

## **Narrative Letter: Proposed Use & Business Overview**

**Brandie Owen**

**Regional Director**

**Baylor Scott & White Rehabilitation Services**

**Date: 4/16/26 – Resubmission**

We would like to take this opportunity to provide further insight into the reasoning for site selection and operational needs following the denial of the previous SUP application to allow Baylor Scott & White (BSW) to relocate to the Keller Town Square.

BSW has been an established physical therapy provider in the Keller community for over 13 years and is deeply invested in serving Keller residents. Over this time, we have built strong relationships with local physicians, schools, families, and athletes—relationships that have created both the opportunity and the growing need to expand our services.

Prompt access to physical therapy following injury or surgery is critical. Early intervention significantly improves recovery time, physical function, and overall quality of life. Relocating to a larger space would allow us to see patients more efficiently, reduce wait times, and better serve the needs of the Keller community.

Additionally, the expanded space would allow us to implement and grow services discussed during the meeting, including return-to-play protocols, vestibular therapy, concussion care, and oncology rehabilitation programs. These services directly benefit Keller residents and help keep care local rather than forcing families to seek treatment in neighboring cities.

The existing Keller BSW clinic exceeded 8,3000 patient visits in 2025. To date, this clinic has already served over 2,400 patients in 2026, which projects the clinic's pace to exceed last year's volume. This sustained growth underscores the need for additional capacity and relocating to the proposed location, providing a larger facility, would expand access to care for Keller residents.

Unfortunately, our current location no longer allows us to meet the volume of patients we are seeing, as the square footage is simply not large enough to accommodate demand. A larger facility will also allow us to hire additional therapists and reduce waiting times for new and existing patients, thus supporting the healthcare needs of our community.

The BSW corporate real estate team unfortunately did not identify any available options that meet the square footage required to support current and projected demand. While we operate locations with similar footprints on Southlake Boulevard and Golden Triangle, utilization data shows that the Keller community has a significantly higher demand that necessitates a larger space.

We have worked with a design team to complete plans for the proposed space and are prepared to move forward immediately. We understand that our business may not have aligned with the original vision for this location and that we are not a restaurant or traditional retail tenant. However, our patient population generates a steady stream of daily foot traffic, which would naturally benefit the existing restaurants and retail businesses located in Keller Town Square.

We greatly appreciate your consideration and respectfully ask for your support with this relocation. Our goal is not simply to relocate, but to better serve the City of Keller more efficiently, more comprehensively, and for many years to come



