

# **PC Attachment 9**

**From:** [Tony Rouff](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Against car wash at Lake Forest/Serrano  
**Date:** Saturday, May 23, 2020 1:24:22 PM

---

Sent from AOL Mobile Mail  
Get the new AOL app: [mail.mobile.aol.com](mailto:mail.mobile.aol.com)

**From:** [Sue M.](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Another Car Wash?!?!?  
**Date:** Saturday, May 23, 2020 5:48:58 PM

---

Dear Secretary of the Planning Commission,

It is my understanding that there is a proposal to tear down the existing vacant US Bank Building near the intersection of Lake Forest Drive and Trabuco Road in Lake Forest, and **build a drive through car wash** on the lot. I am **adamantly opposed to this proposal**. Is the Planning Commission aware that there are many existing car washes within a short distance from the proposed location, **including one directly across the street**, from the proposed location (Shell Car Wash, Lake Forest Express Wash, Harv's Car Wash, Self-service Car Wash, Checkered Flag Car Wash, Mobil Station Car Wash, Mission Viejo Plaza Mobile Car Wash, and two other Shell self service car washes)? In addition, this shopping center is frequented by the students attending Rancho Canada Elementary School (located directly across the street from the proposed car wash location), Serrano Intermediate School, Santiago Elementary School, and El Toro High School, as they walk to and from their schools. The increased traffic in the parking lot should be a **safety concern** of the Planning Commission. The existing small businesses in the center already have limited parking spots to offer their patrons. Let's help these small businesses by offering adequate customer parking, not taking land away from prospective customers.

Thank you for considering input on this car wash proposal.

S. Moussavi  
21 year resident of Lake Forest

**From:** [Ellen M. Haymaker](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Another car wash not necessary  
**Date:** Saturday, May 23, 2020 7:24:07 PM

---

> Converting the old Bank on Lake Forest and Trabuco into a car wash is a bad idea. We have enough car washes. The parking lot is already full. This new idea would make the already crowded center and eye sore.  
> No Thank You,

Lake Forest concerned resident

>

Sent from my iPad



**From:** [Karen Phillips](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** CAR WASH  
**Date:** Thursday, May 28, 2020 3:08:51 PM

---

Absolutely not! I can't believe that this would be approved. It is a major eye sore, unsafe for kids to walk past when going to and from Rancho Canada Elementary School. Noisy and way too much traffic- accidents waiting to happen! I would never patronize or approve of this from taking place. We have plenty of drive through carwashes on Lake Forest Drive. Across the street they have the Shell Station, Mobile Station and the Do it yourself carwash all within a 2 mile radius. It will make our shopping center look ghetto and trashy. We need to beautify our city not make it appear like we do not care.

These are not just my thoughts and I am sure you will get more. Thank you for your time and consideration.

Karen Phillips

Sent from [Mail](#) for Windows 10

**From:** [Yvonne Roman](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Monday, May 25, 2020 11:48:39 PM

---

I go to Ralph's and CVS fairly frequently. This a very busy shopping center. Having awash at this location is a very bad idea. Surely there is another location for this.

Sent from my iPhone

**From:** [Cox](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Saturday, May 23, 2020 7:34:12 PM

---

Dear Mr. Weiss,

It has come to my attention that there are plans to put in a car wash in the Ralph's Center on Lake Forest and Trabuco. I respectfully request that stop this from happening. That is not an appropriate place for a car wash, certainly not a do-it-yourself car wash. Not only would it not look good, but we already have a lot of traffic there. This will increase accidents in the parking lot.

Thank you,

Kim

Kim Eaves, Realtor



Sent from my iPhone

**From:** [Shirley Lashmett](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash - Heritage Hill  
**Date:** Wednesday, May 27, 2020 8:30:35 PM

---

I am opposed to a car wash in the Heritage Hill Center. It is already a nightmare to navigate and to find parking in that complex. It will "hide" established businesses that have supported Lake Forest with their taxes for many years. Please don't let this happen! There are plenty of car washes nearby. There are many other businesses that would benefit that center. Vote NO!!

***Shirley Lashmett***

[REDACTED]

***Lake Forest, CA 92630-2019***

***Home:***

[REDACTED]

***Cell:***

[REDACTED]

***Fax:***

[REDACTED]

[REDACTED]

**From:** [Ceci Harding](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Tuesday, May 26, 2020 2:34:51 PM

---

It is a wrong place to put a car wash at that location... You will take parking space for people shopping at Ralphs. Plus it will make the shopping center look horrible. And there is a car wash across the street at the Gas Station, that's where I wash my car every 15 days for years...

Ceci Harding

**From:** [Susan Moore](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash @ U.S. Bank location  
**Date:** Tuesday, May 26, 2020 6:55:59 PM

---

Dear Sir, as a 40 year resident of Lake Forest I strongly protest a car wash in the Ralph's shopping center for the following reasons;

- \* there is a car wash across the street on the corner of Lake Forest/Trabuco at the Shell station close to the Montessori school
- \* There is a full service with an option of self serve car wash at the Chevron station and the corner of Lake Forest/Bake
- \* Plenty of existing car washes in close proximity
- \* The parking in the proposed location is very tight.
- \*The shopping center is retail focused and a car wash doesn't blend well with the existing businesses let alone Heritage Hill

Thank you for your thoughtful consideration denying the car ash application

Sincerely,  
Susan T. Moore

--

***Susan T. Moore***

**From:** [Diana Slane](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash Issue  
**Date:** Thursday, May 28, 2020 12:42:47 PM

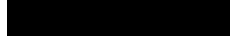
---

Please do not approve this application for replacing the existing bank building with a carwash! This small area will be overwhelmed with the traffic and noise, and certainly affecting the small but appreciated stores and businesses nearby! We have plenty of carwashes in the area, and this will not be a positive addition! Please consider the value of existing businesses and do not allow this to further diminish their success, especially as they are all dealing with the current pandemic challenges with positive and efficient methods!

We have lived in this neighborhood for decades, and have been proud of the local support for each other. Please accept this denial as support to existing businesses and customers ... neighbors!

Thank you,

Diana and Robert Slane



**From:** [Pat Peterson](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash Lake Forest  
**Date:** Saturday, May 23, 2020 7:20:02 PM

---

I am writing you in strong protest AGAINST a car wash going in at the former USBank location on Lake Forest Drive & Serrano! It would cause traffic congestion on both Lake Forest Dr and the Ralphs/CVS shopping center already at that location.

It would also cause additional traffic issues dropping off & picking-up at Rancho Canada Elementary School!

Please reconsider!!!!

Pat Peterson

Lake Forest

Sent from my iPhone



**From:** [Darelene Carpenter](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash Proposal at Lake Forest & Trabuco  
**Date:** Saturday, May 23, 2020 5:28:46 PM

---

This is NOT the kind of business that should be in this small, condensed center which already has enough issues with too few parking spaces and a lot of traffic flow. Besides which, it will be very close to a local historical park, Heritage Hill Historical Park, which offers historical tours for 3<sup>rd</sup> and 4<sup>th</sup> grade children. With more congestion and more traffic, it will make it even more difficult for the school buses who bring the children to maneuver safely.

A car wash of this type can also serve to attract younger people as an ideal area to hang out, which is only exacerbated by the Bagels & Brew coffee house and the Brizio's Pizza, which are located directly across from its intended location. There is already a drive through car wash right across the street at the Shell station. The need for this additional drive-thru car wash cannot possibly be justified.

This little center is ALWAYS busy—please don't make the situation worse by approving the plan to build this drive through car wash. I've lived within a mile of this shopping center for 37 years. Please don't spoil what we have there.

Sincerely,

Darelene Carpenter

[REDACTED]

Lake Forest, CA 92630

[REDACTED]

"Wherever you are, be all there..."

**From:** [Tim Odell](#)  
**To:** [Weiss, Jennifer](#); [Voigts, Scott](#); [Dawn Winkler](#)  
**Subject:** Car Wash Proposal  
**Date:** Tuesday, May 26, 2020 7:55:16 AM

---

Hello Lake Forest Planning Commission,

I live in LFII Woods and am opposing the Car Wash Proposal as I feel this would be a poor choice of use for that space. First we have plenty of existing car washes to go to here in LF. I also think that having such a facility directly on the street would be esthetically unattractive to our neighborhood making it look too industrial. There is also the traffic problem as that parking lot is already too difficult to maneuver and I would hate it to turn out like the shopping center Rockfield and Lake Forest where I refuse to enter and patronize the restaurants because parking is so difficult and frustrating.

Tim Odell

[REDACTED], Lake Forest, CA 92630

**From:** [Rick Castillon](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash Proposal  
**Date:** Sunday, May 31, 2020 9:33:58 PM

---

I've been alerted to the potential car wash plans at Trabuco / lake Forest  
Please do not proceed with said plans.  
Common sense dictates this would be a bad idea. There already is lots of congestion in that particular area. And we already have many carwash businesses close proximity.

I live in Mariposa close by.  
Rick

**From:** [Wendy Hunt](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at Heritage Hill Plaza  
**Date:** Wednesday, May 27, 2020 10:35:39 AM

---

I have lived in Lake Forest long before it was called Lake Forest and do not want to see a car wash built on the site of the U.S. Bank at the Heritage Hill Plaza. This is a lovely, refurbished hometown shopping center and putting another (unneeded) car wash in the city limits is a very poor idea. The shops in the center would lose parking spaces necessary to conducting their business and the traffic and congestion would negatively impact the housing in that area. Please reconsider allowing a car wash to open at that site. I am sure there are other types of businesses that could utilize the space that U.S. Bank now occupies. Let's keep Lake Forest the lovely city it has been and continues to be. We moved to Lake Forest to live in a city with nice housing, good schools and a small town feeling while getting away from the rampant commercialism of other cities in the area. Thank you for your consideration in this matter.

Wendy S. Hunt

[REDACTED]

Lake Forest, CA 92630

**From:** [Tricia Sousa](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at Heritage Hill Plaza  
**Date:** Saturday, May 23, 2020 12:05:53 PM

---

Hello,

I just learned about the proposed car wash in the Heritage Hill Plaza and as a resident of Lake Forest for over 30 years, I am writing to express my extreme objection to a car wash at that location.

Apart from the fact that there are already four car washes within a mile of this location - including one directly across the street at the Shell station - this is not the kind of business that contributes to the beautification of an area. It brings with it traffic and trash. This quaint plaza received the much-needed recent facelift and I think a car wash would be quite the eye sore.

My hope is that opportunities for new businesses feature unique and presentable stores that enhance the shopping and dining experience of the area. Yet another car wash would certainly not lend itself to that experience.

PLEASE reconsider this plan and encourage one that will make Lake Forest an even more desirable place to live and work.

Thank you,

Patricia Sousa



Lake Forest CA 92630

[Sent from Yahoo Mail for iPhone](#)

**From:** [Joe Merchant](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at Heritage Hill Plaza  
**Date:** Saturday, May 30, 2020 1:57:48 PM

---

*Secretary to the Planning Commission,*

*We are opposed to the Car Wash at Heritage Hill Plaza.*

*Joseph E Merchant & Lana F Dixon-Merchant*

**From:** [Daniel Pritchard](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at Heritage Plaza - All for it!  
**Date:** Thursday, May 28, 2020 10:57:35 PM

---

Just wanted to give my support for this project which I heard about via a bunch of squawking nimbys on Nextdoor. The only car wash (that's more than a quick drive thru) nearby is at Bake and Trabuco and that one is always super busy - once I even saw cars backed up all the way out onto the street itself due to its one-way policy and overall bad layout where the car wash line impedes the gas part. If anything this car wash nearby will help take some pressure off that very cramped little center there.

The arguments against it were all ridiculous - basically amounting to "it will bring cars... Uh, schoolkids walk by there" - as though it should remain a derelict unused building forever, since any successful business will attract customers in cars. Also another person was afraid of hypothetical loud music that could conceivably be played outside carrying all the way to the park?? (I can only speculate why she thinks this would happen.) Finally there are some people who claimed there's not enough parking, which is absurd. As I live close by I go there often and there's always copious space available to park in all areas of that lot. The bank lot is nearly always empty or has about 1 car in it.

People be crazy.

Count me as a member of the mostly silent majority who wouldn't care at all if a car wash goes there, and who would actually appreciate the space being put to useful use.

**From:** [John Dunscomb](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at Lake Forest & Trabuco  
**Date:** Saturday, May 23, 2020 5:52:47 PM

---

Please disallowed this project to go forward. A car wash in this center would not be consistent with the other businesses and would create a parking problem in my opinion.  
There are three other car wash options within a three mile radius of that location which should be sufficient for a community the size of Lake Forest.  
Thanks for your consideration.

John Dunscomb  
Sent from my iPhone



**From:** [Pamela Westcott](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at Serrano & Lake Forest  
**Date:** Thursday, May 28, 2020 10:43:21 AM

---

Hello,

I would like to add my voice to the upcoming decision about the proposed car wash. I don't think it is a very good idea. I don't see how that space/parking would work. It is already an awkward spot.

There is a great car wash on Bake and Trabuco already. There is also a self-service car wash across the street. They may not appreciate the added competition either.

But most importantly, our existing vendors are very concerned. And our community has been concerned about Bagels & Brew, The Jewelry Box, etc. making it through the economic downturn. Let's not add to their challenges.

Thank you for considering my opinion.

Best regards,  
Pamela Westcott  
[REDACTED]  
Lake Forest, CA 92630  
[REDACTED]

**From:** [Caryl Stein](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at Serrano and Lake Forest  
**Date:** Sunday, May 24, 2020 1:27:17 PM

---

Planning Commission,

This will create a nightmare for the area! The store owners are already in financial hardship and this traffic congestion will keep shoppers away. This could truly be a disaster!

C. Stein



Virus-free. [www.avast.com](https://www.avast.com)

**From:** [Marilyn Blank](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash proposal at Lake Forest and Trabuco - AGAINST  
**Date:** Tuesday, May 26, 2020 9:15:30 AM  
**Attachments:** [image003.png](#)

---

TO Lake Forest CA City Council:

As a 30+ year resident of Serrano Park Homeowners Association located off Trabuco between Lake Forest and Bake Pkwy, the Ralph's shopping center at Lake Forest and Trabuco is my neighborhood shopping center.

I shop at Ralph's and CVS, eat at Bagel's and Brew and Din Ho, get my nails done at Gold Star Nails, take my shoes to the shoe shop, try not to visit the donut shop too much!, use Serrano Cleaners, frequent Ace Hardware instead of Home Depot and banked at the now closed US Bank.

On a busy Saturday and Sunday, it is already difficult to park in the shopping center. There is already a Car Wash at Bake and Trabuco. There is already a hand car wash up Lake Forest past Trabuco.


I have no problems getting my car washed at the Chevron Car Wash at Bake and Trabuco. It is \$7 to drive through. If someone wants to do it themselves they can drive up Lake Forest less than a mile away and do it themselves.



This is a HORRIBLE idea for the use of this space in this shopping center. It is not needed. The current tenants need the parking spaces. They now need to recover from the virus closures. The owners of this center did a beautiful job of redesigning the center. Now they are going to ruin it with an Ugly, not needed Car Wash AND take away parking spaces!

Please put me on record AGAINST this addition to the shopping center. There has got to be a better use.

*Thank you!*

*Marilyn Blank*

 Lake Forest CA 92630

  
  
The information contained in this electronic mail message is confidential information intended only for the use of the individual or entity name above, and may be privileged. If the reader of this message is not the intended recipient or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that

any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete the original message.

**From:** [Angela Thomas](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash to be built in Ralph's shopping center  
**Date:** Sunday, May 24, 2020 7:43:43 AM

---

I am a homeowner and life long resident of Lake Forest. I understand there are considerations to build another car wash in Lake Forest in the Ralph's shopping center. I would respectfully request the city reconsider putting a car wash in this location. This shopping center is already laden with so much traffic as it is. Many of our children attend schools in that area and frequently walk through that center before or after school. They mingle with their friends at Bagels n Brew. The current traffic in that center is already dangerous for the kids and general patrons to pass through. Adding more traffic with another busy car wash will just create a more dangerous situation. We have enough car washes in Lake Forest already!

Thank you for your consideration.

Angela Thomas



**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Thursday, May 28, 2020 10:39:24 PM

---

Planning Commission,

As residents of Lake Forest for 3+ years now, we have grown to love the city we now call home. We especially love our local shopping area on the corner of Lake Forest Dr/Trabuco; specifically the Bagels & Brew, Ace Hardware, Din Ho and Sweetland Donuts. We have heard of a new car wash planning to be added to the already busy center. We believe that this would make the traffic flow of the parking lot worse. The lot can be crowded already at times, especially during events at the Heritage Hill Park. I urge you to reconsider the placement of this business in that center. I believe there is already a self-serve car wash just up Lake Forest Dr, by Dimension, for car washing needs. During this time of the pandemic, we would appreciate your consideration of our remarks during your hearing. Due to social distancing, we will not be attending a crowded meeting for known safety reasons.

Sincerely,

Benjamin and Erin Delo  
Forest Creek Residents

**From:** [susannah mitchell](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Thursday, May 28, 2020 9:22:18 PM

---

This center is not appropriate for a car wash. It's a neighborhood center.  
We will do our best to make sure no one uses this car wash.

Sent from my iPhone

**From:** [Alyssa Dykstra](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Thursday, May 28, 2020 9:54:56 AM

---

Hello,

I am writing to ask that you vote "NO" for the new car wash in Heritage Center.

Warm regards,  
**Alyssa R. Dykstra**



**From:** [Julie](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Tuesday, May 26, 2020 11:42:37 AM

---

I have heard about the proposal for a car wash in the Ralph's shopping center and am opposed to the idea. There is a drive through car wash across the street at Shell and a full service car wash down the street on Bake and Trabuco. The parking lot in the Ralph's center is already very busy and adding in a car wash will make it worse as it will take away much needed parking spaces.

Julie

**From:** [Pam Avenatti](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Monday, May 25, 2020 12:42:22 PM

---

It would be a huge mistake to put a car wash at the bank site in the Ralph's shopping center. Parking in that area is limited especially for handicapped and taking away more spaces would place additional hardship on the elderly. Additionally the school children use this area to get snacks on their way home from school. We already have several car washes within one mile of this location. Why do we need another one!

Sent from my iPhone

**From:** [Brenda Sirignano](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Monday, June 01, 2020 9:01:56 AM

---

I am writing to voice my vote against a new car wash at Lake Forest and Serrano. This parking lot is already very full and very busy. I feel traffic in and out of a car wash would create a dangerous situation in that parking lot. Besides there are already three car washes very close to that area - one of them being right across the street. I do not see any advantage for the neighborhood by building another car wash in an already impacted area.

Thank you for your consideration of this situation.

