

**In The Matter Of:**  
*TOWN COUNCIL PUBLIC HEARING*  
*Re: Application (SDD #7-R1-17)*

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*Hearing*  
*September 6, 2017*

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*BCT Reporting LLC*  
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TOWN OF WEST HARTFORD

TOWN COUNCIL PUBLIC HEARING

September 6, 2017, 6:50 p.m.,  
Legislative Chambers

Re: Application (SDD #7-R1-17) On Behalf of  
HHC Physicianscare, Inc., d/b/a Hartford  
HealthCare Medical Group, Lessee and  
Polo/West Hartford, LLC, Lessor Owner for a  
Request to Amend Special Development District  
#7, Located At 324-348 North Main Street and  
2495 Albany Avenue, West Hartford, to Convert  
Approximately 3,500 Square Feet of the Lower  
Level of the Whole Foods Market Building from  
Storage to Office and Physical Rehabilitation  
Use.

1       A p p e a r a n c e s:

2               Town Council Members Present:

3                       MAYOR SHARI CANTOR

4                       JUDY CASPERSON

5                       LEON DAVIDOFF

6                       DENISE HALL

7                       CHRIS WILLIAMS

8                       BETH KERRIGAN

9                       BEN WENOGRAD

10                      DALLAS DODGE

11

12               Alternate:

13                      GARRETT FLYNN

14

15                      PATRICK ALAIR

16                      Corporation Counsel

17

18                      ESSIE LABROT

19                      Town Clerk

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1     A p p e a r a n c e s:

2     For the Applicant (HHC Physicianscare, Inc.):

3             ALTER & PEARSON, LLC

4             701 Hebron Avenue

5             Glastonbury, Connecticut 06033

6             By: ROBIN M. PEARSON, ESQ.

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1                   PRESIDENT CANTOR: Okay. So  
2 we are going to call the 6:45 public hearing  
3 to order, and we are going to start with a  
4 rollcall.

5                   MS. LABROT: Mr. Barnes is  
6 absent, but we have Mr. Flynn.

7                   MR. FLYNN: Here.

8                   MS. LABROT: Ms. Cantor.

9                   PRESIDENT CANTOR: Here.

10                  MS. LABROT: Ms. Casperson.

11                  COUNCILOR CASPERSON: Here.

12                  MS. LABROT: Mr. Davidoff.

13                  COUNCILOR DAVIDOFF: Here.

14                  MS. LABROT: Mr. Dodge.

15                  COUNCILOR DODGE: Here.

16                  MS. LABROT: Ms. Hall.

17                  COUNCILOR HALL: Here.

18                  MS. LABROT: Ms. Kerrigan.

19                  COUNCILOR KERRIGAN: Here.

20                  MS. LABROT: Mr. Wenograd.

21                  COUNCILOR WENOGRAD: Here.

22                  MS. LABROT: And Mr. Williams.

23                  COUNCILOR WILLIAMS: Here.

24                  PRESIDENT CANTOR: Thank you,

25 Ms. Labrot.

1                   We have a presentation from  
2                   the applicant.

3                   Let me just read for the  
4                   record -- do you want to read for the record  
5                   number one?

6                   COUNCILOR DAVIDOFF: Thank  
7                   you, Madam Mayor.

8                   We're now going to hear an  
9                   application, SDD 7-R1-17, on behalf of HHC  
10                  Physicianscare, Inc, doing business as  
11                  Hartford HealthCare Medical Group, lessee,  
12                  and Polo/West Hartford, LLC, lessor/owner;  
13                  Robin Messier Pearson, Attorney; for a  
14                  request to amend Special Development District  
15                  Number 7, located at 324-348 North Main  
16                  Street and 2495 Albany Avenue, West Hartford;  
17                  to convert approximately 3,500 square feet of  
18                  the lower level of the Whole Foods Market  
19                  building from storage to office and physical  
20                  rehabilitation use.

21                  PRESIDENT CANTOR: Thank you,  
22                  Mr. Davidoff.

23                  Mrs. Pearson -- Attorney  
24                  Pearson, excuse me.

25                  MS. PEARSON: Good evening,

1 members of the Town Council. It's a pleasure  
2 to be here. My name is Robin Pearson. I'm  
3 an attorney with the law firm of Alter &  
4 Pearson in Glastonbury, Connecticut, and I  
5 represent the applicants that have submitted  
6 this application to you for consideration.

7           The purpose of the application  
8 is to amend Special Development District  
9 Number 7, one of your earliest special  
10 development districts in the Town of West  
11 Hartford. It has a address of 324-348 North  
12 Main Street, and 2495 Albany Avenue. And it  
13 is known by most of us as Bishops Corner  
14 Shopping Center, and it also contains the  
15 Konover office building which has access off  
16 of Albany Avenue.

17           The purpose of this  
18 application is to allow the Hartford  
19 HealthCare Rehabilitation Network, which is  
20 part of the Hartford HealthCare Medical  
21 Group, to be able to move to the lower level  
22 of the building I refer to as the Whole Foods  
23 building, which is building number two on the  
24 site plan that you have with the materials  
25 that were filed with the application, and to

1 relocate the Anytime Fitness office portion  
2 of their operation further to the rear of the  
3 lower level to make room, and the opportunity  
4 for the rehabilitation center to go to the  
5 lower level and still be able to be accessed  
6 from the upper level. That's the reason for  
7 having to relocate Anytime Fitness.

8           No new uses are being added to  
9 the tenant mix, but with this change Hartford  
10 HealthCare can give its operations at Bishops  
11 Corner, which include -- there are really  
12 three components of that, medical office,  
13 urgent care and physical rehabilitation. It  
14 can give them all their own spaces and allow  
15 for expanded and newly outfitted areas for  
16 those particular uses.

17           No changes are proposed to the  
18 exterior of the existing building other than  
19 new signage on the upper level. The changes  
20 proposed to the interior of the Hartford  
21 HealthCare Medical Group space on the upper  
22 level do not require a special development  
23 district amendment.

