

Partners in Excellence



Thompson Lexus Willow Grove

By John Redfield

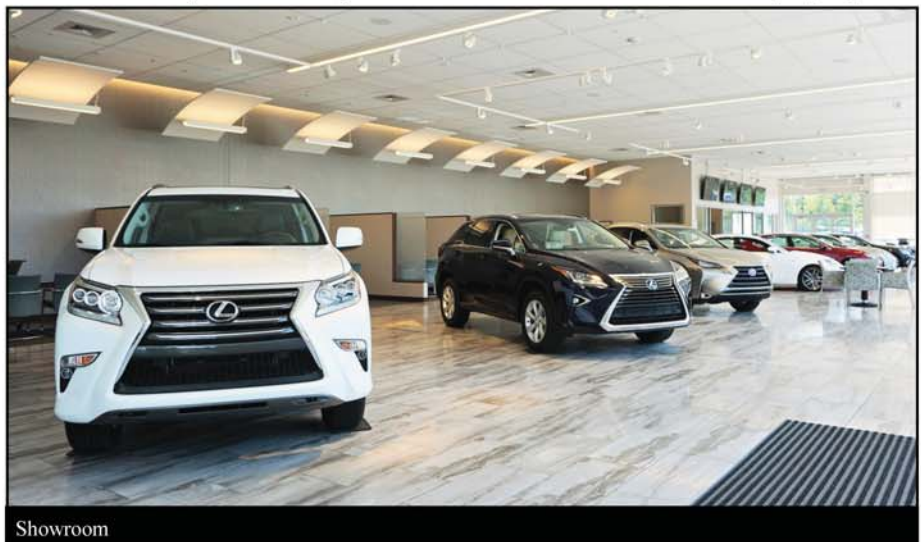


Back in 1985 The Toyota Motor Company asked Jack Thompson, President of The Thompson Organization, if he wanted a Lexus dealership. His reply was “Sure, what’s that?” and the rest is history. The Thompson Organization was the first in the country to be awarded a Lexus dealership. In June of 1989 Thompson Lexus was opened in Doylestown, Pennsylvania. In 2007, thanks to Thompson Lexus’ very high level of customer satisfaction, Lexus awarded Jack with a “companion point”; The right to build a second dealership. After over a decade of locating a site and planning, Thompson Lexus Willow Grove on Route 611 opened its doors and became The Thompson Organization’s second Lexus dealership in the spring of 2017.

Penn Valley Constructors was hired to serve as general contractor for the new dealership and was instrumental in making sure that the owner’s interests were served during the planning portion of the project. Numerous design meetings

were held with the owner, architect, MEP engineers, site engineer, automotive equipment vendors, interior designer and township officials to make sure a coordinated set of plans and specifications were developed and approved by the owners and local officials.

Prior to redevelopment, the 9.9 acre site located at 2560 Maryland Road was a vacant commercial property. It



Showroom



Structural Steel Erection



Showroom Wall Sheathing

had been the location of a hotel and convention center from 1963-1993. Mill Creek, a tributary to Pennypack Creek, runs through the southwest corner of the property. Over the past several decades Mill Creek has suffered from periodic flash flooding which caused erosion of the creek banks and caused it to be choked with silt and sediment. The water quality in both Mill Creek and Pennypack Creek has also been negatively impacted by development in the Willow Grove area.

Penn Valley Constructors worked with Upper Moreland Township, The Thompson Organization and the site engineer to create plans for the dealership that included effective storm water management facilities to address water quality as well as the rate and volume of runoff during rain storms. The project design included an integrated storm water management system that consists of 6,940 square feet of rain gardens, 28,000 square feet of porous paving, 63,213 cubic feet of underground detention basins and 23,120 square feet of infiltration beds around the buildings and under the 513 car parking lot. These measures provide significant water quality improvement in addition to a reduction of runoff into Mill Creek. The conservation practices implemented in the site plan far exceed the water quality and rate requirements imposed by ordinances and regulations and as a result the project received a Montgomery Award for Environmental Stewardship.

The newly built dealership is 45,000 square feet in size and includes a new vehicle showroom, customer waiting areas, cafe, a customer service write-up center, an indoor service drop off area and new car delivery area, conference room, training room and all of the support staff offices required for an automobile dealership.



Installation of Underground Detention Basin Structure



Setting Basin Structure



Service Write-Up Center

The vehicle showroom consists of nearly 8,000 square feet for displaying vehicles illuminated by an LED track lighting system that can be adjusted to highlight the cars in various display arrangements. Three interior bays for new car delivery allow customers to receive instruction on their new vehicles in a climate controlled environment. A large open internet sales office was created to help capture the growing on-line car shopping market too.

