

**The Department of Community Development**  
**City Hall, Lynchburg, VA 24504** **434-455-3900**

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**To:** Planning Commission  
**From:** Planning Division  
**Date:** September 12, 2018  
**Re:** **Rezoning – B-3C, Community Business District (Conditional) to B-3C, Community Business District (Conditional)**

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**I. PETITIONER**

Convergys Corporation, 2820 Linkhorne Drive, Lynchburg, Virginia 24503  
**Representative:** Trent Warner, PE, Hurt & Proffitt, 2524 Langhorne Road, Lynchburg, Virginia 24501

**II. LOCATION**

The subject property is located at 2820 and 2842 Linkhorne Drive and contains approximately fourteen and seventy-two hundredths (14.72) acres.  
**Property Owner:** Lynchburg Investment, Co., Inc., 2820 Linkhorne Drive, Rear A. Lynchburg, Virginia 24503

**III. PURPOSE**

The purpose of the petition is to amend previously approved proffers to allow for the construction of a one hundred twenty-seven (127) space parking area.

**IV. SUMMARY**

- The *Comprehensive Plan 2013-2030's Future Land Use Map (FLUM)* recommends a Community Commercial use for the subject property.

**The Planning Division recommends approval of the rezoning petition.**

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**V. FINDINGS OF FACT**

1. **Comprehensive Plan.** The *Comprehensive Plan 2013-2030* recommends a Community Commercial use for the subject property. Community Commercial areas contain retail, personal service, entertainment, and restaurant uses that draw customers from at least several neighborhoods, the entire City or the region. Community Commercial areas contain clusters of businesses, often at major intersections, and shopping centers. Most community shopping centers range from 100,000 to 200,000 square feet and serve 40,000 to 70,000 people. Regional shopping centers would be at least as large as Community Commercial ones, 100,000 to 200,000 square feet, possibly larger, if parcels of sufficient size can be found or assembled. They are intended to serve 70,000 to 100,000 people. Office, research and development, and technology development uses may be permitted in Community Commercial areas as long as traffic and other impacts to the community are mitigated. In particular, conversion of existing vacant retail space to these uses may be appropriate in areas where there is sufficient retail to service community and space for employment uses is needed. Residential uses may be established on the upper floors of commercial structures or as transitional structures between residential and commercial buildings. (*pp. 75-76*)

2. **Zoning.** The subject property is currently zoned B-3C, Community Business District (Conditional). The property was rezoned from R-3, Medium Density Residential to B-3C, Community Business District (Conditional) on November 24, 1981. The property was rezoned on March 8, 1983 from B-3C, Community Business District (Conditional) to B-3C, Community Business District (Conditional) to amend previously approved proffers.

The proposed rezoning would further amend previously approved proffers by allowing the construction of a one hundred twenty-seven (127) space parking area not shown on the originally proffered site plan.

3. **Proffers:** The petitioner has submitted the following voluntary proffers:
  - A future site plan will be submitted to the City for approval prior to use of the expanded parking area.
  - The site is under zoning of B-3C from November 24, 1981, Ordinance #0-81-270. The drawing submitted for this rezoning is a concept intended to show an area previously rezoned for Commercial Buildings is now to be used for expanded parking. The original proffers shall be intact.
  - The site will be built in substantial compliance with the future site plans as approved by the City's Technical Review Committee.
4. **Board of Zoning Appeals (BZA).** The Zoning Official has determined that no variances are needed for the development of the property as proposed.
5. **Surrounding Area.** There have been a several items requiring City Council approval in the immediate area:
  - On April 10, 1979, Council approved the request of Claude Hudson to rezone 3028 Forest Hills Circle from R-3, Medium Density Residential to B-1, Limited Business District to allow the conversion of an existing building into office space.
  - On November 10, 1981, Council approved the request of Lynchburg Investment Company, Inc., to rezone 2820 Linkhorne Drive from R-3, Medium Density Residential to B-3C, Community Business District (Conditional) to allow the expansion of an existing shopping center.
  - On March 8, 1983, Council approved the request of H. Hammer Gay to rezone 2820 Linkhorne Drive from B-3C, Community Business District (Conditional) to B-3C, Community Business District (Conditional) to amend previously approved proffers.
  - On July 12, 1983, Council approved the request of H. Hammer Gay to rezone the property at the intersection of Linkhorne Drive and Ravenwood Drive from R-3, Medium Density Residential District to B-1C, Limited Business District (Conditional) to allow the construction of offices.
  - On November 12, 1985, Council approved the request of Lynchburg Investment Company, Inc., to rezone fifty-nine (59) hundredths acre and for a conditional use permit for property located at Linkhorne Drive and Fulton Street from B-3, Community Business District to B-5C, General Business District (Conditional) to allow the operation of a television studio and transmitting tower.

