

## **NARRATIVE STATEMENT**

Carvana sells vehicles online through [carvana.com](https://carvana.com). Deliveries of vehicles purchased online are fulfilled using a network of inspection/reconditioning centers, vending machines and delivery hubs to distribute sold vehicles. In 2017, Carvana launched a hub location at 13 John Fitch Blvd. This site is utilized for the delivery of vehicles to customers. See **Exhibit A**.

**In an effort to maximize utilization of our site we would like to extend to our customers the option to pick up vehicles purchased online. This activity would require Special Exception approval to allow vehicle sales.** The purpose of this narrative is to provide information pertaining to current and proposed operations that support approval for a Special Exception to Table 4.1.1A of the South Windsor Zoning Ordinance.

### **Site History / Background**

In 2017, the Planning & Zoning Commission approved automotive uses related to delivery services. A copy of the approval letter is attached as **Exhibit B**. The Commission approved this use after considering the existing zoning category - General Commercial (GC) and the history of automotive and delivery related services at this location. The GC zoning district allows an array of automotive uses including vehicle sales (with SE approval), service stations, fuel and repair. The entitlement history for this site reflects the following approvals:

- 1964- Approved permit for septic system
- 1988- Approved continuation of a legal, non-conforming warehouse / trucking center
- 1993- Approved site plan of development for Caron Auto Works
- 1997- Approved location for a public storage or repair garage
- 1998- State hearing permitting for transfer of General Repairer's license
- 2009- Approved Site Plan of development for Axel & Spindle Truck Repair
- 2017- Permitted use Determination for IBEW Training Facility
- 2017- Permitted use Determination for Carvana as a delivery and logistics facility.

These approvals reflect a 30-year history of automobile related uses at this site. The uses reflect activities allowing for customer on-site activity, automotive transportation and delivery services, vehicle storage and vehicle repair and their associated impacts. These impacts include a documented history of customer / employee traffic as well as vehicle and truck traffic and associated operational noise. Carvana's occupancy since 2017 is just a continuation of these uses and does not adversely impact the surrounding commercial developments.

### **Carvana Background**

As mentioned above, Carvana is an online retailer of used vehicles. We sell our vehicles through [carvana.com](https://carvana.com) and use a network of inspection/ reconditioning centers, vending machines and delivery hubs to distribute sold vehicles to our buyers.

Once a buyer purchases online, cars begin their journey from an Inspection Center, where they have been housed and reconditioned. Once the vehicle is reconditioned and sold online it is transferred to the hub for final delivery to the customer.

Current on-site activities include office uses, minor detailing (exterior spritz spray to wash off dust collected during transport) and vehicle loading. All deliveries are scheduled in advance. If the purchased vehicle is scheduled for a direct delivery to the customer, the vehicle is loaded onto a single car hauler and driven to the customers desired delivery location (ie. home or office)

2017 Carvana has been operating in full conformance to the requirements set forth in the Zoning Ordinance and the 2017 Planning & Zoning Commission's conditions of approval.

### **Proposed Additional Use**

Currently Carvana is pursuing a State Dealer's license. As part of this effort, we need to provide the state documentation of an Auto Sales permitted use. Carvana would like to propose Auto Sales as an addition to the current uses. Allowing for auto sales would allow Carvana to invite customers on site to pick up the vehicles they purchased online at Carvana.com. Carvana will continue using this site for administrative offices and vehicle distribution uses per our 2017 approval with the addition of Auto Sales to allow for Carvana to host onsite pickup events.

Allowing these onsite pickup events allows customers to receive their vehicles faster saving on delivery costs. The ability to host these onsite pick up events reduce 9-car and single car hauler traffic in and out of the site.