Space Profile for

Unit: #C101

Area: 4791 sq ft

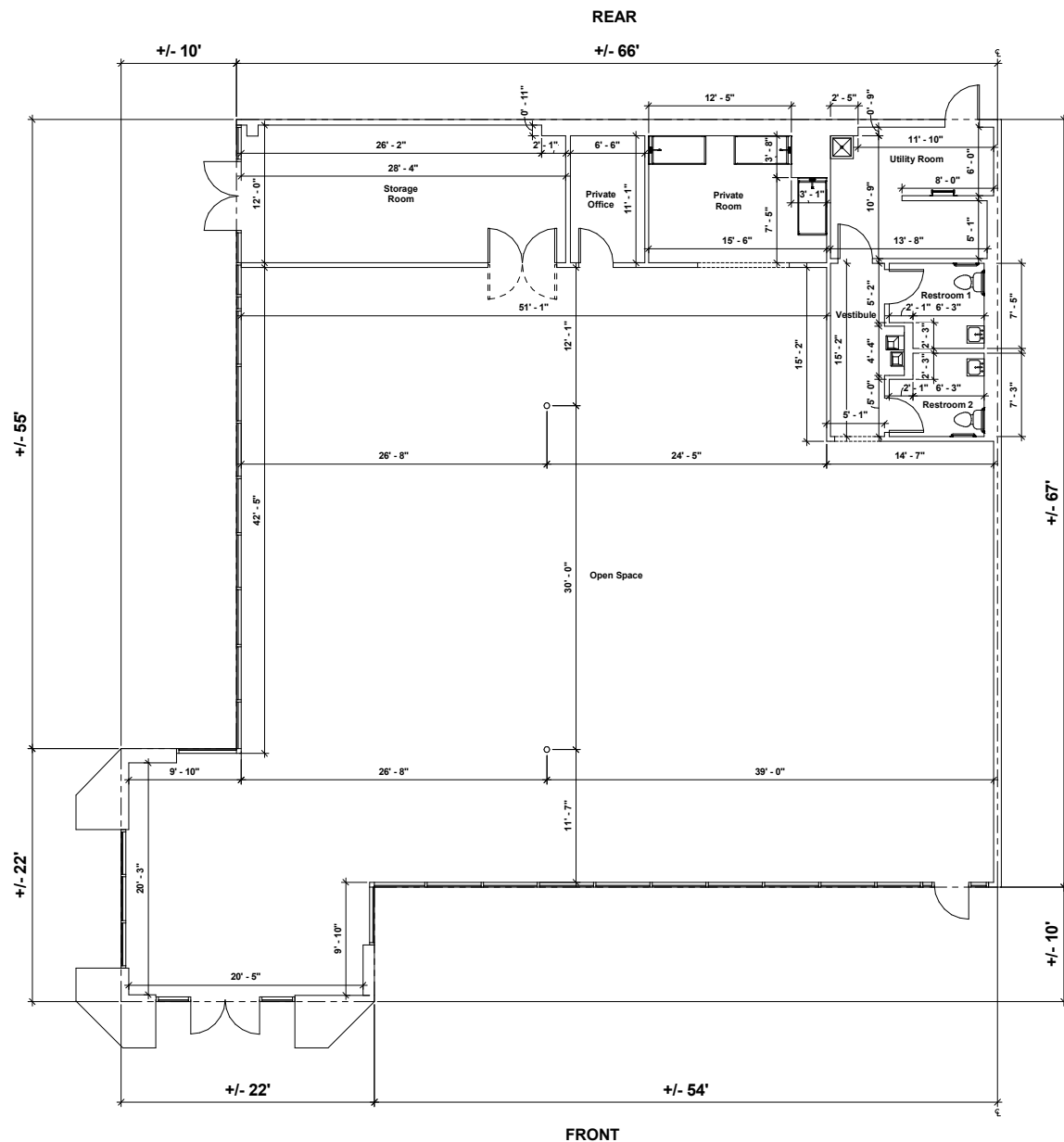
Address

101 Town Center Ln  
Keller, TX 76248



4300 West Cypress St., Suite 160  
Tampa, FL, 33607

A1 MAIN FLOOR



Keller Town Center

Regency Centers.  
REGENCY CENTERS

One Independent Drive  
Suite 114  
Jacksonville, FL 32202

Unit # C 101  
Ground Floor  
+/- 4,791 SF

Gross Square footage shown was measured on-site and adheres to BOMA standards

Width  
+/- 76'

Depth  
+/- 77'

