



Jennifer MacDonald <macdonaldj@rochesterhills.org>

**RE: Culver and Clean Express Cross Connection**

1 message

**Peter Siepe** <PeterSiepe@culvers.com>

To: Andrew Zielke <andrew@rosettabuilding.com>, Chris McLeod <mcleodc@rochesterhills.org>

Cc: Jennifer MacDonald <macdonaldj@rochesterhills.org>, Sara Roediger <roedigers@rochesterhills.org>

Andrew,

Culver's does not support the cross access into our lot based on several issues including it's a safety issue. My question is why did Meijer/city allow curb cuts/access into their parking lot from this issue as that would not affect traffic flow into our lot.

Forcing cars to cut through our lot when we have food runners and additional foot traffic seems like an accident waiting to happen.



Peter Siepe

Real Estate Manager

Culver Franchising System, LLC.

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Please do not print this e-mail unless you really need to.

**From:** Andrew Zielke <[andrew@rosettabuilding.com](mailto:andrew@rosettabuilding.com)>

**Sent:** Tuesday, March 5, 2024 11:57 AM

**To:** Chris McLeod <[mcleodc@rochesterhills.org](mailto:mcleodc@rochesterhills.org)>

**Cc:** Jennifer MacDonald <[macdonaldj@rochesterhills.org](mailto:macdonaldj@rochesterhills.org)>; Sara Roediger <[roedigers@rochesterhills.org](mailto:roedigers@rochesterhills.org)>; Peter Siepe <[PeterSiepe@culvers.com](mailto:PeterSiepe@culvers.com)>

**Subject:** Re: Culver and Clean Express Cross Connection

Hi Chris,

Yes, I remember discussing this with you. Thank you for asking and addressing our concerns regarding the resubmission of the cross connection. I also received the public hearing in the mail

We, as well as Culver's Corporate, have had multiple conversations with Mr. Dennis Miller regarding opening the cross access. I expressed to Dennis that we and Culvers Corp. would have a parking lot. We have a lot of pedestrian guests, young and old, and intellectually disabled/challenged runners (employees that run our food to our guests' cars) that cross the main aisle of our inclusive, equal opportunity environment and give employees a chance for independence and an opportunity to work through different job coach companies. We also provide these employees. Additionally, we have a large senior citizen population who frequent Culver's, and many have a difficult time moving quickly. I expressed to Dennis that our cross connection is through a parkin

3/13/24, 3:06 PM

City of Rochester Hills Mail - RE: Culver and Clean Express Cross Connection

lot cannot safely handle the number of cars that will be generated by a car wash let alone how our traffic will flow on the Culver's site. As cars flow into our site they have a specific purpose - the surroundings as compared to a person who is traveling or crossing through our parking lot to get to a different destination (whether it's to the car wash or out to Auburn Rd.) These individuals are mostly not as aware of the surroundings. This is a huge safety concern for the populations that were mentioned above. It is unfortunately easy to imagine that if this cross connection were owners, and the city that could and should be avoided. The safety concern for our guests and employees crossing the parking lot and the thick traffic flow was one of the major concerns on the

Another major concern is traffic flow during busy and peak times. Our guests normally enter the drive-thru from the south, and then after they receive their food they head back south where they are very busy and growing every year. As it is, our traffic gets congested and has to be directed. I cannot even imagine another business's traffic being added to that mix. We make our food fresh and traffic will increase waiting time, and cause problems and possible accidents. I encourage the city to drive by during Friday night dinner or during the weekend to observe just how busy our parking lot is. Exceeding all expectations and business is up 30% over last year. Since my last email to Sara, we have also added third party delivery to our line up and this is contributing to our high traffic volume. My email copied below to Sara further in this email.

Please let me know if you need any more information or have any questions.

Thanks,  
Andrew Zielke

**Andrew Zielke** <[andrew@rosettabuilding.com](mailto:andrew@rosettabuilding.com)>

to Sara

[Redacted]

Hi Sara,

This past week we experienced concerns with vehicles from Auburn Rd. using the opened cross access between the property to the west(car wash) and that was blocked off by an old saw horse from the original building construction but recently has been removed.