Although we are seeking a state dealer's license which requires Auto sales to be a permitted use Carvana has not intention of selling vehicles on site. All sales will continue to transact online at Carvana.com. We will NOT have a dealer showroom here, and customers cannot view "for sale" displayed vehicles or negotiate a purchase. All sales occur entirely online through our website - we only intend to give customers the option to pick up in person. Since the buyer has already purchased their vehicle online, all they need to do onsite is pick up their vehicle and sign any outstanding title paperwork. Curbside pickup time is typically 15 minutes or less. No direct sales of vehicles or inventory display of for-sale vehicles will occur at this location. Customer pick-ups will be restricted only to existing parking areas in striped stalls.

A site plan depicting the parcel and site circulation is attached as **Exhibit C**. An exhibit depicting the location of the customer pickup area is attached as **Exhibit D**.

### **Proposed Special Exception Conformance**

Our proposed use, customer pickup of vehicles purchased online, is a use not specifically contemplated under the existing zoning ordinance. Staff has determined, based on the State's dealers licensing requirements, that we need to secure a Special Exception allowing for Automotive Sales is required in the GC (General Commercial) zoning district (**Exhibit E**).

Section 8.4B, Review Criteria states that the Commission may grant a Special Exception allowing for Automotive Sales, subject to a review of the following criteria. Carvana's existing use of the site as well as the proposed additional use meet the requirements set forth as follows:

The proposal is consistent with the goals and objectives of the Plan of Conservation and Development. No changes are requested to the existing Plan of Conservation of Development. Under the existing plan, our site is denoted for commercial uses. The site currently (and will continue to) operate in conformance with the approved Land Use Map. A key component of the plan is to utilize existing structures and to encourage business development. Approval of this request will utilize the existing building structure - no new building expansion or changes to the existing site improvements are required. The property is located on the southern boundary of South Windsor and is consistent in character with the surrounding uses.

The application has met the requirements of the zoning regulations. No variances or deviations from zoning regulations are requested. We will continue to operate the site in conformance to the town's adopted requirements. Table 4.1.1A, Permitted Commercial & Industrial Uses, limits the maximum of cars offered for sale on site to four (4). As previously stated in this narrative, no dealer showroom is proposed and no customer negotiations are proposed. In accordance with this restriction, we will limit the vehicle pick-up stations to no more than four parking stalls.

The Land is physically suited to the proposed use This site has operated with automotive uses over 30 years. During that time, customers have come on to the property and will continue to do so with this approval. All commercial and truck traffic exit out onto adjacent commercial streets.

Minimal, if any, adverse environmental impacts are created. Approval of this additional use will not result in any adverse environmental impacts. The site will

continue to operate in the manner previously approved. No new building expansion or changes to the existing site are planned. Refuse generated on site is similar to existing levels and other area users, and disposed of using a commercial provider. Sound levels will not increase as a result of this request.

No traffic or other hazards will be created.

By approving this request, it will reduce the number of single car hauler trucks leaving the site. Since customers will now have the option to pick up vehicles at this location, this will reduce the number of vehicles that need to be transported by hauler trucks offsite. As such, we expect to see a reduction in the percentage of hauler trucks departing the site. In addition, this site and the surrounding areas are zoned for commercial uses. Approval of this request will not result in a significant traffic increase.

The impacts on the capacity of the present and proposed utilities, street, drainage systems, sidewalks, and other elements will be minimal.

Approval of this use will not impact the existing infrastructure and utility systems. No expansion in building size, or changes to the site will require right of way upgrades or adversely impact existing utility systems.

There will be minimal or no adverse effects on existing uses in the area.

This planned change does not represent a spot or change in zoning. It does not alter the development and land use pattern already prescribed in the Conservation & Development Plan. The site is already shown as Commercial on the Land Use Plan and zoned General Commercial zoning category, which permits auto sales as a Special Exception use. Since there will be no display of “for sale” vehicles or dealer showrooms for price negotiating, the site will continue to function similarly with existing operations.

Surrounding property values will be conserved.

The site is already operating as an automotive use. Allowing for customer pickup of vehicles purchased online at this location does not represent a significant negative change.