Revisions

Floor Plan  
Prepared 07/24/2024  
Unit # C 101

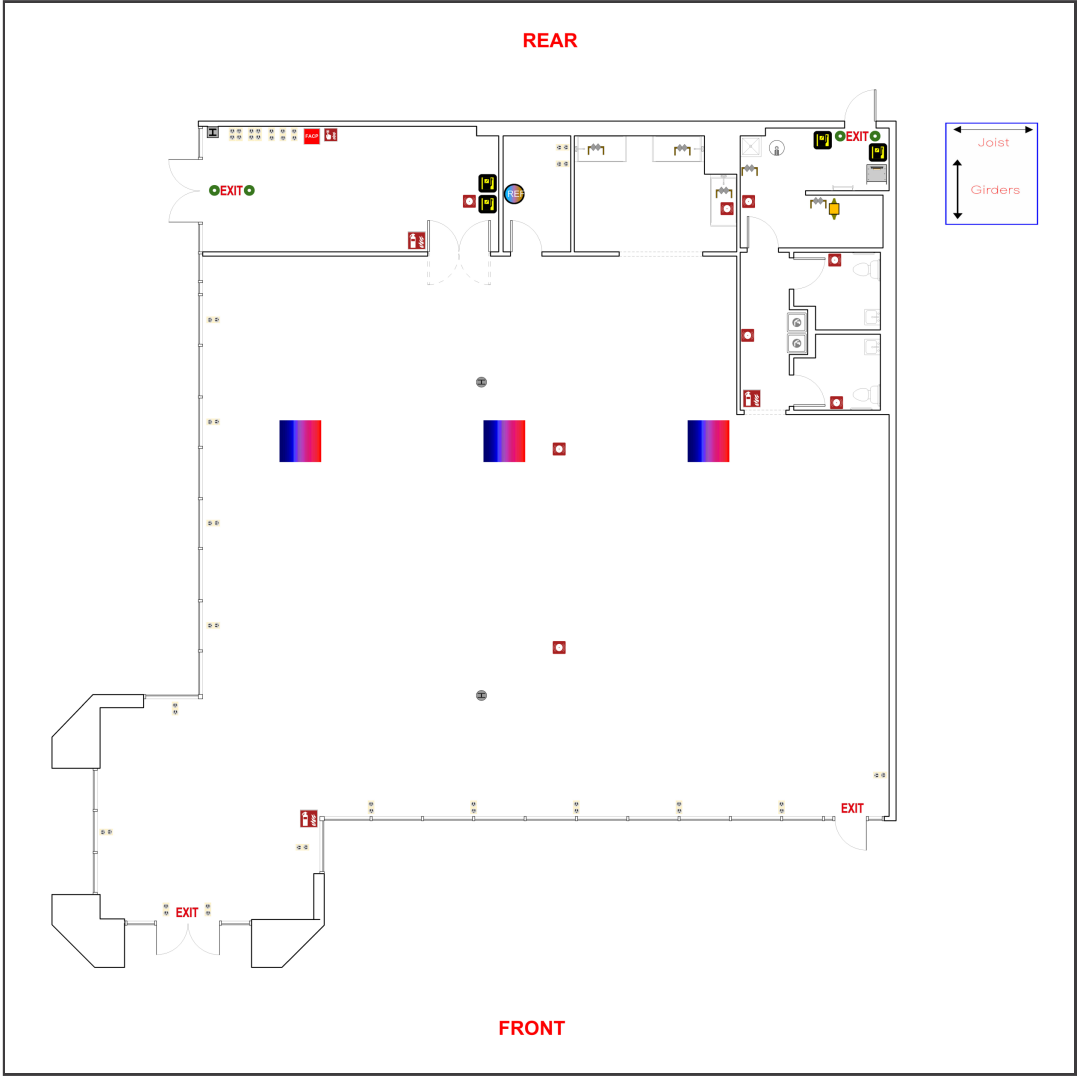
Plans Produced by:  
ID PLANS

4300 West Cypress Street,  
Suite 160, Tampa, Florida 33607  
Phone: (866) 657-2545  
idplans.com

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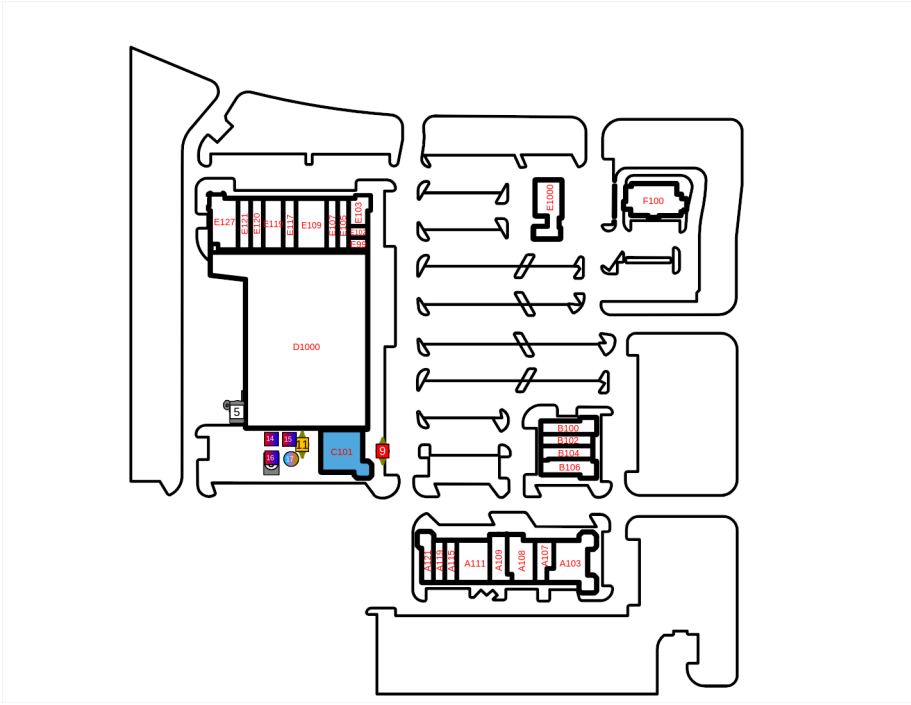
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Floor plan is for general use and purposes only. ID Plans does not guarantee the accuracy or validity of provided information. Measurements are not intended to be architecturally valid for construction purposes or accepted as required for documents, drawings, or media intended or claiming to be structurally accurate, such as for building. The property owner has and reserves the right and responsibility to verify, change or alter the provided information at any time for any reason.



