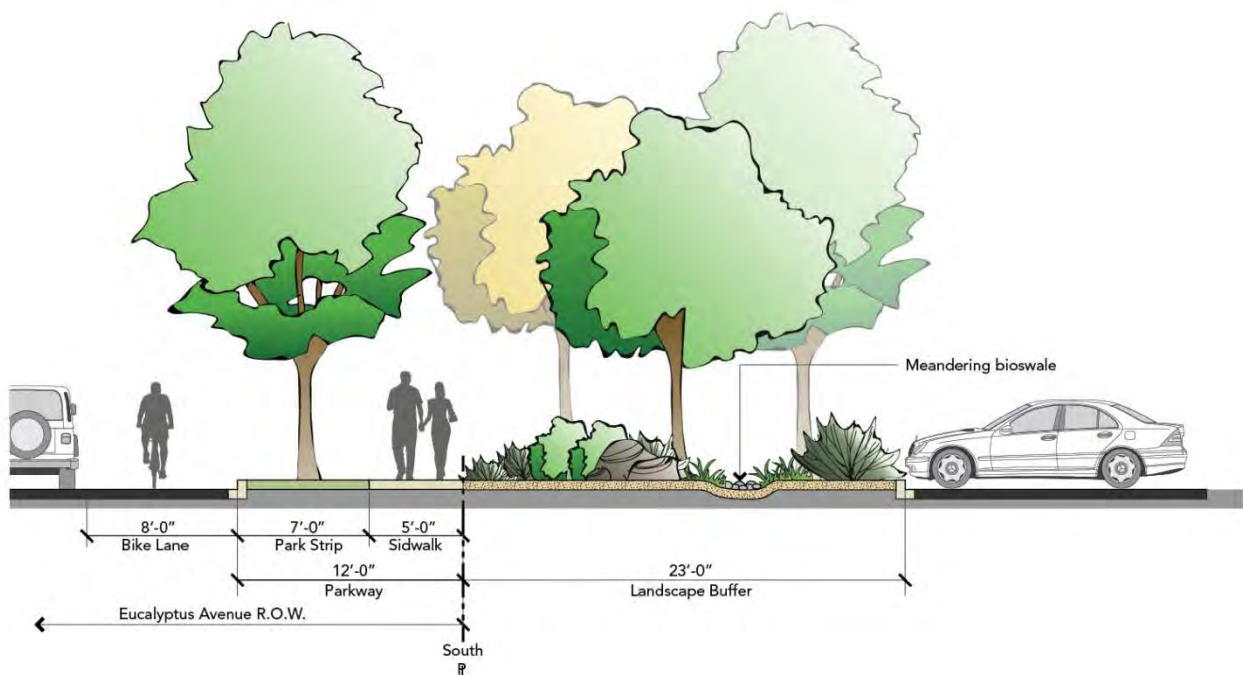
Streetscapes

The West Ontario Commerce Center uses streetscape design to present an aesthetically pleasing view for pedestrians and motorists, screen parking and loading areas from the public right-of-way, and integrate the development into the surrounding community. Streetscape designs presented are conceptual only; final grading, plantings, and tree locations are to be determined on a project-by-project basis. Slopes shall have a maximum 4:1 slope with dripline irrigation to prevent irrigation water runoff.

Eucalyptus Avenue

The typical Eucalyptus Avenue section will feature a 12-foot parkway and 23-foot landscape setback defined in the *Ontario Ranch Streetscape Master Plan* as the “Neighborhood Edge.” The parkway will include a 7-foot curb-adjacent parkway strip generally planted with groundcover and a 5-foot sidewalk. The 35-foot Neighborhood Edge is intended provide a buffer between the West Ontario Commerce Center and the residential neighborhoods to the north as well as provide a visual statement and pleasing aesthetic along a major City thoroughfare (Figure 5.1).