The character of the neighborhood will be maintained or minimally disrupted.

Carvana has operated at this location since its approval in 2017. Furthermore, the site has operated for automotive uses for at least thirty years. This is located within an existing commercial use adjacent to other automotive uses. Access to this location is only from adjacent commercial roadways and approval will not cause an increase in traffic or require roadway / infrastructure upgrades that would impact the character of the surrounding neighborhood.

The general welfare of the community will be served. There is a balance between neighborhood acceptance and community needs. Approval of this request allows for vehicle pickup. Currently, customers must travel out of state to purchase and pick-up a vehicle at a vending machine location or schedule a delivery to their home. Approving this request will reduce delivery times and costs to customers. It will also reduce the necessary hauler trucks departing the site.

Historic factors are adequately protected; or due consideration to preservation of historic factors has been demonstrated. The proposed use will occur at an existing established business location. No changes are proposed either to the building or to the site. This building is not listed as protected or historically significant.

The overall physical appearance of the proposed development is compatible with surrounding development and the Commission's goals for the neighborhood / corridor. The architectural design is aesthetically pleasing and blends well into the surrounding area. No alterations are proposed to the existing physical building. Customer pickup will be within existing customer parking spaces located adjacent to the building on Burnham street. The existing building is a red brick structure with rolled gates facing out towards Burnham Street. The building entrance "fronts" on the north side of the building adjacent to an existing landscape area. The building is located directly adjacent to an existing gas station. To the south, along the property line is a row of mature trees and vegetation. No changes are proposed to either of these areas. The appearance of the building is compatible with, or exceeds the architectural design of adjacent properties.

### **Summary**

Carvana has operated at this location since 2017 and intends to continue operating in the current manner. Auto sales are allowed as a Special Exception use, subject to compliance with the review criteria set forth in Section 8.4B. A review of the criteria indicates that no negative impacts will occur as a result of granting this Special Exception. Furthermore, the proposed additional service will function in full conformance of Section 8.4B requirements.

At the site level, there is ample customer parking, and vehicle pickup areas are limited only to existing parking areas within striped stalls. The proposed curbside pickup will not change the onsite traffic circulation or require the construction of new buildings. No direct sales or inventory display will occur. It will not result in a significant increase in traffic or noise.

Other activities currently occurring onsite - will continue unchanged.





**AERIAL MAP**

**13 JOHN FITCH BLVD.**  
10/11/23



## *Town of South Windsor*

1540 SULLIVAN AVENUE • SOUTH WINDSOR, CT 06074  
TELEPHONE (860) 644-2511

November 17, 2017

Carvana LLC  
Vanessa MacDonald  
1930 West Rio Salado Parkway  
Tempe, AZ 85281

Re: Permitted Use Determination

Dear Ms. MacDonald:

We are pleased to advise you that at the Planning & Zoning Commission meeting on November 14, 2017 the Commission determined by consensus that the proposed automotive use for Carvana at 13 John Fitch Boulevard as referenced in your letter dated November 8, 2017 and described at the meeting is similar to other permitted uses in the General Commercial zone and would be permitted.

The Commission did note due to the site constraints multi-car carriers should not enter or exit from John Fitch Boulevard. Any signage would require a permit and any lighting changes would have to be reviewed for code compliant full cut-off lighting requirements.

