

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

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

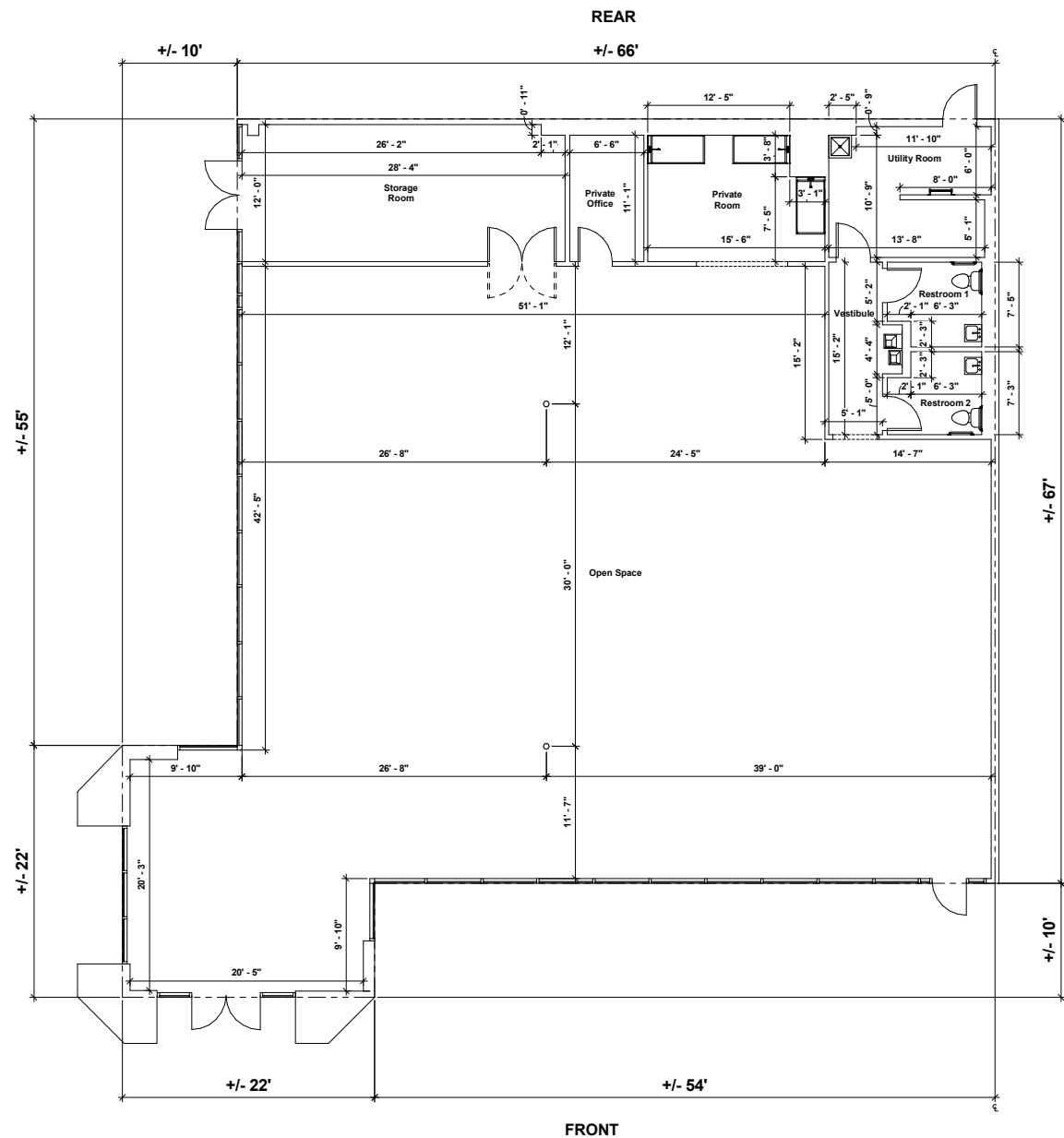
Plans Produced by:
ID PLANS

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

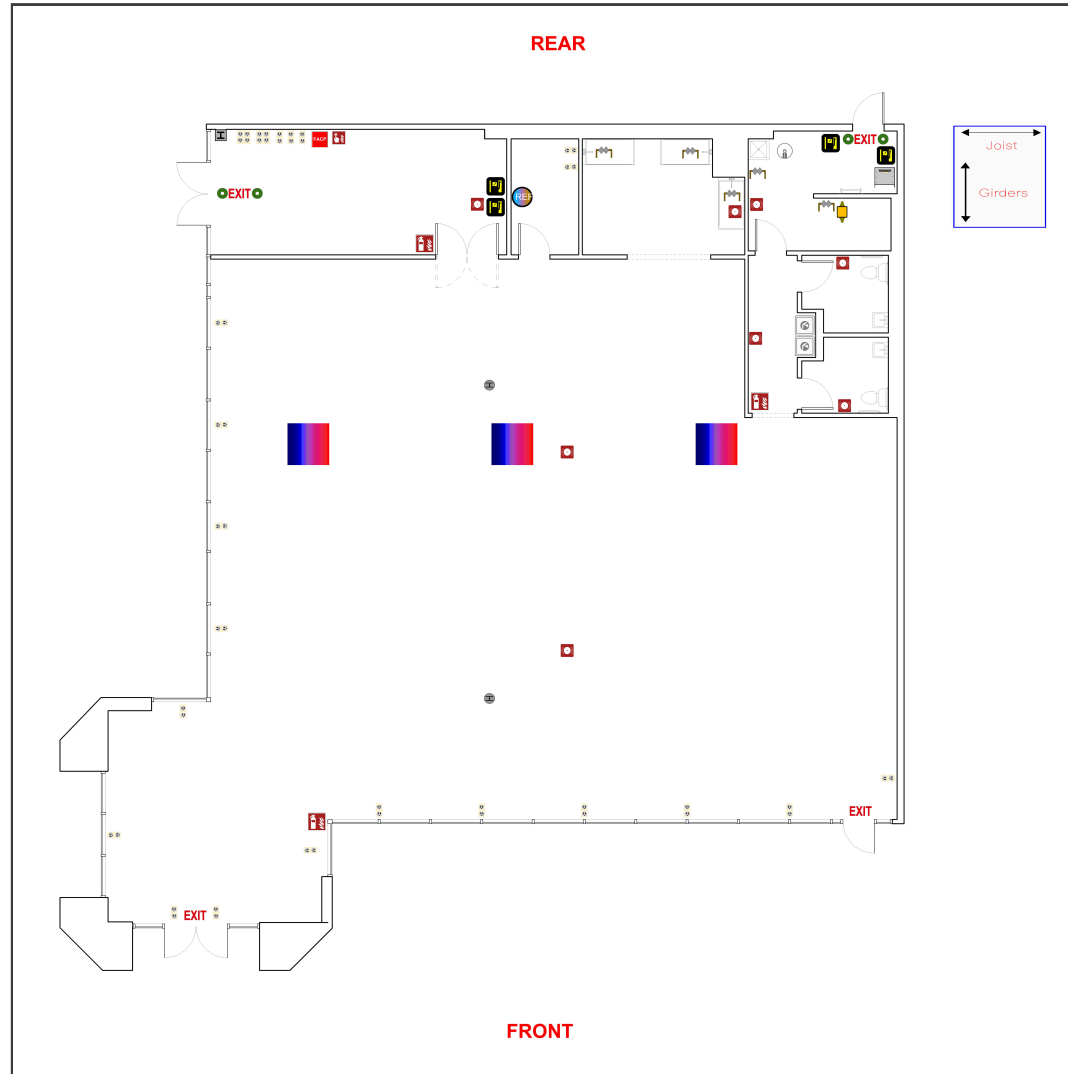
ID PLANS

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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 used for construction purposes or as a basis for any other documents, drawings, or media intended or claiming to be structurally accurate with the building. The architect accepts and reserves the right and responsibility to verify, change or alter the provided information at any time for any reason.




























































A1 MAIN FLOOR

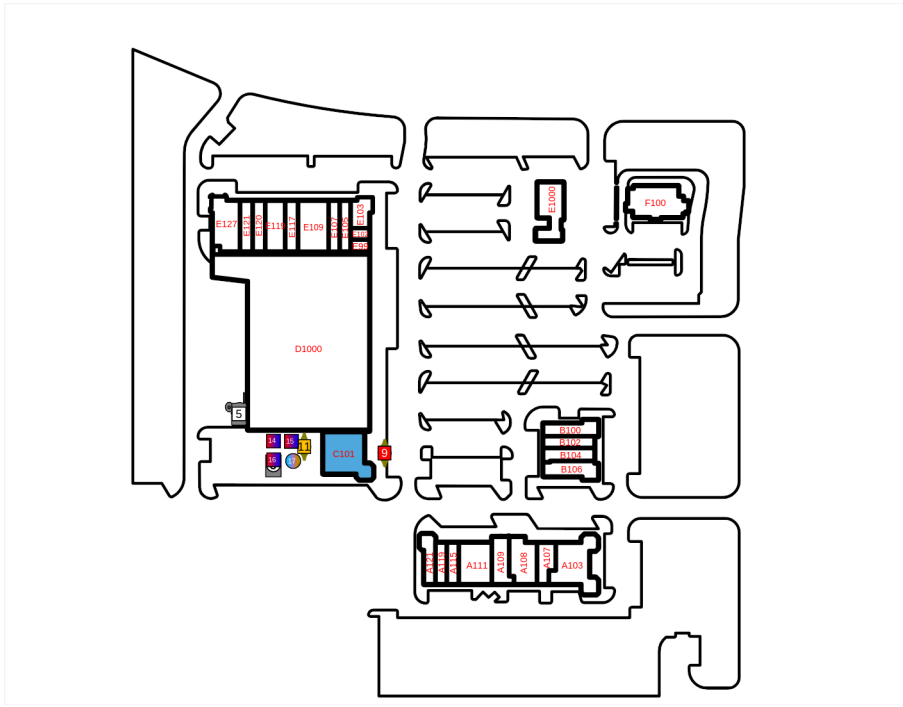


Virtual Tour



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 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 Information Cont.	Clear Ceiling Height
	8' 6"

Mechanical

Air 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 Meter	Reference	Meter #	Location	Amps	Notes
	1	182614058	Rear Exterior		

Service 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 Down 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 Water Meter	Reference	Meter #	Location	Meter Size	Notes
	1	1550735584	Front Exterior	1 1/2 inch	

Sub Water Meter	Reference	Meter #	Location	Meter Size	Line Size	Notes
	1	44516980	Inside the Space	1 1/2 inch		

Water Fountains	Number of Water Fountains	Location	Notes
	2	Hallway	

Water 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 Present	Assets Not Present
	Grease Trap
	Grease Container

Fire

Fire Alarm Control 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 Extinguisher	Number of Fire Extinguishers	Notes
	3	

Sprinkler 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