Brenda Sirignano - Lake Forest resident

**From:** [Tamar Peleg](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash?  
**Date:** Saturday, May 23, 2020 7:06:29 PM

---

I've heard that the US Bank on the corner of Serrano and Lake Forest is going to be demolished for a new car wash. There are plenty of car washes around, including Lake Forest and Trabuco, Trabuco and Bake. Please don't allow building such facility in our neighborhood.

Thanks,

Tamar Peleg

Indian Hills Neighborhood

**From:** [Tina Asadi](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Saturday, May 23, 2020 3:55:36 PM

---

Hello,

We were advised that the new owner of the US Bank on Serrano/Lake Forest plans to demolish it and put a car wash there. We are opposed to this for many reasons including, but not limited to, the fact that we have a car wash just one block away, there are several restaurants and the noise factor would disrupt outside seating and that area is already very busy.

Thank you,

Sent from my iPhone

**From:** [Jennifer Fragassi](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Sunday, May 24, 2020 3:29:04 PM

---

To the Secretary of the Planning Commission,

Our family is not at all in favor of the proposed car wash which could move into the spot of the current US Bank. It is already a very congested corner with the very popular Bagels and Brew and Ace Hardware. There are also many kids coming and going in that area due to the orthodontist office.

There is also no need for another car wash. There is a drive through car wash directly across the street at Shell and a full service about a mile away on Bake and Trabuco. I've heard there are more, but we just use those two.

Lastly, it seems the spot is far too small for a car wash.

Please strongly consider other business options for that location.


Sincerely,  
Jennifer Fragassi on behalf of the entire Fragassi family (Andy, Jen, Jack, Nate, and Luke)

Sent from my iPhone

**From:** [Dianeandjack](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash @ L.F. & Trabuco  
**Date:** Saturday, May 23, 2020 9:00:43 PM

---

Please do not allow a car wash to be built in the Ralph's shopping center. That parking lot is very busy already as is that corner. There are already an abundance of car washes within a short distance of this location. We respectfully request you to deny this location.

Thank you,  
Diane McFadden  
 Lake Forest.

Diane  
Sent from my iPad

**From:** [Bev](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash Serrano and Lake Forest  
**Date:** Sunday, May 24, 2020 2:17:10 PM

---

Please please please do not put a car wash at this location. As it is on any morning, especially on weekends it's impossible to enter, drive, park in the area. This is a huge mistake to allow this.

Thank you,  
Bev Kritzstein



**From:** [Shannon Ratcliffe](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash / trabuco /lake forest  
**Date:** Sunday, May 24, 2020 9:07:35 AM

---

As a mom of school aged children, and a resident of lake forest for more than 12 years, I'm Horrified by the city's idea of adding a car wash to a shopping center That is trafficked daily by school Children walking. Not to mention, adding yet a 4th car wash to an area with a car wash across the street! Please, Lake forest, don't make this type of mistake, allow retail or restaurant.

Thank you,  
Shannon Ratcliffe

[REDACTED]

My home address:

[REDACTED]

Lake forest, ca 92630

**From:** [Lillian](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash at Heritage Hill Plaza  
**Date:** Thursday, May 28, 2020 11:05:19 AM

---

Hello,

I would like to state my objection to a car wash that is proposed at the Heritage Hill Plaza on Lake Forest Drive.

To do so would take away parking spaces in an already crowded center and make access to nearby businesses difficult. Traffic would also be impacted on Lake Forest Drive, not to mention the increase in noise caused by a car wash, especially to the homes across the street.

There are plenty of car washes already in Lake Forest, so another one is unnecessary, especially in a neighborhood shopping center.

Regards,  
Lillian Bertram

Sent from my iPhone

**From:** [Jay Robertson](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash at Lake Forest Dr. and Serrano  
**Date:** Monday, May 25, 2020 11:24:33 AM

---

Please add my vote to the nays regarding the plans for a car wash in Heritage Hill Plaza.

Thanks,

Jay Robertson



Virus-free. [www.avast.com](http://www.avast.com)

**From:** [Debra Smietana](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash at Lake Forest and Trabuco  
**Date:** Saturday, May 23, 2020 7:18:48 PM

---

I think a car wash in the Ralph's/CVS anchored shopping center at Trabuco and Lake Forest is a terrible idea. Parking is already a problem there. Also there is no need for another car wash in Lake Forest. There are plenty within a mile or two. Thank you.

Debra Smietana

33 year resident of Lake Forest/El Toro

Sent from my iPhone

**From:** [Tracey Higgins](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash at Serrano and Lake Forest  
**Date:** Saturday, May 23, 2020 4:12:30 PM

---

Hello, I have been a home owner in Serrano Park for 15 years now, and have lived in Lake Forest most of my life. I love the tranquility and seemingly slow pace that it feels. We have numerous car washes, be it drive through or detailed and the thought of putting one next to Bagels and Brew is so disappointing. That is a quaint shopping center with much traffic already. I truly hope you will do what's best for our lovely city and not put another car wash there. Thanks for your time,  
Tracey Higgins

Sent from my iPhone

**From:** [John Kozick](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash being planned for old US Bank lot  
**Date:** Monday, May 25, 2020 11:27:31 AM

---

Dear Secretary,

I am totally opposed to a car wash at the (Ralph's/CVS/Ace Hardware) shopping center replacing the USBank building and the 21 parking spaces (including handicapped) in front of it. It is a drive-thru, then dry and vacuum it yourself model. Most similar places attract hundreds of cars daily. The traffic in this center is already often difficult and parking can be tough. There are 3 local schools with students walking past this shopping center twice a day when the schools are in session. In addition, the new building looks tall and ugly from the plans. Please note: there are already four car washes within a mile including the one at the Shell station on the corner. Please register my opposition to this unnecessary business. a

**From:** [Lynn Clancy](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash in Ralphs Shopping Center  
**Date:** Tuesday, May 26, 2020 8:57:12 PM

---

To whom it may concern:


I am opposed to having a car wash in the Ralphs shopping center. There is already a cash wash across the street at the gas station and another on Trabuco & Bake.

I prefer to have a business that will enhance that center and bring value to our neighborhood. I live directly across the street in the "Woods" .

A nice restaurant , produce market , bakery or custom store would be a great suggestion.

Please take my viewpoint into consideration

Lynn Clancy

 Lake Forest, CA 92630

**From:** [Bonnie Schmidt](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash in Ralphs, Ace, shopping center apposed  
**Date:** Saturday, May 23, 2020 6:33:45 PM

---

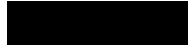
My wife and I have lived in Lake Forest for over 20 years in the same house and Love Lake Forest!

BUT....

Please do NOT allow a car wash in this shopping center it is over crowded as it is!

We Are both apposed to this idea!

Brodie & Bonnie Schmidt





**From:** [Steve Ford](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash in old US Bank location on Lake Forest Drive  
**Date:** Sunday, May 24, 2020 12:59:55 PM

---

As a 39 year Lake Forest resident, I strongly oppose the building and operation of a car wash in the location of the old US Bank on Lake Forest Drive (opposite Bagels and Brew).

The area already cramped to drive around in and the increase in traffic and reduced parking would be unacceptable.

There are other car washes nearby that people can use. Please do not approve this request. That space can be much better used in service to the community.

Again, I strongly oppose a car wash there.

Sincerely,

Stephen Ford



Lake Forest, CA.

Sent from Steve's iPad

**From:** [Suzanne](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash in the Ralph's centre  
**Date:** Tuesday, May 26, 2020 1:12:37 PM

---

There is no need for a car wash in that center, there is one directly across the street and another at Bake and Trabuco.

We are against the proposed car wash at the site of the former US Bank Building.

Robert and Suzanne Johnston



Lake Forest

Sent from my iPhone

**From:** [Amber Bicomong](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash on lake forest  
**Date:** Saturday, May 30, 2020 3:05:02 PM

---

Planning commissioner-

We already have so many car washes along that road and do not need another. I have seen MANY accidents in the past year in front of that very center. We do not need more traffic and cars there.

Sincerely-

A Lake Forest homeowner

Sent from my iPhone

**From:** [Jane Baratta](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash proposal  
**Date:** Saturday, May 23, 2020 5:55:33 PM

---

Hello,

I was informed by a local business that the owner of the Heritage Hill shopping center is considering a drive thru car wash where the current USBank sits.

Please reconsider this decision as this center is too small to handle this increased traffic and taking away parking will be a problem as this center is very busy.

In addition, there is a drive thru car wash across the street at the Shell station and 2 others on Trabuco and Bake at the Chervron and at Lake Forest and Dimension at the Arco. Lake Forest and Rockfield has a self serve and lastly Los Alisos between Jeronimo and Trabuco has a full serve.

I don't believe this is in the best interest of Lake Forest II community or the existing car wash businesses.

Thank you for your consideration

Janie Baratta  
Indian Hills  
Lake Forest II

**From:** [Sarah Boulian](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash proposal  
**Date:** Tuesday, May 26, 2020 10:45:23 AM

---

Hi there,

I'm a resident of lake forest and I think the proposal to build a new car wash in the Ralph's shopping center at trabuco and lake forest is a terrible idea. That shopping center already has issues with traffic and insufficient parking and the last thing it needs is significantly more cars coming through.

Please do not approve this.

Thank you,  
Sarah Verrall

**From:** [Pamela McFadden](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash ralphs ctr  
**Date:** Saturday, May 23, 2020 12:54:52 PM

---

I understand there are plans to take down the U S. Bank in the Ralphs shopping center at Lake Forest and Trabuco.

I am stating my strong objections.

This center is already packed. A car wash would use up a lot of the parking spaces.  
The center could use a small, nice sit-down restaurant. California Fish Grill, Dennys, etc.

Sent from my Verizon, Samsung Galaxy smartphone  
Get [Outlook for Android](#)

**From:** [I Wells](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Tuesday, May 26, 2020 1:20:26 PM

---

PLEASE no car wash on Lake Forest in the old bank building

Sent from my iPhone

**From:** [Janet Sheffield](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Saturday, May 23, 2020 12:51:42 PM

---

Converting the old Bank on Lake Forest and Trabuco into a car wash is a bad idea. We have enough car washes. The parking lot is already full. This new idea would make the already crowded center and eye sore.

No Thank You,

Concerned Lake Forest Resident.

Sent from my iPhone



**From:** [L Wells](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Saturday, May 23, 2020 12:24:59 PM

---

Please do not allow a car wash to go into the old bank building site on Lake Forest , this is already a very busy area, we don't need more cars clogging up traffic.

Thank you  
Lori Wells

Sent from my iPhone

**From:** [Constance Seymour](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Saturday, May 23, 2020 10:51:48 AM

---

I wanted to be on record that I am opposed to the proposed car wash at the Heritage Hill shopping plaza. The uptick in traffic, the aesthetics, and the lack of need are just a few reasons for not going ahead with this proposal.

Thank you,  
Constance Seymour

Sent from my iPad

**From:** [Jeremy and Marni Davis](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Tuesday, May 26, 2020 10:37:49 AM

---

Hello,

I would think that a car wash in the Heritage Hill shopping center could negatively impact a number of businesses. Are there public impact reports on the economics of this situation for our local businesses that we can research? Or is there a slide deck that explains the impact on the other businesses?

Thank you,

Jeremy Davis  
Resident

**From:** [janet brown](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Monday, May 25, 2020 9:20:16 AM

---

I've lived in Lake Forest since 1979. It's always felt like a sleepy little town. A car wash in that area is very impractical. Heritage Park is right there and Rancho Canada Elementary is a block away. Serrano and Lake Forest is already a very busy intersection. A car wash is not a good fit in that area, too industrial. There already is a drive thru washing station at the service station across the street and full car wash at Bake and Trabuco. Enough already.

**From:** [Kristen White](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Sunday, May 24, 2020 9:32:08 PM

---

Hello.

Please don't allow a car wash to go in next to Ace Hardware and Ralphs off Lake Forest dr. For so many reasons NO.

I appreciate that Lake Forest supports small businesses. We have 4 other car washes within 1-2 miles. Let those locations prosper- do introduce another car wash. If you want to fill that vacancy, do so with a business that is needed not a repeat of an already overwhelmed market.

Kristen White

**From:** [Andrea Alexander](#)  
**To:** [Weiss, Jennifer](#); [Ackerman, Gayle](#)  
**Cc:** [Rose, Debra](#)  
**Subject:** Car wash  
**Date:** Sunday, May 24, 2020 11:12:16 AM

---

To whom it may concern,

I am writing to express my displeasure with the Carwash that is being considered in the area now occupied by the vacant US Bank building in the Ralph's shopping center. I believe the area to have its limitations related to such an enterprise.

There are currently two car washes in close proximity to the one under consideration, one on Bake and Trabuco approx 1.1 miles away from the planned car wash, and another at the Shell gas station across the street. An additional car wash is not necessary.

A carwash in the location you are suggesting would be disruptive to the businesses there and create extra traffic in an already limited space.

I strongly oppose the proposed carwash.

Thanks you for your kind consideration.

Andrea Alexander  


[Sent from Yahoo Mail for iPhone](#)

**From:** [Jay Swartz](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Sunday, May 24, 2020 12:05:06 AM

---

Dear Commissioner,

I am strongly opposed to the plans to build a car wash in the Ralph's shopping center at lake forest and trabuco. We already have a car wash less than a mile up lake forest and another less than a mile down lake forest. This proposed additional car wash would be wholly unnecessary. Moreover, it would not be in keeping with the neighborhood character of the shopping center. I trust you will reconsider this ill-conceived proposal.

Happy to discuss if you have any questions.

Best regards,  
Jason Swartz  
Lake Forest resident

**From:** [bbleonard](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Saturday, May 23, 2020 9:45:21 PM

---

Big mistake considering the parking situation. A sure way for other businesses to lose more money and customers.

Sent from my Verizon 4G LTE smartphone



**From:** [Bari-Lynn Dimon](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Saturday, May 23, 2020 6:27:23 PM

---

Please do not even consider putting a carwash in the Ralphs shopping center. It definitely is not needed when there are plenty others around.  
You have a wonderful center and ii would be ashame to see the tenents have to leave because their customers would not have a place to park.  
Thank you for listening.

Bari-Lynn Dimon  
Lake Forest resident

**From:** [shelley levine](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Saturday, May 23, 2020 6:02:37 PM

---

Dear Mr. Weiss

This car wash is a terrible idea. The center was just remodeled and looks wonderful. The car wash would be an ugly addition to the center, taking many parking spaces and causing a lot of traffic. There is always so much traffic there and the car wash would definitely adversely affect the existing business that have been there for years and worked so hard to build their businesses. I vote a big no.

Shelley Levine  
Lake forest resident for 38 years

**From:** [Barry](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash  
**Date:** Thursday, May 28, 2020 5:07:33 PM

---

Please add my name to those objecting to the car wash to be located at Lake Forest and Trabuco in the Ralphs Shopping Plaza. This type of business does not generate enough taxes to warrant this type of commercial space. The proposed site is a prime location on the name street of the city. This location should be used for something that can generate a fair amount of Sales Taxes and will compliment the clean outdoor environment that people enjoy with Bagels and Brew and Heritage park. There are also a large number of car wash locations within a short distance and these are located in industrial areas which is where they belong.

Additionally, currently the city is being requested to save water due to some Irvine Water wells that were recently taken out of production and even with the best recycling of water possible, the city can not afford this waste. Self serve car washes are one of the dirtier types of carwashes, attracting illegals who try to find work, vehicles that cane not be taken through normal car washes, and dirt and trash. The Ralphs center was recently redone to look very nice and now has many restaurants which I would not visit if I had to look at mud covered off road vehicles or RV which are the main customers of these type of facilities.

Regards  
Barry H. Buckser

Sent from [Mail](#) for Windows 10

**From:** [Curtis Browne](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Changes to the shipping center on Lake Forest Drive  
**Date:** Tuesday, May 26, 2020 11:44:27 PM

---

Hello,

I hope this email finds you well.

Recently I read about the application for a new car wash by Bagels and Brew.

This seems absurd to me. The nature of that shopping center is a focal point to the history of the town. Obviously not your average history, but it keeps the appeal of the city.

The recent renovations look beautiful and the existing buildings could use a great face lift. This is a far cry from tearing them down and adding a car wash of all things.

The traffic will kill the business to the shopping center. The congestion that will be created will keep many people, including myself from shopping there anymore.

This would be the beginning of the loss of the part of Lake Forest that makes it special in Orange County.

I hope you do everything in your power to keep this from happening.

Thank you for your time.

-Curtis Browne

**From:** [MARY CAROL KRANE](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Construction of car wash on Lake Forest/Trabuco  
**Date:** Monday, May 25, 2020 6:06:53 PM

---

Dear J Weiss

I wish to voice my objection to the construction of an unnecessary car wash that can only create an eye sore and negatively impact long established businesses in the shopping center on Lake Forest Dr. and Trabuco.

Mary Carol Krane  
Lake Forest resident since 1988

**From:** [Ellen Seibert](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Construction plans in Lake Forest plaza  
**Date:** Sunday, May 24, 2020 8:39:12 AM

---

**It has been brought to my attention that there is a plan on constructing a car wash on the corner of Lake Forest Drive and Trabuco. We have been residents of Lake Forest for over 40 years and do NOT feel a need to make this type of business in THIS location. It is already a busy intersection and this will recreate more traffic and noise to this area. I feel it will also take away business from existing businesses in this plaza. Please do not let this become a part of this center. Thank you for your cooperation. Ellen Seibert [REDACTED]  
[REDACTED] Lake Forest, CA. 92630.**

Sent from [Mail](#) for Windows 10

**From:** [John Eli](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** E-comment for June 4th Drive-Through Car Wash Hearing  
**Date:** Thursday, May 28, 2020 12:31:52 PM

---

Dear Lake Forest Planning Commission,

I would like to express my concerns regarding the proposed drive-through car wash. There are many reasons this project is not a good fit for the proposed location. First, an increased traffic flow would have a significant negative impact. I have been renting a retail space in building A since 2007. I am located above the Credit Union directly across from Bagels and Brew. Over the past 13 years I have observed the car flow into the plaza from Serrano Road. There is a significant bottle neck that already exists today. The flow is so heavy that customers struggle to back out of their parking spaces. On a regular basis we have observed accidents and physical disputes over the congestion. In addition, the crosswalk that links the Credit Union to Bagels and Brew is a constant source of danger for plaza patrons. The continuous flow of cars often makes it difficult for pedestrians to cross. The high volume impacts how drivers move through the plaza. I have observed cars do not stop and narrowly miss people on a regular basis. This problem is compounded when you add numerous school children into the equation. Serrano Road has a high school and two elementary schools in close proximity to the plaza. Student foot traffic is very heavy throughout the day. The current pedestrian and auto flow is already problematic. Adding a business whose objective is to attract as many vehicles as possible is short sighted and ill-advised for the proposed location.