We originally thought it would be good for dining and drive thru guests to have secondary means of egress out to Auburn Rd. This past weekend we experienced patrons entering the drive thru from different directions where action had to be taken by the general manager to alleviate and de-escalate tensions between the jockey for who was next to enter the drive thru line. Currently our guests enter the drive thru line in an orderly fashion from the south side of the property. When guests started to access Culvers from Auburn Rd. The guests entering from the Meijer's side seemed not to permit the drivers to enter the drive thru from Auburn Rd. guests were line cutting. This caused chaos and disorder with guests entering and trying to leave the parking lot since the entire end of the drive thru was blocked.

We also employ individuals who have a developmental disability who have significant impaired intellect or adaptive functioning. These individuals are mainly our food runners they have to constantly navigate and cross the main parking lot back and forth. What we have experienced is that they are driving at a very much significantly higher rate of speed than the Culver's guests who are driving much slower because they are looking for a parking space in the parking lot and surroundings. I also have a concern for the families with children that have to cross the parking lot with cars driving at a higher rate of speed.

I did speak to Chris about this matter a few days ago and expressed that Culver's no longer has the desire to have the cross access open between the two properties and being able to enter and exit the property.

I plan on attending the City Council meeting on Monday to address my concerns and to have the cross access closed.

Thank you,  
Andrew Zielke

On Mon, Mar 4, 2024 at 1:57 PM Chris McLeod <[mcleodc@rochesterhills.org](mailto:mcleodc@rochesterhills.org)> wrote:

Good Afternoon Andrew

Not sure if you remember me, we spoke about the site plan and potential cross connection of the Clean Express Auto wash and the Culver site when Clean Express was first before the Pla connection was ultimately removed from the plans (but retained in easement form only). Clean Express has now had issues with its full connection to Meijer and their parking lot and is see to and from the site. Have conversations been had with you or corporate regarding this? If so, can you share what those have been and where Culver's stands in regards to the re-opening guidance you can provide would be greatly appreciated.

Thank you

Chris

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**Chris McLeod, AICP**

Planning Manager

Planning and Economic Development

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[Redacted]

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Jennifer MacDonald &lt;macdonaldj@rochesterhills.org&gt;

**Re: Culver and Clean Express Cross Connection**

1 message

**Andrew Zielke** <andrew@rosettbuilding.com>

To: Chris McLeod &lt;mcleodc@rochesterhills.org&gt;

Cc: Jennifer MacDonald &lt;macdonaldj@rochesterhills.org&gt;, Sara Roediger &lt;roedigers@rochesterhills.org&gt;, Peter Siepe &lt;PeterSiepe@culvers.com&gt;

Hi Chris,

No I dont have an objection, please provide our email to the planning commission. I would also ask that the planning commission members come out and visit our location on a Friday afternoon

I would also like to mention a few more items to consider.

- Both businesses provide services that require cars to wait in line before it is their turn to receive service.
- Both businesses are busy during similar times - days and weekends and more specifically the warm weather makes both businesses busier. (Car washes and custard are more popular)
- Our main entrance is already accommodating an entrance for our dine-in, pick up, and third party delivery customers as well as an exit for our drive-thru customers. It is already difficult traffic with similar busy times and with a different agenda/intent will increase likelihood for accidents and risk safety.
- Culver's as a brand is growing rapidly. Compared to other fast food type models, Culver's is outpacing the industry dramatically and is expected to grow. The Rochester location is doing

Thank you,

Andrew

On Tue, Mar 5, 2024 at 2:07 PM Chris McLeod &lt;mcleodc@rochesterhills.org&gt; wrote:

Good Afternoon Andrew

Thank you for providing your email. It is greatly appreciated and provides insight as to the thinking for your site and Culver's Corp. Do you have any objection to this being provided to the f

Thank you  
Chris

On Tue, Mar 5, 2024 at 12:56 PM Andrew Zielke &lt;andrew@rosettbuilding.com&gt; wrote:

Hi Chris,

Yes, I remember discussing this with you. Thank you for asking and addressing our concerns regarding the resubmission of the cross connection. I also received the public hearing in the

