

TOWN CENTER DESIGN GUIDELINES

HENDERSONVILLE, TN



AUGUST 2006

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1.0 PURPOSE

The design guidelines herein seek to provide guidance for the physical manifestation of the intent of the Town Center-Commercial (TC-C) and Town Center-Residential (TC-R) zoning districts. Their intent is to facilitate development in a way that fulfills the vision of the Hendersonville Town Center Master Plan (2006).

2.0 SUB-DISTRICTS

The town center area includes an eclectic mix of land uses and building types. Various areas within the town center have an established character. The design guidelines seek to respond to the specific characteristics within these areas by establishing three sub-districts within the TC-C district. The extent of each district is illustrated in Figure 1.0. The districts include the following:

Town Center-Commercial Main Street District: (TC-C-MS) This district is comprised of freestanding and strip commercial buildings oriented toward Main Street predominantly on small lots with parking in front.

Town Center-Commercial Transitional Residential: (TC-C-TR) This district is characterized by older small residential structures that have been transitioning to commercial uses. Lots are typically narrow and deep with ad hoc parking provide.

Town Center-Commercial Core/Lakefront: (TC-C-CL) This district includes two distinct areas. The first is the lake frontage along Sanders Ferry Road. The second area is the core of the town center master plan. It surrounds the proposed Town Center Park and the connects Sanders Ferry Road with Walton Ferry Road.

3.0 ACTIONS SUBJECT TO DESIGN GUIDELINES

Developments meeting the provisions of Section 1.2 of the Design Review Manual are subject to the following design guidelines.