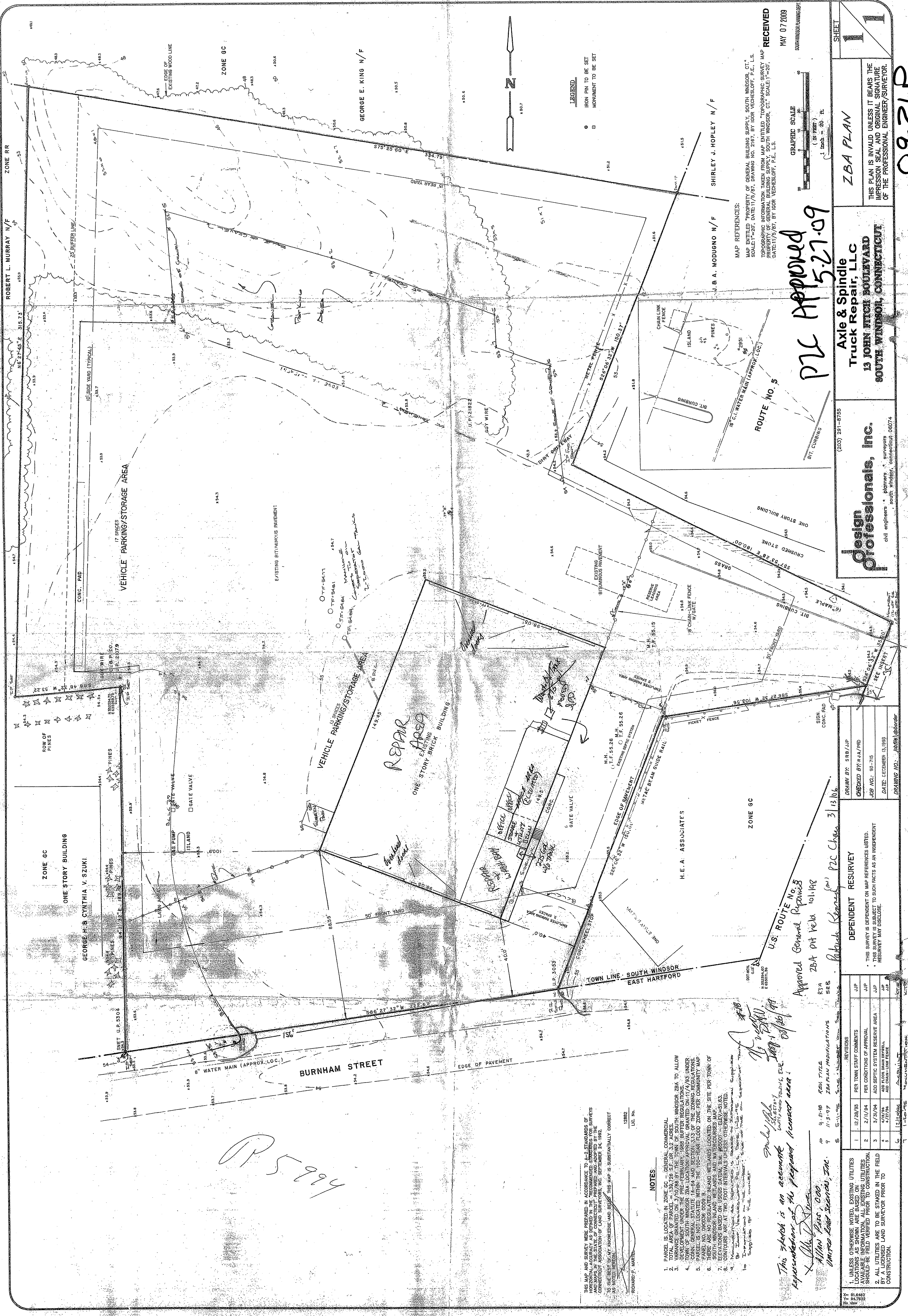
Sincerely,

Bart Pacekonis, Chairman  
PLANNING & ZONING COMMISSION

GB/llz

cc: Town Engineer  
Chief Building Official  
Assessor





THIS MAP AND SURVEY WERE PREPARED IN ACCORDANCE TO THE STANDARDS OF THE PROFESSIONAL ENGINEER AND SURVEYOR, P.E., IN THE STATE OF CONNECTICUT. THE SURVEYOR'S SEAL AND SIGNATURE ARE REQUIRED FOR THE MAP TO BE VALID. THE SURVEYOR'S NAME AND FIRM ARE ALSO REQUIRED.