We, as well as Culver's Corporate, have had multiple conversations with Mr. Dennis Miller regarding opening the cross access. I expressed to Dennis that we and Culvers Corp. would have through the parking lot. We have a lot of pedestrian guests, young and old, and intellectually disabled/challenged runners (employees that run our food to our guests' cars) that cross the road. We work very hard to foster an inclusive, equal opportunity environment and give employees a chance for independence and an opportunity to work through different job coach companies and lights to promote visibility and safety. Additionally, we have a large senior citizen population who frequent Culver's, and many have a difficult time moving quickly. I expressed to Dennis street, or access ring/drive, but a parking lot. The parking lot cannot safely handle the number of cars that will be generated by a car wash let alone how our traffic will flow on the Culver's finding a parking spot. Our customers drive relatively slowly, more aware of the surroundings as compared to a person who is traveling or crossing through our parking lot to get to a different Rd.) These individuals have a different intent and usually travel at a much higher rate of speed, and mostly not as aware of the surroundings. This is a huge safety concern for the population imagine that if this cross connection were opened, accidents would be inevitable. This would be a problem for the owners, and the city that could and should be avoided. The safety concern the thick traffic flow was one of the major concerns on the first car wash site plan review from the city.

Another major concern is traffic flow during busy and peak times. Our guests normally enter the drive-thru from the south, and then after they receive their food they head back south where our restaurant is very busy and growing every year. As it is, our traffic gets congested and has to be directed. I cannot even imagine another business's traffic being added to that mix. We 15-20 min. The car wash flow of traffic will increase waiting time, and cause problems and possible accidents. I encourage the city to drive by during Friday night dinner or during the week a growing brand, but the Rochester location is exceeding all expectations and business is up 30% over last year. Since my last email to Sara, we have also added third party delivery to our menu. Please see attached traffic concern example of our site plan and my email copied below to Sara further in this email.

Please let me know if you need any more information or have any questions.

Thanks,  
Andrew Zielke

**Andrew Zielke** <andrew@rosettbuilding.com>

to Sara

Hi Sara,

This past week we experienced concerns with vehicles from Auburn Rd. using the opened cross access between the property to the west(car wash) and it has been blocked off by an old saw horse from the original building construction but recently has been removed.

We originally thought it would be good for dining and drive thru guests to have secondary means of egress out to Auburn Rd. This past weekend we experienced two patrons entering the drive thru from different directions where action had to be taken by the general manager to alleviate and de-escalate tensions while trying to jockey for who was next to enter the drive thru line. Currently our guests enter the drive thru line in an orderly fashion from the south side this for years. When guests started to access Culvers from Auburn Rd. The guests entering from the Meijer's side seemed not to permit the drivers to enter the side guests' feelings were that the Auburn Rd. guests were line cutting. This caused chaos and disorder with guests entering and trying to leave the parking lot blocked in both directions.

We also employ individuals who have a developmental disability who have significant impaired intellect or adaptive functioning. These individuals are for these individuals are mainly our food runners they have to constantly navigate and cross the main parking lot back and forth. What we have experienced at Meijers are driving at a very much significantly higher rate of speed than the Culver's guests who are driving much slower because they are looking for more awareness and attune to the parking lot and surroundings. I also have a concern for the families with children that have to cross the parking lot with cars

I did speak to Chris about this matter a few days ago and expressed that Culver's no longer has the desire to have the cross access open between the property and our guests and being able to enter and exit the property.

I plan on attending the City Council meeting on Monday to address my concerns and to have the cross access closed.