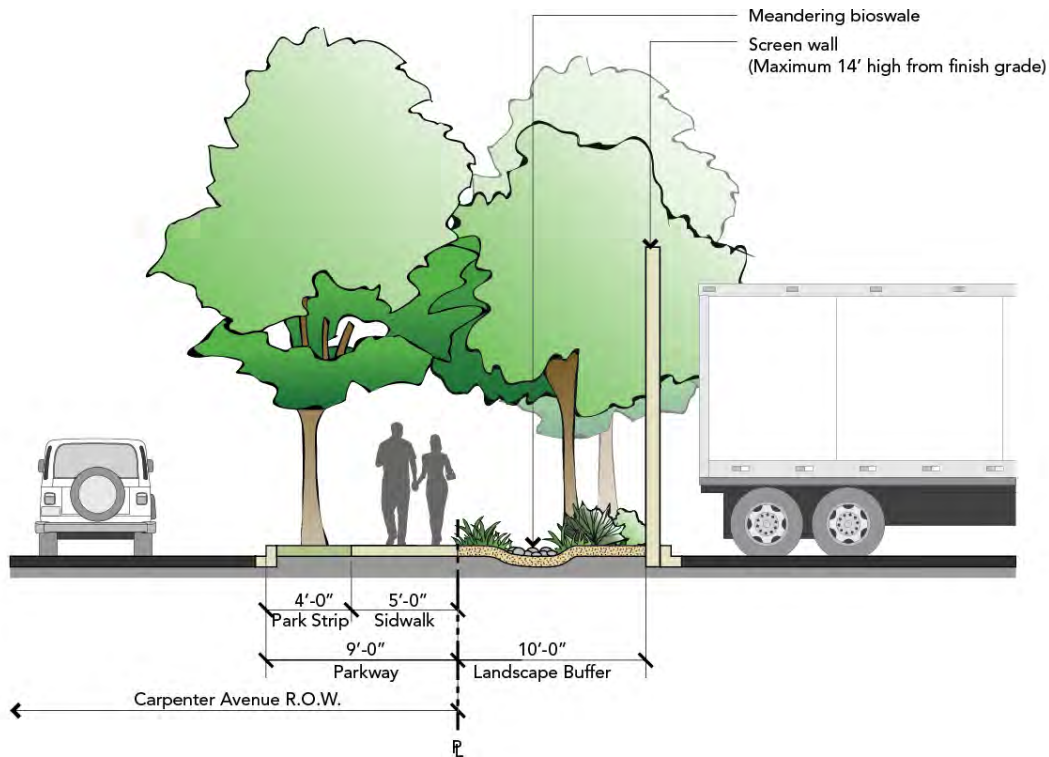
FIGURE 5.1: EUCALYPTUS AVENUE CONCEPTUAL STREETSCAPE



Carpenter Avenue

The typical Carpenter Avenue section will feature a nine-foot parkway and a 10-foot landscape setback. The parkway will include a curb-adjacent parkway strip generally planted with deciduous and/or evergreen trees and groundcover and a five-foot sidewalk. The landscape setback in Planning Area 2 (General Industrial District) is primarily intended to soften the loading dock and parking area of the adjacent warehouse/distribution use. Trees, screenwalls, and bushes will be used to provide a visually pleasing yet functional buffer (Figure 5.2).