- On November 8, 1988, Council approved the conditional use permit petition of L.G. Flint Inc. for a residential care center at 3012-3030 Forest Hills Circle.
  - On October 10, 1989, Council approved the petition of William Riley to rezone 2728 Old Forest Road from R-2, Low-Medium Density, Single-Family Residential and B-1, Limited Business District to B-1C, Limited Business District (Conditional) and B-3C, Community Business District (Conditional).
  - On February 11, 1992, Council approved the petition of Lynchburg City School Board to allow the use of an existing structure at 3024 Forest Hills Circle as temporary classrooms.
  - On August 11, 1992, Council approved the conditional use permit petition of Centra Health, Inc. to operate an alternative education facility at 3024 Forest Hills Circle.
  - On May 10, 2016, Council approved the conditional use permit petition of Forest Road United Methodist Church to allow a modified sign at 2805 Old Forest Road.
6. **Site Description.** The subject property contains a shopping center and parking areas. The area proposed for the construction of the parking area is predominately vacant land.
7. **Proposed Use of Property** The purpose of the petition is to amend previously approved proffers to allow the construction of a parking area.
8. **Traffic, Parking and Public Transit.** The petition proposes to construct a parking area with one hundred twenty-seven additional spaces to support a customer call center located on the property.
- The Greater Lynchburg Transit Company Bus Route 8A is available to the site. A bus stop exists at 2810 Old Forest Road and is approximately nine hundred (900) feet from the call center.
- The City's Transportation Engineer did not require a traffic analysis for the construction of the parking area. Representatives for the petitioner indicated that a traffic analysis was being completed during the City's Technical Review Committee (TRC). This study has not been completed due to detours related to the College Lake Dam.
9. **Stormwater Management.** An Erosion & Sediment Control/Stormwater Management Plan will be required prior to final site plan approval. Stormwater Management is indicated to be addressed by the use of a stormwater management pond at the northeastern corner of the site. Information submitted by the petitioner indicates that offsite nutrient credits will be purchased to address water quality.
10. **Emergency Services:** The City's Fire Marshal and Police Department's comments have or will be addressed prior to final site plan approval.
11. **Impact.** The proposed rezoning to amend previously approved proffers will allow the construction of additional parking spaces to support the operation of a call center in a formerly vacant retail space. The call center will operate from 6 am to 10 pm Monday through Friday and 8 am until 5 pm on Saturday and Center. The center is anticipated to employ approximately three hundred and twenty (320) people. The proposed parking area should have little to no negative impact on the surrounding area and support the reuse of a building and use otherwise permitted by right in the Zoning Ordinance and supported by the City's Comprehensive Plan.

12. **Technical Review Committee.** The Technical Review Committee (TRC) reviewed the conditional use permit on July 31, 2018. There were no comments of concern.
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## **VI. PLANNING DIVISION RECOMMENDATION**

**Based on the preceding Findings of Fact, the Planning Commission recommends to City Council approval of the petition of Convergys Corporation to rezone approximately one and four tenths (1.4) acres from B-3C, Community Business (Conditional) to B-3C, Community Business District (Conditional) with voluntary proffers to amend previously approved proffers at 2820 and 2842 Linkhorne Drive to allow the construction of a parking area.**

This matter is respectfully offered for your consideration.



William T. Martin, AICP  
City Planner

- pc: Ms. Bonnie M. Svrcek, City Manager  
Mr. Reid Wodicka, Deputy City Manager  
Mr. Walter C. Erwin, City Attorney  
Mr. Kent L. White, Director of Community Development  
Mr. J. Lee Newland, City Engineer  
Ms. Cynthia Kozerow, Lynchburg Police Department  
Battalion Chief Thomas Goode, Fire Marshal  
Mr. Don DeBerry, Transportation Engineer  
Mr. Doug Saunders, Building Official  
Mr. Kevin Henry, Zoning Administrator  
Mr. Norman Walton, Representative  
Mr. Todd DeCourcy, Petitioner

## **VII. ATTACHMENTS**

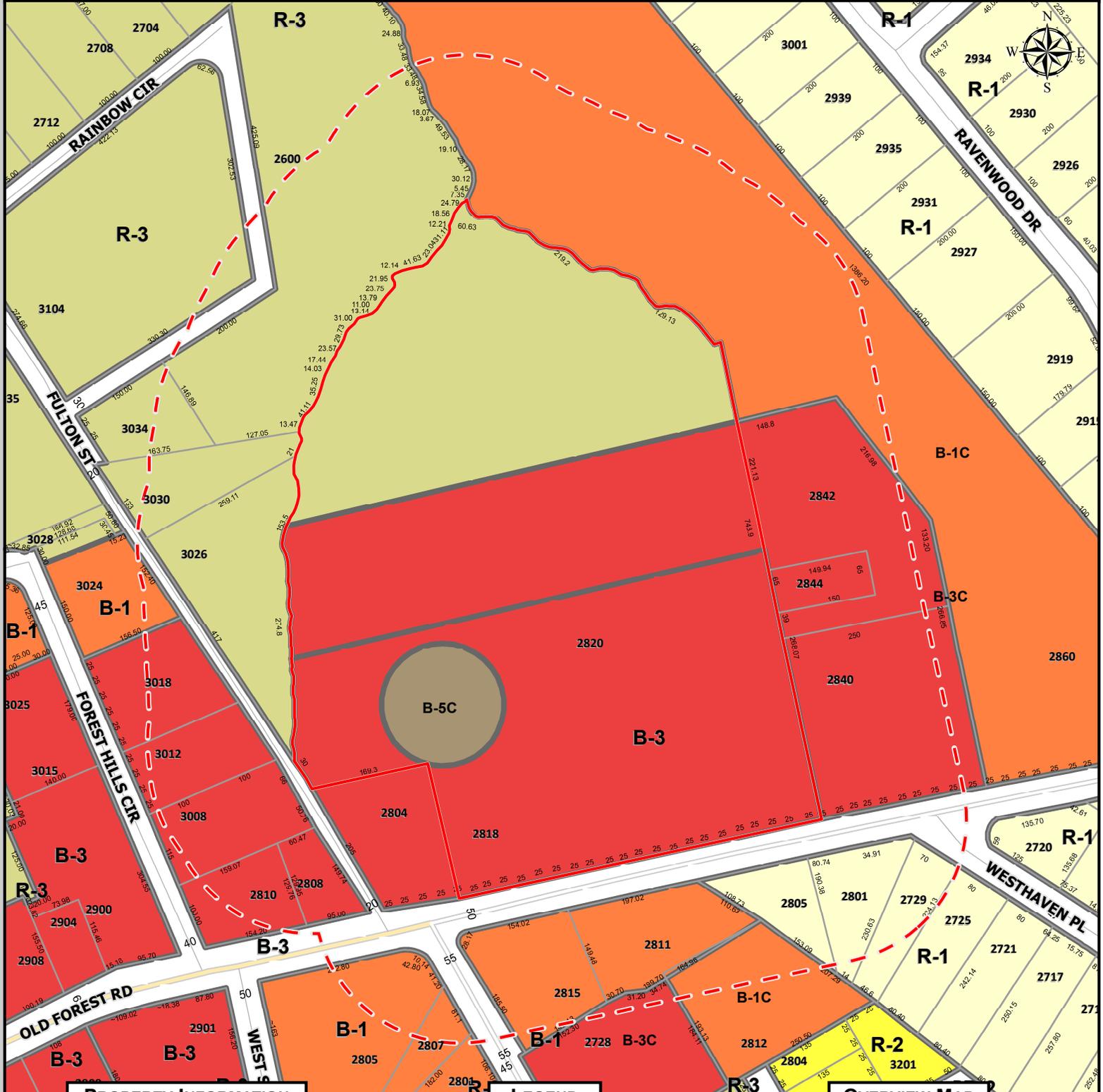
1. **Zoning Map**
2. **Future Land Use Map**
3. **Watershed Map**
4. **Planimetric and Topographic Map**
5. **Concept Plan**
6. **Property Photograph**