Photo 1: Strip Commercial Development Characteristic of Main Street



Photo 2: Representative Photo of Transitional Residential



Photo 3: Lake Frontage on Sanders Ferry

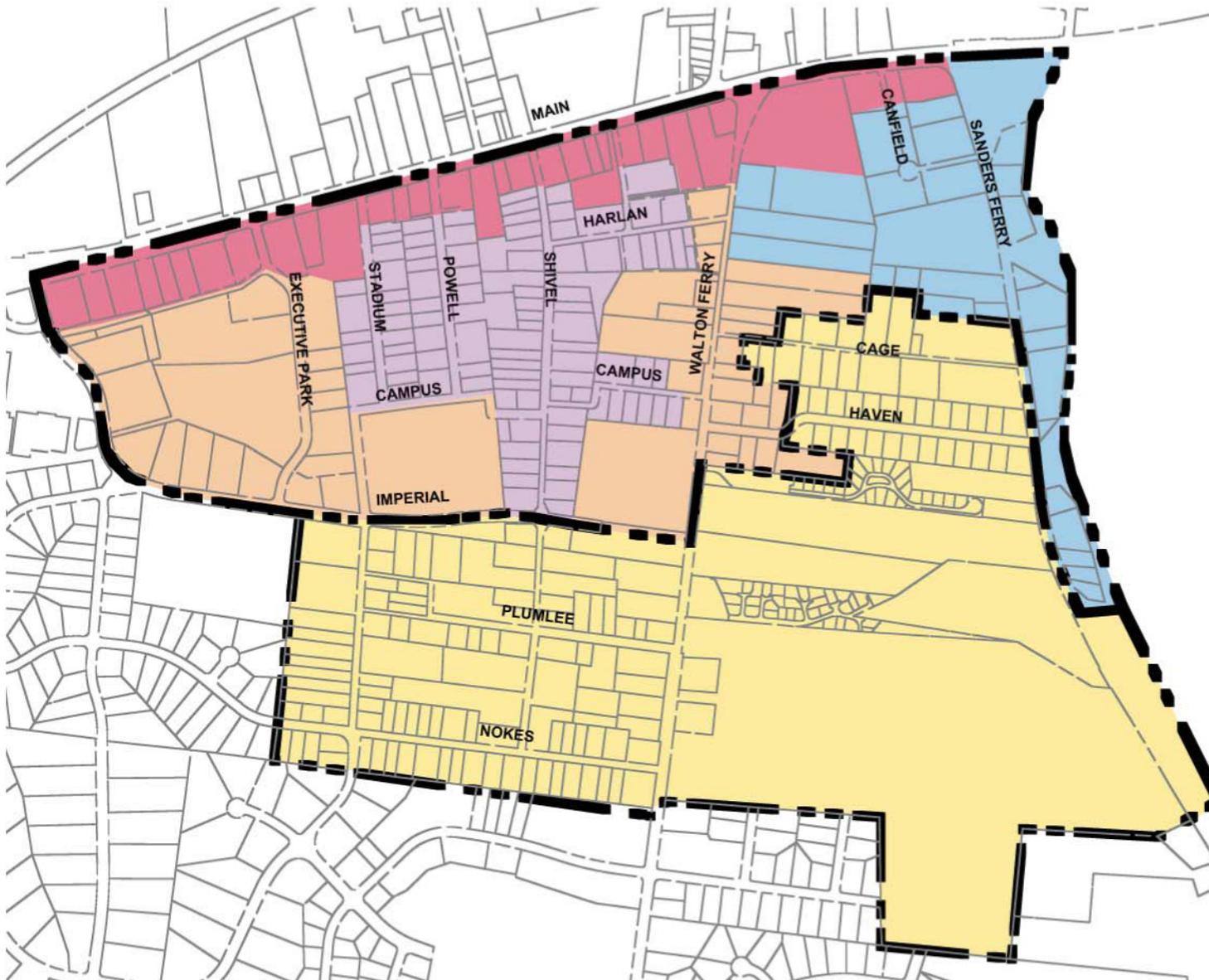


Figure 2.0 Hendersonville Town Center District and Sub-District

TOWN CENTER COMMERCIAL (TC-C)

- Town Center Commercial (TC-C)
- Town Center Commercial Main Street Sub-District (TC-C-MS)
- Town Center Commercial Transition Residential District (TC-C-TR)
- Town Center Commercial Core/Lakefront (TC-C-CL)

TOWN CENTER RESIDENTIAL (TC-R)

- Town Center Residential (TC-R)

4.0 BUILDING PLACEMENT, HEIGHT, AND MASSING

Building placement is important to creating a viable active pedestrian environment. Buildings built close to the street achieve the following:

1. Presence on the street that defines the edge of the “outdoor room” that is the public realm and scale for pedestrians
2. Scale the environment for pedestrians
3. Easily accessible for pedestrians
4. Provide activity and interest along the street
5. Increase visibility of businesses from street for both pedestrians and drivers.

General provisions for building placement are described in Table 4.0. The guidelines provided allow a variation in the chosen build-to-lines. The building façade must be built to the chosen line at the percentage indicated in Table 4.0. This requirement is illustrated in Figure 4.1

All buildings shall first front a public street per the requirements above. With approval of the Planning Department, buildings may front private streets with or without parallel parking or front a pedestrian corridor with access to a public street (Figure 4.0). Head in parking on a private drive on which a building fronts is not permitted.

The height of buildings (Figure 4.2) to bottom of eave or roof deck cannot exceed the heights indicated in Table 4.0.

Uninterrupted, flat and monotonous building facades are to be avoided. The facade should be delineated into segments or building bays in order to prevent this. The segments shall not exceed a 1:3 ratio of height to façade (Photo 4). An example would be a 24ft. tall building could not have segments of the facade that exceed 72 feet. Changes in the building façade should be done in a logical manner that is related to interior uses, structure, and entrances.



Photo 4: Even though the building above is a solid mass it delineates the facade to look like a series of smaller buildings.



Photo 5: The focus of the buildings and their entries are oriented toward the street.



Photo 6: This uninterrupted facade provides no interest along the street. This architectural treatment should be avoided.

All buildings that are attached along a single block should be of similar height. Variation in the heights of the buildings should not be greater than one story. Building segments should be used to articulate the façade and create proportions that are compatible with surrounding buildings in the context. Height to width relationships of the immediate context should be studied as an overall guide to compatibility within this guideline.



Photo 7: Glazing on the first floor of this building is appropriately 50% while the other floors are approximately 25%.