Another concern is the impact on parking. Loss of spaces will create a negative impact on the surrounding businesses as well as an inconvenience to plaza shoppers. Patrons are always looking for greater ease and an improved experience. There is tremendous commercial competition in our local area. Creating more inconvenience moves consumers to seek alternative modern shopping centers.

It should also be noted that placement of a car wash in the center of a shopping plaza is just tacky. An automobile service center does not fit the commercial layout of Heritage Hills. An internal location rather than one at the periphery does not make sense. In addition, a similar existing car wash stands just 300 feet away at the Shell gas station. It has demonstrated it is not at capacity and can handle the needs of the area. It provides a solid service and is located in an appropriate automotive location. This calls into question, who does the new build benefit? Is it in the best interest of the people of Lake Forest?

The new car wash is a poor fit for the purposed location. The central location in the plaza creates a hazard to the public as well as the potential loss of revenue for existing businesses. I ask the Planning Commission to reject this plan so that a different project could be considered in the future. Lake Forest can do better. It should not be difficult to establish a business that benefits the community without posing adverse changes for surrounding businesses and patrons.

Sincerely,

John Eli







**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash Proposal near Bagels and Brew  
**Date:** Thursday, May 28, 2020 3:41:42 PM

---

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

---

**From:** Stephen Pritsker, Esq. [REDACTED]  
**Sent:** Thursday, May 28, 2020 3:01 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car Wash Proposal near Bagels and Brew

Dear Commissioners:

I am a resident of Lake Forest. I dine and shop daily at the center where Bagels and Brew and Ralphs are located.

I understand there is a proposal to have a car wash in the space where US Bank was located.

I vehemently oppose having a car wash in that location. We eat on the patio of Bagels and Brew. A car wash would be extremely noisy and change the environment. It would also bring a lot of traffic in an already congested parking lot. Heritage Hill Historical Park is also located in that center. Many school children visit the Heritage Hill Historical Park which would be a danger to the children and it is across the street from Rancho Canada Elementary School.

Please DO NOT even consider approving a car wash for that location. That would be an extreme DANGER and a SAFETY issue for the children.

Andrea Pritsker

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---ATTENTION---

"ATTORNEY-CLIENT PRIVILEGED; DO NOT FORWARD WITHOUT PERMISSION."

NOTICE: This E-mail, including attachments are covered by the Electronic Communications Privacy Act, U.S.C. §§ 2510-2521. The information herein may be privileged, confidential or contain trade secret information and is exempt from disclosure under applicable law including under the litigation exemptions of the Brown Act. This E-mail (including attachments) are intended solely for the use of the addressee hereof. If this message was sent to you in error, or was sent to

an incorrect party or for any other reason is received or viewed by an unauthorized or unintended person, please do not use, disseminate, retain, print or copy the email or its attachments and delete all copies of the original message and any attachments and advise me immediately by email reply to [REDACTED] or phone [REDACTED] and return any hard copy by U.S. mail to the address shown above. You will be reimbursed for any reasonable expenses associated with destroying this email and its attachments. **Thank you.**

---CIRCULAR 230 DISCLAIMER---

To comply with IRS requirements, please be advised that, unless otherwise specifically stated in writing by the sender, any tax advice contained in this email message and its attachments are not intended to be relied upon in the preparation of a tax return and is not written to be used, and cannot be used, by the recipient to avoid any Federal Tax Penalty that may be imposed on the recipient, or to promote, market, or recommend to another any referenced entity, investment plan, or arrangement.

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash at Heritage Hill Shopping Center  
**Date:** Wednesday, May 27, 2020 2:57:39 PM

---

---

**From:** Marilyn Doyle [REDACTED]  
**Sent:** Wednesday, May 27, 2020 2:40 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car Wash at Heritage Hill Shopping Center

Jennifer

I am writing this email to voice my opposition to a proposed car wash at the Heritage Hill shopping center. This center contains an Historic Center as well as close proximity to Rancho Canada Elementary school as well as other schools. We have enough car washes in close proximity of this one being proposed by the center. I would like a return email to confirm you received this one I sent. I will also be attending the city counsel meeting on June 4th to express my opposition to this project.

Thank you,

Marilyn Doyle  
[REDACTED]  
Lake Forest, Ca 92630

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash at Heritage Hill  
**Date:** Tuesday, May 26, 2020 1:29:14 PM

---

**From:** Scott Tanner [REDACTED]  
**Date:** May 25, 2020 at 8:45:20 AM PDT  
**To:** [jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)  
**Subject:** Car Wash at Heritage Hill

Commissioner Fuentes

I understand a proposal for a car wash is coming to the planning commission next week. As a regular user of many of the retailers at Heritage Hill I would like to voice my opposition to this use. This center already struggles with traffic congestion and poorly laid out parking stalls. Adding another high traffic business is only going to add to this. There are plenty of car washes within a 1 mile radius to serve the needs of our community. This center just completed a renovation which would undoubtedly be blemished with a car wash. Please consider both the aesthetics and practicality of this business during your review.

Thanks  
Scott Tanner  
Lake Forest Keys

**From:** [Wetzel, Niki](#)  
**To:** [Mansur, Jennifer](#); [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash  
**Date:** Tuesday, May 26, 2020 5:16:49 PM

---

*Niki Wetzel, AICP*

Assistant Director of Community Development  
City of Lake Forest  
ph: 949.461.3479/fax: 949.461.3511



---

**From:** Ludden, Thomas <tludden@lakeforestca.gov>  
**Sent:** Tuesday, May 26, 2020 5:16 PM  
**To:** Wetzel, Niki <nwetzel@lakeforestca.gov>  
**Subject:** Fwd: Car Wash

FYI

Tom Ludden

Sent from my iPad

Begin forwarded message:

**From:** MELORA STOCKWELL [REDACTED]  
**Date:** May 25, 2020 at 12:12:10 PM PDT  
**To:** [fbarajas@lakeforestca.gov](mailto:fbarajas@lakeforestca.gov), [marmando@lakeforestca.gov](mailto:marmando@lakeforestca.gov),  
[jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov), [tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov), [drose@lakeforestca.gov](mailto:drose@lakeforestca.gov)  
**Subject:** Car Wash  
**Reply-To:** MELORA STOCKWELL [REDACTED]

I'm a home owner here in Lake Forest and I want to strongly urge you not approve putting a car wash at the Heritage Hill Center. I believe it would create

parking issues in the already bustling center, especially on Saturdays which is probably the busiest car wash day as well as the busiest grocery shopping day. It's just not a good fit for our neighborhood shopping center. Thanks for your consideration on this and all your hard work on behalf of our community.

Melora Kloeckner



Lake Forest, CA 92630

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash  
**Date:** Friday, May 29, 2020 2:21:19 PM

---

---

**From:** Eileen Joe [REDACTED]  
**Sent:** Friday, May 29, 2020 2:17 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car Wash

TO: Jennifer Mansur, AICP  
City of Lake Forest, CA

Dear Jennifer,

I have been following the comments on the nextdoor.com web site regarding a car wash in the corner of Lake Forest Drive and Trabuco Road. I understand the location proposed is right across the street from the Shell station car wash. As such, it is my opinion another car wash would be an unnecessary duplication.

Assuming the above is correct, such an unwelcome addition to the existing business in that center would surely create a parking shortage. I, for one, am often using the ATM at OCCU and having to cruise for a parking spot just to use the ATM would not be good. Plus parking to make a quick run into Ralph's market would become very difficult with cars, trucks, and such lined up for a car wash. Such an addition may very well cause damage the existing business there. Think of a stop for dry cleaning on the way home? That could become a major chore given limited parking.

I would like to add I have been told the Heritage Hill Historical site is used for weddings. If folks were lined up nearby for a car wash I sure would not want my wedding there! Would you?

As I am sure you know, the atmosphere of Heritage Hill is special to Lake Forest Residents. Having a car wash there is just not suitable in keeping with a Historical aspect.

Further, I'm also sure you know the neighborhood gathering place of Bagels and Brew would be damaged with a car wash near by. Noise, parking issues and such from such a business could be quite irritating to those who want to enjoy visiting on the patio there. This center is a neighborhood place- NOT a noisy commercial center. Perhaps a better location for another car wash would be down by America's Tires if that US Bank Building is available for it?

I truly hope this proposal does not materialize. It certainly would be a sad day for our City of Lake Forest if our Heritage Hill Shopping Center were to be changed as is

being suggested.

Thank you for your attention Jennifer.

Sincerely,  
Eileen Reinoehl



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car wash at Heritage Hill shopping center.  
**Date:** Wednesday, May 27, 2020 12:16:28 PM

---

---

**From:** Sharon Skoglund [REDACTED]  
**Sent:** Wednesday, May 27, 2020 10:25 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car wash at Heritage Hill shopping center.

Jennifer

I am sending this email to voice my opposition to the installation of a car wash in the Heritage Hill shopping center. I don't know if any explanation for my opposition is necessary but I will state that this shopping center contains an Historic Center, is withing walking distance of Rancho Canada Elementary school and Serrano park and is populated by children from these sites on any given day. Also

there is aready a car wash across the street and 2 more with a mile. I am surprised that this site was even a consideration frankly. Will you please let me know that this email has been received and if it does not serve as official notice of my opposition please do let me know of the proper form or action to take.

Thank you for your time.

Sharon Skoglund  
[REDACTED]  
Lake Forest, Ca 92630

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car wash in the Heritage Hill Shopping Center  
**Date:** Friday, May 29, 2020 4:44:42 PM

---

---

**From:** [REDACTED]  
**Sent:** Friday, May 29, 2020 4:44 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car wash in the Heritage Hill Shopping Center

I am writing to state my objection to this car wash.  
This particular location is visible from Lake Forest Drive and would be an eyesore and add additional traffic to this very busy shopping center.

Ross and Patti Lee  
[REDACTED]  
Lake Forest, CA 92630

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Comment for June 4 City Council meeting - Proposed Car Wash  
**Date:** Wednesday, May 27, 2020 8:05:55 AM  
**Attachments:** [LC\\_CC.pdf](#)

---

---

**From:** Cheryl Wilen [REDACTED]  
**Sent:** Tuesday, May 26, 2020 7:52 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Comment for June 4 City Council meeting - Proposed Car Wash

Please see attached. I will try to make it to the meeting as well but I would appreciate it if you would enter the attached comments into the meeting minutes.

Thank you,  
Cheryl Wilen

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Drive-through Car Wash Use Permit 11-19-5315  
**Date:** Monday, June 01, 2020 10:51:11 AM

---

---

**From:** Guilfoyle (US), Michael J [REDACTED]  
**Sent:** Monday, June 01, 2020 10:48 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Drive-through Car Wash Use Permit 11-19-5315

As a Lake Forest resident for 25 years that frequently patronizes the Heritage Hill shopping plaza, I would like to challenge the Lake Forest Planning Commission's action to approve a Drive-Through Car Wash in the location currently occupied by the bank building. It would adversely impact local businesses and shoppers by increasing ambient noise, decreasing existing parking, and generally detract from the shopping center and Heritage Hill Historic Park ambience. It's a terrible idea especially considering three car washes already exist within a mile of that site: across the street at the Shell station, one at Bake & Trabuco at the Chevron station and another one at Lake Forest and Dimension. And anyone with any common sense would realize just how insensitive and tone deaf this proposal is for local businesses attempting to recover from the Covid-19 lockdowns. I vote no on the car wash!! There must be a better business model for that location. Be patient!

*Mike Guilfoyle*  
[REDACTED]  
*Lake Forest CA 92630*

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Heritage Hill Proposed Car Wash  
**Date:** Tuesday, May 26, 2020 1:56:14 PM

---

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

---

**From:** Jay Greenberg [REDACTED]  
**Sent:** Tuesday, May 26, 2020 1:54 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Heritage Hill Proposed Car Wash

Regarding the proposed Car Wash at the former US Bank Building:

I have spoken to at least a dozen neighbors and several people at Bagels and Brew (I go there daily) No one will use this type of car wash. It will be noisy, impede traffic, limit parking, be an eye sore, and ultimately fail. There is the same type of one up Lake Forest that is never used. I urge you to vote for a better use of this property.

Dr. Jay Greenberg

[REDACTED]

LF, CA 92630

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Heritage Plaza  
**Date:** Tuesday, May 26, 2020 2:04:07 PM

---

**From:** Terri Kramer [REDACTED]  
**Sent:** Tuesday, May 26, 2020 1:28 PM  
**To:** Ackerman, Gayle <[GAckerman@lakeforestca.gov](mailto:GAckerman@lakeforestca.gov)>  
**Subject:** Heritage Plaza

There are many residents that don't want another car wash in our neighborhood. There is a Shell station with Car wash across the street. There is also a car wash on the corner of Bake n Trabuco. Then another Shell station with car wash on Jeronimo n Los Alisos. The noise coming from them is annoying n disruptive. I feel we need a yogurt shop, an ice cream shop, a juice bar, or even a fast food restaurant of some sort, rather than a car wash. The tax revenue from food establishments would be greater and more constant, than that from a car wash. There is the park on Serrano: there is the historic area by the park . I think the existing stores would be better off having a restaurant or dessert place than a car wash that would take parking spaces away from the stores.

Please consider my request.

Thank you,

Teresa Kramer

[REDACTED]

Lake Forest, CA. 92630

[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: LF car wash - NOOOO!  
**Date:** Wednesday, May 27, 2020 9:04:40 AM

---

**From:** Lauri Young [REDACTED]  
**Date:** May 26, 2020 at 3:04:55 PM PDT  
**To:** [jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)  
**Subject:** LF car wash - NOOOO!

Dear Jolene,

I just saw the following alert on "Nextdoor Lake Forest" regarding the property previously occupied by U.S. Bank located near the corner of Lake Forest Drive and Serrano. I want to add my voice to those who oppose its use as a carwash, or any other noise-creating, traffic-exacerbating business. Besides the restaurants and shops that occupy that end of the property — especially Bagels & Brew and Serrano Pizza the with their outside seating -- there is also Rancho Canada School just a short block away. At least twice a day there is very heavy, stand-still traffic when parents pick up their kids. When there are games or school events, people park in the Heritage Hill/Bagels & Brew/Ace Hardware parking lot. And speaking of "Heritage Hill", this California State park hosts large events several times a year that span several days, creating traffic and parking issues. And on a regular basis, tourists and school age children tour the park. It's even the site of weddings and receptions. Won't the wedding couple and their guests love the sound of carwash machinery revving up every few minutes!? I can't believe that anyone with any knowledge of the area would think that a carwash would be an acceptable tenant to replace a bank. As others writing to Nextdoor Lake Forest have noted, there is already a carwash across the street at the Shell station, a couple blocks down Trabuco at the Chevron station, and a self serve a couple blocks up Lake Forest. Another car wash in this already a very busy area doesn't make any sense. Please do NOT approve such an egregious use of the property and share this email with other members of the Planning Commission.

Lauri Young

(Lake Forest resident since 2004)



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Lake Forest Car Wash Proposal  
**Date:** Thursday, May 28, 2020 3:42:36 PM

---

**From:** chefbrianhiggins [REDACTED]  
**Sent:** Thursday, May 28, 2020 3:31 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Lake Forest Car Wash Proposal

Hello,

My name is Brian Higgins and I am a resident of Lake Forest. I heard through several local business and social media about a proposal to build a self-service car wash where the old US Bank building is off of Lake Forest Dr. This location will be a nuisance for the community and surrounding businesses. Parking in that center gets busy enough and removing several spots and adding a car wash will only increase the congestion. Not to mention that a community staple, Bagels and Brew will be adversely affected. The sounds and smells coming from the car wash will make dining at Bagels and Brew a much less enjoyable experience. I went to El Toro High School and graduated in 1999 and remember going to Bagels and Brew almost every weekend for breakfast, sitting on their patio and chatting with friends and neighbors. Putting a car wash in across the parking lot will make those sorts of activities a distant memory and will no longer be able to enjoy that open space with my family. I truly hope that the city will find another location for that car wash and use the former US Bank space for something else, like a new restaurant or retail store. I thank you for your time.

Regards,

Brian Higgins

Sent from my T-Mobile 4G LTE Device

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Lake Forest Car Wash  
**Date:** Thursday, May 28, 2020 9:23:19 AM

---

-----Original Message-----

From: Eileen Levy [REDACTED]  
Sent: Tuesday, May 26, 2020 12:36 PM  
To: Ackerman, Gayle <GAckerman@lakeforestca.gov>  
Subject: Lake Forest Car Wash

Dear Gayle,

My name is Eileen Levy. I've lived in Lake Forest for over 20 years. I'm a retired elementary school teacher. My husband & I have raised our 4 children in this community. We call Lake Forest our hidden gem.

We have recently learned of the location of a possible car wash in the Heritage Hill Plaza Shopping Center. As a frequent shopper of Ralph's, CVS, Brizio's, Bagels & Brew, Din Ho Restaurant, The Jewelry Box, Gold Star Nails etc., we are unable to process the addition of a car wash business with such a limited amount of parking spaces that make this shopping center already overcrowded. It might not seem overburdened currently as we are coping with a pandemic but when this is over & it's back to our former lives, this center will once again be densely populated & have limited parking spaces.

We already have 3 car washes, one is nearby at the Shell station across the street from Ralph's. The other two are located in commercial building areas. I suggest that the car wash business open up their business in a commercial area that is more suitable.

Perhaps the current bank can be torn down to make for more parking space to accommodate our growing population especially if the Nakase Nursery is going to be built up as a housing tract in the near future.

I have concerns over keeping Lake Forest "our little gem". I realize change is inevitable. However, a car wash just isn't quaint enough for a corner which holds the treasure which is Heritage Hill Historical Park. I think you might agree with me.

Thank you for taking the time to read through my concerns. It is my hope that you will consider my point of view when making a decision about a car wash in the Heritage Hill Plaza.

Sincerely,  
Eileen Levy

Sent from my iPad

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: No car wash in Heritage Center  
**Date:** Tuesday, May 26, 2020 1:22:16 PM

---

Begin forwarded message:

**From:** David Mihalik <[REDACTED]>  
**Date:** May 23, 2020 at 4:52:29 PM PDT  
**To:** [jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)  
**Subject:** No car wash in Heritage Center

Hi it has come to my attention that the property owner of the US Bank in the Heritage center on Lake Forest between Trabuco and Serrano is planning to demolish the bank and replace it with a car wash. This center is already crowded with other businesses which have limited parking. This business would create many more daily trips into the center increasing traffic and on Lake Forest/Serrano and the center. A car wash is not consistent with the businesses in that center. I hope this is misinformation, but if it's true I AM OPPOSED to a car wash in that center. Please know it is inconsistent and a wrongheaded idea.