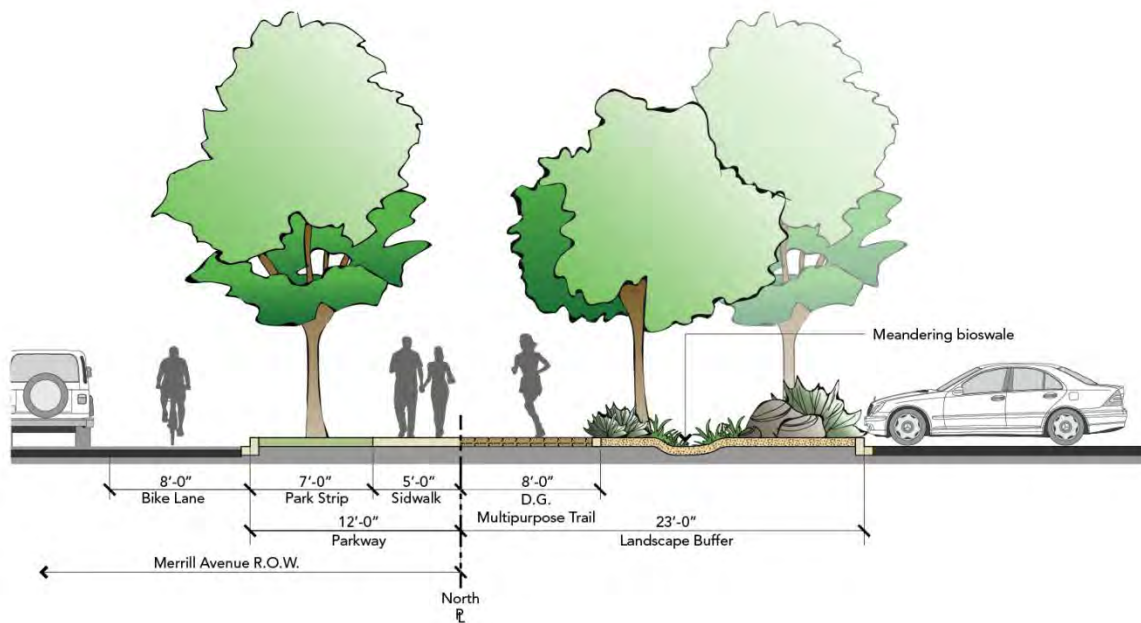
FIGURE 5.2: CARPENTER AVENUE CONCEPTUAL STREETSCAPE



Merrill Avenue

The typical Merrill Avenue section will feature an 8-foot on-street Class II bike lane, 12-foot parkway and 23-foot landscape setback defined in the *Ontario Ranch Streetscape Master Plan* as the “Neighborhood Edge.” The parkway will include a 7-foot curb-adjacent parkway strip generally planted with Toyon Trees, Coast Live Oak, and colorful groundcover and a five-foot sidewalk. The landscape setback will provide an attractive entry to Planning Area 2 (Figure 5.3).