24           If we weren't changing storage  
25 space, or space that was storage space on the



1 lower level to be able to accommodate the  
2 relocation of the rehab space to the lower  
3 level we would not even need to be here in  
4 front of you this evening.

5 So everything that's happening  
6 on the upper level -- other than the  
7 increased signage for which we've requested a  
8 waiver, but anything else with regard to the  
9 upper-level reconfiguration of the tenant  
10 space and outfitting of that space would not  
11 necessitate us coming before this Council for  
12 an SDD amendment.

13 The applicants technically are  
14 HHC Physicians Care, Inc, which is doing  
15 business as Hartford HealthCare Medical  
16 Group, that's the lessee; and Polo/West  
17 Hartford, LLC, which is the owner of the  
18 Whole Foods building and is the lessor.

19 I have already provided to  
20 Essie Labrot the sign affidavit which  
21 indicates signs have been posted on the two  
22 street frontages, Albany Avenue and North  
23 Main Street, which are the frontages for this  
24 fairly sizable special development district  
25 area.

1                   And I have a number of people  
2 here this evening that care very much about  
3 this application and are sitting in the  
4 audience. I'd like to take an opportunity to  
5 identify them for you, though we don't  
6 anticipate we will all need to get up and  
7 make a presentation to you.

8                   They are first, Peter D'Addeo  
9 who you know is the owner of the Whole Foods  
10 building.

11                   And Karen Goyette is here.  
12 She is the Senior Vice President for Strategy  
13 and System Integration for Hartford  
14 HealthCare, which is the parent group for all  
15 these other related uses.

16                   Also here is Kirsten Jones.  
17 Kirsten is the President of the Connecticut  
18 market of Hartford HealthCare GoHealth Urgent  
19 Care, so the urgent care component of the  
20 various -- the three tenants that they have  
21 in their building, in their tenant space now.

22                   And Mark Parent is here also.  
23 He is the Area Director of Hartford  
24 HealthCare Rehabilitation Network.

25                   Jennifer Murnane is the

1 project manager for Hartford HealthCare and  
2 has been instrumental in putting this whole  
3 application together.

4 I also have here Scott Regina  
5 sitting in the back. You know Scott. He is  
6 the owner of Anytime Fitness Center.

7 And Scott Hesketh is our  
8 traffic engineer. And Scott is the only one  
9 we'll let get up and speak tonight, unless  
10 you have any particular questions for any of  
11 the other participants.

12 Quickly, I'd like to go  
13 through what's being requested here. As I  
14 indicated, the upper level is not  
15 something -- the new layout that was  
16 proposed, it's part of the plans that you  
17 have. I'll refer you to -- this sheet has  
18 the upper-level layout.

19 The only change that is of  
20 interest to you really is that there are six  
21 more exam rooms that are being added at this  
22 level, which technically necessitates twelve  
23 more parking spaces. And we'll go into that  
24 in a little more detail as we get into a  
25 discussion on parking. But even so, again

1 that's not something that would trigger our  
2 need to be before you, because that can be  
3 accommodated in the existing approvals that  
4 govern this special development district.

5 As you can see, it creates a  
6 very gracious layout. There's lots of room.  
7 There' a nice new welcoming area for clients  
8 to come in, and you can see from that upper  
9 level that there is access from there where  
10 people are directed down through the new  
11 elevator and stairwell to the lower-level  
12 where the rehab center is, but again its  
13 accessed from the upper-level.

14 The changes shown include the  
15 elevator access to the lower level,  
16 reconfiguration and upgrade of the medical  
17 offices and urgent care spaces, utilizing the  
18 area that will be vacated by the  
19 rehabilitation center use.

20 Overall, Hartford Medical  
21 Group is pursuing this, Hartford HealthCare  
22 Group is pursuing this because of a desire to  
23 enhance the experience for its clients and  
24 also to make it a nicer environment for its  
25 employees.

1                   And for your purposes it's  
2                   important to note that this is, of course, a  
3                   significant reinvestment. This is not an  
4                   inexpensive undertaking that they are wishing  
5                   to pursue. So it's a serious reinvestment in  
6                   this particular special development district.

7                   Hartford HealthCare Medical  
8                   Group indicates that the number of staff  
9                   persons will remain the same as currently  
10                  exists for the three uses. So the additional  
11                  parking is triggered by the fact that they  
12                  are creating six new medical exam rooms, but  
13                  they're not intending at all to increase the  
14                  number of staff persons. With the  
15                  application under Exhibit F we submitted a  
16                  matrix prepared by the Hartford HealthCare  
17                  Medical Group, which indicates the staffing  
18                  levels will remain the same.

19                  So looking at the lower level  
20                  we did submit today a new plan, which is the  
21                  one that you should be looking at when you  
22                  consider this application with regard to the  
23                  relocation of the Anytime Fitness office  
24                  space to make room for the relocation of the  
25                  Hartford HealthCare Rehabilitation Center.

1                   This new plan has  
2 additional -- the only thing that's changed  
3 from the one that you received on Friday,  
4 September 1st, is some additional notation  
5 that I'll describe later in response to a  
6 property owner's request that we add some  
7 additional information.

8                   But that layout shows you  
9 quite clearly that the space for the  
10 rehabilitation center is approximately 3,500  
11 usable square feet. You can see how it's  
12 laid out there.

13                   Again, no increase in staff.  
14 The operations will be the same as they were  
15 before, except in a nicer space with a little  
16 more room. You can also see quite clearly  
17 that people will enter that rehab space  
18 through the lower-level lobby where they will  
19 go in. There's a waiting room right there  
20 before they get into the rehab space.

21                   There is no direct access.  
22 There's no incentive for people to come in  
23 from the rear of the building on the lower  
24 level. And there is a corridor that's shown.  
25 We thought we would have a larger plan for

1 you, but you do have the smaller versions in  
2 front of you.