# Zoning Map

# CONVERGYS CORPORATION

## Zoning Request

## Convergys Corporation



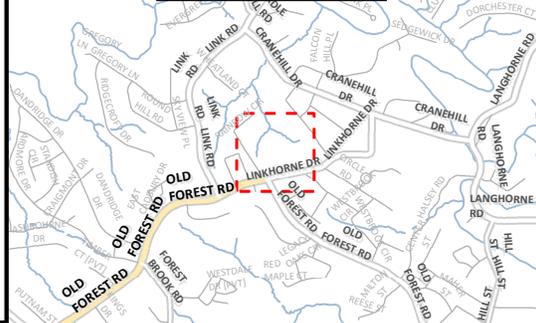
### PROPERTY INFORMATION

PARCEL ID	ADDRESS
16909002	2820 LINKHORNE DR

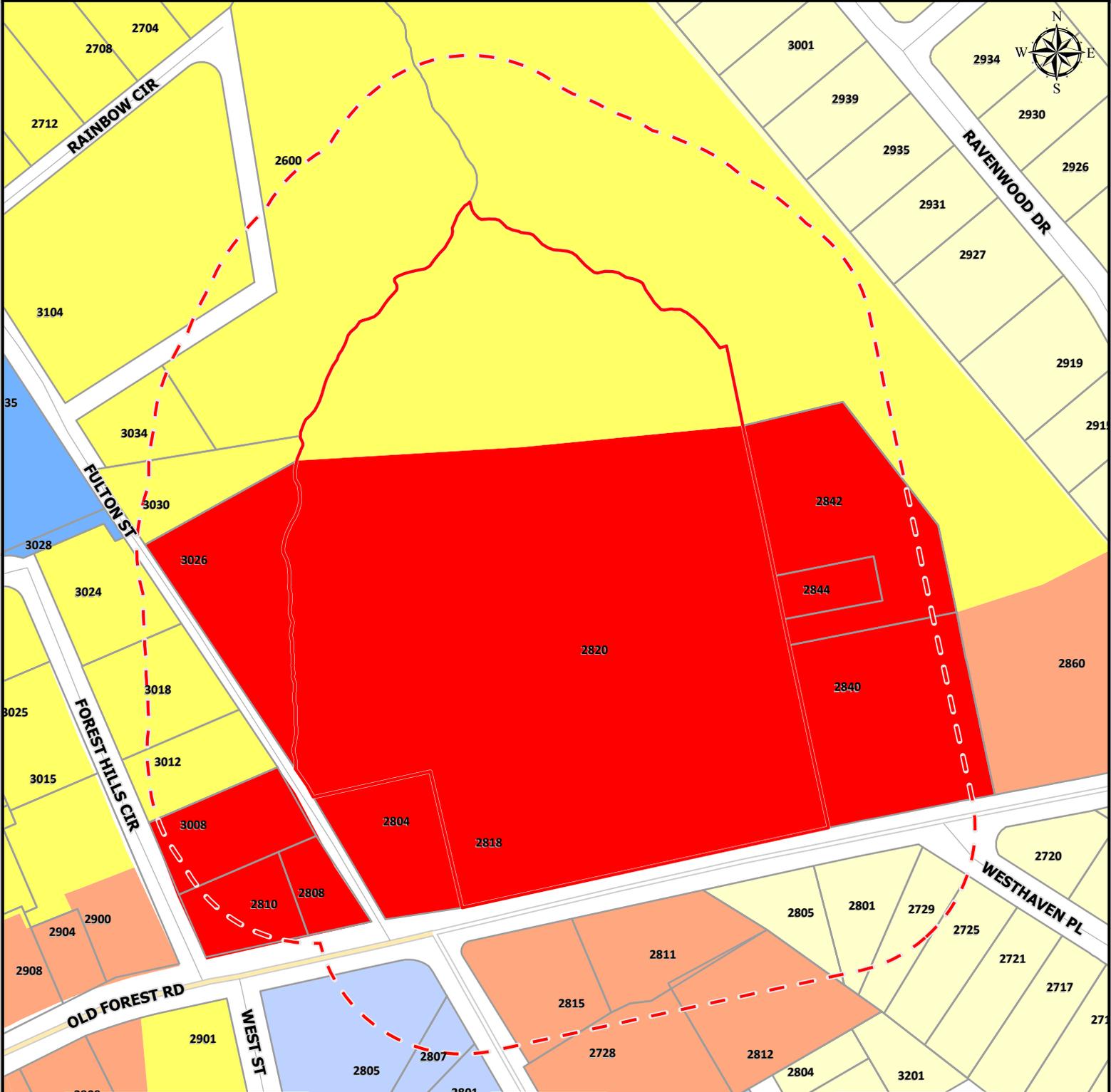
### LEGEND

	Subject Property		R-4
	215' Buffer		R-5
	B-1		R-C
	B-2		IN-1
	B-3		IN-2
	B-4		
	B-5		
	B-6		
	I-1		
	I-2		
	I-3		
	R-1		
	R-2		
	R-3		

### OVERVIEW MAP



MAP SCALE: 1" to 4,000' DATE PRINTED: 7/25/2018



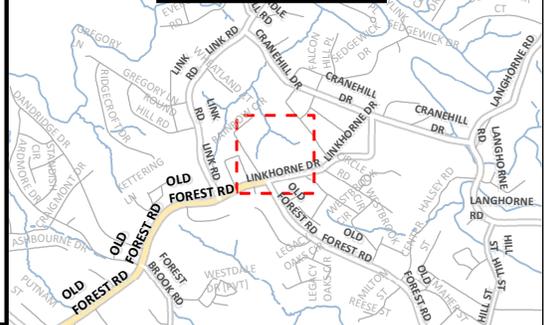
**PROPERTY INFORMATION**

PARCEL ID	ADDRESS
16909002	2820 LINKHORNE DR

**LEGEND**

- Local Historic District
- Traditional Residential
- Low Density Residential
- Medium Density Residential
- High Density Residential
- Neighborhood Commercial
- Community Commercial
- Employment 1
- Employment 2