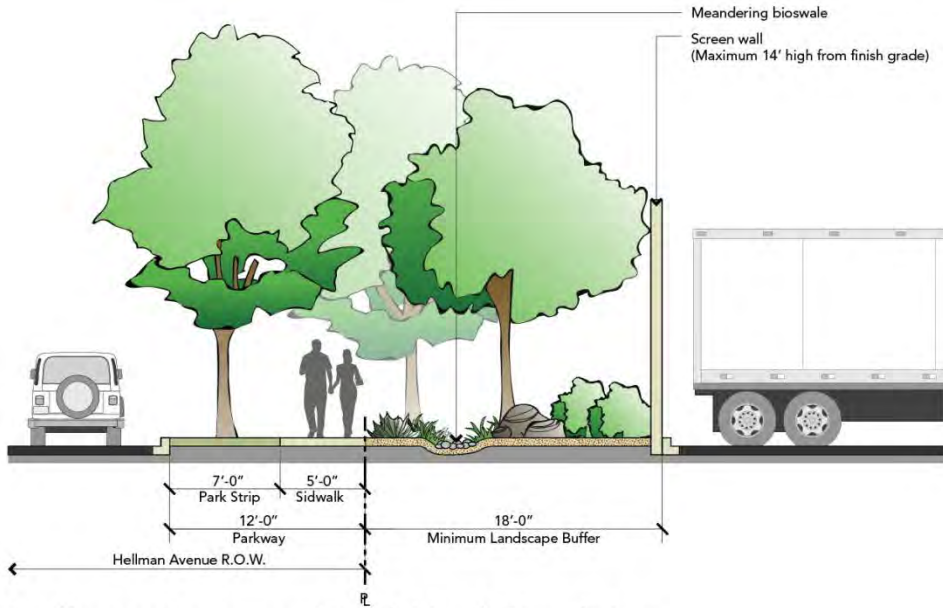
FIGURE 5.3: MERRILL AVENUE CONCEPTUAL STREETSCAPE



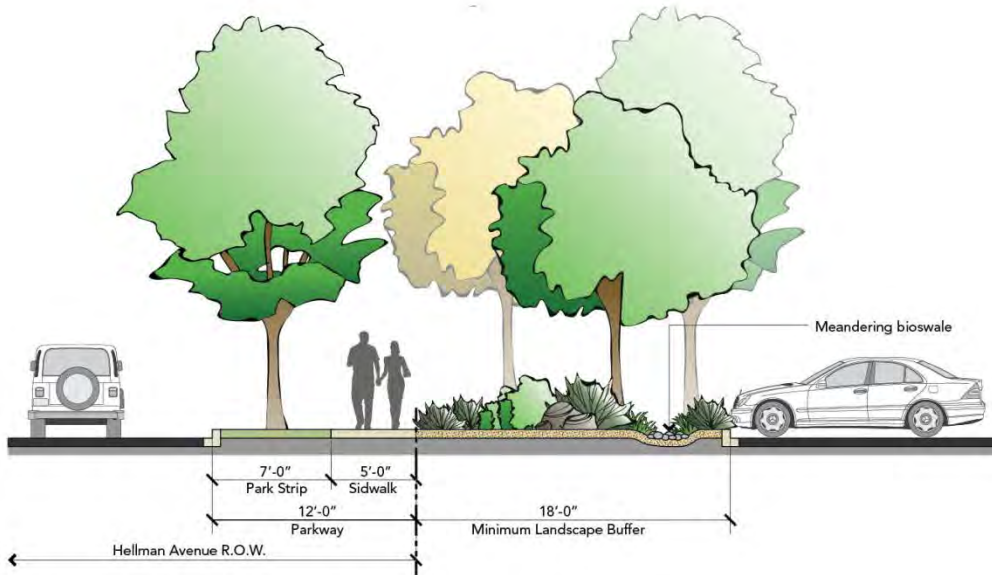
Hellman Avenue

The typical Hellman Avenue section will feature a 12-foot parkway adjacent to an 18-foot landscape setback. The parkway will include a seven-foot curb-adjacent parkway strip generally planted with Tulip Tree, Afghan Pine, Flowering Plum and generally planted with groundcover and a five-foot sidewalk. The landscape setback in Planning Area 2 (General Industrial District) is primarily intended to soften the loading dock and parking area of the adjacent warehouse/distribution use. Trees, and bushes will be used to provide a visually pleasing yet functional buffer (Figures 5.4 and 5.5).

FIGURE 5.4: HELLMAN AVENUE CONCEPTUAL STREETSCAPES



Hellman Avenue - Truck Yard Condition



Hellman Avenue - Parking Lot Condition

FIGURE 5.5: Merrill Avenue Conceptual Project Entry



FIGURE 5.6: Carpenter Avenue Conceptual Project Entry



Plant Palette

The Plant Palette shown in Table 5.1 establishes a base palette for the West Ontario Commerce Center and includes a variety of groundcovers, shrubs, ornamental grasses, and evergreen and deciduous trees. The selection complements the design theme of the Specific Plan area and features water-efficient, drought-tolerant species native to the region. Similar plant materials may be substituted for the species listed in Table 5.1 if the alternative plants are climate appropriate and enhance the thematic setting.