3 As you can see, there's a  
4 secondary access that goes out the back of  
5 the rehab space. It's needed for -- you need  
6 two means of access and egress, and there's  
7 no change to the exterior of the lower  
8 level where they will come in -- I'm sorry,  
9 they will go out an existing doorway that  
10 already exists at the lower-level.

11 However, I did talk to the  
12 planner and we do want to note that it might  
13 be possible that the building code review may  
14 require that there be a door right here. We  
15 don't know that yet. If that's the case it  
16 would just make for a shorter egress route  
17 and there may need to be an access door  
18 there. So Todd asked that I put that on the  
19 record for you, which I am doing.

20 So again, the only thing  
21 that's changing with regard to Anytime  
22 Fitness is the relocation of its office  
23 areas. The existing Anytime Fitness portion  
24 stays the same for which there, you know, the  
25 fitness area was approved.

1           The owner of the building is  
2     paying for the relocation of Anytime Fitness'  
3     offices to be able to accommodate the move  
4     downstairs of the rehab facility. The  
5     application does require a waiver of signage  
6     regulations, or relief from the signage  
7     regulations.

8           You received in the  
9     application package information on the  
10    signage that is proposed. You've received  
11    both an existing conditions, or current  
12    signage at the site, this rendering that was  
13    in your package. And you also have a  
14    rendering of the proposed signage.

15           And what I'd like to point out  
16    to you is if you look at it, the proposed  
17    signage basically fills in where there's an  
18    empty portion of the facade as it currently  
19    exists. That proposed signage is, as the  
20    zoning enforcement officer noted, it's  
21    approximately 49.2 square feet larger than  
22    what would be allowed under strict  
23    application of the zoning code when you  
24    combine all the signage that then would be  
25    be on the frontage of the Hartford Medical



1 Group tenant facade.

2 The Zoning Enforcement Officer  
3 Brian Pudlic said we should request a waiver,  
4 but he certainly didn't have any objection  
5 himself. He does sometimes have comments on  
6 proposed signage. He had none.

7 We do believe that the signage  
8 that's proposed makes a lot of sense. From a  
9 design perspective it's very similar to  
10 existing signage on the building, so it's not  
11 going to stand out as something dramatically  
12 different. I think it's logical to have  
13 signage on that empty space to sort of  
14 balance the signage as a design element on  
15 the front of the medical group, Hartford  
16 HealthCare Group tenant space.

17 And it's important with regard  
18 to concerns that have come from both the Town  
19 Plan and Zoning Commission and an abutting  
20 owner, that access to the relocated  
21 rehabilitation space be designated clearly as  
22 from the upper level and not confuse people  
23 and have them go around in the back and try  
24 and get into the rehab space from the rear,  
25 to not put any pressure on the parking spaces

1 that are available to the rear of the  
2 building.

3 So this signage will direct  
4 everybody to exactly the urgent care  
5 facility -- which is now called GoHealth --  
6 and the medical offices and the rehab space  
7 all on that upper level. So it serves as a  
8 wayfinding purpose and certainly makes sense  
9 if someone's coming into the center to try  
10 and locate the way to get to the lower level.

11 Most importantly, I suppose  
12 since this is a special development district,  
13 and what you need to be considering when you  
14 decide whether this application is worthy of  
15 approval, particularly with this relief from  
16 the signage regulation, is whether or not the  
17 design elements are jarring or not  
18 appropriate for this site.

19 And the Design Review Advisory  
20 Committee did review the entire application  
21 with particular emphasis on the signage given  
22 that it is, you know, different from, or a  
23 little more signage than would be normally  
24 allowed. And it did indicate it had no  
25 issues with regard to signage.

1           I was not at the Town Plan and  
2 Zoning Commission meeting. I don't know if  
3 they specifically addressed the signage, but  
4 they certainly did not express any concern  
5 about the waiver or the relief that was  
6 requested.

7           So with regard to parking, I'd  
8 like to just address that with a bit of an  
9 overview before Scott Hesketh comes up and  
10 talks about it.

11           In the application materials  
12 that were submitted there was a fairly good  
13 discussion about the unique nature of this  
14 special development district in that it has  
15 been approved and has seen successive  
16 approvals over the years -- indeed, I think  
17 it's been at least a decade, maybe more --  
18 and has built into it a parking deficit of  
19 119 parking spaces.

20           What that means is early on  
21 the Council in its wisdom determined that,  
22 given the nature of that shopping center and  
23 the fact that all these various uses share  
24 parking, it wouldn't be necessary to have a  
25 space attributable in the parking area or be

1 required for every single use in that  
2 shopping center as they have various peak  
3 times of use and various types of uses.

4 The 119 parking space deficit  
5 has been in place for a long time. Currently  
6 with this proposed application the parking  
7 deficit would go from 76 to 88, which is well  
8 within the 119 parking space benefit -- or  
9 deficit that is already built into this  
10 center. As I mentioned to you, there's no  
11 increase in staff and the only trigger  
12 requiring more parking spaces attributable to  
13 that deficit is the increase in exam rooms on  
14 the upper level, six more exam rooms.

15 Importantly, we submitted with  
16 the application a parking lot study dated  
17 June 30, 2017, prepared by Scott Hesketh's  
18 office, F.A. Hesketh & Associates. And it  
19 indicated that having studied the parking lot  
20 over the years for various applications there  
21 is always, notwithstanding the fact that  
22 everybody says there's not enough parking in  
23 that parking lot, there is always parking  
24 available. Now it may be on the fringes  
25 where someone has to walk. It certainly is

1 tight if you want to get within three spaces  
2 of Whole Foods, but there is always parking  
3 available.

4 So I'd like to ask Scott to  
5 come up on and just address what he has found  
6 with this study and studies over the years to  
7 substantiate that with this change/amendment  
8 to the SDD you shouldn't expect to find any  
9 deleterious impact on the parking situation  
10 in this SDD.