- NOTES**
1. PARCEL IS LOCATED IN ZONE GC - GENERAL COMMERCIAL.
  2. TOTAL AREA OF PARCEL = 139,778 S.F. OR 3.2 ACRES.
  3. VARIANCE GRANTED ON 3/10/88 BY THE TOWN OF SOUTH WINDSOR ZBA TO ALLOW DEVELOPMENT UNDER THE 1988 ZONING REGULATIONS, AS-UNDER.
  4. CONN. GENERAL STATUTE 14-54 AND SECTION 51.3 OF THE ZONING REGULATIONS.
  5. PARCEL IS NOT LOCATED WITHIN THE 100-YEAR FLOOD ZONE PER COMMUNITY MAP.
  6. THERE ARE NO PROPOSED WETLANDS OR WETLANDS LOCATED ON THE SITE PER TOWN OF SOUTH WINDSOR INLAND WETLANDS AND WATERCOURSES MAP.
  7. ELEVATIONS BASED ON USGS DATUM, B.M. 85001 - ELEV = 51.83.
  8. CONTOURS ARE AT TWO FOOT INTERVALS UNLESS OTHERWISE NOTED.
  9. UTILITIES SHOWN ARE BASED ON RECORD DRAWINGS AND FIELD SURVEY.
  10. UTILITIES NOT SHOWN ARE BASED ON RECORD DRAWINGS AND FIELD SURVEY.

*This sketch is an accurate representation of the proposed paved area!*

*Approved General Revised*

*20A 04 101198*

*Richard J. Hopley*

*Shirley J. Hopley*

*Alan P. Pincus*

*Various Low Seismic, Inc.*

REVISIONS		DATE	BY	REASON
1	12/28/93		JUP	PER TOWN STAFF COMMENTS
2	2/17/94		JUP	PER CONDITIONS OF APPROVAL
3	3/31/94		JUP	ADD SEPTIC SYSTEM RESERVE AREA
4	4/9/94		JUP	ADD FLOOR DRAIN GRATE
5	4/27/94		JUP	ADD CHAIN LINK FENCE
6	12/15/94		JUP	ADD CHAIN LINK FENCE
7	1/25/95		JUP	ADD CHAIN LINK FENCE

**DEPENDENT RESURVEY**

\* THIS SURVEY IS DEPENDENT ON MAP REFERENCES LISTED.

\* THIS SURVEY IS SUBJECT TO SUCH FACTS AS AN INDEPENDENT RESURVEY MAY DISCLOSE.