Table 5.1: Plant Palette

Botanical Name	Common Name	Use
<i>Chilopsis linearis</i>	Desert Willow	Tree
<i>Chitalpa tashkentensis</i>	Chitalpa	Tree
<i>Cinnamomum camphora</i>	Camphor Tree	Tree
<i>Cupressus sempervirens</i>	Italian Cypress	Tree
<i>Heteromeles arbutifolia</i>	Toyon	Tree
<i>Juniperus s. 'Skyrocket'</i>	Skyrocket Juniper	Tree
<i>Koelreuteria bipinnata</i>	Chinese Flame Tree	Tree
<i>Lagerstroemia i 'Muskogee'</i>	Crape Myrtle	Tree
<i>Magnolia g. 'Samuel Sommer'</i>	Magnolia	Tree
<i>Magnolia g. 'Little Gem'</i>	Magnolia	Tree
<i>Olea europaea</i>	Olive	Tree
<i>Pinus canariensis</i>	Canary Island Pine	Tree
<i>Pinus eldarica</i>	Afghan Pine	Tree
<i>Pistacia chinensis</i>	Chinese Pistache	Tree
<i>Platanus acerifolia</i>	London Plane	Tree
<i>Platanus racemosa</i>	California Sycamore	Tree
<i>Quercus agrifolia</i>	Coast Live Oak	Tree
<i>Schinus molle</i>	California Pepper	Tree
<i>Tristania conferta</i>	Brisbane Box	Tree
<i>Washingtonia filifera</i>	California Fan Palm	Tree
<i>Phoenix dactylifera</i>	Date Palm	Tree
<i>Acca sellowiana</i>	Pineapple Guava	Shrub
<i>Buxus j. Green Beauty'</i>	Japanese Boxwood	Hedge
<i>Callistemon 'Little John'</i>	Dwarf Bottle Brush	Shrub
<i>Carissa macrocarpa 'Tuttle'</i>	Natal Plum	Shrub
<i>Cistus 'Sunset Pink'</i>	Sunset Pink Rockrose	Shrub
<i>Dianella 'Little Rev'</i>	Dwarf Dianella	Shrub
<i>Dianella tasmanica</i>	Dianella	Shrub
<i>Dodonaea viscosa 'Purpurea'</i>	Hopseed Bush	Shrub
<i>Eleagnus pungens</i>	Silverberry	Shrub
<i>Leucophyllum f. 'Green Cloud'</i>	Texas Ranger	Shrub
<i>Ligustrum j. Texanum</i>	Texas Privet	Shrub
<i>Pittosporum tobira 'Variegata'</i>	Variegated Mock Orange	Hedge
<i>Pittosporum t. 'Wheeleri'</i>	Wheeler's Dwarf	Shrub
<i>Rhaphiolepis i. 'Clara'</i>	Indian Hawthorn	Hedge
<i>Rhaphiolepis i. 'Springtime'</i>	Indian Hawthorn	Hedge
<i>Rhamnus californica</i>	Coffeeberry	Shrub
<i>Rhamnus c. 'Mound San Bruno'</i>	Dwarf Coffeeberry	Shrub
<i>Rosmarinus o. 'Tuscan Blue'</i>	Rosemary	Shrub