Thank you,  
Andrew Zielke

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Thank you  
Chris

--  
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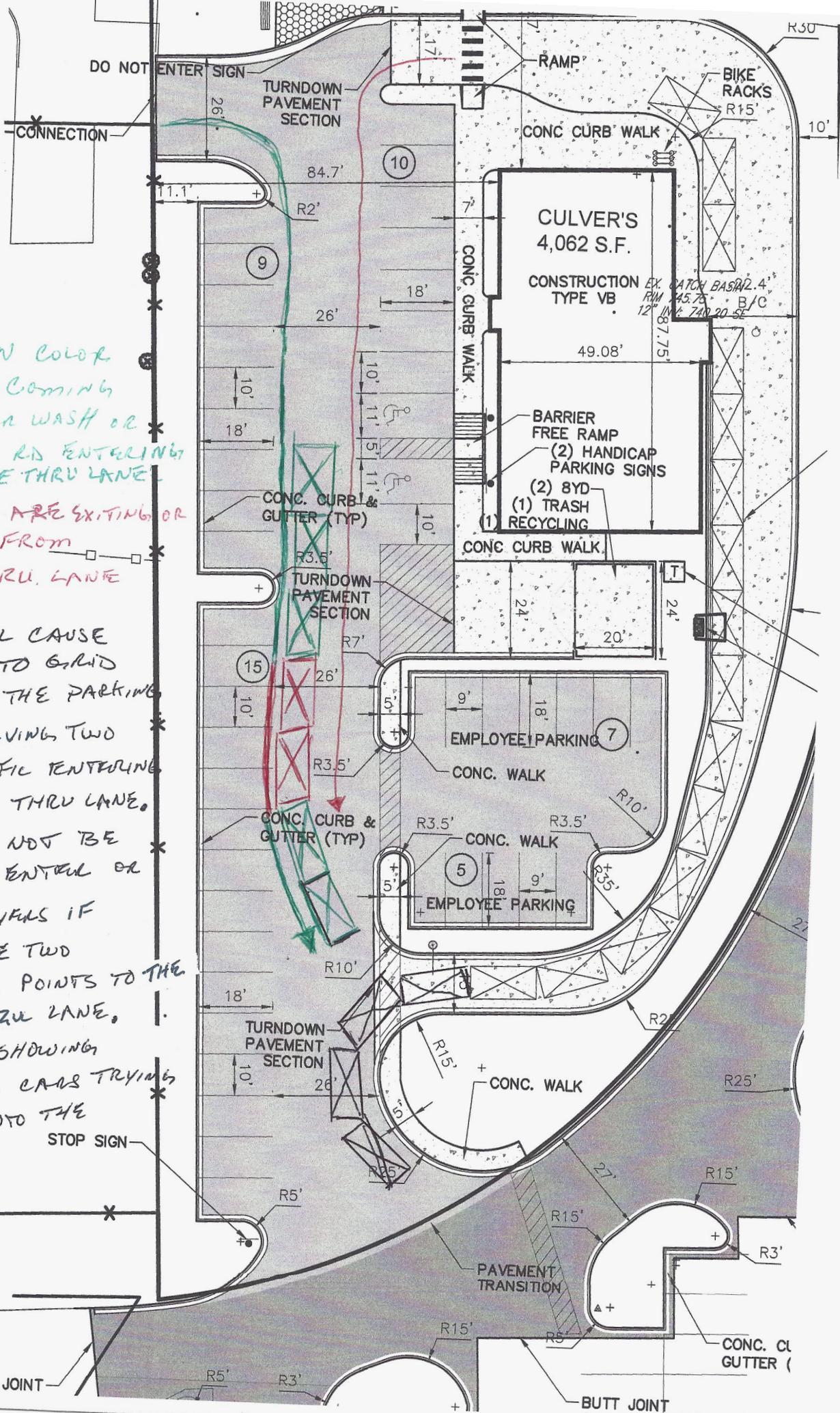
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GREEN COLOR ARE CARS COMING FROM CAR WASH OR AUBURN RD ENTERING THE DRIVE THRU LANE

RED CARS ARE EXITING OR LEAVING FROM DRIVE THRU LANE

THIS WILL CAUSE TRAFFIC TO GRID LOCK IN THE PARKING LOT BY HAVING TWO WAY TRAFFIC ENTERING THE DRIVE THRU LANE. CARS WILL NOT BE ABLE TO ENTER OR EXIT CULVERS IF THERE ARE TWO ENTRANCE POINTS TO THE DRIVE THRU LANE. ALSO NOT SHOWING ADDITIONAL CARS TRYING TO ENTER INTO THE PARKING LOT