Legend

|                                                                                     |                       |                                                                                     |                     |                                                                                      |                       |                                                                                       |                             |
|-------------------------------------------------------------------------------------|-----------------------|-------------------------------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------|-----------------------|---------------------------------------------------------------------------------------|-----------------------------|
|    | Breaker Panel         |    | Fire Extinguisher   |    | Ceiling Fan w/ Light  |    | Fire Sprinkler              |
|    | Circular Column       |    | Fire Alarm Pulldown |    | Rectangular Column    |    | Pocket Door                 |
|    | Appliance Outlet      |    | Glass Door          |    | Refrigerator          |    | Track Lighting              |
|    | Fire Alarm            |    | Handicap Handrail   |    | Roll-Up Door          |    | 2-Bulb Fluorescent Lighting |
|    | Drinking Fountain     |    | Roof Hatch          |    | Sink                  |    | 3-Bulb Fluorescent Lighting |
|    | Door                  |    | HVAC Unit           |    | Swing Door            |    | 4-Bulb Fluorescent Lighting |
|    | Double Hung Door      |    | Recessed Light      |    | Toilet                |    | Ceiling Air Vent            |
|    | Electrical Outlet     |    | Staircase           |    | Can Light             |    | Air Diffuser                |
|    | Emergency Light       |    | Water Heater        |    | Urinal                |    | Ceiling Fan w/o Light       |
|    | Exit Light            |    | Telephone Panel     |    | Thermostat            |    | Air Handler                 |
|    | Tankless Water Heater |    | Window Wall Opening |    | RJ 45                 |    | Fire Alarm Control Panel    |
|    | Step Down Transformer |  | Maintenance Sink    |  | Window                |   | Tenant Water Meter          |
|  | Disconnect            |  | Sub Water Meter     |  | House Gas Meter       |  | Sub Gas Meter               |
|  | House Water Meter     |  | Air Handler         |  | House Electric Meter  |  | Tenant Electric Meter       |
|  | Tenant Gas Meter      |  | Vertical Fire Riser |  | Horizontal Fire Riser |                                                                                       |                             |
|  | Sub Electric Meter    |                                                                                     |                     |                                                                                      |                       |                                                                                       |                             |



Space Overview

| Overview | Actual Square Footage | Measured Depth of Space |
|----------|-----------------------|-------------------------|
|          | 4791 SQFT             | 77' 0"                  |

| Thickness | Front Wall | Rear Wall | Left Wall | Right Wall |
|-----------|------------|-----------|-----------|------------|
|           | 0' 5"      | 0' 8"     | 0' 5"     | 0' 8"      |

| Flooring | Concrete    | Carpet | Tile         | Other       | Unit      | Total        |
|----------|-------------|--------|--------------|-------------|-----------|--------------|
|          | 492.57 SQFT |        | 3940.89 SQFT | 112.49 SQFT | 4791 SQFT | 4545.95 SQFT |

| Ceiling<br>Information | Height From Floor To Ceiling | Height From Floor To Bottom Of Deck | Height From Floor To Bottom Of Joist |
|------------------------|------------------------------|-------------------------------------|--------------------------------------|
|                        | Back: 8' 6"                  | Front: 16' 1" Back: 16' 1"          | Front: 14' 1" Back: 14' 1"           |

| Ceiling<br>Information<br>Cont. | Clear Ceiling Height |
|---------------------------------|----------------------|
|                                 | 8' 6"                |

Mechanical

| Air<br>Handler | Reference | Manufacturer  | Model      | Serial   | Tonnage | Year | Notes |
|----------------|-----------|---------------|------------|----------|---------|------|-------|
|                | 1         | TOSHIBA (AHU) | RAS09LKVUL | 22600277 |         | 2022 |       |

| HVAC | Reference | Manufacturer | Model              | Serial     | Tonnage | Year | Notes |
|------|-----------|--------------|--------------------|------------|---------|------|-------|
|      | 1         | CARRIER      | 48HCED08D2M6AXF4F0 | 4213P60246 | 7.5     | 2013 |       |
|      | 2         | CARRIER      | 48HCED08D2M6AXF4F0 | 4213P60245 | 7.5     | 2013 |       |
|      | 3         | TOSHIBA      | RAS09LAVUL         | 32700002   | 0.75    | 2022 |       |