11 SCOTT HESKETH: Thank you,  
12 Robin.

13 For the record, Scott Hesketh  
14 from F.A. Hesketh & Associates. Our office  
15 is in East Granby, Connecticut, and I am the  
16 author of the June 30, 2017, parking study  
17 which has been submitted as part of this  
18 package.

19 We were asked to go out and do  
20 some observations out at the site and count  
21 the number of available parking spaces at the  
22 site to determine if the need for the  
23 additional twelve parking spaces as a result  
24 of the proposed changes in the interior of  
25 the building can be accommodated.

1           Our office went out between  
2           June 12th and June 23rd on 6 different days,  
3           made 20 different observations at different  
4           times. We've learned over the years at this  
5           particular site that the peak parking demand  
6           tended to be around the noon lunchtime hour.  
7           So on four of those days, or five of those  
8           days we did counts during the lunchtime peak.

9           We counted 11, 11:30,  
10          twelve o'clock, 12:30 and one o'clock on many  
11          of those days. And our observations  
12          indicated that at no time were there fewer  
13          than 104 available parking spaces on the site  
14          during those peak periods.

15          This proposal requires an  
16          additional twelve parking spaces. Twelve is  
17          significantly less than 104. So we believe  
18          that this proposed modification, that the  
19          site has clearly enough parking spaces to  
20          accommodate this proposed change in use.

21          And we had not only done  
22          counts during this recent period, but our  
23          studies have gone back all the way to 2002.  
24          We had done counts in October of 2002 and  
25          July of 2004, January of 2006 and June of

1 2012, and we always found a sufficient number  
2 of available parking spaces on the site.

3 In fact, the previous load  
4 number was 133 parking spaces on the site  
5 which occurred during July of 2004 and one  
6 time in October of 2016. So there's clearly  
7 enough available parking on the site to  
8 accommodate this proposed change.

9 And with that, I'll be  
10 available to take any questions the  
11 commission may have regarding the parking  
12 study.

13 Thank you.

14 PRESIDENT CANTOR: Thank you,  
15 Mr. Hesketh.

16 I think we do have questions  
17 for you, a couple people. Mrs. Hall had one.

18 SCOTT HESKETH: If this is the  
19 appropriate time I'll be happy to do that,  
20 yeah.

21 PRESIDENT CANTOR: Is this  
22 okay, Attorney Pearson?

23 MS. PEARSON: Absolutely.

24 PRESIDENT CANTOR: Okay.

25 COUNCILOR HALL: Mine is just

1 very quick. Were any of the studies done  
2 after Bertucci's' left and the new restaurant  
3 came in?

4 I don't know. I haven't had  
5 any insight on how popular the new restaurant  
6 is, and whether there's any change in volume  
7 there because of that.

8 SCOTT HESKETH: This was -- in  
9 the middle of June of 2017 was the last round  
10 of counts that we did.

11 And I'm told by the owners  
12 that, yes, the new tenant was in place at  
13 that time.

14 COUNCILOR HALL: Okay. Thank  
15 you.

16 PRESIDENT CANTOR: Thank you,  
17 Mrs. Hall.

18 I have one question before  
19 Mr. Wenograd goes. Were all of these done in  
20 the spring/summer? And any with snow?

21 SCOTT HESKETH: All the recent  
22 observations were in June of 2017. So there  
23 was no snow on the ground at that time.

24 PRESIDENT CANTOR: Okay.

25 Mr. Wenograd.



1 COUNCILOR WENOGRAD: Thank  
2 you.

3 Just one question. With the  
4 additional usage is there any change in the  
5 requirements for handicapped parking? In  
6 other words, based on who might be using the  
7 new facility did that change anything?

8 MS. PEARSON: We are not aware  
9 that there were. Staff didn't indicate that  
10 there were.

11 COUNCILOR WENOGRAD: Okay.  
12 Thank you.

13 PRESIDENT CANTOR: A couple of  
14 people had that question. Mr. Davidoff had  
15 that question also.

16 So Mr. Davidoff?

17 COUNCILOR DAVIDOFF: Thank  
18 you, Madam Mayor.

19 So I want to address the  
20 concern that you raised and the concern that  
21 Mr. Wenograd raised.

22 So with respect to the snow  
23 storage, anybody's who's lived in that corner  
24 of West Hartford over the years notices that  
25 all the snow gets pushed into the corner, and

1 a very large heap of snow gets pushed in the  
2 corner closest to North Main heading south.

3 So I'm wondering, do you have  
4 any knowledge as to how many spaces are used  
5 for snow storage, because it's usually not  
6 trucked off site?

7 SCOTT HESKETH: Well, snow is  
8 typically pushed toward the corner of parking  
9 lots in the initial timeframe after the  
10 storm. If it's a snow that's a very large  
11 snow that would linger for a period of time,  
12 the property owners typically hire companies  
13 to come in with backhoes and such.

14 I know there is a snow storage  
15 area identified to the rear of the lot. So  
16 in those instances where there's one or  
17 two inches of snow you'll get small piles in  
18 the corners and it will tend to melt over a  
19 couple of days.

20 If you have a large storm, 10,  
21 12, 14 inches, generally they move it off to  
22 the side initially. And then when they have  
23 a little bit more time they hire people to  
24 come in with backhoes and such and either  
25 truck it off site, or bring it back to the

1 snow storage area toward the rear of the  
2 parcel.

3                   Again, I don't have recent  
4 counts with snow on the ground. I can't tell  
5 you how many spaces would be used up, but  
6 that would depend on the volume of snow that  
7 falls over a period of time.

8                   COUNCILOR DAVIDOFF: Again to  
9 follow up, does the applicant know whether or  
10 not there's a condition of approval with  
11 respect to when the snow must be trucked off  
12 site, with respect to the volume of snow  
13 accumulated on the site?