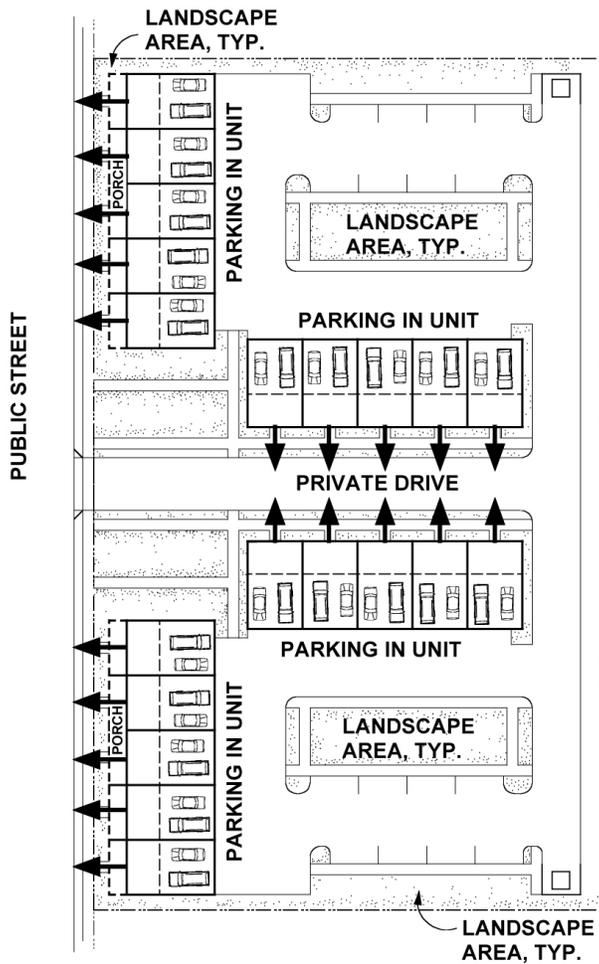


Figure 4.0 Residential Buildings Fronting Public Street



Photo 8: This series of attached buildings illustrates the appropriate building height relationship.



Photo 9: Example of residential development oriented to the street.

**Table 4.0
BUILDING PLACEMENT, HEIGHT, & MASSING**

	TC-C	TC-C-MS	TC-C-TR	TC-C-CL	TC-R
Front Build-to-Line	0ft min. to 30ft Max	30ft min. to 50ft Max	15ft min. to 25ft Max	0ft min. to 5ft Max	10ft min. to 30ft Max (4)
Side Setback	5ft Min.	0ft Min.	10ft Min.	0ft Min.	5ft Min.
Rear Setback	10ft Min.	10ft Min.	20ft Min.	5ft Min.	20ft Min.
Building Height	3 Stories	4 Stories	2 stories	4 Stories (1)	3 Stories (2)(3)
% of Building Frontage at Build-to-Line	50%	50%	40%	60%	40%

- (1) The maximum height in the TC-C-CL sub-district east of Sanders Ferry Road shall be 35 feet.
- (2) The maximum height in the TC-R district east of Canfield Place as shown on the Town Center Master Plan and east of an extension of Canfield Place to Imperial Blvd shall be 45 feet.
- (3) In the TC-R district the maximum height of buildings within 100 feet of the perimeter of a zone lot is further restricted to one story greater than the height of the closest principal building on the adjoining lot. 35 feet is the maximum height permitted regardless of height of the adjoining building. This provision does not apply to the area described in Footnote (2) above.
- (4) A front porch is permitted to encroach up to 6 feet into the required front yard. Such porch shall be limited to 8 feet in width and single story in height.