Thank you

David Mihalik

[REDACTED]

Lake Forest

[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Objection to proposed carwash at Trabuco and Lake Forest  
**Date:** Thursday, May 28, 2020 3:47:10 PM

---

**From:** Annie Krinsky [REDACTED]  
**Sent:** Thursday, May 28, 2020 3:42 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Objection to proposed carwash at Trabuco and Lake Forest

Dear Jennifer,

I have lived in the beautiful city of Lake Forest for 32 years. I am writing to you to voice my concerns about the building of a carwash at the corner of Trabuco and Lake Forest (the Ralphs shopping center). I'm strongly opposed to this plan for the following reasons:

- \* A carwash takes up a lot of space and creates a lot of commotion. This is a lovely shopping center nestled in a purely residential area. A carwash here will add nothing to this beautiful neighborhood and will detract from the ambience of the center. Residents in this area don't need more noise and congestion....we need less.
- \* Why here? There's already a carwash about one mile away in a semi-industrial area (Bake & Trabuco). Why would another carwash need to be built so close to an existing one? What about locating a carwash at Muirlands & Lake Forest (the Pep Boys / 99 Cents Store center). It's a very large center, yet appears to be less than 50% occupied. The center seems to be deteriorating and does not add value to that area. If a carwash were located there, that center would be revitalized. Plus, I would think, it would attract other businesses to fill all those vacant stores.
- \* The parking spaces available now are adequate to meet the needs of the existing businesses. Some of this parking area will be taken over by users and employees of the carwash. Any carwash throws a large net of activity and space utilization beyond its immediate borders.

I hope the City will reconsider this plan. I firmly feel locating a carwash at this location is a big mistake. Thank you for your consideration.

Best regards,  
Annie Krinsky  
[REDACTED]  
Lake Forest, CA 92630  
Cell: [REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Oppose Car Wash at Lake Forest and Serrano  
**Date:** Friday, May 29, 2020 1:06:08 PM

---

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

---

**From:** GEORGE ANDERSON [REDACTED]  
**Sent:** Friday, May 29, 2020 11:45 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Oppose Car Wash at Lake Forest and Serrano

Dear Jennifer Mansur,

We wish to express our strong opposition to the plans for a car wash in the Ralph's center in Lake Forest. We believe that this business is redundant and creates a hazard for an already challenging parking lot. In addition, it will have a damaging effect on businesses in the center. Residents in the area come together at this center to shop, eat, and visit with friends. A car wash will create traffic and noise that will needlessly change the character of this neighborhood center.

In addition, the car wash is completely unnecessary. Directly across the street is a drive-through car wash at the Shell Station. There is also a car wash at the Chevron station about a mile up the road on Trabuco. Of all of the possible uses for this particular space, a car wash is among the worst choices. Surely, the city and the property owners can find a more suitable venture for this center and for the community.

We strongly urge you to deny this proposal and come up with a better alternative.

Thank you,

George and Lois Anderson

[REDACTED]

Lake Forest, CA 92630

[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Opposition to Car Wash at Heritage Hill Shopping Center  
**Date:** Tuesday, May 26, 2020 1:28:15 PM

---

**From:** [REDACTED]  
**Date:** May 25, 2020 at 2:15:14 PM PDT  
**To:** [jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)  
**Subject: Opposition to Car Wash at Heritage Hill Shopping Center**

Dear Ms. Fuentes,

I am writing to formally voice my opposition to the proposed installation of a car wash where the old US Bank Building is now. (I'm sending this to all of the members of the Planning Commission.)

There is no way that a car wash fits in this shopping center. Between the proximity to Rancho Canada school, the number of kids that come through from La Madera and ETHS every day and Heritage Hill itself, this is not the right type of business for this center. I'm a regular customer at Bagels and Brew. We have a fair number of Scout meetings there and at Brizio's Pizza. The thought of them dodging cars coming through the car wash means we'll go somewhere else, which is what is going to happen to customers of most of those businesses - We'll go farther to get our groceries, prescriptions, food, and paint. My neighbors feel the same way! (We'll be writing to Ralph's and CVS.)

Please do not allow this bad use of the US Bank property to occur. There are half dozen car wash options within a mile of Lake Forest and Trabuco. But a shopping center that works as well as HH for the neighborhoods around it is a rarity. Please oppose this for us!

Sincerely,

Mark & Colleen Logomasini

-----  
Mark A. Logomasini

[REDACTED]  
Lake Forest, California 92630  
[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Opposition to proposed L.F. carwash  
**Date:** Tuesday, May 26, 2020 2:05:07 PM

---

**From:** Kathy Davison [REDACTED]  
**Date:** May 26, 2020 at 11:56:46 AM PDT  
**To:** [jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)  
**Subject:** **Opposition to proposed L.F. carwash**

Dear Ms. Fuentes,

I just received an email from the owners of The Jewelry Box located in the Lake Forest Dr. Ralphs shopping center regarding the property previously occupied by U.S. Bank located near the corner of Lake Forest Dr. and Serrano.

I want to add my voice to those who oppose its use as a carwash, or any other noise-creating, traffic-exacerbating business.

Besides the restaurants and shops that occupy that end of the shopping center- especially Bagels & Brew and Serrano Pizza with their outdoor seating- there is also Rancho Canada Elementary School just a short block away. At least twice a day there is very heavy, stand-still traffic when parents pick up their kids. During these times the shopping center parking lot and Lake Forest Dr. are very heavily impacted. When there are games or school events for the three schools in the immediate area, El Toro High School, La Madera Elementary, and Rancho Canada Elementary Schools, people park in the Heritage Hill/Bagels & Brew/Ace Hardware parking lot because parking for school events is not allowed in the surrounding residential areas. Every parking space in the shopping center is needed.

And speaking of "Heritage Hill", this California State park hosts large events several times a year that span several days, creating traffic and parking issues. And on a regular basis, tourists and school age children tour the park with their buses needing to find parking space. Heritage Hill is even the site of weddings and receptions. The wedding couple and their guests would not be happy with the sound of carwash machinery revving up every few minutes, and when they start posting negative reviews for this venue folks will take their business elsewhere.

It's hard to believe that anyone with any knowledge of the area would think that a carwash would be an acceptable tenant to replace a bank. There is already a drive-thru carwash across the street from the proposed location in the Shell gas station on the corner of Trabuco and Lake Forest Dr. and there is already a full-service carwash less than a mile away in the Chevron station on the corner of Trabuco and Bake Pkwy. I live in Serrano Park behind the Chevron station and the start-and-stop droning sound of the equipment goes on and on for many hours everyday, seven days a week.



Please do not approve such an egregious use of the property!

Will there be a hearing? Where should I write besides sending this email?

Kathy Davison

Serrano Park resident since 1980

**From:** [Wetzel, Niki](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Opposition to the New Proposed Car Wash at Heritage Hill Plaza  
**Date:** Tuesday, May 26, 2020 8:34:46 AM

---

*Niki Wetzel, AICP*

Assistant Director of Community Development  
City of Lake Forest  
ph: 949.461.3479/fax: 949.461.3511



---

**From:** Ackerman, Gayle <GAckerman@lakeforestca.gov>  
**Sent:** Sunday, May 24, 2020 8:41 PM  
**To:** Wetzel, Niki <nwetzel@lakeforestca.gov>; Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Fwd: Opposition to the New Proposed Car Wash at Heritage Hill Plaza

Gayle

Begin forwarded message:

**From:** Jolene Fuentes [REDACTED] >  
**Date:** May 24, 2020 at 11:53:25 AM PDT  
**To:** "Ackerman, Gayle" <[GAckerman@lakeforestca.gov](mailto:GAckerman@lakeforestca.gov)>  
**Subject:** Fwd: Opposition to the New Proposed Car Wash at Heritage Hill Plaza

Sent from my iPhone

Begin forwarded message:

**From:** Michele Bowren [REDACTED]

**Date:** May 24, 2020 at 10:11:26 AM PDT

**To:** [fbarajas@lakeforestca.gov](mailto:fbarajas@lakeforestca.gov), [marmando@lakeforestca.gov](mailto:marmando@lakeforestca.gov),  
[jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov), [tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)

**Subject: Opposition to the New Proposed Car Wash at Heritage Hill Plaza**

I am writing in opposition to the new proposed Car Wash at Heritage Plaza. There are multiple reasons that this is a bad location for this business:

- 1: This is an already crowded shopping center. Having a car wash directly in front of Bagels and Brew, etc will impact traffic going in and out of the shopping center, one I use on a regular basis. There really is not room in the plaza for this type of business.
2. Heritage Hill is a historic site that is used for festivals and events, etc. A Car Wash should not be placed in front of that area
3. There are multiple other car washes all within a mile of this location. Including at the Shell station directly across the street. This is an unnecessary addition to this shopping center, one that will cause more harm than good to the local residents.

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: PROPOSED CAR WASH TO REPLACE US BANK BUILDING  
**Date:** Wednesday, May 27, 2020 8:15:35 AM

---

---

**From:** Ken Edwards [REDACTED]  
**Sent:** Wednesday, May 27, 2020 8:14 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** PROPOSED CAR WASH TO REPLACE US BANK BUILDING

Jennifer- I am a homeowner in Lake Forest since 2004, we live in the Forest Creek neighborhood of Lake Forest II Association, near Trabuco and Lake Forest.

It has come to our attention that a car wash has been proposed for the shopping center at the corner of Lake Forest and Trabuco. As this center already gets crowded with parking issues we oppose this plan.

I work in construction lending for Union Bank and serve on the Master Architecture Committee for our homeowner association, so I understand construction and design. This is not a good fit for this location and the demand for the project is questionable with 4 carwash locations close to the subject.

Please communicate our objections to the Board prior to considering this project for a vote.  
Thank you,

Ken Edwards  
[REDACTED]  
[REDACTED]

**From:** [Ackerman, Gayle](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [Mansur, Jennifer](#)  
**Subject:** FW: Proposed Car Wash at Heritage Hill  
**Date:** Thursday, May 28, 2020 4:27:26 PM

---

Forwarding to you

---

**From:** Nancy Jambon [REDACTED]  
**Sent:** Thursday, May 28, 2020 4:05 PM  
**To:** Ackerman, Gayle <GAckerman@lakeforestca.gov>  
**Subject:** Proposed Car Wash at Heritage Hill

Ms. Ackerman,

My name is Nancy Jambon and I am a long time resident of Lake Forest. I am writing to oppose the proposed car wash in Heritage Hill Plaza.

Upon my retirement as an educator, I volunteered to be a docent at Heritage Hill Historical Park, and have been there since 2010. As a member of the board of the Amigos de la Colina (our volunteer organization) I schedule the docents that provide the tours for our park visitors. We offer tours for children and adults. These include Hands-on, Native American, Living History, Scouts, Special Interest adult groups, and Walk-in tours. So far this school year we have hosted over 1200 visitors. We had many more tours scheduled that were cancelled because of Covid-19. In addition, there are special events such as Harvest Festival, Halloween Haunt, Candlelight, and Rancho Days. These events attract a large number of visitors and parking and traffic flow are already congested.

As you know, Heritage Hill Historical Park is in a beautiful, rustic setting which reflects the early days of the Saddleback Valley. There are many trees and native plants which contribute to the peaceful ambiance. While educating visitors about old El Toro history, we tour the buildings but also spend a lot of time outdoors. In fact, the Native American program (geared to 4th graders) is conducted entirely outside. In that tour we encourage the children to listen to the sounds of nature. Usually it's quiet enough to hear birds chirping and leaves rustling. Other tours also include outdoor activities.

My major objective to this car wash is the noise level. I sat at the self service car wash by Big-O Tires up Lake Forest near Dimension (only a little over a mile away!) and listened to the loud noises of spraying water and vacuum cleaners. I feel this would be very disruptive to our goals at Heritage Hill. It's physical appearance also would not fit in with the environment at the park or the center as a whole. Sitting out at Bagels and Brew or Brizio's Pizza would not be as pleasant as it is now.

Another consideration is the safety of children who often stop by the park on their way home from El Toro High School, Serrano Intermediate, or Rancho Cañada Elementary. Walking through this parking lot would become more hazardous.

A business like this belongs on a larger location away from historical parks, restaurants, and shopping. I respectfully urge you to consider another tenant more suited to our beautiful Heritage

Hill Plaza.

Sincerely,  
Nancy Jambon

[REDACTED]  
[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Car Wash in Heritage Hill Shopping Center  
**Date:** Wednesday, May 27, 2020 3:51:38 PM

---

-----Original Message-----

From: Catherine Ellis [REDACTED]  
Sent: Wednesday, May 27, 2020 3:49 PM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Proposed Car Wash in Heritage Hill Shopping Center

I am a homeowner in Lake Forest and have recently learned of a proposal for a car wash in the Heritage Hill Shopping Center on Lake Forest Drive near Trabuco Road.

I am writing to state my objections to this proposed car wash.

This shopping center has recently been renovated and serves the local community of families with children. Businesses include a music academy, bagel shop with outdoor seating, a small hardware, dentist, and an historical site. This particular location is visible from Lake Forest Drive and, I believe, a car wash would not only be an eyesore but would create a lot of traffic and increased pollution. Children from my neighborhood must walk past this location to get to Rancho Canada Elementary School. There is already a significant amount of traffic from the Ralphs, CVS, and the Chase Bank. Also, the space does not seem adequate for a car wash. Lastly, there are already a number of car washes in the vicinity including one directly across the street from the proposed site.

In addition, I find it disconcerting that homeowners within 1/2 mile of this site, such as myself, were not notified of this proposal from the city.

Thank you for your consideration.

Catherine Ellis  
[REDACTED]  
Lake Forest, CA 92630

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Car Wash-Heritage Hill Plaza  
**Date:** Tuesday, May 26, 2020 1:23:44 PM

---

From: Barb Sellke [REDACTED]  
Sent: Sunday, May 24, 2020 4:09 PM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Proposed Car Wash-Heritage Hill Plaza

It has come to our attention that the owners of the Heritage Hill Plaza plan to put a car wash where US Bank was. They will also be taking away many parking spots to do so. This is a horrible idea. This is a nice, neighborhood area, people gather and eat at bagels and brew, kids walk to the store to get treats. Putting this car wash eyesore will ruin existing business and I'm guessing the car wash will not do well either as we already have two car washes nearby. If anything, another restaurant could go there, not a noisy car wash.

There's an elementary school just down the road. This will create a very dangerous situation.

Please help us put a stop to this. I plan to come to any meetings regarding this along with my neighbors.

Barbara Sellke  
Lake Forest resident

Sent from my iPhone



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Car Wash  
**Date:** Thursday, May 28, 2020 2:16:29 PM

---

---

**From:** [REDACTED]  
**Sent:** Thursday, May 28, 2020 1:49 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed Car Wash

To those who plan to allow a self serve style car wash to be built next to Ace, on the corner of Serrano and Lake Forest Dr.,

Please realize this should not be allowed. The traffic through that shopping area is already extremely congested. It's a 'no flow' area, making the additional traffic this tye of facility will bring a huge nuisance.

We already have 4 car washes within a stone's throw of this proposed facility. Why another? These others are, or have the option, a self serve model as well.

We live very close to this property. I will not appreciate the added noise and off hour commotion this will bring to our neighborhood.

The shops in this area, as well as the homeowners, deserve a no vote on this proposed business. Please take this into consideration when you vote.

Eileen McGervey

[REDACTED]

Lake Forest

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed H2GO Car Wash to be located in the Heritage Hill Shopping Center  
**Date:** Wednesday, May 27, 2020 9:34:00 AM  
**Attachments:** [image001.png](#)

---

**From:** Michael Boyd [REDACTED]  
**Sent:** Wednesday, May 27, 2020 9:32 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Cc:** GINI GLEDHILL [REDACTED]  
**Subject:** RE: Proposed H2GO Car Wash to be located in the Heritage Hill Shopping Center

Dear Jennifer,

Beside being a 40 year resident of Lake Forest (Forest Creek resident), I am an Architect and Principal at Danielian Associates Architecture + Planning. I have been involved in the planning and architectural design for many master planned communities large and small throughout the U.S. for the past 40 years. Our specialty is "place making" in residential neighborhoods and mixed use communities. It is with this experience of be equipped to recognize those attributes which make places work for the people they serve and my good fortune to have lived in this great community that I've been able to observe the evolution of the Heritage Hill Neighborhood Shopping Center. The presence of restaurants and businesses like the Asian Gardens restaurant, Bagels and Brew, Brizio Pizza, Ralphs, Ace Hardware, not to mention Heritage Hill, a complex of local historic structures and more, this corner of Lake Forest has become a very significant social and cultural hub of Lake Forest.

The character of the Heritage Hill Shopping Center is a very pedestrian friendly, neighborhood meeting place, a social hub, located in the portion of Lake Forest I live in. To introduce a use like a car wash at this site would be in direct contrast to the people place that this area represents in our town. The noise, cars and type of activity that a car wash brings would have a huge negative impact on the existing mom and pop businesses that make up this center. Surely there is a better use more complimentary to the existing restaurants and businesses for this location. An existing car wash directly across the street at the Shell station and another down the street at Trabuco and Bake serve the community just fine. Due to the convenient location of this center, it is a very walkable, bikeable destination for neighbors who depend on its services or like to gather and socialize. Its proximity to Rancho Canada and La Madera Elementary Schools as well as El Toro High school create a preponderance of pedestrians and cyclists commuting in the area. Introducing a car trip generating use like a car wash would add a very dangerous conflicting use. Introducing a redundant and "car-centric" use to this community in a time where sustainability, encouraging walking, biking and reducing car trips is the trend, this project seems extremely out of step with our times. I have reviewed the site plan and elevations of the proposal and have these comments. Even if this were approved it appears that the size of the site is inadequate to accommodate the added traffic, noise and physical separation from the existing businesses. There does not appear to be adequate landscape buffer areas to separate various uses at the center. Currently the approach to the center from Lake Forest via Chinook Drive is a pleasant tree lined avenue. The proposed scheme would replace an open landscaped area separating the road from the parking lot of the former US bank

with a massive wall with arbitrary cosmetic architectural treatments in a failed attempt to add interest to what appears to be a blank wall which visually closes down the experience as one approaches the center. With that said I am opposed to this proposed project. Please let me know how I can enter this note into the public record when this subject is being discussed.