- Downtown
- Public Use
- Public Parks
- Resource Conservation
- Mixed Use

**OVERVIEW MAP**



MAP SCALE: 1" to 4,000' DATE PRINTED: 7/25/2018

DISCLAIMER: THIS MAP IS NEITHER A LEGALLY RECORDED MAP NOR A SURVEY AND IS NOT INTENDED TO BE USED AS SUCH. THE INFORMATION DISPLAYED IS A COMPILATION OF RECORDS, INFORMATION, AND DATA OBTAINED FROM VARIOUS SOURCES. THE CITY OF LYNCHBURG IS NOT RESPONSIBLE FOR ITS ACCURACY OR HOW CURRENT IT MAY BE.



City of Lynchburg - GIS Office | [lynchburgva.gov](http://www.lynchburgva.gov)

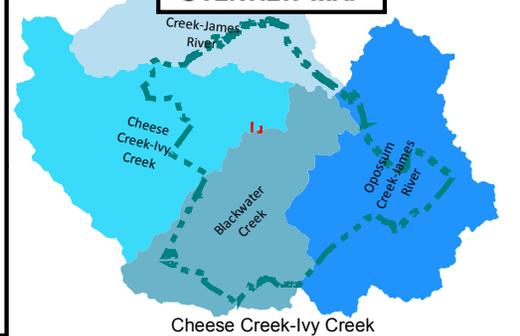
**PROPERTY INFORMATION**

PARCEL ID	ADDRESS
16909002	2820 LINKHORNE DR

**LEGEND**

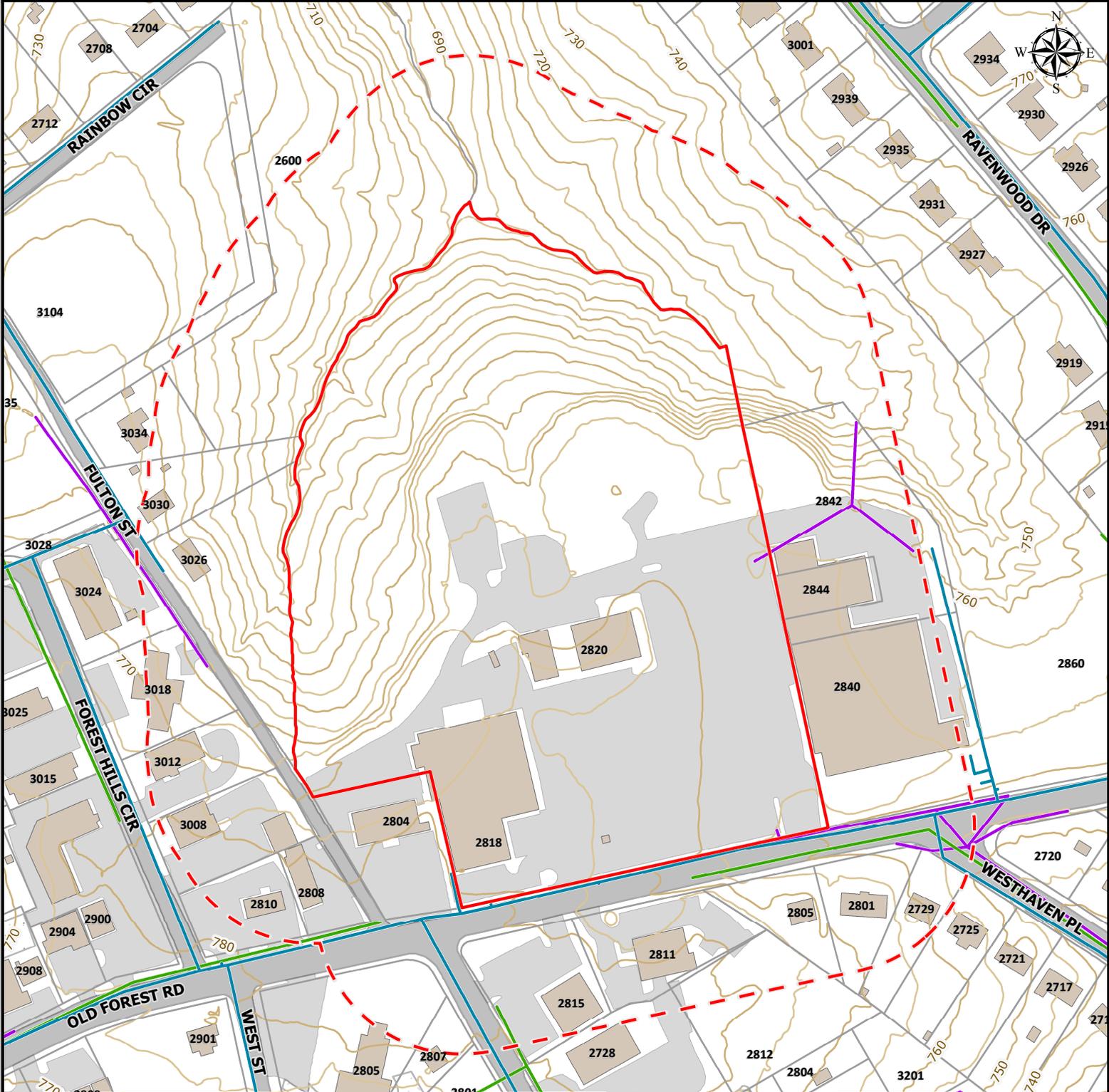
- Subject Property**
- Base Flood Elevation**
- Floodway**
- Floodzone**
- River / Lake / Stream**