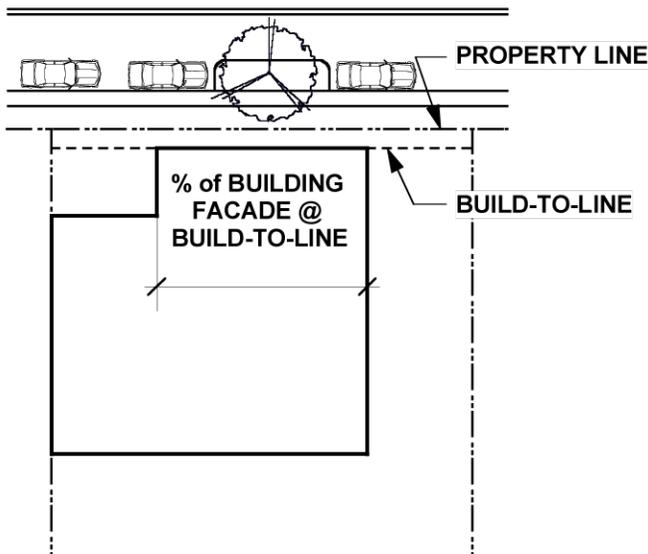


Figure 4.1 Build-To-Line

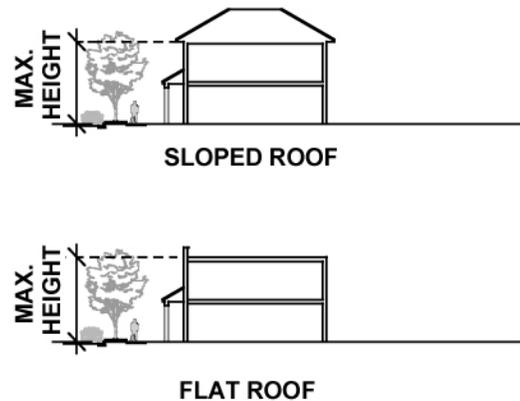


Figure 4.2 Building Height

5.0 ARCHITECTURAL TREATMENT

The façade of the building influences the legibility and interest within the public realm. The building façade should define the building entries and provide interest along the public right-of-way. Doors should face the street.

Glazing for window and door openings on facades facing public street should be in the ranges permitted in Table 5.0. The first floor should have a higher percentage or equal glazing as the other floors.

The character of the doors and windows within all districts except TC-C-TR and TC-R should have a vertical orientation, while those in TC-C-TR and TC-R could be residential in style and character. All windows should not extend greater than one story.

Acceptable roof types within each district are indicated in Table 5.0.

Minimum height of raised foundations are indicated in Table 5.0.

Recesses and projections not greater than 4ft (Figure 5.0) are encouraged to break up a façade into bays.

Buildings should acknowledge the street corner and are encouraged to provide entrances at these locations. (Photos 11)

All solid waste storage, electrical, mechanical, and utility equipment should be screened by landscaping, or a solid 8ft enclosure complementing the materials of the building on the same lot.



Photo 10: Example of Vertical Windows and Residential Characteristics on the upper floors.



Photo 11: Example of Building Recognizing the Corner



Photo 12: Example of Large Building Designed to Reflect its Residential Context.

Each floor should be delineated in the design features of the façade with a permanent architectural element. (Photo 13)

The most active uses within the building should be along the building edge adjacent to the public realm. Utility rooms and storage areas are discouraged within these areas.

Acceptable materials for the primary building and accents within all sub-districts include Brick, Cast Stone, Stone, Cultured Stone, Cementitious Siding (i.e. Hardiplank) or Wood. Stucco, vinyl siding, reflective glass, overly tinted glass and metal siding are prohibited.

The use of these materials should be in compliance with Section 2.4 of the Design Review Manual.



Photo 13: This building demonstrates the desired delineation between the bottom floor and the upper floors.



Photo 14: This building illustrates no delineation of the floors.

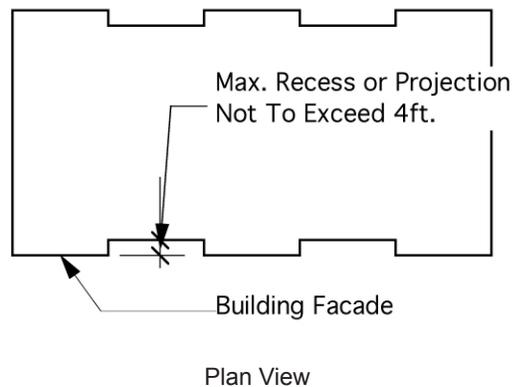


Figure 5.0: Maximum Recessed Facade

**Table 5.0
ARCHITECTURAL TREATMENT**

	TC-C	TC-C-MS	TC-C-TR	TC-C-CL	TC-R
% of Glazing First Floor	20-80%	40-80%	55-75%	40-80%	20-40%
% of Glazing Second Floor	20-40%	25-65%	25-65%	25-65%	20-40%
Min Raised* Foundation	0ft	0ft	1.5ft	0ft	1.5ft
Roof Types	Gable, Hip, Flat w/ Parapet Wall, Barrel	Gable, Hip, Flat w/ Parapet Wall	Gable, Hip,	Gable, Hip, Flat w/ Parapet Wall, Barrel	Gable, Hip
Materials	Brick, Wood, Stone, Cast Stone, Cultured Stone, Cementitious Siding	Brick, Wood, Stone, Cast Stone, Cultured Stone, Cementitious Siding	Brick, Wood, Stone, Cast Stone, Cultured Stone, Cementitious Siding	Brick, Wood, Stone, Cast Stone, Cultured Stone, Cementitious Siding	Brick, Wood, Stone, Cast Stone, Cultured Stone, Cementitious Siding

*ADA access provisions shall be provided for raised foundations over 0ft.