Best regards,  
Mike

**MICHAEL J. BOYD**, AIA, LEED AP  
principal



60 Corporate Park | Irvine | CA | 92606  
[www.danielian.com](http://www.danielian.com) | [REDACTED]



**DESIGNING THE FUTURE SINCE 1968**

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed H2GO Car Wash  
**Date:** Monday, June 01, 2020 8:19:15 AM

---

---

**From:** Mike Silverberg [REDACTED]  
**Sent:** Sunday, May 31, 2020 10:12 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed H2GO Car Wash

Dear Ms. Mansur;

I'm writing you regarding the proposed drive-through car wash with self-service vacuum stalls, and related signage in Heritage Hill Plaza (Use Permit 11-19-5315). I feel strongly that the approval of this business in this location would be a mistake. Here is my reasoning:

1. The site is ill-suited for this type of business. It is a retail site with businesses that are valuable to our community. The car wash would downgrade the image and hurt existing businesses by interfering with the traffic flow and parking.
2. There is a similar car wash directly across the street. Why do we need another?
3. There is another similar car wash approximately 1 ½ miles to the southwest on Rockfield near Lake Forest.
4. There is another car wash approximately 1 mile to the northeast on Lake Forest.
5. There is yet another car wash approximately 1 mile to the northwest at Trabuco and Bake Parkway. This makes four car washes in close proximity to the proposed one. Do we really need another one?
6. The clear reduction in parking spaces and potential increased traffic flow will probably hamper the existing businesses.
7. Car washes aren't especially known as 'clean' businesses. I don't relish the thought of having to navigate around it to go to the shops that I patronize.
8. The change in the traffic pattern may make it more hazardous for the children going to and coming from Rancho Canada and La Madera schools. Let's not do that to them.

Please help respect the wishes of the local community and reject this proposed car wash. I am certain that another business more suited to the area will come along soon.

Cordially,

Michael Silverberg

**From:** [Wetzel, Niki](#)  
**To:** [Weiss, Jennifer](#); [Mansur, Jennifer](#)  
**Subject:** FW: Proposed Site Usage  
**Date:** Tuesday, May 26, 2020 5:15:19 PM

---

*Niki Wetzel, AICP*

Assistant Director of Community Development  
City of Lake Forest  
ph: 949.461.3479/fax: 949.461.3511



---

**From:** Ludden, Thomas <tludden@lakeforestca.gov>  
**Sent:** Tuesday, May 26, 2020 5:15 PM  
**To:** Wetzel, Niki <nwetzel@lakeforestca.gov>  
**Subject:** Fwd: Proposed Site Usage

FYI

Tom Ludden

Sent from my iPad

Begin forwarded message:

**From:** Richard Albergo [REDACTED]  
**Date:** May 26, 2020 at 2:12:00 PM PDT  
**To:** [tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)  
**Subject:** Proposed Site Usage

Planning Commission  
Commissioner Ludden,

I have been a resident of Lake Forest (formerly El Toro) for 33 years. I have witnessed the growth of the city over the years, some good, some bad. I wish to express my concerns

regarding a proposed car wash at the old US Bank building location in the Hertiage Hill shopping center on Lake Forest Drive. That is the most ridiculous use of that property anyone could have come up with. If Lake Forest can not attract a better business for use of that property, then there is something seriously wrong with the operation within the planning commission and city council. There are enough car washes of varied types in the city without adding another at that location. This will negatively impact the parking as well as the traffic through that shopping center, which is already horrendous. It would establish a degrading image for the shopping center and have a hugh impact on the businesses operating there. It is not a 'good fit' for that location. Please, please reconsider the usage of that property.

Respectfully,  
Richard Albergo

[REDACTED]

Lake Forest

[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Re. Use permit 11-19-5315  
**Date:** Monday, June 01, 2020 10:04:07 AM

---

---

**From:** Ed Schaar [REDACTED]  
**Sent:** Monday, June 01, 2020 10:03 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Re. Use permit 11-19-5315

We are opposed to this stupid idea of putting a Car wash in that location. We feel it will hurt property values and traffic flow for that Commercial site.

ty, Ed Schaar / Certified General R.E. appraiser  
[REDACTED] Lake Forest



**From:** [Wetzel, Niki](#)  
**To:** [Weiss, Jennifer](#); [Mansur, Jennifer](#)  
**Subject:** FW: U. S. Bank Property - NO CARWASH!  
**Date:** Tuesday, May 26, 2020 5:20:23 PM  
**Attachments:** [image004.png](#)

---

*Niki Wetzel, AICP*

Assistant Director of Community Development  
City of Lake Forest  
ph: 949.461.3479/fax: 949.461.3511



---

**From:** Ludden, Thomas <[tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)>  
**Sent:** Tuesday, May 26, 2020 5:20 PM  
**To:** Wetzel, Niki <[nwetzel@lakeforestca.gov](mailto:nwetzel@lakeforestca.gov)>  
**Subject:** Fwd: U. S. Bank Property - NO CARWASH!

FYI

Tom Ludden

Sent from my iPad

Begin forwarded message:

**From:** Carolyn Cobb [REDACTED]  
**Date:** May 23, 2020 at 1:46:59 PM PDT  
**To:** [tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)  
**Subject:** U. S. Bank Property - NO CARWASH!

Dear Thomas Ludden,

I just saw the following alert on "Nextdoor Lake Forest" regarding the property

previously occupied by U.S. Bank located near the corner of Lake Forest Drive and Serrano.

I want to add my voice to those who oppose its use as a carwash, or any other noise-creating, traffic-exacerbating business.

Besides the restaurants and shops that occupy that end of the property — especially Bagels & Brew and Serrano Pizza the with their outside seating -- there is also Rancho Canada School just a short block away. At least twice a day there is very heavy, stand-still traffic when parents pick up their kids. When there are games or school events, people park in the Heritage Hill/Bagels & Brew/Ace Hardware parking lot.

And speaking of "Heritage Hill", this California State park hosts large events several times a year that span several days, creating traffic and parking issues. And on a regular basis, tourists and school age children tour the park. It's even the site of weddings and receptions. Won't the wedding couple and their guests love the sound of carwash machinery revving up every few minutes!?

I can't believe that anyone with any knowledge of the area would think that a carwash would be an acceptable tenant to replace a bank. As others writing to Nextdoor Lake Forest have noted, there is already a carwash across the street at the Shell station. Another car wash in this already a very busy area doesn't make any sense.

Please do NOT approve such an egregious use of the property!

Will there be a hearing? Where should we write besides sending this email?

Carolyn Cobb  
(Lake Forest Keys resident since 1976)

From Nextdoor Lake Forest:

The new owner of the US Bank on Serrano/Lake Forest plans to demolish it and put a car wash there.

There are already several car wash options in the area! That corner is already so busy with school pickup, ace hardware and Bagels and Brew. I'm not against car washes, just one located there!

Please send an email to [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov) and voice your opinion.  
Thanks for listening!

**New** 56 min ago · 45 neighborhoods in General

 **Thank**

 **Comment** ▾

 1  2



**Hanneke Bennett**, Lake Forest Park **New** ▾

Thanks for that info! I don't want another car wash, either! There's one right across the street, for Pete's sake!

21 min ago [Thank](#) [Reply](#)

➔ [1 Reply](#)



**Carolyn Cobb**, Lake Forest ▾

Thanks so much for this alert! Will definitely send an email to [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov). For those of us who will be enjoying Bagels & Brew al fresco again hopefully soon, those carwash sounds would not be a pleasant accompaniment to conversations over breakfast and lunch.. And can you imagine additional traffic when picking up kids at Rancho Canada School? Surely this won't be approved. Right?

Just now [Thank](#) [Reply](#)

**From:** [Wetzel, Niki](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: U.S. Bank property - NO CARWASH  
**Date:** Tuesday, May 26, 2020 1:18:08 PM  
**Attachments:** [image004.png](#)

---

*Niki Wetzel, AICP*

Assistant Director of Community Development  
City of Lake Forest  
ph: 949.461.3479/fax: 949.461.3511



---

**From:** Ackerman, Gayle <[GAckerman@lakeforestca.gov](mailto:GAckerman@lakeforestca.gov)>  
**Sent:** Tuesday, May 26, 2020 9:57 AM  
**To:** Wetzel, Niki <[nwetzel@lakeforestca.gov](mailto:nwetzel@lakeforestca.gov)>; Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)>  
**Subject:** FW: U.S. Bank property - NO CARWASH

---

**From:** Jolene Fuentes [REDACTED] >  
**Sent:** Saturday, May 23, 2020 2:35 PM  
**To:** Ackerman, Gayle <[GAckerman@lakeforestca.gov](mailto:GAckerman@lakeforestca.gov)>  
**Subject:** Fwd: U.S. Bank property - NO CARWASH

Sent from my iPhone

Begin forwarded message:

**From:** Carolyn Cobb [REDACTED]  
**Date:** May 23, 2020 at 1:48:47 PM PDT  
**To:** [jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)  
**Subject:** U.S. Bank property - NO CARWASH

Dear Jolene Fuentes,

I just saw the following alert on "Nextdoor Lake Forest" regarding the property previously occupied by U.S. Bank located near the corner of Lake Forest Drive and Serrano.

I want to add my voice to those who oppose its use as a carwash, or any other noise-creating, traffic-exacerbating business.

Besides the restaurants and shops that occupy that end of the property — especially Bagels & Brew and Serrano Pizza the with their outside seating -- there is also Rancho Canada School just a short block away. At least twice a day there is very heavy, stand-still traffic when parents pick up their kids. When there are games or school events, people park in the Heritage Hill/Bagels & Brew/Ace Hardware parking lot.

And speaking of "Heritage Hill", this California State park hosts large events several times a year that span several days, creating traffic and parking issues. And on a regular basis, tourists and school age children tour the park. It's even the site of weddings and receptions. Won't the wedding couple and their guests love the sound of carwash machinery revving up every few minutes!?

I can't believe that anyone with any knowledge of the area would think that a carwash would be an acceptable tenant to replace a bank. As others writing to Nextdoor Lake Forest have noted, there is already a carwash across the street at the Shell station. Another car wash in this already a very busy area doesn't make any sense.

Please do NOT approve such an egregious use of the property!

Will there be a hearing? Where should we write besides sending this email?

Carolyn Cobb  
(Lake Forest Keys resident since 1976)

From Nextdoor Lake Forest:

The new owner of the US Bank on Serrano/Lake Forest plans to demolish it and put a car wash there.

There are already several car wash options in the area! That corner is already so busy with school pickup, ace hardware and Bagels and Brew. I'm not against car washes, just one located there!

Please send an email to [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov) and voice your opinion.  
Thanks for listening!

**New** 56 min ago · 45 neighborhoods in General

 **Thank**

 **Comment** ▾

 1  2



**Hanneke Bennett**, Lake Forest Park **New** ▾

Thanks for that info! I don't want another car wash, either! There's one right across the street, for Pete's sake!

21 min ago [Thank](#) [Reply](#)

➔ [1 Reply](#)



**Carolyn Cobb**, Lake Forest ▾

Thanks so much for this alert! Will definitely send an email to [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov). For those of us who will be enjoying Bagels & Brew al fresco again hopefully soon, those carwash sounds would not be a pleasant accompaniment to conversations over breakfast and lunch.. And can you imagine additional traffic when picking up kids at Rancho Canada School? Surely this won't be approved. Right?

Just now [Thank](#) [Reply](#)

**From:** [Wetzel, Niki](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: U.S. Bank property - NO CARWASH  
**Date:** Tuesday, May 26, 2020 8:36:18 AM  
**Attachments:** [image004.png](#)

---

*Niki Wetzel, AICP*

Assistant Director of Community Development  
City of Lake Forest  
ph: 949.461.3479/fax: 949.461.3511



---

**From:** Ackerman, Gayle <GAckerman@lakeforestca.gov>  
**Sent:** Monday, May 25, 2020 6:19 AM  
**To:** Wetzel, Niki <nwetzel@lakeforestca.gov>; Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Fwd: U.S. Bank property - NO CARWASH

The letters are being driven from a Nextdoor post

Sent from my iPad

Begin forwarded message:

**From:** Jolene Fuentes [REDACTED]  
**Date:** May 23, 2020 at 2:34:37 PM PDT  
**To:** Gayle Ackerman <[gackerman@lakeforestca.gov](mailto:gackerman@lakeforestca.gov)>  
**Subject:** Fwd: U.S. Bank property - NO CARWASH

Sent from my iPhone

Begin forwarded message:

**From:** Carolyn Cobb [REDACTED]  
**Date:** May 23, 2020 at 1:48:47 PM PDT

To: [jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)

Subject: U.S. Bank property - NO CARWASH

Dear Jolene Fuentes,

I just saw the following alert on "Nextdoor Lake Forest" regarding the property previously occupied by U.S. Bank located near the corner of Lake Forest Drive and Serrano.

I want to add my voice to those who oppose its use as a carwash, or any other noise-creating, traffic-exacerbating business.

Besides the restaurants and shops that occupy that end of the property — especially Bagels & Brew and Serrano Pizza the with their outside seating -- there is also Rancho Canada School just a short block away. At least twice a day there is very heavy, stand-still traffic when parents pick up their kids.

When there are games or school events, people park in the Heritage Hill/Bagels & Brew/Ace Hardware parking lot.

And speaking of "Heritage Hill", this California State park hosts large events several times a year that span several days, creating traffic and parking issues. And on a regular basis, tourists and school age children tour the park. It's even the site of weddings and receptions. Won't the wedding couple and their guests love the sound of carwash machinery revving up every few minutes!?

I can't believe that anyone with any knowledge of the area would think that a carwash would be an acceptable tenant to replace a bank. As others writing to Nextdoor Lake Forest have noted, there is already a carwash across the street at the Shell station. Another car wash in this already a very busy area doesn't make any sense.

Please do NOT approve such an egregious use of the property!

Will there be a hearing? Where should we write besides sending this email?

Carolyn Cobb  
(Lake Forest Keys resident since 1976)

From Nextdoor Lake Forest:



The new owner of the US Bank on Serrano/Lake Forest plans to demolish it and put a car wash there.

There are already several car wash options in the area! That corner is already so busy with school pickup, ace hardware and Bagels and Brew. I'm not against car washes, just one located there!

Please send an email to [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov) and voice your opinion.  
Thanks for listening!

**New** 56 min ago · 45 neighborhoods in General



Thank



Comment ▾



1



2



**Hanneke Bennett**, Lake Forest Park **New** ▾

Thanks for that info! I don't want another car wash, either! There's one right across the street, for Pete's sake!

21 min ago

Thank

Reply



1 Reply



**Carolyn Cobb**, Lake Forest ▾

Thanks so much for this alert! Will definitely send an email to [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov). For those of us who will be enjoying Bagels & Brew al fresco again hopefully soon, those carwash sounds would not be a pleasant accompaniment to conversations over breakfast and lunch.. And can you imagine additional traffic when picking up kids at Rancho Canada School? Surely this won't be approved. Right?

Just now

Thank

Reply

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: U.S. Bank property - NO CARWASH  
**Date:** Tuesday, May 26, 2020 1:26:13 PM  
**Attachments:** [image001.png](#)

---

**From:** Jolene Fuentes <[REDACTED]>  
**Date:** May 23, 2020 at 2:34:37 PM PDT  
**To:** Gayle Ackerman <[gackerman@lakeforestca.gov](mailto:gackerman@lakeforestca.gov)>  
**Subject:** Fwd: U.S. Bank property - NO CARWASH

Sent from my iPhone

Begin forwarded message:

**From:** Carolyn Cobb [REDACTED]  
**Date:** May 23, 2020 at 1:48:47 PM PDT  
**To:** [jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)  
**Subject:** U.S. Bank property - NO CARWASH

Dear Jolene Fuentes,

I just saw the following alert on "Nextdoor Lake Forest" regarding the property previously occupied by U.S. Bank located near the corner of Lake Forest Drive and Serrano.

I want to add my voice to those who oppose its use as a carwash, or any other noise-creating, traffic-exacerbating business.

Besides the restaurants and shops that occupy that end of the property — especially Bagels & Brew and Serrano Pizza the with their outside seating -- there is also Rancho Canada School just a short block away. At least twice a day there is very heavy, stand-still traffic when parents pick up their kids. When there are games or school events, people park in the Heritage Hill/Bagels & Brew/Ace Hardware parking lot.

And speaking of "Heritage Hill", this California State park hosts large events several times a year that span several days, creating traffic and parking issues. And on a regular basis, tourists and school age children tour the park. It's even the site of weddings and receptions. Won't the wedding couple and their guests love the sound of carwash machinery revving up every few minutes!?

I can't believe that anyone with any knowledge of the area would think that a carwash would be an acceptable tenant to replace a bank. As others writing

to Nextdoor Lake Forest have noted, there is already a carwash across the street at the Shell station. Another car wash in this already a very busy area doesn't make any sense.

Please do NOT approve such an egregious use of the property!

Will there be a hearing? Where should we write besides sending this email?

Carolyn Cobb  
(Lake Forest Keys resident since 1976)

From Nextdoor Lake Forest:

The new owner of the US Bank on Serrano/Lake Forest plans to demolish it and put a car wash there.

There are already several car wash options in the area! That corner is already so busy with school pickup, ace hardware and Bagels and Brew. I'm not against car washes, just one located there!

Please send an email to [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov) and voice your opinion.  
Thanks for listening!

**New** 56 min ago · 45 neighborhoods in General

 **Thank**

 **Comment** ▾

 1  2



**Hanneke Bennett, Lake Forest Park** **New** ▾

Thanks for that info! I don't want another car wash, either! There's one right across the street, for Pete's sake!

21 min ago **Thank** **Reply**

 **1 Reply**



**Carolyn Cobb, Lake Forest** ▾

Thanks so much for this alert! Will definitely send an email to [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov). For those of us who will be enjoying Bagels & Brew al fresco again hopefully soon, those carwash sounds would not be a pleasant accompaniment to conversations over breakfast and lunch.. And can you imagine additional traffic when picking up kids at Rancho Canada School? Surely this won't be approved. Right?

Just now **Thank** **Reply**

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Use Permit 11-19-5315 - Project Location: 21781 Lake Forest Dr., Lake Forest, CA 92630  
**Date:** Monday, June 01, 2020 8:20:22 AM

---

**From:** [REDACTED]  
**Sent:** Sunday, May 31, 2020 5:28 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Use Permit 11-19-5315 - Project Location: 21781 Lake Forest Dr., Lake Forest, CA 92630

Subject: new drive-through car wash with self-service vacuum stalls

Dear Lake Forest Planning Commission,

I have been a resident of Lake Forest since 1991 and am proud of our city and infrastructure.

The notification of building a car wash is deeply concerning and I am opposing the project.

Reasoning:

- Traffic congestion
- Lack of parking for stores
- Project is out of character for the shopping center (small retail and **especially the Heritage Hill Park**)
- Visual bulk of new building
- Increase of noise due to elevated car traffic
- Nearby elementary school and children walking in the vicinity

Thank you for your consideration.