Electric

| Disconnect | Reference | Amps | Location      | UL Number  | Manufacturer | Handle or Breaker | Notes |
|------------|-----------|------|---------------|------------|--------------|-------------------|-------|
|            | 1         | 200  | Rear Exterior | Not Listed | Siemens      | Handle            |       |

| Electric<br>Meter | Reference | Meter #   | Location      | Amps | Notes |
|-------------------|-----------|-----------|---------------|------|-------|
|                   | 1         | 182614058 | Rear Exterior |      |       |

| Service<br>Panel | Reference | Amps | Service Type | Panel Type | Panel UL Number | Manufacturer | Location     | Number of Circuit Breakers | Notes |
|------------------|-----------|------|--------------|------------|-----------------|--------------|--------------|----------------------------|-------|
|                  | 1         | 250  | 120/208      | P1         | Not Listed      | Siemens      | Utility Room |                            |       |
|                  | 2         | 250  | 120/208      | P1         | Not Listed      | Siemens      | Break Room   |                            |       |
|                  | 3         | 250  | 277/480      | P1         | Not Listed      | Siemens      | Utility Room |                            |       |
|                  | 4         | 250  | 120/208      | P1         | Not Listed      | Siemens      | Break Room   |                            |       |

| Step<br>Down<br>Transformer | Reference | Size (kVA) | Service Type | Location     | Notes |
|-----------------------------|-----------|------------|--------------|--------------|-------|
|                             | 1         | 75         | 120/208      | Utility Room |       |

*\*IDPlans does not provide an Ampacity Report\**

Plumbing

| Backflows | Number of Backflows |  | Location      | Size   | Notes |
|-----------|---------------------|--|---------------|--------|-------|
|           | 1                   |  | Rear Exterior | 1 1/2" |       |

| House<br>Water<br>Meter | Reference | Meter #    | Location       | Meter Size | Notes |
|-------------------------|-----------|------------|----------------|------------|-------|
|                         | 1         | 1550735584 | Front Exterior | 1 1/2 inch |       |

| Sub Water<br>Meter | Reference | Meter #  | Location         | Meter Size | Line Size | Notes |
|--------------------|-----------|----------|------------------|------------|-----------|-------|
|                    | 1         | 44516980 | Inside the Space | 1 1/2 inch |           |       |

| Water<br>Fountains | Number of Water Fountains |  |  |  |  | Location |  |  | Notes |  |
|--------------------|---------------------------|--|--|--|--|----------|--|--|-------|--|
|                    | 2                         |  |  |  |  | Hallway  |  |  |       |  |

| Water<br>Heater | Reference | Manufacturer               | Model        | Serial     | Gallons | Tank | Tankless | Water Line (in) | Location     | Notes |
|-----------------|-----------|----------------------------|--------------|------------|---------|------|----------|-----------------|--------------|-------|
|                 | 1         | Bradford White Corporation | EF60T125E3N2 | KF18497755 | 60      | Yes  | No       | 1 1/2"          | Utility Room |       |

Waste

|                |                    |
|----------------|--------------------|
| Not<br>Present | Assets Not Present |
|                | Grease Trap        |
|                | Grease Container   |

Fire

|                                |           |              |       |                 |                           |            |       |
|--------------------------------|-----------|--------------|-------|-----------------|---------------------------|------------|-------|
| Fire Alarm<br>Control<br>Panel | Reference | Manufacturer | Model | Number of Lines | Phone Numbers Listed      | Location   | Notes |
|                                | 1         | Fire Lite    | MS4   |                 | 817-753-6783 972-663-5000 | Break Room |       |

|                      |                              |       |
|----------------------|------------------------------|-------|
| Fire<br>Extinguisher | Number of Fire Extinguishers | Notes |
|                      | 3                            |       |

|                    |                         |                        |                        |
|--------------------|-------------------------|------------------------|------------------------|
| Sprinkler<br>Heads | Sprinkler Heads Present | Riser Located in Space | Additional Information |
|                    | 40                      | No                     |                        |

Gas

| Gas Meter | Reference | Meter #   | Location      | Size   | Notes |
|-----------|-----------|-----------|---------------|--------|-------|
|           | 1         | 118288499 | Rear Exterior | 1 inch |       |

Room

| Restroom | Unit       | Description |
|----------|------------|-------------|
|          | Restroom 1 |             |
|          | Restroom 2 |             |

BAYLOR SCOTT & WHITE  
OUTPATIENT PHYSICAL THERAPY  
101 TOWN CENTER LANE  
KELLER, TX

SUP APPLICATION  
EXISTING CONDITION PHOTOS