6.0 SIGNAGE AND AWNINGS

Signage and awnings facilitate the legibility of the public realm and add to its interest and pedestrian scale.

Awnings can encroach a maximum of 3ft into the right-of-way over the sidewalk, but must have at least 9ft of clearance.

Canvas awnings are preferred. Backlit awnings, and plastic and metal awnings are prohibited. Downlighting on canvas awnings is permitted.

Signage is permitted on awnings per Section 6-203.201 of the zoning ordinance.

Types and size of acceptable signage within each district are indicated in Table 6.0.

Acceptable materials for signage includes painted metal, wood, neon, or phenolic or ceramic.

Temporary sandwich board type signage is permitted during the business hours and must be stored inside during non-business hours.



Photo 15: Exemple of Appropriate Awning Signage



Photo 16: Example of Projection Signage



Photo 17: Example of Ground Signage

**Table 6.0
PERMITTED SIGNAGE BY TYPE**

	TC-C	TC-C-MS	TC-C-TR	TC-C-CL
Ground				
Directory	S	S	S	S
Incidental	P	P	P	P
Institutional	S	S	S	S
Principal Ground	S	S	S	N
Residential	N	N	N	N
Temporary	S	S	S	S
Building				
Awning	S	S	S	S
Building Marker	P	P	P	P
Integral Roof	N	S	N	N
Projecting	S	S	S	S
Wall	S	S	S	S
Window	P	P	P	P
Flags	P	P	P	P

S: These types of signs are allowed ins the sub-districts indicated; provided a sign permit is secured.

P: These types of signs are permitted in the sub-districts indicated; no sign permit is required.

N: These types of signs are not permitted in the sub-districts indicated.

Refer to the Hendersonville Zoning Ordinance, Article VI, Chapter 2 for sign regulations, included permitted signage by type for TC-R districts.

7.0 ACCESS & PARKING

Access and parking is a critical issue within the planning area. Currently, the predominant location for parking is in front of the development along the street. This has disconnected the public realm from these developments.

Access to development should be provided through the use of driveways and alleys. Their purpose should be used to encourage development and access per the Town Center Master Plan (2006).

Shared access between properties should be encouraged where feasible as per the Design Review Manual Section 2.1-1 Entries and Curb Cuts.

Parking should be located along the side and/or rear of buildings. Parking adjacent to the right-of-way should be screened with evergreen landscaping or a wall measuring 30" matching the building materials on the same lot.

Parallel parking should be encouraged per the recommendations of the Town Center Master Plan (2006). Developments of multi-family dwelling units shall provide a screened parking/storage area for boats, RVs and similar items at a ratio of 1 parking space per 8 dwelling units.

If a development includes residential and one or more different uses (i.e. retail, office) with residential comprising at least 33% of the project then a 25% reduction in parking can be taken based on parking requirements described in Article VI of the zoning code.

Parking areas should be designed in compliance with Section 2.5 of the Design Review Manual.



Photo 18: Example of Parking Located Behind the Building



Photo 19: Example of Parking Located Along Side of the Building



Photo 20: Example of Parallel Parking

Secure bicycle parking in the form of bike racks or bike lockers should be provided for at 5% of the total required parking spaces.

8.0 OPEN SPACE

The minimum amount of open space provided should not be less than 20 percent of the site. Plaza, outdoor dining, mews, and landscaped areas can count toward fulfilling the open space requirements

The minimum amount of pervious area for sites within the TC-C-MS and TC-C-CL should not be less than 10 percent of the site. The minimum amount of pervious area for sites within the TC-C, TC-C-TR and TC-R districts should not be less than 20 percent of the site. The use of pervious pavements and greenroofs are encouraged.

Landscape areas, particularly parking lot islands, should refer to Section 2.6 in the Design Review Manual for compliance.

The higher density and lack of individual yards in multi-family dwelling unit developments result in a need for additional open space for the use of the residents of the development. Each development of multi-family dwelling units shall include exterior sitting areas for the common use of the residents at a ratio of 10 square feet per bedroom. Also, each development shall include playlots and/or playgrounds of 50 square feet per bedroom.

Developments of attached dwelling units also have a need for common open space for the use of the residents. The development should include areas to serve as recreational areas and common open space only.