Sincerely,  
Sylvia McDonald

[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Use Permit 11-19-5315, Planned Sign Program 05-20-5354 and Planned Sign Program 11-19-5316  
**Date:** Thursday, May 28, 2020 3:41:22 PM  
**Importance:** High

---

**From:** Terry Teeple [REDACTED]  
**Sent:** Thursday, May 28, 2020 2:44 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Cc:** [REDACTED] Lin Teeple [REDACTED] Lynn Clancy  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** Use Permit 11-19-5315, Planned Sign Program 05-20-5354 and Planned Sign Program 11-19-5316  
**Importance:** High

#### Members of the City of Lake Forest Planning Commission

Dear Vice Chair Barajas, and Commissioners Armando, Fuentes and Ludden,

I am writing to OPPOSE the Subject applications to construct a new, drive-through car wash with self-service vacuum stalls and related signage in the Heritage Hill Plaza. My wife and I live about ¼ mile from the site of the proposed car wash and do much of our local shopping in what we refer to as the “Ralphs Center”. We have been residents of Lake Forest in our home on Trailview Terrace since February, 1977. I am the sole proprietor of Pacific-Teal Development, LLC, a land use consultancy located in the Canada Business Park, also in Lake Forest. I have specialized in perfecting land use entitlements for nearly 40 years. We continue to enjoy living and working in Lake Forest and patronize local businesses whenever possible.

Professionally speaking, it is my opinion that the proposed car wash will disadvantage the existing businesses in the Heritage Hill Plaza (Plaza) for the following reasons:

1. In the City’s NOTICE OF PUBLIC HEARING, the Planning Staff states “ENVIRONMENTAL DOCUMENTATION: Pursuant to the California Environmental Quality Act, Article 19, Categorical Exemptions, the proposed project is exempt under Sections 15303(c) and 15311(a), which exempts projects that involve new commercial construction in urbanized areas that are less than 10,000 square feet in floor area, and on-premise signage.” I am very familiar with this CEQA Exemption, though the proposed car wash carries with it significant and unavoidable impacts to the businesses in and patrons of the Plaza ...
  - A. Aesthetics ... The proposed two-story structure will block the view of existing businesses,
  - B. Greenhouse Gases ... The idling engines of both diesel and normally aspirated cars and trucks will add air emissions,
  - C. Land Use and Planning ... The proposed car wash is simply not a

- compatible land use for all of the reasons stated herein,
- D. Noise ... Decibels might be just another measuring stick if it weren't for the damaging effects loud noise inflicts on our hearing. Car washes emit loud noises that will affect business owners, patrons of the Plaza, and the neighbors living in the homes immediately south of the proposed car wash.
  - E. Transportation and Traffic ... It is a forgone conclusion that the proposed car wash WILL generate more traffic, though the CEQA exemption does not require a traffic study. The loss of 21 existing parking spaces would penalize the existing businesses located in the westerly part of the Plaza. It is very difficult for me to envision that any legitimate parking management plan could mitigate vehicle queuing within the confines of the proposed car wash during peak use,
- 2. Even if an environmental impact report for the proposed car wash were to be required by the City, such a document would be fraught with mandatory findings of significant and unavoidable impacts as listed above. The City of Lake Forest would then have to make "statements of overriding considerations" to justify the proposed car wash in the Heritage Hill Plaza. I professionally believe this would place the City in a tenuous position of having to defend such overrides.
  - 3. It is well to note that there are four (4) EXISTING car washes in close proximity to the new one proposed in the Heritage Hill Plaza. While I am personally a proponent of competition in all facets of business, I believe car washes in our area have reached the saturation point.

For the above stated reasons, I would respectfully request that the City of Lake Forest DENY the Application for Use Permit 11-19-5315, Planned Sign Program 05-20-5354 and Planned Sign Program 11-19-5316. Thank you very much for the opportunity to voice my opinion on this matter.

Respectfully submitted,

**Terry Teeple**

[REDACTED]

**Lake Forest, California 92630**

**PH** [REDACTED]  
[REDACTED]



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: proposed car wash Heritage Hill Shopping Center  
**Date:** Monday, June 01, 2020 8:19:43 AM

---

---

**From:** [REDACTED]  
**Sent:** Sunday, May 31, 2020 10:35 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** proposed car wash Heritage Hill Shopping Center

Hello Ms. Mansur,

We are writing you this email to let you know that as residents of Lake Forest for the past 30 years living at the same resident, we are opposing the proposed car wash at Heritage Hill Shopping Center. We strongly believe its unnecessary, since we have several car washes in the area. Our home is directly across the street from the shopping center and we are concerned with the increased noise and traffic. We will not be able to attend the meeting on June 4th since we will be working, but wanted to make sure that our concerns were heard and that we are opposed to this project.

This is our address  
[REDACTED]  
lake forest, Ca, 92630

Thank you  
Mohammad and Rana Baharmand

**From:** [Wetzel, Niki](#)  
**To:** [Weiss, Jennifer](#); [Mansur, Jennifer](#)  
**Subject:** FW: proposed car wash at LF and Trabuco  
**Date:** Tuesday, May 26, 2020 5:18:22 PM

---

*Niki Wetzel, AICP*

Assistant Director of Community Development  
City of Lake Forest  
ph: 949.461.3479/fax: 949.461.3511



---

**From:** Ludden, Thomas <tludden@lakeforestca.gov>  
**Sent:** Tuesday, May 26, 2020 5:18 PM  
**To:** Wetzel, Niki <nwetzel@lakeforestca.gov>  
**Subject:** Fwd: proposed car wash at LF and Trabuco

FYI

Tom Ludden

Sent from my iPad

Begin forwarded message:

**From:** Andrew Kihn [REDACTED]  
**Date:** May 23, 2020 at 9:14:48 PM PDT  
**To:** [fbarajas@lakeforestca.gov](mailto:fbarajas@lakeforestca.gov), [marmando@lakeforestca.gov](mailto:marmando@lakeforestca.gov),  
[jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov), [tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)  
**Subject:** Re: proposed car wash at LF and Trabuco

Hello, I'm writing in regards to the proposed car wash in the shopping center at Lake Forest and Trabuco. My wife and two young boys live in the Indian Hills development across the street from this shopping center and walk there multiple times a week. We



would like to express our opposition to this proposal.

A car wash will be a blight in our neighborhood and is not needed in our residential area. There are multiple car washes within a few miles of this spot, in fact, there are four just up the road on Lake Forest at Shell, Chevron, Al's, and Harv's. Harv's is the most similar to the proposed business and it's always empty.

With multiple schools, families, and active residents in this area, I'm confident the city and developer can find a more suitable and appealing tenant for this space. There is a lack of restaurant, entertainment, and retail space in Lake Forest. With no downtown or common public spaces, our shopping centers are the hub of social activity and commerce. Inserting a car wash in an area that already has several unsuccessful competing businesses will not make our city a better place to live.

This shopping center is already a tragedy in waiting for anyone arriving on foot. It's on a busy, high speed road with *NO* pedestrian entrances or walkways. The busy parking lot is very dangerous for everyone walking through it and adding a car wash, with the potential to attract hundreds of vehicles per day, will only add the congestion.

I hope to be able to speak to my family's opposition at the June 4 planning commission meeting. Thank you for your consideration.

Andrew & Meagan Kihn

**From:** [Santos, Ron](#)  
**To:** [Mansur, Jennifer](#)  
**Cc:** [Weiss, Jennifer](#); [Luna, Marie](#)  
**Subject:** Fw: Proposal Permit 11-19-5315, Planned Sign Program 05-20-5354  
**Date:** Wednesday, May 27, 2020 7:55:13 AM

---

---

**From:** D. [REDACTED]  
**Sent:** Tuesday, May 26, 2020 10:41 PM  
**To:** Weiss, Jennifer <jweiss@lakeforestca.gov>  
**Cc:** Luna, Marie <mluna@lakeforestca.gov>; Santos, Ron <rsantos@lakeforestca.gov>  
**Subject:** RE: Proposal Permit 11-19-5315, Planned Sign Program 05-20-5354

Attn: Marie Luna, Ron Santos  
TO: The Secretary to the Planning Commission

SUBJECT: Use Permit 11-19-5315, Planned Sign Program 05-20-5354  
PROJECT LOCATION: 21781 Lake Forest Drive, Lake Forest, CA 92630  
PROJECT APPLICANT: Jeff Bergsma, Team Design

Dear Marie Luna, Ron Santos and The Secretary to the Planning Commission,  
This letter is to inform you that I am opposing this proposal because this is my weekly shopping center and the parking and crowding is already a challenge for us to get in and out of safely right now, therefore I am very concerned that a car wash will not be in the best interest of our neighborhood considering we already have at least four other car washes within about a mile of this location. Most of the people shopping in this center are seniors over 65 -70 plus years old and we need to be able to park and shop and have lunch in a safe environment without being taken over by such a large car wash that will take over the parking spaces not to mention the noise factor in front of our patio restaurants.  
Please consider refusing this permit for the safety and environment of our community.

Sincerely,  
D. Orosco

[REDACTED]

**From:** [Wetzel, Niki](#)  
**To:** [Mansur, Jennifer](#); [Weiss, Jennifer](#)  
**Subject:** Fw: Proposed Heritage Hill Plaza Car Wash  
**Date:** Monday, June 01, 2020 8:24:42 AM  
**Attachments:** [image.png](#)  
[image.png](#)

---

Please add to other comments. Thanks.

---

**From:** Tom Ludden [REDACTED] >  
**Sent:** Sunday, May 31, 2020 6:24 AM  
**To:** Wetzel, Niki <nwetzel@lakeforestca.gov>  
**Subject:** Fwd: Proposed Heritage Hill Plaza Car Wash

Here is another letter.  
Tom Ludden

----- Forwarded message -----  
**From:** **Jim & Janet Segner** [REDACTED]  
**Date:** Sat, May 30, 2020, 3:36 PM  
**Subject:** Fwd: Proposed Heritage Hill Plaza Car Wash  
**To:** [REDACTED] >

Tom -

Wanted you to receive my comments submitted to the LF City planner. My opinion is if not done properly, will this car wash could be an eyesore and not complement the recent (well overdue) remodel of Heritage Plaza. Heritage Hill Plaza was a great remodel of commercial project within Lake Forest. Very similar to what was done to El Toro road many years ago. Makes Lake Forest look fresh and up to date.

Appreciate your time and efforts on the Planning Commission.

Warm Regards

Jim

----- Forwarded message -----  
**From:** **Jim & Janet Segner** [REDACTED]  
**Date:** Sat, May 30, 2020 at 3:25 PM  
**Subject:** Re: Proposed Heritage Hill Plaza Car Wash  
**To:** Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)>

Jennifer -

I appreciate your forwarding the proposed plans for the car wash project in Heritage Hill Plaza. I have reviewed the plans in detail including the Color Elevation. I believe there should be an elevation or drawing ( similar to Color Elevation) of what the rest of the site will look like. This would include a visual of the Vacuum Plaza and Entrance to the car wash for payment.

The Color elevation color scheme for the proposed building (car wash) is similar to the remodeled plaza . What **cannot** be determined is what the vacuum plaza and car wash payment station would look like. I looked up locations of similar car wash locations in Huntington Beach on the Internet. (Pictures below) What is shown in these photos are things that would not blend with the current design as proposed and certainly not Heritage Plaza. The clean look of the Color Elevation is very misleading without inclusion of an elevation showing the scope of the entire project. If there are plans/drawings that depict the vacuum plaza and payment station, I would like to view them. If these views were not submitted, I believe this application is deficient and additional information should be required prior to consideration by the Planning Commission.

Another concern I have is why an additional car wash should be considered so close to **very** similar operations? There is one across the street at the Shell station, another at the Chevron at Trabuco & Bake, another one at Dimension & Lake Forest Drive, and a fourth at Lake Forest Drive and Regency Lane. All within 100 yards to two miles away.

The owner has delayed consideration by the Planning Commission until more comments are received from existing Heritage Plaza tenants. I would recommend that unless there is sufficient details as noted above, the July 9th proposed meeting with the Planning Commission be further delayed.

Your thoughts and comments on this email are most welcome.

Best,  
Jim Segner



On Fri, May 29, 2020 at 1:25 PM Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)> wrote:

Jim,

Per our phone conversation, attached to this email are the proposed site plans and elevations we discussed. As I mentioned this project was continued to the **July 9, 2020** Planning Commission meeting. The July 9, 2020 Planning Commission meeting starts at 6:30 p.m. and will be located in the City of Lake Forest City Council Chambers (100 Civic Center Drive). If you would like to submit public comments on this item, please feel free to email them to me before July 9<sup>th</sup>.

Prior to the July 9, 2020 Planning Commission meeting, City staff will prepare a report to the Planning Commission that will include a detailed project description and an analysis of the project. All written correspondence received by the City will be attached to the report. The report will also include the noise study, queuing study, and plans that were submitted by the applicant. The report will be available on the Planning Commission's agenda on the City's website the week before the July 9<sup>th</sup> meeting at the following link: <https://lakeforestca.gov/129/Agendas>.

If you have any further questions about this project or the Planning Commission meeting, please feel free to call me at (949) 461-3472 or reply to this email. Thanks!

Jennifer Mansur, AICP

Associate Planner

City of Lake Forest

(949) 461-3472

**From:** [Debby Quartucy](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Fwd: Car wash  
**Date:** Monday, May 25, 2020 8:08:59 AM

---

> I am writing to express my husband's and my opinions regarding the plans to put a drive thru car wash into the Ralphs shopping center.

>

> We do not agree with this plan as there are already several car washes in the area. Car washes are also quit noisy and we enjoy sitting outside Bagels and Brew on their patio. This would not be very enjoyable with the car wash there. In addition, the parking lot is easily congested and We feel this would get worse if there was a line for the car wash there.

> Thank you for your consideration,

> Greg and Debby Quartucy

>

> Sent from my iPhone

**From:** [We Are Family](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Good day, if you pls , LF residents recieved notification of this...  
**Date:** Saturday, May 23, 2020 6:46:16 PM

---

Residents of LF received notification of this :

...car wash using that space and the 21 parking spaces (including handicapped) in front of it. It is a drive-through, then dry and vacuum it yourself model. Similar places have many hundreds of cars going through daily. You already know how difficult traffic can be in the center and how tough parking can be at times. In addition, the new building is very tall looks like an eyesore and will block the view of us and our neighboring stores and neon signs from Lake Forest Drive. In addition, there are already four car washes within a mile including the one at the Shell station on the corner. We are attempting to get an opportunity to speak at the planning commission on June 4. How can you help if you agree with us?

If you pls, what is the validity of this?

If true, Does the acuity really believe that this is needed at this time, and location.

Heritage Hill Park is also in proximity - how, if you pls, will this facilitate the community / that location? thank you so much, hopefully we will receive feedback.

Anthony



**From:** [Allan Rosenberg](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** H2GO CAR WAS NOTICE OF PUBLIC HEARING  
**Date:** Saturday, May 23, 2020 3:02:23 PM

---

Ms. Weiss,

The area of the property that Heritage Hill Plaza is considering for a car wash does not have enough parking to support the retail stores and restaurants that are currently tenants at that end of the center. To build a car wash in this location would be an inconvenience to the customers and a disservice to the current tenants.

Allan Rosenberg

photo



**Allan Rosenberg**  
Memory Lane Inc.

p [REDACTED]  
w:<http://www.memorylaneinc.com> | a:12831 Newport Ave Ste 180  
Tustin, CA 92780



**From:** [Kristen Gage](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Hand carwash  
**Date:** Tuesday, May 26, 2020 3:17:22 PM

---

I have heard there will be a hand car wash built in the shopping center on Lake Forest and Trabuco near Ralphs I am completely against this project it will take away from parking and be an eyesore after they just updated the whole Shopping Center this is a very bad idea

**From:** [Steve Lusk](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Heritage Hill Plaza  
**Date:** Tuesday, May 26, 2020 4:16:13 PM

---

To Secretary of the Planning Commission,

My name is Steven Lusk and my wife and I have lived in Lake Forest for 4 years now. We live within walking distance of Heritage Hill Plaza and enjoy each of the businesses there. However, the former US Bank building is becoming an eyesore and hindering the plaza from reaching its full potential. Therefore, we are in support of the proposed Use Permit for the drive thru carwash and vacuum stalls.

Thank you for your time,  
Steven Lusk

**From:** [Sarah Marchi](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Heritage Hill Plaza  
**Date:** Saturday, May 23, 2020 2:19:23 PM

---

To Whom It May Concern,

I am writing to you to express my concern about the planned car wash in the Heritage Hill Plaza. A fellow community member has informed me about the city's plans to put in a car wash in this center which is already extremely busy with traffic throughout the day. I think this is very poor planning on the city's part and I do hope you reconsider the plans for a car wash in this plaza. There are already several car washes in the area and very unnecessary to add another one in that shopping center. Thank you for your time.

Sarah Marchi

**From:** [Deb](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Heritage Hill Plaza  
**Date:** Saturday, May 23, 2020 10:55:13 AM

---

Regarding the building of a car wash at the Heritage Hill Plaza, I strongly oppose.

The parking for the shops at that end of the center is already in high demand. Traffic is already ridiculous when trying to pull out of the spots adjacent to the building. The increased traffic and reduction of parking spaces would be horrible.

In addition, the atmosphere at the very popular neighborhood cafe Bagels and Brew would be absolutely RUINED by the noise and potential trash.

While I am a free market individual, I do feel it is important to maintain the neighborly atmosphere of our community.

PLEASE do not approve this project.

Sincerely,

Debbie Kayoda

**From:** [Susan B](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Heritage Hill Plaza  
**Date:** Wednesday, May 27, 2020 9:49:58 AM

---

Hello Jennifer,

I am a resident of Lake Forest and have been made aware of the proposed H2GO Car Wash to replace US Bank in Heritage Hill Plaza.

First of all, the H2GO car wash is an eyesore and does not fit in with the beauty of Heritage Hill or the surrounding neighborhood. Additionally we are opposed to having a car wash in that spot due to the amount of noise, traffic, and congestion that a car wash brings with it in a place that is used for relaxing and quiet activities such as eating and shopping. Sitting outside at Bagels and Brew and enjoying time with friends and family would be compromised by having a car wash added to the parking lot.

There is a car wash across the street at the Shell gas station, the Lake Forest Express Wash at the Chevron gas station at Bake and Trabuco, not to mention Checkered Flag car wash on Rockfield, the self-service car wash at Lake Forest and Dimension, the Foothill Ranch Auto Spa, along with many more car detailing businesses in the area.

Heritage Hill Plaza needs an urgent care walk-in such as an Exer Urgent Care, a bike shop (of which there are few in our city), hair salon, barber shop, a FedEx Kinko's, yogurt shop, another restaurant or deli, exercise or dance studio, or a place like Fresca's was (a few years back) in the Muirlands & Lake Forest center. Those are businesses that would thrive in that location without being noisy and creating a traffic and congestion nightmare, and losing parking spaces for a proposed car wash will negatively impact the existing businesses.

We realize the owner of that center wants to increase his or her revenue by adding another business/tenant to that location but disagree with adding a car wash to make that happen.