**OVERVIEW MAP**



MAP SCALE: 1" to 33,333' DATE PRINTED: 7/25/2018

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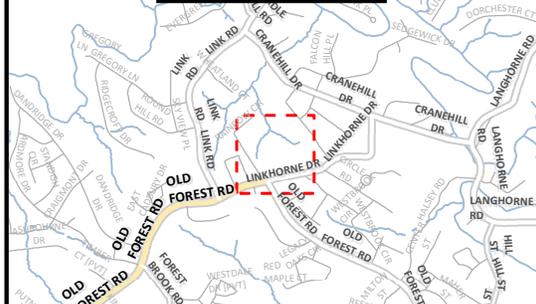
**PROPERTY INFORMATION**

PARCEL ID	ADDRESS
16909002	2820 LINKHORNE DR

**LEGEND**

	Active	Proposed	Abandoned
Utilities	Water		
	Sanitary		
	Storm		
Planimetrics	Paved		
	Unpaved		
	Other		
	Structure		
	Roadway		
Topography	Contour		

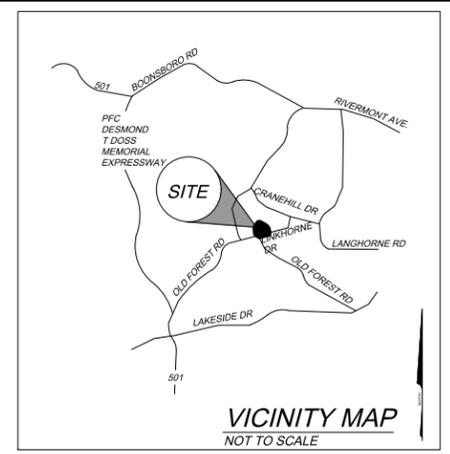
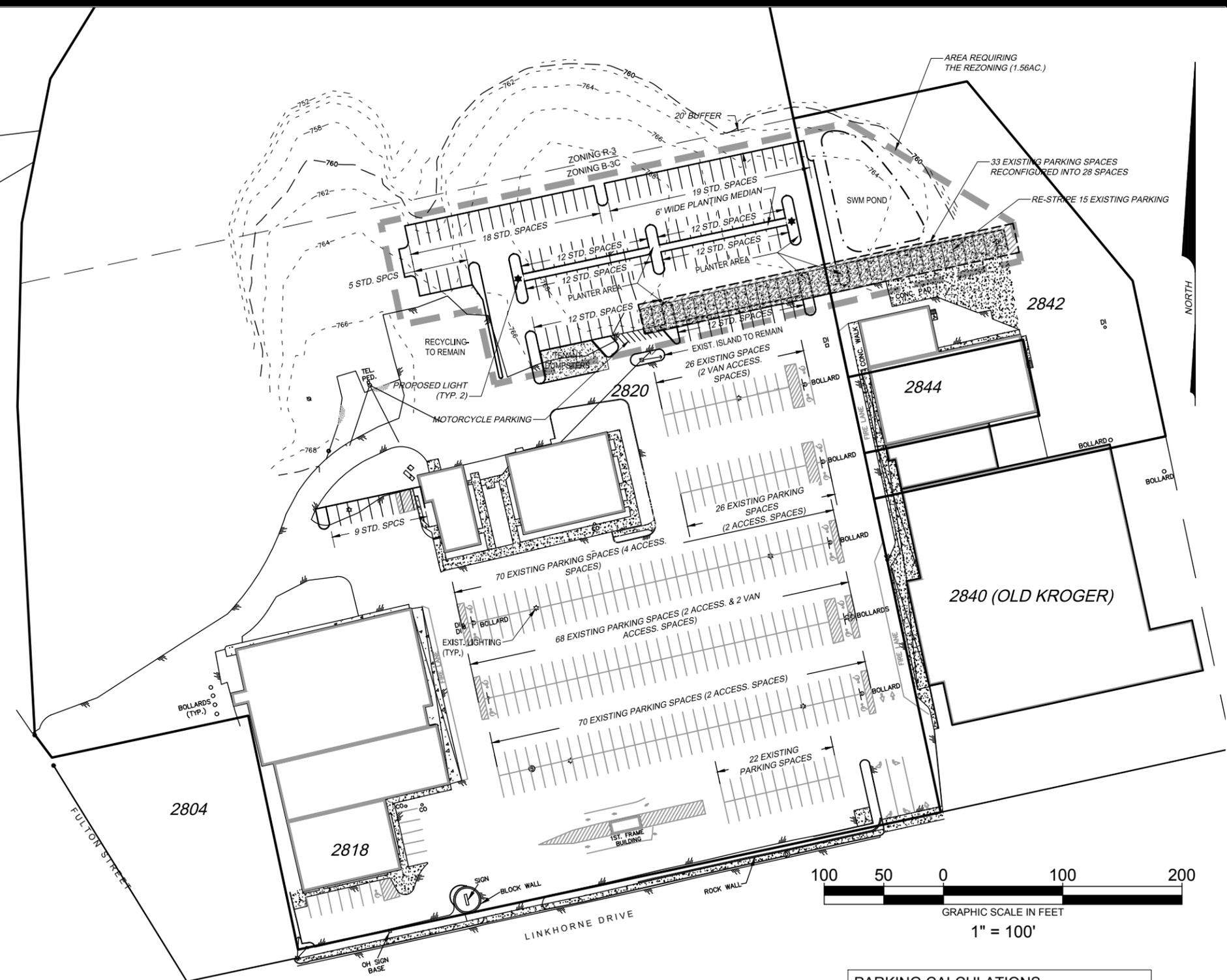
**OVERVIEW MAP**