Photo 21: Example of Outdoor Dining



Photo 22: Example of Mews With Seating



Photo 23: Example of Landscape and Pedestrian Access in Parking Areas.

9.0 STREETScape

The streetscape includes the sidewalk, landscaping, street furniture and street lighting. Together with the vehicular corridor and architecture, they are a critical component of the public realm that defines the character of a district and establishes a pedestrian friendly atmosphere.

The width of sidewalks and planting zones should be provided as described in the Town Center Master Plan (2006). All sidewalks should be in compliance with all American with Disabilities Act (ADA) standards. The recommended percentage of materials used in each district is described in Table 9.0.

All street crossing at intersections and designated mid-block crossings should be composed of the materials indicated in Table 9.0. The crosswalks should be clearly delineated with contrasting materials and colors. Pedestrian push buttons should be provided at all signalized intersections.

Street trees should be provided per Section 2.6 of the Design Review Manual. Groundcovers within the right-of-way should be evergreen and not exceed a height of 30 inches. In situations where it is appropriate to pave around street trees in order to maximize usable pavement, structural soils and tree grates should be employed for at least 90 square feet for the root zone. Photo 25. illustrates the use of this technique. All tree grates should be ADA compliant. An example of appropriate tree grates is identified in Appendix A.

Street furniture such as seating, trash receptacles, and bike racks not only serve a specific function, but they also visually unify the streetscape within each district by creating a vocabulary of elements. Street



Photo 24: The Streetscape is Defines the Path of Travel for Pedestrians and Provides an Amenity Zone For Benches and Other Streetscape Elements.



Photo 25: Example of Structural Soil and Tree Grate



Photo 26: Example of Brick Paver Crosswalk

furniture should be located where the demand for it is likely to exist. These would be areas where there exists a potential for consistently high level of pedestrian activity.

Specific street furniture standards should be established and used consistently. Examples of appropriate street furniture for each district are identified in Table 9.0. More information is provided in Appendix A.

Benches and their arrangement should meet all ADA standards including the provision for companion seating areas (3ftx5ft) for at least 50% of the benches.

Street lighting is important not only for its visual vocabulary within a district, but also to promote activity at night within the public realm. As with other street furniture elements, light poles should be consistent within each district. Table 9.0 identifies appropriate options for street lighting within each district, with more information provided in Appendix A.



Photo 27: Example of Parking Lot Screening to Help Define Streetscape.



Photo 28: Example of Appropriate Residential Streetscape



Photo 29: Example of Temporary Displays and Sales on the Sidewalk During Business Hours.

**Table 9.0
STREET FURNITURE**

	TC-C	TC-C-MS	TC-C-TR	TC-C-CL	TC-R
Materials For Sidewalks	Concrete	Concrete	Concrete	25% Brick/Pavers 75% Concrete	Concrete
Materials for Crosswalks	Thermo-plastic	Thermo-plastic	Thermo-plastic	Vehicular Rated Brick/Paver	Thermo-plastic
Bench	No	No	No	Yes	No
Trash Receptacle	Yes	Yes	Yes	Yes	No
Bike Rack	No	No	No	Yes	
Light Standard	Yes	Yes	Yes	Yes	Yes



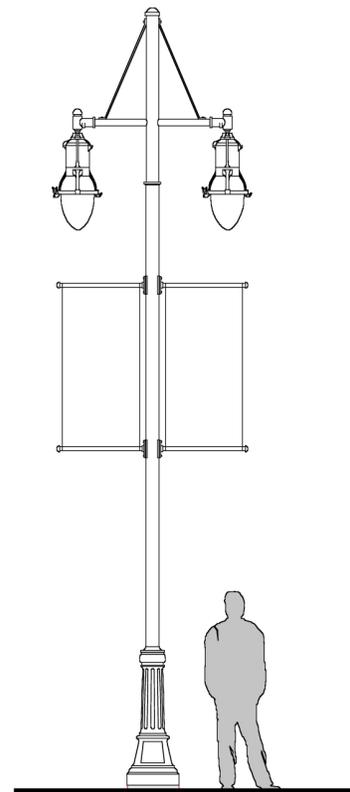
Bench



Trash Receptacle



Bike Rack



Light Standard with Banner Arms

*Refer to Appendix A for Streetscape Furniture Manufacturers

APPENDIX A

Street Furniture

BENCH



MANUFACTURER: LANDSCAPE FORMS
Contact: www.landscapeforms.com, 423-521-2546
Style: Plainwell
Material: Metal with Black Finish