Table 5.1: Plant Palette

Botanical Name	Common Name	Use
Salvia c. 'Allen Chickering'	Allen Chickering Sage	Shrub
Salvia greggii	Autumn Sage	Shrub
Salvia leucantha	Mexican Sage	Shrub
Westringia fruticosa	Coast Rosemary	Shrub
Xylosma congestum	Shiny Xylosma	Hedge
Agave 'Blue Flame'	Blue Flame Agave	Accent
Aloe maculata	Soap Aloe	Accent
Aloe petricola	Stone Aloe	Accent
Aloe polyphylla	Spiral Aloe	Accent
Aloe striata	Coral Aloe	Accent
Echeveria 'Ruffles'	Ruffles Echeveria	Accent
Hesperaloe parviflora	Red Yucca	Accent
Acacia redolens 'Low Boy'	Dwarf Acacia	Groundcover
Baccharis p. 'Pigeon Point'	Dwarf Coyote Bush	Groundcover
Baccharis p. 'Centennial'	Coyote Bush	Groundcover
Carex pansa	California Meadow Sedge	Grass
Carex tumulicola	Foothill Sedge	Grass
Festuca mairei	Altas Fescue	Grass
Festuca o. 'Glaucua'	Blue Fescue	Grass
Lonicera j. 'Halliana'	Hall's Honeysuckle	Groundcover
Muhlenbergia capillaris	Pink Muhly	Grass
Myoporum parvifolium	Myoporum	Groundcover
Rosa 'Flower Carpet' -Red	Red Flower Carpet Rose	Groundcover
Rosmarinus o. 'Huntington Carpet'	Prostrate Rosemary	Groundcover
Salvia 'Bee's Bliss'	Bee's Bliss Sage	Groundcover
Senecio mandraliscae	Blue Fingers	Groundcover
Sesleria autumnali	Moor Grass	Grass
Trachelospermum jasminode	Star Jasmin	Groundcover
Distictus buccinatoria	Blood-red Trumpet Vine	Vine

5.4 WALLS AND FENCES

Walls and fences are an important design feature in the West Ontario Commerce Center intended to both complement building and landscape architecture and provide functional elements. Any proposed entry gates shall be reviewed and approved by the City of Ontario Traffic and Transportation Division prior to installation, and permitted only if approved.



Wall and Fence Examples

Key features include:

- ❖ Provide attractive, durable, and complementary wall and fencing materials consistent with the Planning Area design theme.
- ❖ Offset and architecturally treat long expanses of wall surfaces every 100 feet with material changes, pilasters and posts, staggered walls, or landscape treatments to prevent monotony.
- ❖ Soften fencing with plants that may reach the height of the wall or fence at maturity.

- ❖ Construct sliding gates visible from a public street of tubular steel, vertical steel pickets, or high-density perforated metal screening painted to match or complement adjacent walls. Interior gates not visible to public view may be galvanized steel or chain link.
- ❖ Chain link fencing visible from public street rights-of-way is prohibited. However, tubular steel fencing may be used along the Cucamonga Creek Channel along the property line.

5.5 BUFFERING AND SCREENING

To alleviate the unsightly appearance of loading and service areas in the West Ontario Commerce Center, buffering and screening design features will be used to enhance the overall development. Any proposed entry gates shall be reviewed and approved by the City of Ontario Traffic and Transportation Division prior to installation.



Buffering and Screening Examples

Key features include:

Parking Lots

- ❖ Buffer parking lots adjacent to and visible from public streets using a combination of architectural wing walls, portions of the building, decorative screen walls, and landscape buffers.
- ❖ Use landscaping, aesthetically pleasing masonry low walls, elevation changes or any combination to visually buffer parking lots.
- ❖ Use plants for screening that are a minimum of 3 feet tall at the time of installation.

Loading and Service Areas (Truck Courts)

- ❖ Screen service areas with portions of the building, architectural wing walls, and landscaping.
- ❖ Clearly mark loading and delivery areas with directional signage.
- ❖ Design loading areas with enough space to maneuver without encroaching onto an adjoining street.
- ❖ Incorporate gated/screened entrances to loading areas into the overall architectural design of the development.
- ❖ Design walls and fencing used to screen truck courts high enough to hide the views of the top of loading bays or trailers at a maximum of 14-feet in height and a minimum of 8-feet in height, as measured from finished grade.



Loading and Service Area Example

5.6 LIGHTING

Outdoor lighting in the West Ontario Commerce Center consists of two types: public lighting and site lighting. Public lighting refers to the lighting within the public right-of-way. Site lighting refers to on-site illumination for purposes of operations, safety, security, and nighttime ambiance. Lighting design shall coordinate with landscape plans to avoid required tree locations.