**DRAWING NO. 20A 04 101198**

**CHECKED BY: RJA/PHD**

**DATE: DECEMBER 13, 1993**

**DRAWN BY: SRB/JUP**

**design professionals, inc.**

(203) 281-8755

civil engineers • planners • surveyors

south windsor, connecticut 06074

**Axle & Spindle Truck Repair, LLC**

**13 JOHN FITCH BOULEVARD**

**SOUTH WINDSOR, CONNECTICUT**

**ZBA PLAN**

**11**

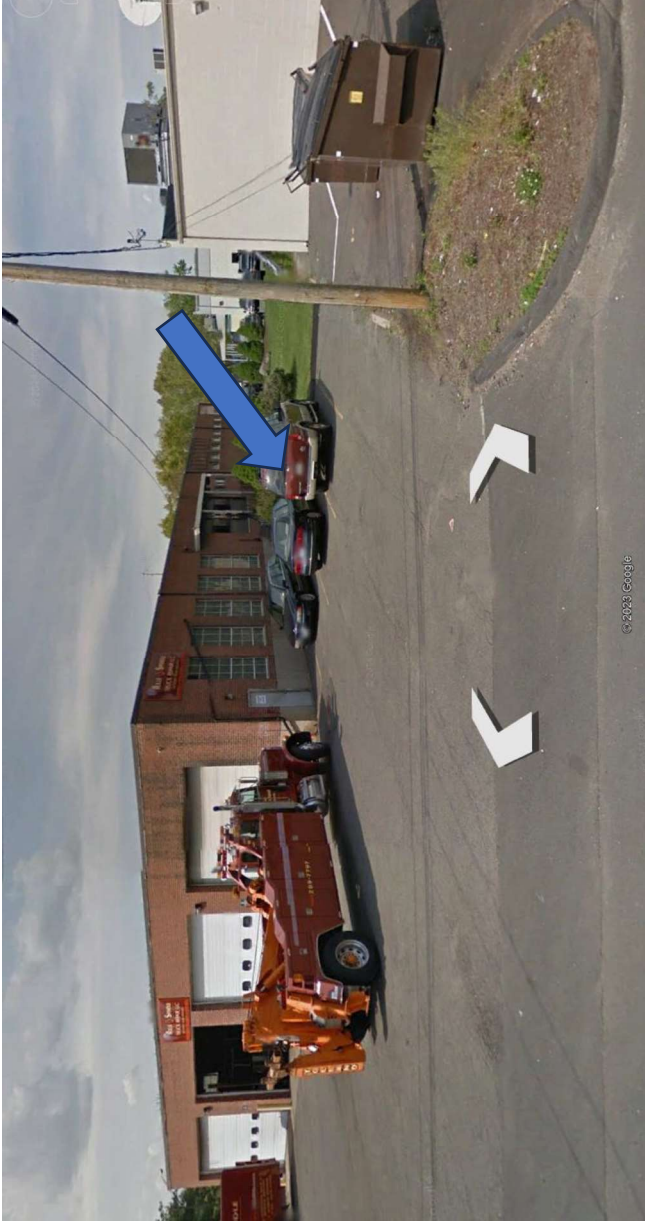
**RECEIVED**

**MAY 07 2009**

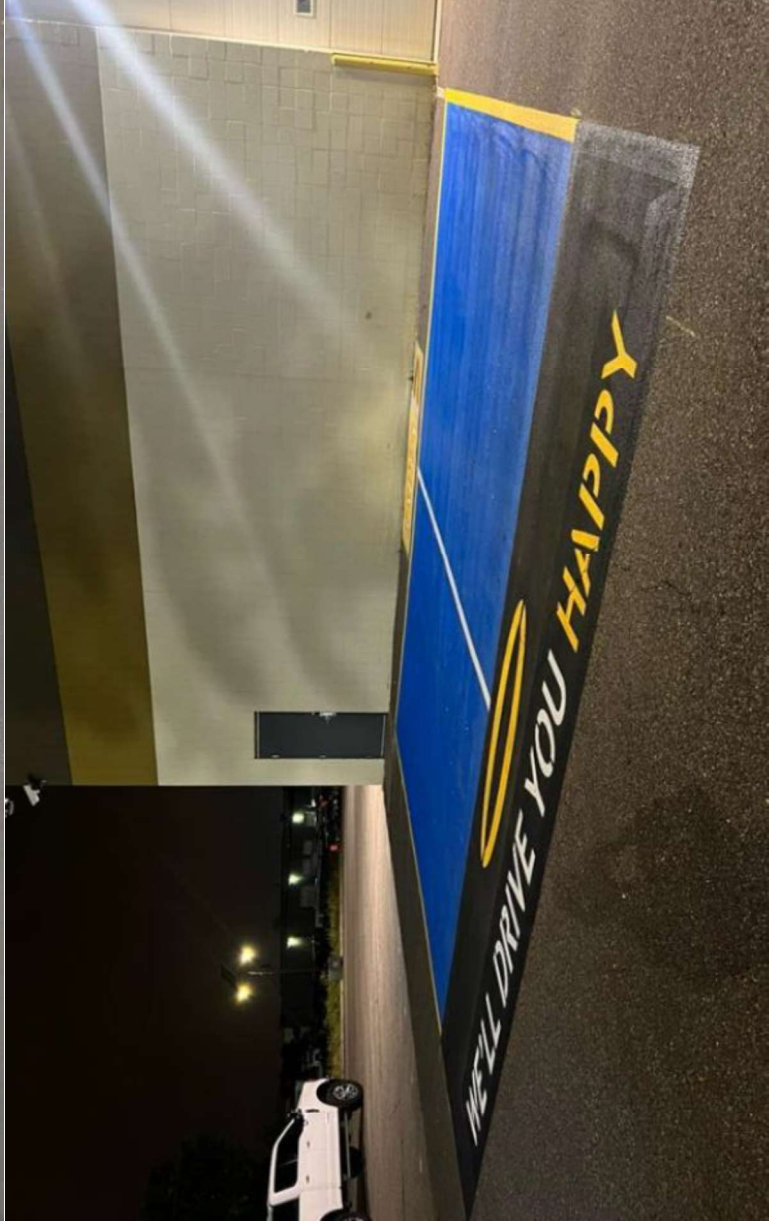
**GRAPHIC SCALE**

**1 inch = 20 ft**

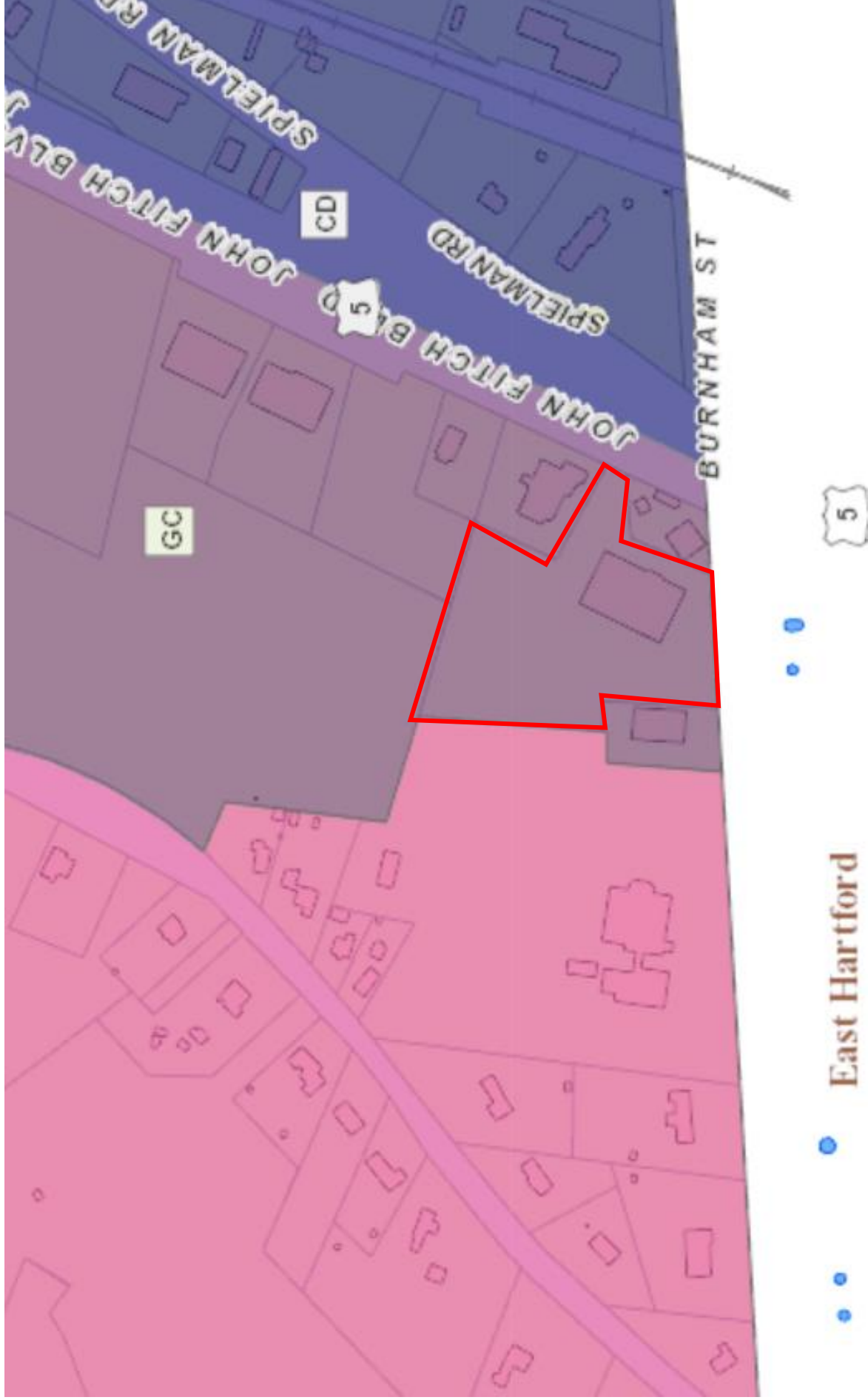




EXISTING VIEW FROM BURNHAM ST. w/  
PROPOSED CURBSIDE PICKUP AREA



EXAMPLE OF CURBSIDE PICKUP AREA



## ZONING MAP

**Table 4.1.1A Permitted Commercial and Industrial Uses**

P = Permitted SE = Special Exception SP = Site Plan ZP = Zoning Permit Blank = Not Permitted	Zones						Additional Provisions
	DC = Design Commercial GC = General Commercial I = Industrial RC = Restricted Commercial RO = Restricted Office TS = Route 5 Travel Services						
Use	DC	GC	I	RC	RO	TS	
Commercial Uses							