TRASH RECEPTACLE



MANUFACTURER: LANDSCAPE FORMS
Contact: www.landscapeforms.com, 423-521-2546
Style: Plainwell
Material: Metal with Black Finish

BIKE RACK



MANUFACTURER: LANDSCAPE FORMS
Contact: www.landscapeforms.com, 423-521-2546
Style: Ring
Material: Metal with Black Finish (Stainless Steel Shown in Photo)

TREE GRATE



MANUFACTURER: IRON SMITH
Contact: www.ironsmith.cs, 800-338-4766
Style: Sunrise
Material: Cast Iron (ADA compliant)

APPENDIX B

Glossary

GLOSSARY

AWNING: An element projecting from and supported by the exterior wall of the building, constructed of fabric on a supporting framework, for the purpose of providing shelter or shading windows.

BARREL ROOF: A roof design in which the cross section is arched.

BIKE LOCKERS: A provision allowing one bicycle to be secured by fully enclosing it in a locking space.

BIKE RACKS: A device, usually provided outside, for bicyclists to secure their bicycles by their own means, either single post or multi-bike racks.

BUILDING BAYS: One unit of a building that consists of a series of similar units, commonly defined by the number of window and door openings per floor or by the number of spaces between columns and piers.

BUILDING FAÇADE: Front or principal face of a building, any side of a building that faces a street or other open space.

BUILDING MARKER: Any sign indicating the name of a building and date and incidental information about its construction, which is cut into a masonry surface or made of bronze or other permanent material.

BUILDING SIGN: Any sign attached to any part of a building, as contrasted to a freestanding sign.

BUILDING-TO-LINES: Represent areas where any proposed building **MUST** build a continuous face to the maximum height permitted on the parcel.

CAST STONE: A highly refined architectural precast concrete building stone manufactured to simulate natural cut stone.

CEMENTIOUS SIDING: A fiber-cement composite siding. Made of cement, ground sand, cellulose fibers, additives and water which imitates the texture of real wood.

CULTURED STONE: Architectural stone manufactured to simulate natural stone.

CURB CUTS: An area of street curb which is depressed to allow vehicular access to a driveway or parking lot.

DIRECTORY SIGN: A sign listing the occupants of a building, or group of buildings on the same parcel, and/or identifying the location of and providing directions to any establishment on the same parcel, street, etc.

EVERGREEN LANDSCAPING: Plants with foliage that persists and remains green year round.

FLAG SIGN: Any fabric, banner, or bunting containing distinctive colors, patterns, or symbols, used as a symbol of a government, political subdivision, or other entity.

FLAT ROOF: Roof that has only enough pitch so that rain water or melting snow can drain.

GABLE ROOF: The most common roof design consisting of two planes that meet at a central peak and slope down to the building's long walls.

GLAZING: A generic term used to describe an infill material such as glass, stone, panels, etc.

GREENROOF: Rooftops planted with vegetation. Intensive green roofs have thick layers of soil (6 to 12 inches, or more) that can support a broad variety of plant or even tree species. Extensive roofs are simpler green roofs with a soil layer of 6 inches or less to support turf, grass, or other ground cover.

GROUND SIGN: Freestanding signs that generally have the entire bottom in contact with or in close proximity to the ground.

GROUND COVER: A low growing plant material, typically under 24 inches.

HIP ROOF: Roof design consisting of sloped ends instead of vertical ends.

INCIDENTAL SIGN: A sign, generally informational, that has a purpose secondary to the use of the zone lot on which it is located, such as “no parking,” “entrance,” “loading only,” “telephone,” and other similar directives.

INSTITUTIONAL SIGN: A sign, generally directional, that provided information for buildings such as schools, hospitals, religious buildings, or libraries, etc.

INTEGRAL ROOF SIGN: Any sign erected or constructed as an integral or essentially integral part of a normal roof structure of any design, such that no part of the sign extends vertically above the highest portion of the roof and such that no part of the sign is separated from the rest of the roof by a space of more than six inches.

MASSING: The three-dimensional bulk of a structure: height, width, and depth.

MID-BLOCK CROSSING: A designated pedestrian crossing that occurs typically in the middle of the block or near other specific destination points, rather than at road intersections.

MEWS: A small confined public space, usually enclosed on three sides or adjacent to an alley.