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**PROJECT NARRATIVE:**

CONVERGYS CORPORATION IS A CUSTOMER CARE CALL CENTER THAT HAS ALREADY RENOVATED AND MOVED INTO THE ABANDONED KROGER BUILDING ON 2840 LINKHORNE DRIVE. ONCE THE COMPANY RAMPs UP TO MAXIMUM CAPACITY THE NUMBER OF EMPLOYEES WILL CREATE THE NEED FOR ADDITIONAL PARKING. THE AREA PLANNED FOR ADDITIONAL PARKING WAS DESIGNATED BY INITIAL B-3C REZONING IN 1981 FOR COMMERCIAL BUILDINGS. SINCE THIS PLAN WILL UTILIZE THE AREA FOR PARKING, A NEW REZONING FOR B-3C IS REQUIRED AND NOW REQUESTED. THE PARKING LOT SITS ON THE LOT AT 2820 & 2842 LINKHORNE DRIVE. THE ORIGINAL REZONING WAS ADOPTED BY CITY COUNCIL ON NOVEMBER 24, 1981, ORDINANCE #0-81-270. THE APPLICANT DOES NOT INTEND TO CROSS THE B-3C ZONING LINE INTO THE R-3 ZONING.

STORMWATER WILL BE HANDLED THROUGH A STORMWATER MANAGEMENT POND FOR QUANTITY AND A NUTRIENT CREDIT PURCHASE FOR QUALITY FOR THE FUTURE ADDITIONAL PARKING.

THE HOURS OF OPERATION ARE FROM 6AM TO 10PM MONDAY THROUGH FRIDAY AND 8AM TO 5PM ON SATURDAY AND SUNDAY. THE WORKERS ARE USUALLY ON FLEXIBLE HOUR SHIFTS BUT PRIMARILY THIS SITE IS EXPECTED TO HAVE 320 EMPLOYEES THROUGHOUT THE DAY. WE EXPECT THE TRAFFIC TO BE:

320 EMPLOYEES COMING INTO THE SITE THROUGHOUT THE DAY WITH FLEX TIME SCHEDULES, WORKING 6 TO 8 HOURS A DAY. THE PRIMARY TIME ARRIVING WILL BE 10AM WITH 85 CARS. OTHER SHIFTS EXPECT 40-60 CARS PER HOUR BETWEEN 6AM AND 11:00 AM; LEAVING BETWEEN 4 PM AND 10:00 PM

**PROPERTY INFORMATION:**

1. PARCEL ID#16909002, & 16909006  
SITE OWNER: LYNCHBURG INVESTMENT CO, INC
2. ADDRESS: 2820 & 2842 LINKHORNE DRIVE, LYNCHBURG, VA 24503
3. APPLICANT: CONVERGYS CORPORATION  
ADDRESS: 2840 LINKHORNE DRIVE, LYNCHBURG, VA 24503
4. SITE PROPOSED USE: B-3C (MULTI-USE BUSINESS)
5. SITE ZONING: B-3C, R-4, B-3, B-5C
6. PROPOSED ZONING: B-3C (ADDITIONAL PARKING SPACES)
7. APPROXIMATE DISTURBED AREA: 1.1 AC., A VSMP PERMIT WILL BE REQUIRED.
8. THE AREA SHOWN HEREON IS LOCATED IN FLOOD ZONE 'X' AND IS NOT LOCATED WITHIN FLOOD HAZARD ZONE 'AE' FOR A 100 YEAR FLOOD AS DETERMINED BY THE FEDERAL EMERGENCY MANAGEMENT AGENCY AS SHOWN ON COMMUNITY-PANEL MAP #5100930037D DATED JUNE 3, 2008.