14                   MS. PEARSON: There is no  
15 specific requirement, but it goes without  
16 saying that anybody who's running a shopping  
17 center is going to remove snow if there  
18 aren't parking spaces available for the  
19 customers in that shopping center.

20                   They do have parking --  
21 parking? A snow shelf in the back where they  
22 can locate it. I know for a fact that they  
23 have trucks -- snow off, and who knows?  
24 Maybe there will be a lot more of that  
25 happening with, you know, weather patterns

1 changing, but I assure you that no one is  
2 going to sit there and allow any, you know,  
3 neither Mr. D'Addeo, nor are the other owners  
4 of the center going to allow those parking  
5 spaces to disappear for their employees and  
6 their clients. Otherwise, there's no sense  
7 being in businesses.

8 COUNCILOR DAVIDOFF: My  
9 recollection is over the years when we've had  
10 a lot of snow, though, I do remember seeing  
11 very unsightly snow piles in that corner of  
12 the parking lot.

13 MS. PEARSON: Oh, I don't  
14 disagree. I can recall them being unsightly,  
15 but that's a different issue as to whether or  
16 not they are taking away parking that would  
17 otherwise be used, but it's not --

18 COUNCILOR DAVIDOFF: And  
19 they're quite large. So we'll talk about  
20 that a little bit later, I guess.

21 My other question is, since  
22 the use is going to become more intensive for  
23 those seeking rehab services, are the number  
24 of handicapped spaces in the parking lot on  
25 the upper level, are they going to increase

1 in number?

2 MS. PEARSON: Just again, you  
3 said the uses are going to be more intensive.  
4 I think they're going to be more luxurious,  
5 but they're not necessarily going to be more  
6 intensive. There's no increase in staff.  
7 It's just a nicer facility for people who are  
8 using the rehab facility.

9 That said, I'll have to look  
10 at the applicant and see whether they think  
11 there's a need for any additional handicapped  
12 access spaces. I know whenever I've used  
13 that facility I have not been able to park in  
14 a handicapped space, and many of the people  
15 who are in there don't necessarily qualify  
16 for being able to park in a handicapped  
17 space, but I don't think there's any reason  
18 that they have to provide more.

19 And I'm looking at --  
20 Mr. D'Addeo would like to stand up and see if  
21 he can help me out with this one.

22 You have to come up here to  
23 the microphone and identify yourself.

24 PETER D'ADDEO: Peter D'Addeo,  
25 the owner of Polo West Hartford, the owner of

1 that property. And our handicap spaces,  
2 while they're very important, if you recall,  
3 they're not up against the sidewalk up  
4 against the curb for the street. They're in  
5 the pool parking and they are often time  
6 vacant because there's not enough handicapped  
7 folks to fill them.

8 And there, in this application  
9 there's no change in the design of the  
10 parking lot at all. So we don't feel that  
11 this particular use created any additional  
12 need for handicapped spaces. Then of course,  
13 that would take away from the spaces that are  
14 already utilized by the retailer, and those  
15 existing handicapped spaces already remain  
16 vacant quite often.

17 MS. PEARSON: Thank you,  
18 Peter.

19 And I did just check with  
20 Mr. Parent who is in charge and running the  
21 rehab area. And he underscored, again  
22 there's no increase in staff. They don't  
23 increase. They don't anticipate an increase  
24 in clientele.

25 So as I said, it's really not

1 an intensification of the use. It's just a  
2 relocation of the use.

3 COUNCILOR DAVIDOFF: Well, one  
4 could also say, and correct me if I'm wrong,  
5 that there's a change in use. And the change  
6 in use is being that rehab services are being  
7 provided which are currently not being  
8 provided.

9 And the people seeking those  
10 services, one could predict would need to  
11 park in a handicapped space more so than  
12 somebody who is just coming in for a routine  
13 physical.

14 PETER D'ADDEO: Rehab is  
15 already there upstairs.

16 MS. PEARSON: Yeah, that is  
17 true. Rehab is upstairs already. So it's  
18 just moving downstairs.

19 COUNCILOR DAVIDOFF: So I just  
20 want to make certain I'm clear. Your  
21 testimony is -- the number of patients coming  
22 for rehab in terms of the portion of the  
23 business, your testimony is that that is not  
24 going to increase in terms of the percentage  
25 of people using that space?

1 MS. PEARSON: There is no  
2 reason to anticipate that there would be.  
3 They're not increasing staff so they can  
4 still only see the same number of people.  
5 And they've indicated to me -- I'm not  
6 running the operation, but they've indicated  
7 to me that they do not anticipate an  
8 intensification of use of that facility.

9 I would just like to leave you  
10 with the thought that before you consider  
11 requiring more handicapped spaces, if that's  
12 something that you are considering, that the  
13 testimony of Mr. D'Addeo I think is very  
14 telling, which is that those spaces are  
15 currently often going unused.

16 And that you do take away --  
17 you have the potential for depriving persons  
18 who don't qualify for handicapped spacing use  
19 from being able to park, even though they may  
20 have a sore hip or whatever, from being able  
21 to park as closely as possible to that space  
22 to use the services.

23 So I leave you with that. You  
24 have to do what you want with regard to any  
25 conditions. We definitely do not believe any



1 such requirement would be necessary, and it  
2 is not required by code provisions -- at  
3 least staff has not indicated that any more  
4 are.

5 PRESIDENT CANTOR: It's clear  
6 that Mr. Alair wants to share something with  
7 us.

8 MR. ALAIR: I apologize. I  
9 received a message from Mr. Dumais who asked  
10 me to announce that if anybody is here for  
11 the TP and Z meeting, and apparently one lady  
12 was, it's in Room 400.

13 So the rest of you pretty much  
14 look like you're in the right place, but I  
15 was asked to make that announcement.

16 PRESIDENT CANTOR: Profound.  
17 Thank you. Okay.

18 Yes, Ms. Casperson.

19 COUNCILOR CASPERSON: Thank  
20 you, Madam Mayor.

21 My only question is -- it's  
22 exciting that you're going to have six new  
23 rooms. Do you think that in the future  
24 you're going to have any expanded services?