Public Lighting

Lighting within the public right-of-way shall adhere to the standards and requirements of the City of Ontario.

Site Lighting

Site lighting addresses illumination of parking lots, loading dock areas, pedestrian walkways, building entrances, signage, and architectural and landscape features. Key provisions include:

- ❖ Choose lighting fixtures that advance the Planning Area design theme and provide consistency throughout each Planning Area.
- ❖ Install ground or low mounted fixtures to provide for safety and convenience along the pedestrian movement walkways and corridors.
- ❖ Allow for building-mounted lights that are intended for architectural accent purposes, and may be used for general illumination if there is no light spill or distraction onto a roadway or adjacent property.
- ❖ Install exterior lights to accent entrances, activity areas, steps, ramps, and special features.

5.7 SIGNAGE

Signage in the West Ontario Commerce Center will identify the center and tenants within the center, direct vehicular traffic, and provide on-site way-finding signage for pedestrians. A sign program is required for development in the West Ontario Commerce Center. Traffic signs regulating, warning, and/or guiding traffic on public roads shall conform to the latest edition of the California Manual on Uniform Traffic Control Devices (MUTCD).

Key signage features should include:

- ❖ Coordinate signage with the building design, materials, color, size, and placement.
- ❖ Avoid covering significant architectural elements with signage.
- ❖ Position flush mounted signs within architectural features and align with other signs on the block to maintain an existing pattern.
- ❖ Provide a unifying sign theme in single development with multiple users.
- ❖ Appropriately sign industrial sites to give direction to loading and receiving, visitor parking, and other special uses.

- ❖ Place parcel identification signs perpendicular to approaching vehicular traffic. If located within a landscaped planter, care should be taken to ensure that plant materials do not block visibility or damage the signage.
- ❖ Lighted signs, whether internally or externally illuminated, may be used. Can-type box signs with translucent backlit panels are discouraged. Signs with backlit or internally illuminated individual channel letters are strongly encouraged.
- ❖ To conserve energy, incorporate a standard shutoff time for illuminated signs for businesses that do not operate at night.
- ❖ Construct all signs from high quality materials and avoid exposed wiring, ballasts, conduits, fasteners, or similar hardware.



Signage Examples

5.8 SUSTAINABLE DESIGN STRATEGIES

The West Ontario Commerce Center is committed to sustainable design strategies that integrate principles of environmental stewardship into the design and construction process. Appropriate strategies will be determined for each project within the Specific Plan area. Strategies include, but are not limited to:

Sustainable Construction & Technology Concepts

- ❖ Design and construction of energy efficient buildings to reduce air, water, and land pollution and environmental impacts from energy production and consumption.
- ❖ Use passive design to improve building energy performance through skylights, building orientation, landscaping, and colors.
- ❖ Reduce the heat island effect by providing shade structures and trees that produce large canopies. In addition, choose roof and paving materials that possess a high level of solar reflectivity (cool roofs).
- ❖ Use recycled and other environmentally friendly building materials, wherever possible.

Water Quality

- ❖ Use landscaped areas as for retention/infiltration swales and basins or bio-treatment, when infiltration is infeasible as required by the San Bernardino County MS4 Permit and Water Quality Management Plan.
- ❖ Utilize native and drought tolerant plants to reduce water demand.
- ❖ As feasible, integrate permeable pavement and perforated curbs throughout the project area to allow stormwater to enter planter areas and ultimately help with filtration and runoff.
- ❖ Whenever possible, use captured runoff to augment irrigation systems.
- ❖ Use irrigation systems that respond to changing weather conditions, irrigate by hydrozone, and use micro-irrigation techniques.
- ❖ The use of recycled water to irrigate landscape areas and for other uses is encouraged. For certain approved uses, the use of recycled water is required by the City of Ontario Recycled Water Master Plan.



Water Quality Concepts

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