**CONTACT INFORMATION:**

ENGINEER: HURT & PROFFITT, TRENT J. WARNER, PE.  
2524 LANGHORNE RD.  
LYNCHBURG, VA 24501  
(434) 665-6979

**GENERAL NOTES:**

1. EXISTING, PROPOSED, AND TEMPORARY WATER SERVICE CONNECTIONS SHALL NOT BE USED FOR DEMOLITION, CONSTRUCTION, OR LANDSCAPING PURPOSES UNTIL THE APPROPRIATE BACKFLOW PROTECTION HAS BEEN INSTALLED, TESTED AND APPROVED.
2. NO PROPOSED SEWER AND WATER CONNECTIONS ARE PROPOSED.
3. IF ANY BACKFLOW PREVENTION ASSEMBLIES ARE FOUND WHILE WORK IS BEING PERFORMED FOR THIS PROJECT, IT SHALL BE REPORTED TO THE DEPT. OF WATER RESOURCES.
4. DURING WORK ON THIS PROJECT IF ANY PUBLIC WATER SERVICE DISCREPANCY IS FOUND, THE DEPT. OF WATER RESOURCES SHALL BE NOTIFIED.
5. EXTERIOR LIGHTING SHALL BE NO MORE THAN 0.5 FOOT CANDLES AT THE RESIDENTIAL PROPERTY LINES ADJOINING THE PROPERTY.

PARKING CALCULATIONS	
EXISTING PARKING =	315
NEW PARKING (STD. 9' X 18')=	123
MOTORCYCLE PARKING (9@5' X 9')=	9
LOSS DUE TO RECONFIGURATION=	-5
TOTAL NEW SPACES =	127
PROPOSED OVERALL =	442

**SHEET INDEX:**

- 1 OF 3 PROPOSED PARKING IMPROVEMENTS
- 2 OF 3 EXISTING CONDITIONS
- 3 OF 3 ZONING MAP (CITY GIS)

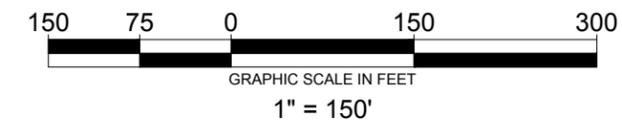
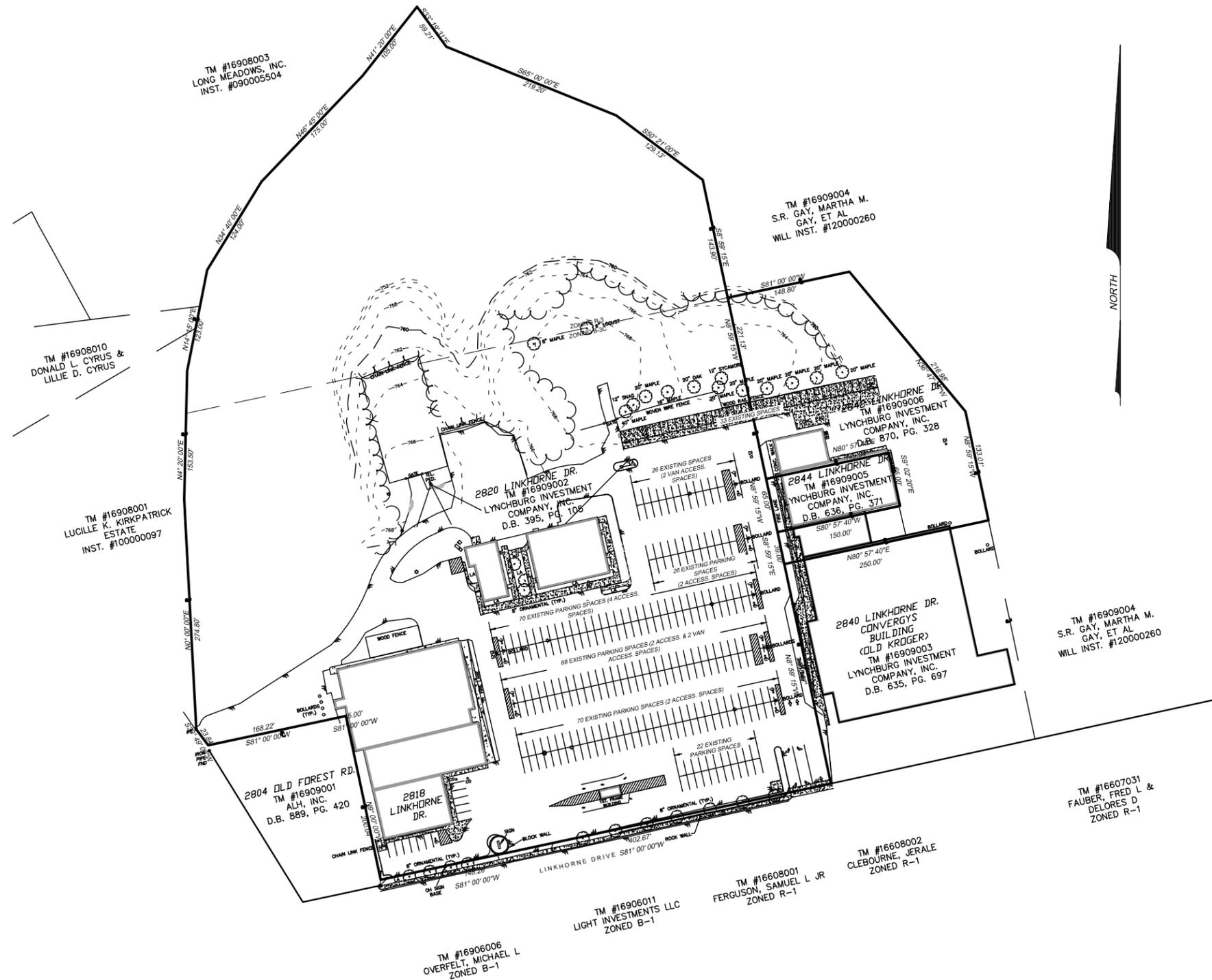
**HURT & PROFFITT**  
2524 LANGHORNE ROAD  
LYNCHBURG VA 24501  
800.242.4906 TOLL FREE  
434.847.7796 MAIN  
434.847.0047 FAX