Sincerely,

Susan Brydon

**From:** [Brent Bunting](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Heritage Hill Shopping Center - proposed car wash  
**Date:** Saturday, May 23, 2020 7:21:02 PM

---

Hello, I would like to state my opposition of a car wash at the Heritage Hill Shopping Center. We live a few blocks away on Bellcroft Drive, and frequent this center often for food at the various locations, groceries, hardware store and drug store. The current parking is challenging on busy shopping days and times, and we use the proposed demolished parking stall when going to Bagels and Brew. There are several of these types of car washes in Lake Forest already, within a mile or a mile and a half. Although I understand that the center needs to lease its property, other alternatives would be much better. The City needs to focus on attracting better restaurants, so it's residents do not have to leave to nearby cities for them, such as in Irvine. Several shopping centers in Irvine are full of great businesses because of the restaurants in them, they bring in more business. There is already too much 'industrial' type businesses for our residents to deal with the impacts like traffic and putting our children in danger. So many children walk right by this block.

Please do not allow another car wash to be put in our residential area.

Thank you, Brent

Brent Bunting



**From:** [Laura LaCommare](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Heritage Hill Shopping Center Car Wash  
**Date:** Saturday, May 23, 2020 9:06:19 PM

---

To whom it may concern,

As a Lake Forest resident for 32 years I would like to express my concern for The plans to construct a car was in the Heritage Hill Shopping Center. Lake Forest is a charming, small town feel as well as Heritage Shopping Center. Ace Hardware, Bagels and Brew, Din Ho Chinese Restaurant, Along with others are “mom and pop” shops, furthering the small town feel.

We often enjoy our time eating on the patio of Bagels and Brew too. Just thinking about having the busyness of a car wash across from there negates the quiet, hometown feel.

In conclusion I want to express my objection to this plan.

Thank you,

Laura La Commare  
Forest Creek Neighborhood

--

**Laura**LaCommare  
[AlwaysAPlusOne.blogspot.com](http://AlwaysAPlusOne.blogspot.com)





**From:** [Sue Walker](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Heritage Hill proposed car wash  
**Date:** Friday, May 29, 2020 10:08:36 AM

---

It deepens me sadly to think putting a car wash in the Heritage Hill Plaza would be a good idea. This center is already so congested with cars and parking is at a premium. I can't tell you how many times my car has almost been hit in that center. I feel we have enough car washes within the close vicinity that the addition of another one is not warranted.

I know they have been trying to upgrade that center for years. They did a new face lift not too long ago. I wish I had some suggestions as to what should go on that piece of land, but I don't. The proposed car wash would just become an unsightly building if it is built and make what is already a dangerous driving plaza that more dangerous.

Thank you for your time,

Sue Walker

Sent from my iPad

**From:** [Terri Kramer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Heritage plaza  
**Date:** Tuesday, May 26, 2020 1:00:51 PM

---

There are plans to replace the U.S. Bank bldg. With a car wash. There are too many car washes in the area already. There is a shell station on the corner of Lake Forest n Trabuco, which is across the street. There is a Chevron station with a car wash on the corner of Bake Parkway n Trabuco. Another gas station n car wash on Jeronimo n Los Alisos. There are self serve stations down on Lake Forest by Dimension.

The Heritage Plaza would be better served and much more profitable for everyone involved, if a Yogurtland or another dessert type facility , like Baskin Robbins or Dairy Queen. Even a fast food restaurant or Jamba Juice would be complimentary to the stores and restaurants already there. See, the heritage park is close by. The families that visit this location would spend money on food or drinks or goodies, rather than a car wash. A car wash would detract from the eating n shopping establishments whereby a food or service venue would add to the location. Tax revenue would be more thereby making a food establishment more lucrative for the owners..

Please give my suggestions alot of thought.

Thank you for your time.

Teresa Kramer

[REDACTED]

Lake Forest, Ca. 92630

[REDACTED]

**From:** [Breanna Ceballos](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Inquiry about Ralph's shopping center  
**Date:** Monday, May 25, 2020 10:11:58 AM

---

Hello,

I am emailing you to join the many residents of Lake Forest who I am sure you know are very upset about the planned construction of a carwash. I think that there are so many cons to this situation that outweigh the good. First of all, there are countless carwashes in Lake Forest and within a one-mile radius that people have great access to including the one at Chevron right off of Bake down the road and the one at Shell right across the street. In addition to this, a giant carwash would not only be a complete eyesore, but it would increase traffic issues withing the center which is already CRAZY because of Bagels and Brew and Ralphs and CVS being right next to each other! Way too many pedestrians in the parking lot to be doing this. I would say that access to a US Bank is more limited (and more essential) than access to a carwash. Not only this, but a carwash would look the center look incredibly tacky! I know that I will miss dining in that shopping center as well as everyone else who used to enjoy it. It is a weekly tradition for families to sit out on the Bagel's and Brew patio together and this will surely take that tradition away with the beautiful view of a loud and crowded carwash! I am sorry for the businesses that will lose traffic because of this plan because I know that I will no longer enjoy dining at any of the restaurants as long as there is a tacky carwash right outside to ruin the experience. It will NEVER be the same. You are setting businesses up to fail and many residents to be VERY unhappy. I hope that you will listen to the ones who love Lake Forest and have spent most of their lives here... I know that you have more power, but we deserve to use our voice, too. I hope that you will consider the many complaints that you have received and consider that we live in Lake Forest as well.

Sincerely,  
Breanna Ceballos

**From:** [EILENE CLINKENBEARD](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Intended car wash  
**Date:** Sunday, May 24, 2020 8:05:02 AM

---

To put a carwash in the middle of a neighborhood marketplace is the most stupid planning idea this city has come up with. I have lived here since before it even WAS a city. I have pointed with great pride at how well it has been run. I have often thought that the citizenry should show up at council meeting to give a round of applause!

But this idea is even MORE stupid than the replacement of a lovely nursery on Jeronimo with an ugly, unsightly truck rental. I object to it. If the city feels we truly need another carwash (the one just up the road on Lake Forest has always struggled) then put it in an industrial area, not in a family shopping center where the parking is ALREADY limited and the neighborhood atmosphere would be destroyed!!

Eilene Clinkenbeard



**From:** [Harriet Kelly](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Issue of ANOTHER car wash by El Toro Rd  
**Date:** Sunday, May 24, 2020 11:25:54 AM

---

I understand the USBank is to be torn down and a self serve car wash built when there is one already on the corner at Shell as well as others very nearby. I am opposed to this regarding both an ugly building on El Toro Rd and more importantly, parking and general traffic will be problematic for stores in the shopping center.

Is this what Lake Forest needs to do at this time when current stores, restaurants need to have full access to customers? I hope you vote to NOT go ahead with this plan.

Harriet Kelly



A frequent shopper in the Jewelry Box, CVS, Ralphs, and Ace Hardware.

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Just found out about the carwash plans on Lake Forest & Serrano. Serrano is heavily trafficked by students from at least two schools. This has me worried about their safety.  
**Date:** Saturday, May 23, 2020 12:53:34 PM

---

*Sent from my LG Mobile*

**From:** [Lauri Young](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** LF car wash - NOOOO!  
**Date:** Tuesday, May 26, 2020 2:51:58 PM

---

Dear Jennifer,

>

> I just saw the following alert on "Nextdoor Lake Forest" regarding the property previously occupied by U.S. Bank located near the corner of Lake Forest Drive and Serrano. I want to add my voice to those who oppose its use as a carwash, or any other noise-creating, traffic-exacerbating business. Besides the restaurants and shops that occupy that end of the property — especially Bagels & Brew and Serrano Pizza the with their outside seating -- there is also Rancho Canada School just a short block away. At least twice a day there is very heavy, stand-still traffic when parents pick up their kids. When there are games or school events, people park in the Heritage Hill/Bagels & Brew/Ace Hardware parking lot. And speaking of "Heritage Hill", this California State park hosts large events several times a year that span several days, creating traffic and parking issues. And on a regular basis, tourists and school age children tour the park. It's even the site of weddings and receptions. Won't the wedding couple and their guests love the sound of carwash machinery revving up every few minutes!? I can't believe that anyone with any knowledge of the area would think that a carwash would be an acceptable tenant to replace a bank. As others writing to Nextdoor Lake Forest have noted, there is already a carwash across the street at the Shell station, a couple blocks down Trabuco at the Chevron station, and a self serve a couple blocks up Lake Forest. Another car wash in this already a very busy area doesn't make any sense. Please do NOT approve such an egregious use of the property and share this email with other members of the Planning Commission.

>

> Lauri Young

> (Lake Forest resident since 2004)

**From:** [Kristine Yannitelli](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Lake Forest & Trabuco center  
**Date:** Saturday, May 23, 2020 4:45:00 PM

---

To whom it may concern:

Please do not allow a car wash to be built in the Ralph's shopping center. It would be an eye sore and further congest an already busy plaza. There is already a car wash nearby on Bake & Trabuco also, so it's unlikely that it would generate huge revenues. I have lived next door to this plaza since 1987, and I would hate to see it fall into shambles after it's just recently been remodeled.

Thank you,

Kristine Yannitelli



Concerned Serrano Highlands Resident



**From:** [Jan Hoyle](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Lake Forest & Trabuco plans  
**Date:** Monday, June 01, 2020 12:31:26 AM

---

Please do not approve plans to put a car wash in Ralph's center. There is a car wash at Shell .& another down the street. I prefer to see another type of business where the bank building is.

Jan Hoyle



Sent from my iPad

**From:** [Lynn Anderson](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Lake Forest carwash  
**Date:** Saturday, May 23, 2020 2:22:41 PM

---

I am sending this message in regards to a potential car wash at the corner of Lake Forest and Chinook. I worked in that center for over 25 years and the parking is already horrendous. More traffic with many many cars coming and going would not be in the best interest of the current tenants. Please reconsider this.

Regards,  
Lynn Anderson

Sent from Lynn 🐦  
{Always Be Thankful}

**From:** [Shaina Sims](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Lake Forest/Ralphs Shopping Center—please, no car wash!  
**Date:** Tuesday, May 26, 2020 10:55:59 PM

---

Dear Ms. Weiss,

I have been a resident in Lake Forest for almost 20 years. I have received word that there is a possibility for a car wash to replace the old US Bank in the Ralph's shopping center. I hope you reconsider those plans. While there are many needs in Lake Forest, a car wash is not one of them especially in that shopping center.

I am sure studies have probably been conducted on what can go into the shopping center; however, as someone who frequents that shopping center regularly a car wash is not ideal for a variety of reasons: safety of the people who visit the shopping center, aesthetics of the shopping center, noise pollution (car washes make a lot of noise, I should know I live near one), etc.

It would be wonderful if we could find a family-friendly community type of company that could make use of that space. What kind of incentive or outreach does Lake Forest do to attract such businesses?

I appreciate you taking the time to read this email and for your consideration with my comments.

Kind regards,

Shaina Sims

Sent from my iPhone

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Letter in opposition to proposed new drive thru car wash  
**Date:** Saturday, May 23, 2020 10:51:26 AM

---

Dear planning commission secretary,

Please do not allow this space in the Heritage Hill plaza to be used for a drive thru car wash. There are plenty of available car washes here in Lake Forest already, even right across the street at Shell and at the Chevron on Bake/Trabuco.

This plaza just got a total facelift and looks beautiful now. Bagels n Brew is a locals favorite and I can't imagine trying to relax and enjoy while there's a car wash and people vacuuming right across the way. This is unnecessary and one of the most awkward places I can even think to open this new business.

Please do not allow it to proceed.

Concerned long time Lake Forest resident,

Krissy Adamczyk

[REDACTED]

Sent from my iPhone X

**From:** [Mike Woertz](#)  
**To:** [Weiss, Jennifer](#)  
**Date:** Saturday, May 23, 2020 5:35:31 PM

---

Please don't let a car wash go in there...why would you?

**From:** [barbara.jarrett](#)  
**To:** [Weiss, Jennifer](#)  
**Date:** Sunday, May 31, 2020 7:52:50 PM

---

This email is to address the old us bank area. Heard that there might be a car wash which I think would be a terrible idea. The traffic on lake forest is bad enough and then to add more. There is also a car wash right across the street. How many do we need? Please reconsider you choice.

**From:** [Debra Weise](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** NO CAR WASH at Heritage Hill Plaza!!  
**Date:** Thursday, May 28, 2020 7:57:38 PM

---

Dear Ms Weiss,

Please reconsider building a car wash in Heritage Hill Plaza. We don't need one, we don't need the congestion, there are 3-4 within a 1 mile radius. Is this just an ugly car wash, or is there going to be a gas station as well? Something we definitely do not need.

The residents of Lake Forest and supporters of the businesses in Heritage Plaza and the business owners deserve something better. Heritage Plaza is a very unique special plaza with a connection to the past, Heritage Hill Historical Park. How many shopping areas can claim what we have? Get creative, come up with something that enhances rather than detracts from.

Get Creative,

**Debra Weise**

Long time Lake Forest resident.

**From:** [Mike Woertz](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** NO CAR WASH!!!!!!  
**Date:** Thursday, May 28, 2020 10:08:08 AM

---

Why would they consider one right there anyway?!?



**From:** [L Wells](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** NO CAR WASH  
**Date:** Tuesday, May 26, 2020 1:23:38 PM

---

Please stop plans to proceed with a car wash in the Ralph's shopping center. We need our small local businesses to thrive, especially now, this will hurt them.

Regards, Anne Wellen

Sent from my iPhone

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** NO Car Wash in Heritage Center Please  
**Date:** Thursday, May 28, 2020 4:44:34 PM

---

Hello,

I am writing to oppose the idea of a car wash being permitted in the Heritage Shopping Center on Lake Forest Drive. I have been a resident for over 25 years and enjoy our beautiful neighborhood and small business atmosphere. The owners and employees of many of the businesses in this shopping center are also neighbors and friends who would be impacted. Especially at this time of recovery from the COVID 19 shutdown.

A car wash would cause a tremendous amount of traffic, congestion, and noise in an already busy shopping center. The newly proposed building is very tall and will block the view from the street of several of businesses' signs, obscuring exposure and potential revenue for the small business owners. It seems redundant to have another car wash within 2 miles of so many others that are available. The closest car wash is directly across the street at the Shell Gas Station on Lake Forest Drive and Trabuco which is exactly the same style of car wash as the one being proposed. The noise, congestion, and traffic will also be a deterrent for Bagels and Brew and Brizio Pizza customers since they have an outdoor patio where people congregate and enjoy their neighbors.

Please do not allow a car wash to be built and operated in our lovely shopping center. I strongly feel it would not benefit our small community atmosphere.

Thank you for your time and consideration.

*Kindly,*

*Adrienne Bailey*

[REDACTED]

*Lake Forest, CA 92630*

**From:** [Kathy](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** NO to Car Wash Proposal on Lake Forest & Serrano  
**Date:** Tuesday, May 26, 2020 9:31:10 PM

---

Dear Ms. Weiss,

I am writing in response to the proposal being set forth at the June 4th planning commission regarding a new car wash on the corner of Lake Forest Dr. and Serrano. I won't be able to attend but would like to share our family's concerns as long term citizens and neighbors.

We live in Parkwood Estates right behind Rancho Canada Elementary. Both our children attend this school where I am an active member of the school PTA. We were living in another area of Lake Forest and decided to sell and buy closer to school. We love this quiet neighborhood next to Serrano Creek Park and the small town feel of the Heritage Plaza. Families and friends dining at Bagels and Brew, kids getting their braces on at Dr. Eli's, picking up some supplies at Ace Hardware. The events at Heritage Hill are so unique to our city. We feel that a carwash will bring down the aesthetics and feel of our little section of our town. There are already plenty of other carwashes -- one across the street at Shell and the Lake Forest Carwash 5 minutes down Trabuco. Why do we need another carwash in such close proximity?

In addition, a carwash would draw an unnecessary amount of cars and traffic to a center that is so close to school aged children. Will there be additional crossing guards placed at the corner of Lake Forest and Serrano to help children and parents? It is already such a busy tight street as it is. The last thing we need is more cars in that center. The parking lot in that center isn't even that big. The last thing we need is to lose open parking spots!!

I hope other businesses would be attracted to come to Heritage Plaza -- something that would add to our community and not take away from it. A frozen yogurt shop, a pastry or cake shop, a new restaurant, a dance studio. Something that would add to our city and benefit our neighbors and not be an eyesore. I can't imagine the citizens of Lake Forest would WANT another carwash.

I appreciate you taking the time to hear our concerns and hope you reconsider this proposal.

Thank you,

Kathy Yu

**From:** [Nina Wood](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** New Car Wash Planned  
**Date:** Saturday, May 23, 2020 8:10:39 PM

---

Hello,

I am writing to let you know that me and my family are against the proposed car wash where the US Bank building was located.

We have lived in Lake Forest since 2002 first in the Classics and now in the Citrus Grove area.

I feel the parking and congestion at that location already at capacity without the additional impact of a high volume car wash.

Thank you for your time,

Nina Wood



Lake Forest CA 92630

**From:** [Steve Long](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** New Car Wash  
**Date:** Saturday, May 23, 2020 3:18:57 PM

---

No new car wash needed. To much traffic and congestion.

Thank you,  
Steve Long

Sent from my iPad

**From:** [John Bernhard](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** New car wash in the Ralphs" shopping center? Nay!  
**Date:** Tuesday, May 26, 2020 11:11:04 AM

---


Hello there,

I heard through the grapevine that a new car wash is in the works for the shopping center where Ralphs is located. That would be crazy! The parking lot is already very busy and congested and there are several car washes within a mile. Why another one?

**From:** [Glenda Thompson](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** New car wash on Lake Forest  
**Date:** Wednesday, May 27, 2020 9:08:32 PM

---

I live in Serrano Park and just was informed that the person who bought the US bank wants to put in a car wash. I vote no. It would destroy that shopping center. We already have two choices on Trabuco for car washes. Don't need another one.

Glenda Thompson  
  
Lake Forest, Ca

Sent from Glenda's iPad

**From:** [Stephanie DeLucas](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** New car wash  
**Date:** Saturday, May 23, 2020 7:16:11 PM

---

Hello,

I am a resident of Lake Forest and oppose the plan to have a new car wash put in on Lake Forest and Serrano. This is a horrible idea. My son attends Rancho Canada and walks through the plaza after school. This would be too much of a traffic impact in that small area. As it is in the morning before school the plaza and area is busy. We don't need this area anymore impacted than it already is, including risking the safety of multiple kids that walk to and from the area schools. There are already enough car wash facilities around the area.

Please reconsider and find another location.