Agriculture (e.g. forestry operation, cultivated lands, animals)	P	P	P	P	P	P	Clearing of ½ acre of land requires PZC approval.
Adult-Oriented Businesses		SE					See Article 7 Special Regulations.
Alcoholic Liquor Stores	SP	SP		SP			
Alcoholic beverage sales for consumption on the premises of hotels, restaurants, taverns, grills and cafes	SP	SP	SE*	SP			*Industrial zone – accessory to a permitted recreational use or manufacturing use
Alcoholic liquor sales as part of a drug store or grocery store	SP	SP		SP			
Amusement - theaters, moving picture houses, assembly halls, billiard and pool rooms, bowling alleys, and similar amusement enterprises		SP	SE*				Excluding shooting galleries, freak shows, mechanical rides and similar enterprises * Industrial zone in conjunction with permitted indoor recreational use. See Article 7 Special Regulations
AUTOMOTIVE USES							
Automobile retail sales, new and used		SE	SE*				* Maximum cars offered for sale on site is four (4)
Automobile service and repair			SP/SE*				* SE approval if use abuts a residential zone; Commission may determine hours of operation
Automobile service stations, fuel and limited repair		SE					See Article 7 Special Regulations.
Automotive fuel	SP/SE						Only when accessory to a retail sales and inventory directly related thereto facility that has a minimum gross floor area of 50,000 sq. ft SE approval if use abuts a residential zone. Commission may determine hours of operation.
Automotive refueling/ re-energizing stations						SP	
Brewery / Distillery			SP				Accessory uses and incidental sales (e.g. tasting rooms) subject to criteria in Section 4.5.3 Accessory Uses. Parking is subject to PZC approval.
Beverage Stores, quick service; e.g. coffee shop		SP		SP		SP	
Building and landscape materials sales and storage including lumber yards and construction equipment			SE				Excluding the storage or fabricating of structural steel and heavy concrete products. Primary building shall be minimum 2,000 sq. ft (excluding greenhouses). Except plant materials, outdoor storage/sales area shall not be visible from a public street.
Cannabis Production Facility			SE				See Article 7 Special Regulations