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GEOTECHNICAL • CONSTRUCTION TESTING & INSPECTION • CULTURAL RESOURCES

**PROPOSED PARKING IMPROVEMENTS**  
FOR  
**Convergys Corporation**  
City of Lynchburg, Virginia

PROJECT NO.	20170509
G.L. NO.	
FILE NO.	
DATE:	7/13/2018
DRAWN BY:	LHT
CHECKED BY:	TJW

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**EXISTING CONDITIONS**  
FOR  
**Convergys Corporation**  
City of Lynchburg, Virginia

PROJECT NO.	20170509
G.L. NO.	
FILE NO.	
DATE:	7/13/2018
DRAWN BY:	LHT
CHECKED BY:	TJW

SHEET NO.  
2 OF 3

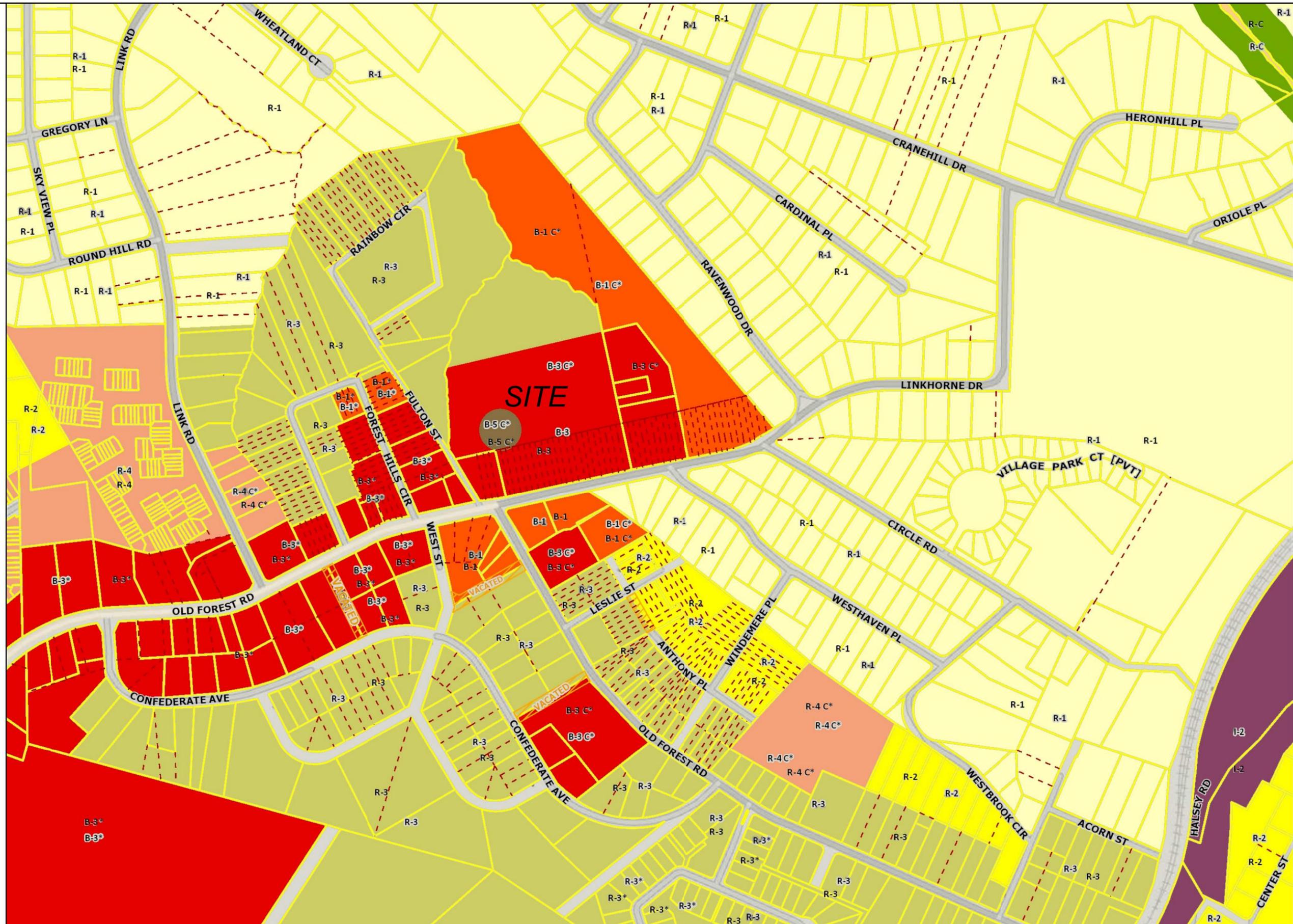
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# The City of Lynchburg, VA

## Legend

- Street Labels
- Legal Lot Lines
- ☐ Vacated Right of Way
- ☐ Parcels
- ☐ Owner Unknown
- ☐ Survey Gap
- ☐ Assessed By County
- Zoning Labels
- Zoning
- B-1
- B-3
- B-4
- B-5
- I-1
- I-2
- I-3
- R-1
- R-2
- R-3
- R-4
- IN-1
- IN-2
- R-C



Feet  
 0 100 200 300 400  
 1:4,800 / 1"=400 Feet

SHEET: 3 of 3

7/13/2018



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