The service center portion of the facility is approximately 15,260 square feet. This section was constructed using pre-engineered construction to provide the required long clear spans and high "R" values in the roof assembly economically. It contains twenty-one service lifts, one alignment rack, a vehicle car wash, three tire carousels, two levels of parts storage and locker rooms. The primary heat source for the Service Center and Vehicle Drop Off areas are three waste oil heaters that run on the waste oil generated from the service operation. The car wash tunnel water is collected and re-used during the wash process and

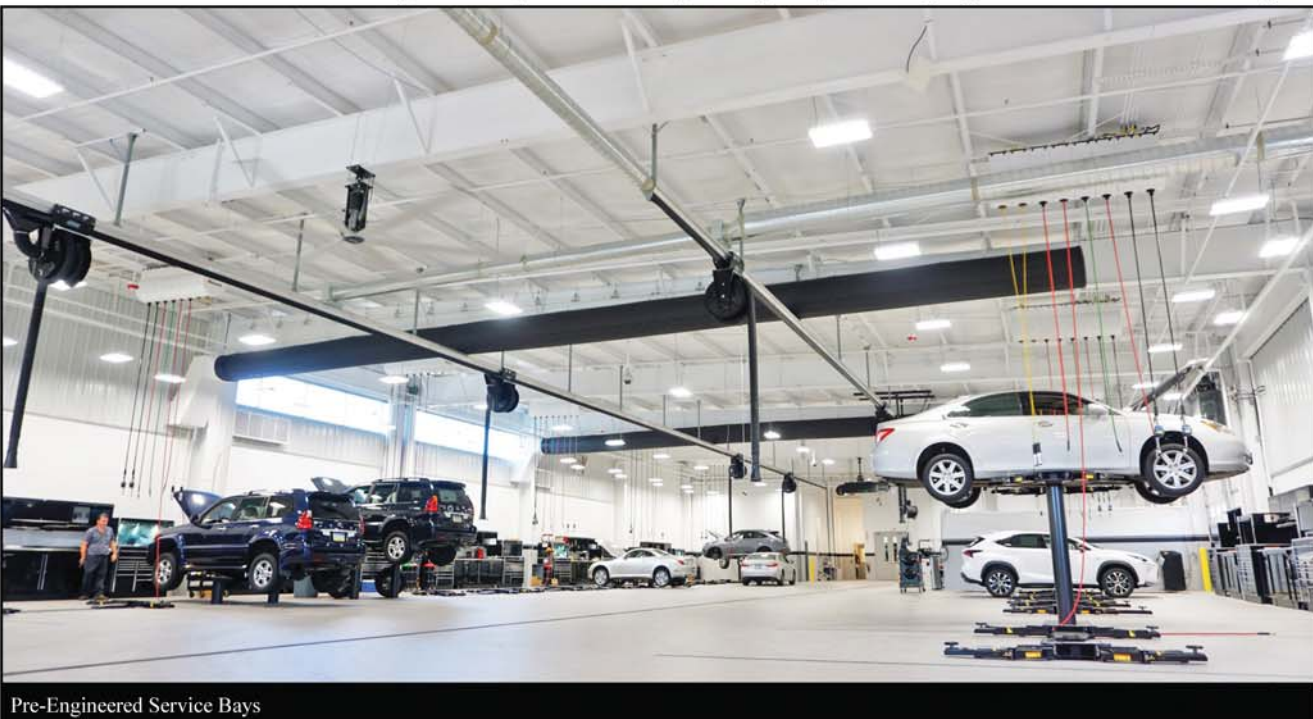


Customer Waiting Area and Café

allows every vehicle that comes in for service to receive a complimentary vacuum and wash.

One of the goals of the project was to add current technology to reduce operational costs and improve customer experience. Electronic device charging stations and USB outlets were added for customer convenience. High efficiency heating and cooling equipment, economizers, programmable thermostats, LED light fixtures and motion detector lighting controls were utilized in all areas of the building. Technology can be seen in the form of large HD screens throughout the facility. They act as entertainment centers, technology based presentation areas and customer information hubs.

The exterior LED sight lighting consists of 193 pole mounted fixtures supplying more than 33,000 lumens at only 300 watts of power. Innovative lighting controls and efficient scheduling minimizes the impact on the local power grid by allowing lights to dim down late at night.



Pre-Engineered Service Bays



Training Room

In the Service Center, a computerized on-demand fluid dispensing system was installed in reels located above the service bays. This system is designed to provide quick and measured access to two grades of oil and windshield washer fluid and the hose reel also contains compressed air and nitrogen. This system increases the productivity of the service technician, reduces material waste and increases accuracy in billing for the required amounts of fluids.

An electronic car reader tracking system was installed that will register the location of any car on site and will notify the service writers when you arrive for a service appointment. This system allows the Thompson staff to greet the customer personally when they arrive and keeps them updated on their vehicle status while it is being worked on via monitors located in the waiting areas.

Thompson Lexus Willow Grove is the latest addition to



Lunch Room

The Thompson Organization, which also operates Toyota, Lexus, BMW, Maserati & Alfa Romeo dealerships located at Routes 313 and 611 in Doylestown. Penn Valley Constructors has been proud to work with The Thompson Organization since 1992 on all of the above noted properties and looks forward to the next project!

For more information, please visit:

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Issue 30, October 2018



Service Drop Off Area