25 MS. PEARSON: Well --

1 COUNCILOR CASPERSON: That  
2 might intensify the use. I think that that  
3 was some of the question that Mr. Davidoff  
4 was getting at.

5 MS. PEARSON: The new exam  
6 rooms are in the doctor's office area.

7 COUNCILOR CASPERSON: Okay.

8 MS. PEARSON: So that would be  
9 like if somebody took over doctor's offices  
10 in the Konover building.

11 That in and of itself, a  
12 doctor's office use, if you have more  
13 examining rooms it doesn't trigger the need  
14 for more handicapped parking, but it's  
15 certainly possible. And that's why the  
16 parking count goes up, that you could have  
17 more people coming to the doctor's offices  
18 because there are more exam rooms.

19 So there might be fewer people  
20 waiting in the, you know, waiting in a lobby  
21 area to get in to see a doctor, so that's  
22 possible, but that's taken into account in  
23 the parking calculation. So that's  
24 accommodated already. And we still have -- I  
25 think it was 88 spaces against that 119 space

1 deficit.

2                   So whether there are  
3 additional parking spaces, should that be way  
4 off, there's still an abundance of parking  
5 within the built-in deficit for this shopping  
6 center.

7                   COUNCILOR CASPERSON: Great.  
8 Thank you.

9                   MS. PEARSON: And we certainly  
10 can't find any more. There are no more  
11 places to put parking spaces.

12                   PRESIDENT CANTOR: Thank you,  
13 Mrs. Casperson.

14                   Mr. Davidoff.

15                   COUNCILOR DAVIDOFF: With this  
16 change of use are the hours of operation  
17 changing?

18                   MS. PEARSON: The hours of  
19 operation for the urgent care facility would  
20 be eight -- from eight in the morning to  
21 eight at night.

22                   The hours for the medical  
23 office building -- and I did write it down --  
24 will actually be reduced from what they are  
25 now, because they're able to separate out the

1 urgent care use, but for urgent care, the  
2 maximum would be eight to eight.

3 COUNCILOR DAVIDOFF: Thank  
4 you.

5 PRESIDENT CANTOR: Thank you,  
6 Mr. Davidoff.

7 Anything else?

8 (No response.)

9 PRESIDENT CANTOR:  
10 So I just wanted a couple of  
11 questions -- there's no parking in the back  
12 of the building at all that's being striped?

13 MS. PEARSON: Nothing is  
14 changing.

15 PRESIDENT CANTOR: Nothing is  
16 changing. There are a few spaces there?

17 MS. PEARSON: They are, and  
18 they're being used right now. And as I'll  
19 get into it when I talk about our outreach  
20 and some of the concerns neighboring property  
21 owners had, the property owners.

22 Particularly Mr. Udolf wants to make sure  
23 there's no other incentive or pressure put on  
24 those parking spaces in the rear.

25 PRESIDENT CANTOR: Okay. All

1 right. And the wall between -- so Anytime  
2 Fitness is now pushed to the back wall?

3 MS. PEARSON: Just their  
4 office area, just the offices.

5 PRESIDENT CANTOR: Just the  
6 offices, right. The entryway, the egress and  
7 entry there, it looked like -- it's hard to  
8 see where that leads. There's little doors  
9 that look like they're leading out, but where  
10 do they go?

11 MS. PEARSON: There is no  
12 change to their existing entrance, to Anytime  
13 Fitness.

14 So if you look at this plan I  
15 just submitted, I'm showing you right now  
16 this is basically the outline of the Anytime  
17 Fitness facility. It runs from front to back  
18 on the lower level, on this side.

19 And the doors are back here  
20 and those doors, you still have access into  
21 the facility and I believe there's another  
22 access way in here.

23 There's no change. And they  
24 have an egress door here, for another  
25 means of egress. It's not signed for access.

1 That's back there also. So nothing changes,  
2 no changes in the access to Anytime Fitness.

3 To get to the office area you  
4 still will go through -- previously you went  
5 through the Anytime Fitness space. To get to  
6 their office you went down here.

7 Now to get to their office  
8 you'll go through this door right here and  
9 into their office here.

10 PRESIDENT CANTOR: Okay.  
11 That's helpful. I didn't see that door in  
12 the corridor when I first looked at it.  
13 Okay. All right. Thank you. That's all I  
14 had.

15 Any other questions?

16 (No response.)

17 PRESIDENT CANTOR: Okay.  
18 Outreach, you were going to talk about the  
19 outreach?

20 MS. PEARSON: Yes, and I just  
21 want to make one other comment. The Town  
22 Plan and Zoning Commission did ask in its  
23 recommendation that staff parking be  
24 restricted to outlying areas of the parking  
25 lots in an effort to free parking closer to

1 the building for patients, customers and  
2 visitors to the plaza.

3 And in the supplemental filing  
4 that you received on 9/1 we attached a  
5 1999 -- or excerpts from it, a 1999 cross  
6 parking and access easement agreement which  
7 is recorded on the land records between the  
8 various owners. And it specifies in there  
9 that between the owners of the parcel, they  
10 agreed that employee parking will be on the  
11 perimeter up by North Main Street and not in  
12 other areas.

13 So pertinent sections of that  
14 agreement I did attach. And for the record,  
15 Hartford HealthCare Medical Group has  
16 indicated it specifically requests its  
17 employees already to park close to North Main  
18 Street and no closer than in the far ends of  
19 the parking aisles in front of Whole Foods.  
20 And it hereby commits to continuing to so  
21 require its employees to park on the western  
22 and southern perimeter of the upper parking  
23 lot, which is facing Marshalls and towards  
24 the Walmart -- Walgreen's side of the parking  
25 lot.

1           So that's it for parking on  
2           our presentation. I'd just like to quickly  
3           go through staff and agency reviews. Again,  
4           in that supplemental filing we listed for you  
5           all the various communications from staff.