OPEN SPACE: Land and/or water area with its surface open to the sky and predominantly undeveloped, which is set aside to serve the purposes of providing active or passive recreational opportunities, conserving valuable natural resources, and structuring urban development and form.

OVERLY TINTED GLASS: Glass with colorants added to the basic glass batch that give the glass color as well as light and heat-reducing capabilities. The color extends throughout the thickness of the glass.

PARAPET WALL: A low, protective wall or railing along the edge of a roof, balcony, or similar structure.

PEDESTRIAN CORRIDOR: The designation of a street where pedestrians are given priority in the design and planned use of the street and where motorized vehicles

are given secondary consideration if there is a conflict of use.

PEDESTRIAN ENVIRONMENT: The characteristics of an area where the location and access to buildings, types of uses permitted on the street level, and storefront design are based on the needs of persons on foot.

PEDESTRIAN SCALE: Development designed so a person can comfortably walk from one location to another, encourages strolling, window-shopping, and other pedestrian activities, provides a mix of commercial and civic uses (offices, a mix of different retail types, libraries and other government and social service outlets), and provides visually interesting and useful detail.

PERVIOUS AREA: An area of the lot or site that is either left as open space or whose paving methods permit water to infiltrate the ground.

PERVIOUS PAVEMENT: Paving methods for roads, parking lots and walkways that allow the movement of water and air through the paving material

PHENOLIC SIGN: Sign made from a high pressure laminate process that is highly UV resistant and resistant to graffiti.

PRIVATE STREETS: Streets not dedicated to and maintained by a government entity.

PRINCIPAL GROUND SIGN: A freestanding sign located on or close to the ground.

PROJECTING SIGN: Any sign affixed to a building or wall in such a manner that its leading edge extends more than six inches beyond the surface of such building or wall.

PUBLIC RIGHT-OF-WAY: The area on, below or above a public roadway, highway, street, alley, easement or waterway. Public right-of-way does not include a federal, state or private right-of-way

REFLECTIVE GLASS: Glass with a metallic coating to reduce solar heat gain.

RESIDENTIAL SIGN: Any sign located in a district zoned for residential uses that contains no commercial message except advertising for goods or services legally offered on the premises where the sign is located, if offering such service at such location conforms with all requirements of the zoning ordinance.

TEMPORARY SIGN (SANDWICH BOARD): A freestanding sign, not permanently affixed or anchored to the ground. A sandwich board for example is a double sided sign which is able to be moved, taken down and stored as needed.

SETBACK: The distance between a building wall and the nearest public way right-of-way.

SIDING: Material used for surfacing the outside walls of a frame building.

SIGNAGE: Used to describe signs displayed and perceived collectively (as in a community) which are frequently coordinated through size, placement and graphic design.

SIGNALIZED INTERSECTION: A designated pedestrian crossing that utilizes an electronic device to alert pedestrians when it is safe to cross the street.

SILL: The lowest horizontal member in a frame or opening for a window or door. Also, the lowest horizontal member in a framed wall or partition.

SILL HEIGHT: The distance from the finished floor elevation to the lowest horizontal member in a frame or opening for a window.

STREET TREE: A tree planted in close proximity to a street in order to provide canopy over the street, to give the street a sense of spatial definition and human scale, to provide shade, and soften the street environment.

STREETSCAPE: The space between the buildings on either side of a street, generally, the streetscape refers to the character of the street, or how elements of the street form a cohesive environment.

STRUCTURAL SOIL: An artificially engineered medium that meets or exceeds road bearing-load requirements for structurally sound pavement design and installation while supporting tree growth, remaining root penetrable, and encouraging deep root growth away from the pavement surface.

STONE: In this case a natural building material such as limestone, sandstone, granite, etc.

STUCCO: A type of exterior finish. Most commonly refers to an outside plaster made with Portland cement as its base.

VEHICULAR CORRIDOR: The designation of a street where vehicles are given priority in the design and planned use of the street.

WALL SIGN: Any sign attached parallel to, but within six inches of a wall, painted on the wall surface of, or erected and confined within the limits of an outside wall of any building or structure, which is supported by such wall or building, and which displays only one sign surface.

WINDOW SIGN: Any sign, picture, symbol, or combination thereof, designed to communicate information about an activity, business, commodity, event, sale, or service, that is placed inside a window or upon the window panes or glass and is visible from the exterior of the window.