

RE: Culver and Clean Express Cross Connection

l message

Peter Siepe <PeterSiepe@culvers.com>

Thu, Mar 7, 2024 at 2:39 PM

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 every end user except Culver's? That would seem to be the logical cure for 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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EMail <u>petersiepe@culvers.com</u>

www.culvers.com

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This email is not representative of any formal site approval for use as a Culver's® Restaurant. Prior to approval, all sites will be reviewed in person and must be approved in writing by Culver Franchising System, LLC.

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

From: Andrew Zielke <andrew@rosettabuilding.com>

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

Hi Chris,	
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Andrew Zielke	
Andrew Zielke <andrew@rosettabuilding.com></andrew@rosettabuilding.com>	Thu, Oct 5, 2023, 8:38 PM
Andrew Zielke Candrew@rosettabunding.com	Пи, Ост 5, 2025, 6.56 РМ
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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 driveway was blocked in both directions.

Cc: Jennifer MacDonald <macdonaldj@rochesterhills.org>; Sara Roediger <roedigers@rochesterhills.org>; Peter Siepe <PeterSiepe@culvers.com>

Subject: Re: Culver and Clean Express Cross Connection

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Re: Culver and Clean Express Cross Connection

1 message

Andrew Zielke <andrew@rosettabuilding.com>

Tue, Mar 5, 2024 at 3:42 PM

To: Chris McLeod <mcleodc@rochesterhills.org>

Cc: Jennifer MacDonald <macdonaldj@rochesterhills.org>, Sara Roediger <roedigers@rochesterhills.org>, Peter Siepe <PeterSiepe@culvers.com>

Hi Chris,

No I don't 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 or a weekend day.

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 during the nicer weather.)
- 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 at various times throughout the day. Adding another flow of 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 exceptionally well.

Thank you,

Andrew

On Tue, Mar 5, 2024 at 2:07 PM Chris McLeod <mcleodc@rochesterhills.org> 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 Planning Commission for their consideration?

Thank you Chris

On Tue, Mar 5, 2024 at 12:56 PM Andrew Zielke <andrew@rosettabuilding.com> wrote:

Hi Chris

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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 major safety concerns with the daily number of cars coming 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 main aisle of our parking lot multiple times an hour. At Culver's 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. We also provide this employees with bright colored vests 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 that our cross connection is through a parking lot, 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 site. As cars flow into our site they have a specific purpose - 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 destination (whether it's to the car wash or out to Auburn 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 populations that were mentioned above. It is unfortunately easy to 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 for our guests and employees crossing the parking lot and the thick traffic flow was one of the major concerns on the first c

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

Thanks, Andrew Zielke

Andrew Zielke <andrew@rosettabuilding.com>

Thu, Oct 5, 2023, 8:38 PM

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 Culvers. Since we have been open the access 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 very rude and disrespectful behavior from 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 between the parties, with one car hitting another car 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 of the property at Meijers and are used to doing 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 drive thru from Auburn Rd. The Meijer's 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 since the entire end of the driveway was blocked in both directions.

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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. It is just too much of a safety concern with 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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Chris McLeod, AICP
Planning Manager
Planning and Economic Development
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Car Wash Site Drawing 3-5-24.pdf 3291K