6           The West Hartford Bloomfield  
7           Health District, July 25, 2017, you received  
8           a letter from Steve Huleatt saying a sewer  
9           service adequacy review is required by  
10          177-44-C -- is complete. We did not have  
11          that ready for you at the time of  
12          application. So it's now in your record.

13          You did receive the Design  
14          Review Advisory Committee unanimous positive  
15          recommendation finding the application  
16          consistent with the committee's performance  
17          review criteria. That's dated August 14th.

18          You have a town engineer  
19          memorandum July 14th, where he finds the  
20          application acceptable. I've already  
21          discussed with you the TP and Z  
22          recommendation, which was positive.

23          And police and fire department  
24          e-mails expressing no concerns were issued on  
25          July 13th and July 14th, respectively.



1           The zoning enforcement  
2 officer's comments -- we've also already  
3 discussed -- July 21, 2017, where he suggests  
4 we secure a waiver, which we are asking you  
5 for.

6           You now have the August 31st  
7 Bishops Corner Neighborhood Association  
8 minutes of the meeting, and I'll discuss that  
9 under outreach. And I see by the end of the  
10 day, unless you have something I did not  
11 receive, that you do not have written town  
12 planner comments.

13           But I did talk with Todd  
14 Dumais earlier this afternoon -- if you don't  
15 have them, what he said to me was that he  
16 would try and get a clean bill of health from  
17 the planning office into your package, but he  
18 wasn't sure he could get it done today.

19           He said I could represent to  
20 you that he had no issues with the  
21 application, or the planning department has  
22 no issues with the application.

23           So with regard to outreach, we  
24 indicated in the application filing that we  
25 were proposing a July 26th open house that

1 would be sponsored by the applicants at the  
2 facility. The mailing did go out. From the  
3 photographs -- I thought were kind of cute,  
4 that were given to me. I just thought  
5 I'd pass them on to you.

6 No one came. Not unusual, not  
7 that we necessarily expected people would.  
8 But we did, in the mailing that was sent out,  
9 indicate that if anybody had any concerns,  
10 they were given telephone numbers that they  
11 could contact. And as of today no one has  
12 contacted the applicant with regard to any  
13 concerns about this application.

14 The only person who expressed  
15 any concern was Robert Udolf. And I forget  
16 the legal entity, but Mr. Udolf through his  
17 company owns the abutting property where the  
18 Crown Market is located and they share a  
19 common access way.

20 And what he shared with me  
21 was -- and they've been here and opposed  
22 applications in the past for the Anytime  
23 Fitness facility, and for its expansion.  
24 There were some rather controversial  
25 applications before this Town Council before

1 that was able to get approved. Their concern  
2 is pressure on parking spaces for people who  
3 visit Crown or any of the other retailers in  
4 that facility.

5                   So my initial discussion with  
6 him, we went through the application itself  
7 and I explained to him how the signage was  
8 upfront at the upper level, that there would  
9 be no reason for people to think that they  
10 could get into the rehab center but for or  
11 only if they go through the main entrance to  
12 the upper-level rehab Hartford HealthCare  
13 Medical Group facility.

14                   So the signage clearly directs  
15 them that way. And you've already heard that  
16 they commit to not allowing any of their  
17 employees to park in back and requiring them  
18 to park on the upper level.

19                   He seemed to be okay. And  
20 then I heard from his attorney, which always,  
21 you know, is an indication that someone is  
22 really interested in how this is going to  
23 play out and whether this is an acceptable  
24 application to them.

25                   So he retained -- he

1 originally said he was going to be okay with  
2 this -- but he did retain counsel. And I  
3 spoke on several occasions with Michael  
4 O'Connell at O'Connell Attmore & Morris, and  
5 I provided him with the application materials  
6 and then with the supplemental materials that  
7 we filed.

8                   And what he asked for as of  
9 yesterday was additional notations on the  
10 lower level layout plan, that we therefore  
11 filed this plan with you. So the notations  
12 say, new egress corridor to exterior exit,  
13 egress only, and second egress. And I've  
14 highlighted where those are, those notations  
15 on the 9/5, September 5th plan that you now  
16 have.

17                   So we ask that those be put on  
18 there also to further emphasize that that is  
19 only a secondary means of egress, and is not  
20 meant to be an access corridor. There will  
21 be no signage on the exterior of the building  
22 there.

23                   So we made that change and we  
24 forwarded it to Attorney O'Connell. And he  
25 has authorized me to report to you that his

1 client is comfortable with the plan as a  
2 solution to his concerns. So I am doing that  
3 and that is the only other entity that we  
4 heard from.

5 I did talk with Konover at the  
6 time we made the application and they  
7 expressed satisfaction and were pleased we  
8 copied them on everything.

9 So then, the final outreach  
10 effort was with the Bishops Corner  
11 Neighborhood Association, and that meeting I  
12 described for you. The report, my client  
13 said that at that meeting the members of the  
14 Bishops Corner Neighborhood Association were  
15 positive and expressed appreciation for the  
16 services Hartford HealthCare Medical Group  
17 provides to the neighborhood, and support for  
18 the expansion of those services.

19 And the minutes that you've  
20 since received state, the Bishops Corner  
21 Neighborhood Association is pleased to  
22 support the proposed project. There were no  
23 objections to the project, and they did ask  
24 that the applicant be aware of and mitigate  
25 potential noise created by potential

1 contractors when bringing building material  
2 debris from inside to the outdoor dumpsters.

3 And the applicant, I will tell  
4 you -- I'm authorized to say that the  
5 applicant commits to being mindful of this  
6 issue and will remind its contractors to be  
7 careful and mindful of this particular  
8 concern when they're taking stuff out and  
9 dumping it into the dumpsters.

10 And finally, the Bishops  
11 Corner Neighborhood Association minutes that  
12 you have dated August 31 wished the applicant  
13 luck in its venture.

14 So altogether, a very positive  
15 review by both outside agencies and outside  
16 groups and property owners. I won't go  
17 through it. I've included it in my  
18 application filing, but I list the ways by  
19 which this application meets all of your SDD  
20 standards.

21 I think the most important  
22 thing is, clearly, these are uses that are  
23 already existing in the shopping center.  
24 There is no additional change to the  
25 buildings or to the site plan layout. The

1 signage change is minor. I don't think  
2 anyone can reasonably argue that what's being  
3 proposed is going to have a negative impact  
4 in any way on the surrounding neighborhoods  
5 and properties.

6 And also, as an existing  
7 special development district for which no  
8 building, additional building area is  
9 proposed, the total density of development in  
10 terms of floorspace and land coverage  
11 complies with the standards of the underlying  
12 district.

13 So for all those reasons and  
14 given the information that we have put on the  
15 record for you we certainly hope that you  
16 will be able to approve this application. I  
17 know everyone is interested in proceeding  
18 very quickly on this.

19 So thank you very much, and  
20 we'll answer any other questions you may  
21 have.

22 PRESIDENT CANTOR: Thank you,  
23 Mrs. Pearson.

24 I had one quick question on  
25 operations while the construction is going

1 on. Is it going to remain open and will it  
2 be sectioned off in certain areas? Will the  
3 urgent care be -- well, how will that  
4 construction across the street --

5 MS. PEARSON: I am going to  
6 ask someone else to answer that question.

7 So with regard to the Hartford  
8 HealthCare area construction, are you able to  
9 do that, Jennifer?

10 JENNIFER MURNANE: Absolutely.

11 MS. PEARSON: Identify  
12 yourself for the record.

13 Thank you.

14 JENNIFER MURNANE: Jennifer  
15 Murnane. For the record, I'm the Project  
16 Manager, Construction Manager.

17 Yeah, so the construction is  
18 going to take place in about six different  
19 phases to keep all three businesses open at  
20 the same time. So the first thing that's  
21 going to happen is a very small renovation in  
22 our space which will allow us to make room  
23 for the urgent care, GoHealth urgent care to  
24 build their space.

25 Once that happens, and in the



1 same timeframe Peter is going to be moving  
2 Anytime Fitness down below. Once that's  
3 complete we'll start building out rehab.  
4 When rehab is complete downstairs we will  
5 move rehab from downstairs and then complete  
6 there.

7 So I think there's phases A  
8 through F, and it will take quite some time,  
9 significant months from start to finish with  
10 multiple permit applications and different  
11 things.

12 So we will be -- because it  
13 will be an active patient care during the  
14 entire time, our contractors take extra care  
15 to have our partitions be fully to the deck  
16 to provide no dust and make sure all of our  
17 environments remain completely safe for  
18 patients. A lot of the work will be done at  
19 night, too.

20 PRESIDENT CANTOR: Inside  
21 quiet work will be done in the evening, yes.

22 JENNIFER MURNANE: That's  
23 right.

24 PRESIDENT CANTOR: Okay.

25 Mr. Davidoff?

1 COUNCILOR DAVIDOFF: Do we  
2 have an estimated cost of what these  
3 improvements are?

4 JENNIFER MURNANE: We do.  
5 Well, we have -- I have an estimated cost of  
6 what my improvements are, and Peter has an  
7 estimated cost of what his improvements are.  
8 Do you want to know?

9 COUNCILOR DAVIDOFF: Would you  
10 care to share what the reinvestment in the  
11 community is?

12 JENNIFER MURNANE: From  
13 Hartford HealthCare, it's about 1.4 million.

14 COUNCILOR DAVIDOFF: Thank  
15 you.

16 JENNIFER MURNANE: That's not  
17 including Peter's work, building the stairs  
18 and the elevator, moving Anytime Fitness. So  
19 that's in addition to the 1.4.

20 COUNCILOR DAVIDOFF: All  
21 right. Thank you.

22 PRESIDENT CANTOR: Thank you,  
23 Mr. Davidoff.

24 Any more questions?

25 (No response.)

1                   PRESIDENT CANTOR: Is there a  
2 sign-up sheet? Has anybody signed up?

3                   MS. PEARSON: There's no one  
4 else here.

5                   PRESIDENT CANTOR: You're  
6 right. I didn't know if anyone signed up.  
7 Yeah. Okay.

8                   So I will read in for the  
9 record -- which I think you already  
10 mentioned, but I'll just read it in to make  
11 sure it's there. A letter dated August 11,  
12 2017, from TPZ recommending approval; and a  
13 letter dated August 14, 2017, from DRAC  
14 recommending approval.

15                   If there's no further  
16 questions we will close the public hearing.

17  
18                   (Whereupon, the above  
19 proceedings were concluded at 7:50 p.m.)  
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## CERTIFICATE

I hereby certify that the foregoing 50 pages are a complete and accurate computer-aided transcription of my original verbatim notes taken of the Public Hearing in RE: APPLICATION (SDD #7-R1-17) ON BEHALF OF HHC PHYSICIANS CARE, INC., D/B/A HARTFORD HEALTHCARE MEDICAL GROUP, LESSEE AND POLO/WEST HARTFORD, LLC, LESSOR OWNER FOR A REQUEST TO AMEND SPECIAL DEVELOPMENT DISTRICT #7, LOCATED AT 324-348 NORTH MAIN STREET AND 2495 ALBANY AVENUE, WEST HARTFORD, TO CONVERT APPROXIMATELY 3,500 SQUARE FEET OF THE LOWER LEVEL OF THE WHOLE FOODS MARKET BUILDING FROM STORAGE TO OFFICE AND PHYSICAL REHABILITATION USE, held before the West Hartford Town Council, at Town Hall, 50 South Main Street, Room 314, West Hartford, Connecticut, on September 6, 2017.



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Robert G. Dixon, CVR-M 857  
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My Commission Expires: 6/30/2020