Thank you,

Stephanie DeLucas

--

*Stephanie*



**From:** [Jackie Barikhan](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No Car Wash in Ralph's shopping center!  
**Date:** Sunday, May 24, 2020 11:09:55 AM

---

Better suited for another bank -

Jackie Barikhan



MyLenderJackie.com

Sent from my iPhone

**From:** [Jackie](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No Car Wash in front of Bagels & Brew!!  
**Date:** Tuesday, May 26, 2020 10:43:30 AM

---

Hello,

I would like to voice my objection to the proposal of turning the old US Bank building into a car wash. I have been a resident of Lake Forest since 1989 and am a home owner. I have truly enjoyed sitting at the Bagels and Brew restaurant, one of our city's most popular destinations, and enjoying a nice quiet meal in our great city. The noise, pollution and smells from the proposed car wash would just totally ruin the dining experience. It would also make traffic a nightmare for that entire shopping center. We love and regularly visit many businesses there including the Jewelry Box, Brizzios, the Doughnut Store and Ralph's. Please, do not ruin our shopping center. Stop this proposal now!!

Your concerned Lake Forest resident,

Jaclyn Hershberg

[REDACTED]

Lake Forest, CA 92630

[REDACTED]

Sent from my iPhone

**From:** [Thorey Bauer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No Car Wash on Serrano/Lake Forest  
**Date:** Wednesday, May 27, 2020 1:39:40 PM

---

Dear Mr. Weiss:

I live in the Forest Creek community of Lake Forest and am an active member of the Rancho Canada Elementary School Parent Teacher Association.

I am writing to object to a car wash being installed in the shopping center across the street from the school, on Serrano and Lake Forest (the Ralph's shopping center). Not only would it exacerbate the already-crowded parking lot, the addition of moving vehicles in such a small area will increase the risk to the many children that walk across it on their way to and from school.

There is no need to install a business that is (1) unnecessary - there are multiple other car washes in the immediate vicinity, (2) will create a burden on the traffic in the center in general, and (3) will create more risk to children from the influx of additional vehicles constantly moving in and out of the parking lot. If the space must be repurposed, I am certain alternatives exist that will not create these same issues.

Sincerely,

Thorey Bauer

**From:** [Keith Johnson](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No Car Wash  
**Date:** Saturday, May 23, 2020 7:33:40 PM

---

Please don't consider a car wash in the Ralphs shopping center on Lake Forest and Trabuco. Already enough car wash options in Lake Forest. Appreciate your consideration.

Keith Johnson

**From:** [Tracy Van Mil](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No New Car Wash  
**Date:** Saturday, May 23, 2020 8:43:25 PM

---

Hello,

I'm email to express my concern of the proposed car wash in the Ralph's shopping center at Lake Forest Dr and Trabuco. I asked that you please reconsider. This center is already too busy and we don't need another car wash in the vicinity!

Regards,  
Tracy Van Mil  
25 year Lake Forest Resident

Sent from Tracy's iPhone

**From:** [Victor Alasti](#)  
**To:** [Weiss, Jennifer](#); [Victor Alasti](#)  
**Subject:** No car wash please  
**Date:** Wednesday, May 27, 2020 7:38:56 AM

---

Please note as a 20 for you your homeowner that lives down the street on hardwood Circle I strongly oppose a car wash being put in at the Ralphs Center on Trabucco ATLAKE FOREST Drive. There is a car wash right down the street on bake that doesn't even get used a lot and there is another one down on Lake Forest Drive. The car wash is very bad for the environment.

Regards,

Victor Alasti



Interconex.com

**From:** [David Mihalik](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No car wash to replace the US Bank  
**Date:** Saturday, May 23, 2020 4:35:23 PM

---

Hi it has come to my attention that the property owner of the US Bank in the Ralphs center on Lake Forest between Trabuco and Serrano is planning to demolish the bank and replace it with a car wash. This center is already crowded with other businesses which have limited parking. This business would create many more daily trips into the center increasing traffic and on Lake Forest/Serrano and the center. A car wash is not consistent with the businesses in that center. I hope this is misinformation, but if it's true I AM OPPOSED to a car wash in that center. Please know it is inconsistent and a wrongheaded idea.

Thank you

David Mihalik

[REDACTED]

Lake Forest

[REDACTED]

**From:** [nancy carollo](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No car wash  
**Date:** Sunday, May 24, 2020 1:55:46 PM

---

A carwash proposed to replace the credit union is a bad idea. Too much traffic at a center I use. I'd have to grocery shop elsewhere. Also I use handicapped parking. There is so little that any impact would be bad. We already have nearby car washes!

Nancy



**From:** [Ruby Brower](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No car wash  
**Date:** Saturday, May 23, 2020 4:47:33 PM

---

At Lake Forest and Trabuco!!

It is ridiculous when there are SEVERAL car washes within a mile of that location. And that area has a ton of traffic already!!!

Please no car wash!!

Ruby Brower  
LF/MV citizen

Sent from my iPhone

**From:** [Jennifer Miller](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No car wash  
**Date:** Saturday, May 30, 2020 10:35:37 PM

---

Hello!

This email is in regards to plans for a car wash at the corner of Serrano and Lake Forest Drive. Please reconsider these plans, as that intersection is already very busy with school pickup/drop off, as well as other retailers.

Thank you!  
Jennifer

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** No on Carwash  
**Date:** Tuesday, May 26, 2020 7:39:17 AM

---

Good Morning,

I am a 30 year resident of Lake Forest. Our little area on the corner of LF & Serrano is a lovely development. Installing a carwash at that location would spoil the current community feel of this small center. Please forward this to the planning commission and any others that are decision makers on this project.

Sincerely,

Mary Naegele

[REDACTED]

[REDACTED]

**From:** [Andrea Morentin](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No to Car Wash  
**Date:** Saturday, May 30, 2020 5:22:04 PM

---

My name is Andrea Morentin and I have lived here 27 years and shop at that Ralph's shopping center. Please do not put a Car Wash in that center. The traffic will be horrific and as a disabled person, I have had enough time parking in the center prior to this awful idea. My husband is Matt Morentin at [REDACTED]. Please re think this plan as we have plenty of car washes close by  
Thank you, Andrea Morentin and Matt Morentin

Sent from my iPhone

**From:** [Natalie Cruze](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No to Carwash  
**Date:** Thursday, May 28, 2020 10:48:28 AM

---

Hi,

My name is Natalie and I live in Serrano Park.

I just wanted to say that I don't think lake forest needs a carwash in heritage Village. That parking lot already gets busy and adding a carwash will just make it worse. It's a better location for a nice restaurant or even a Trader Joe's would be awesome. But definitely not a car wash.

Please take everyone into consideration when they say no to the carwash.

Thanks

Natalie

Sent from my iPhone

**From:** [Stacy Ellis](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No to the car wash on Lake Forest and Trabuco  
**Date:** Saturday, May 23, 2020 3:43:44 PM

---

I was just made aware of plans to tear down the US Bank building on Lake Forest and Trabuco to put up a drive through car wash. I am very much against that plan. There are constantly young school children in that area and it would be terribly unsafe for them with all the traffic that would bring. Traffic is already congested in that area as well as a lack of parking in that shopping center. There are many small businesses in this neighborhood shopping center that will suffer if the car wash is constructed there. I'm not sure how it would affect our beloved Heritage Hill Park, but I can't imagine it doing anything but causing grief. There is a car wash at the Shell station right across the street as well as one on Bake and Trabuco just a short distance away, and another just up the street at Lake Forest and Dimension. Please consider the views of the residents in this area. My vote is absolutely a no. Thank you for your time and consideration.

Stacy Ellis  
[REDACTED]  
Lake Forest, CA 92630  
[REDACTED]

**From:** [Kay Burnett](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Not another car wash!  
**Date:** Saturday, May 30, 2020 9:21:44 PM

---

Dear M. Weiss, and Planning Commission:

I'm all for owners being able to do what they want with their property, but what are these owners thinking???

There are already THREE car washes within two miles, including one right across the street!

This idea is crazy. Surely they can be persuaded to come up with something else! We don't need another car wash and they must be insane if they think we do.

Please do not approve this abomination. There is a school right there, an historical site and the parking for the shopping center is already a challenge, even to the able bodied.

Thank you for listening to my views.

Sincerely, K. Burnett, in the housing tract across the street. I'm a couple blocks away, but what a mess this will be for my neighbors in the houses closer to Ralph's.

Sent from my iPhone

**From:** [J22](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** OBJECTION to Use Permit 11-19-5315  
**Date:** Tuesday, May 26, 2020 9:14:33 AM

---

Dear Ms. Weiss,

Greetings. My name is Jon Levenson and I was raised in Lake Forest. When my husband and I were ready to start a family -- we moved back here. I've always appreciated how well-planned our community was, but this particular plan worries me. If this is the direction our community is headed, I'm afraid we won't be able to maintain its beauty and efficiency. So please, take my plea seriously.

I object to Use Permit 11-19-5315 for several reasons.

1. We have so many car washes already within a 2-mile radius of the proposed location -- and I use them all. There's literally a car wash RIGHT ACROSS THE STREET at the Shell station. The other locations seem to be much better suited for the flow of traffic a car wash would create. The parking lot at the Heritage Place Center is already frustrating enough. Adding a car wash would only wreak more havoc.
2. I've frequented the small businesses in Heritage Plaza since I was a child. The florist, dry cleaners, jewelry store, hardware store, and bagel shop are all places I go on a regular basis. That side of the shopping center seems top-heavy in terms of traffic and parking as it is. Why not add a restaurant with outdoor seating. It would balance the center and make it more inviting.
3. During this time of distress for small businesses, why would you complicate their progress by imposing such a high-traffic structure that would no-doubt limit visibility even more? Aren't we supposed to be helping small businesses succeed right now?

Please take my objection seriously. This is a bad idea. I'm all for progress in the city, but wouldn't it be better to select a business that we don't already have -- a nice restaurant, boutique food mart -- anything but another ugly industrial car wash or gas station.

Thank you,

Jon Levenson  




**From:** [Piccollo, Sara](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Objection to Car Wash replacing USBank building  
**Date:** Saturday, May 23, 2020 4:05:41 PM

---

Please do not approved yet another car wash in Lake Forest in the train I and lake forest plaza.

What the plaza needs is a great eatery, dessert place, or cafe with a patio. There are both too many liquor stores and car washes in the neighborhood.

Please note my objection to the US bank building becoming a car wash.

Thank you,  
Sara Piccollo

Lake Forest homeowner in the Serrano Park neighborhood

This message contains confidential information and is intended only for the individual named. If you are not the named addressee, you should not disseminate, distribute, alter or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmissions cannot be guaranteed to be secure or without error as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender, therefore, does not accept liability for any errors or omissions in the contents of this message which arise during or as a result of e-mail transmission. If verification is required, please request a hard-copy version. This message is provided for information purposes and should not be construed as a solicitation or offer to buy or sell any securities or related financial instruments in any jurisdiction. Securities are offered in the U.S. through PIMCO Investments LLC, distributor and a company of PIMCO LLC.

The individual providing the information herein is an employee of Pacific Investment Management Company LLC ("PIMCO"), an SEC-registered investment adviser. To the extent such individual advises you regarding a PIMCO investment strategy, he or she does so as an associated person of PIMCO. To the extent that any information is provided to you related to a PIMCO-sponsored investment fund ("PIMCO Fund"), it is being provided to you in the individual's capacity as a registered representative of PIMCO Investments LLC ("PI"), an SEC-registered broker-dealer. PI is not registered, and does not intend to register, as a municipal advisor and therefore does not provide advice with respect to the investment of the proceeds of municipal securities or municipal escrow investments. In addition, unless otherwise agreed by PIMCO, this communication and any related attachments are being provided on the express basis that they will not cause PIMCO LLC, or its affiliates, to become an investment advice fiduciary under ERISA or the Internal Revenue Code.

**From:** [Gianfranco Piccolo](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Objection to Car Wash replacing USBank building  
**Date:** Thursday, May 28, 2020 8:51:28 AM

---

Good morning,

I'd like to request that a car wash facility not be approved in the Lake Forest Plaza as proposed. I think there are enough car washes and liquor stores in the area as it is.

This shopping center is close to the school and would benefit from a family friendly restaurant or place for families to gather.

Please note my objection to the US bank building becoming a car wash.

Thank you.

**From:** [Daniel Banks](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Objection to Use Permit 11-19-5315  
**Date:** Sunday, May 24, 2020 12:27:45 PM

---

Hello,

I'm writing to express my objection to Use Permit 11-19-5315. I live in the adjacent neighborhood, Indian Hills and I believe adding a car wash in this shopping center would be a detriment to our city.

The shopping center is already crowded and difficult to find parking throughout the day. Adding more traffic and taking away parking spots will only make the matter worse.

In addition, there are already multiple car washes within one mile in all directions, including in the gas station literally across the street.

There are so many other things that can be done with the building other than a car wash. It's not needed and will make things worse.

With all due respect, I strongly ask that this project not be allowed to move forward.

Thank you for listening.

Daniel Banks

Get [Outlook for iOS](#)

**From:** [Jessica Pomares](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Objection to Use permit 11-19-5315  
**Date:** Thursday, May 28, 2020 10:15:16 AM

---

Hello,

I am writing to express my objection and complete disagreement to Use permit 11-19-5315. I live in Indian Hills across the street from the parking lot where car wash is proposed to be installed. There is already a car wash already within walking distance of this location and several others (of varying service levels) within 3 miles. Car washes are noisy and bring down the curb appeal of a shopping center. This shopping center was just recently renovated and finally looks respectable. Prior to this it was degrading and very poor curb appeal.

In addition to the negative affect on the exterior view, placing a car wash in this location would be extremely unsafe. There currently is no pedestrian access to the stores within the shopping center. If entering from Lake Forest drive you are forced to cut through bushes and walk in an abandoned bank drive-thru or walk in the street on a narrow car entrance and then cross the major route of car traffic to reach the sidewalk. If entering from Serrano you must walk a significant distance through the crowded and ill laid out parking lot.

I have multiple small children and we try to walk or bike to Bagels and Brew and other shops in this center. I always have a sense of dread when we enter the shopping center. Adding a car wash will increase vehicle traffic. Even if a pedestrian access were to be added, the increase in cars would be extremely worrisome. A car wash is noisy and would reduce my desire to eat at Bagels and Brew since we normally eat outside on the patio.

I fail to see any benefit to the community or any unfulfilled need that this car wash will satisfy. It is noisy, ugly, a threat to safety of pedestrians and a hindrance of business of the local shops. Please do not move forward with this. Thank you!

Regards,  
Jessica Pomares

**From:** [Teresa McClaskey](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Objection to building of drive-thru car wash  
**Date:** Saturday, May 23, 2020 3:03:50 PM

---

To whom it may concern,

I would like to state my objection to the building of a drive-thru car wash at 21781 Lake Forest. The shopping center is already busy. There are nice sit outside restaurants; a car wash would not be something I'd like to see while eating. Most importantly there is already a car wash across the street. I hope you consider the community's feeling on this. Thank you for your time.

Thanks,  
Teresa

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Objection to planned Car Wash  
**Date:** Saturday, May 23, 2020 7:06:17 PM

---

I am very saddened to hear the news that you were thinking to place a car wash at the Lake Forest Serrano shopping center on Trabucco and Lake Forest. I would like to voice my objection to this plan. it does not serve our community when we already have three car washes near us. An eatery with a drive-through would serve us better.  
Sent from my iPhone

**From:** [Danielle](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Objection  
**Date:** Saturday, May 23, 2020 3:32:06 PM

---

To whom it may concern,

I would like to express my objection for the drive thru car wash in Heritage Hill proposal. That center is not a good idea to have this type of business especially with food business right across from the proposed site. You also need to be aware of the traffic in and around that center when school is starting and end each day.

Danielle Leggett  
Lake Forest resident for 48 years

**From:** [Alan](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Oppose the Car Wash at Lake Forest and Trabuco  
**Date:** Sunday, May 24, 2020 10:41:28 AM

---

Please review this idea and reject it! What a terrible idea to put a car wash next to Ace Hardware! What a disruption to all of the current businesses in this center!

I have never sent the City of Lake Forest an email before, but after reading this proposed business on our Next Door Neighbor site, we wanted to let you know we are opposed to this type of business.

There is already a Shell Station and a Chevron Station car wash – the Chevron one near Serrano Park community is LOUD enough! In addition, the parking situation in the area proposed is already hard to maneuver.

PLEASE do not approve this!

Thank you,

Alan and Cynthia Gulick  
Lake Forest, CA



**From:** [Lori Waters](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Opposed to car wash at Lake Forest and Trabuco  
**Date:** Tuesday, May 26, 2020 8:53:29 AM

---

Good Morning,

It has come to my attention that a car wash is being planned for the shopping center at Lake Forest and Trabuco. I shop at that center weekly, and also go to ACE and Bagels and Brew. There is a car wash across the street at the gas station. There also is a car wash at the next major intersection (Bake and Trabuco). I do not understand the need for another car wash. I also think it has the potential of decreasing from the peaceful atmosphere of Bagels and Brew and the lovely Heritage Hill.

I have been a member of this community since 1984. I am vehemently opposed to a car wash.

Lori Waters

[REDACTED]

Lake Forest

**From:** [Melissa Acosta](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Opposing a new car wash  
**Date:** Saturday, May 23, 2020 5:13:31 PM

---

Good evening,

I am writing this email to oppose the new car wash to replace the old bank on Lake Forest. I love that shopping area. It has a great atmosphere while enjoying a nice meal at the bagels and brew. An another car wash in Lake Forest is absolutely unnecessary. We already have plenty. It is especially not needed in a location right next to a relaxing historical park. Having that type of establishment in that location will block the small businesses in that shopping center. I hope for our cities sake this will not pass and our community can continue to enjoy the restaurants and parks.

Sent from my iPhone

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Opposition to Car Wash Project - Heritage Hill Shopping Center  
**Date:** Monday, May 25, 2020 2:01:22 PM

---

Dear Ms. Weiss,

I am writing to formally voice my opposition to the proposed installation of a car wash where the old US Bank Building is now.

There is no way that a car wash fits in this shopping center. Between the proximity to Rancho Canada school, the number of kids that come through from La Madera and ETHS every day and Heritage Hill itself, this is not the right type of business for this center. I'm a regular customer at Bagels and Brew. We have a fair number of Scout meetings there and at Brizio's Pizza. The thought of them dodging cars coming through the car wash means we'll go somewhere else, which is what is going to happen to customers of most of those businesses - We'll go farther to get our groceries, prescriptions, food, and paint. My neighbors feel the same way! (We'll be writing to Ralph's and CVS.)

Please do not allow this bad use of the US Bank property to occur. There are half dozen car wash options within a ½-mile. But a shopping center that works as well as HH for the neighborhoods around it is a rarity.

Sincerely,

Mark & Colleen Logomasini

-----  
Mark A. Logomasini

[REDACTED]  
Lake Forest, California 92630  
[REDACTED]

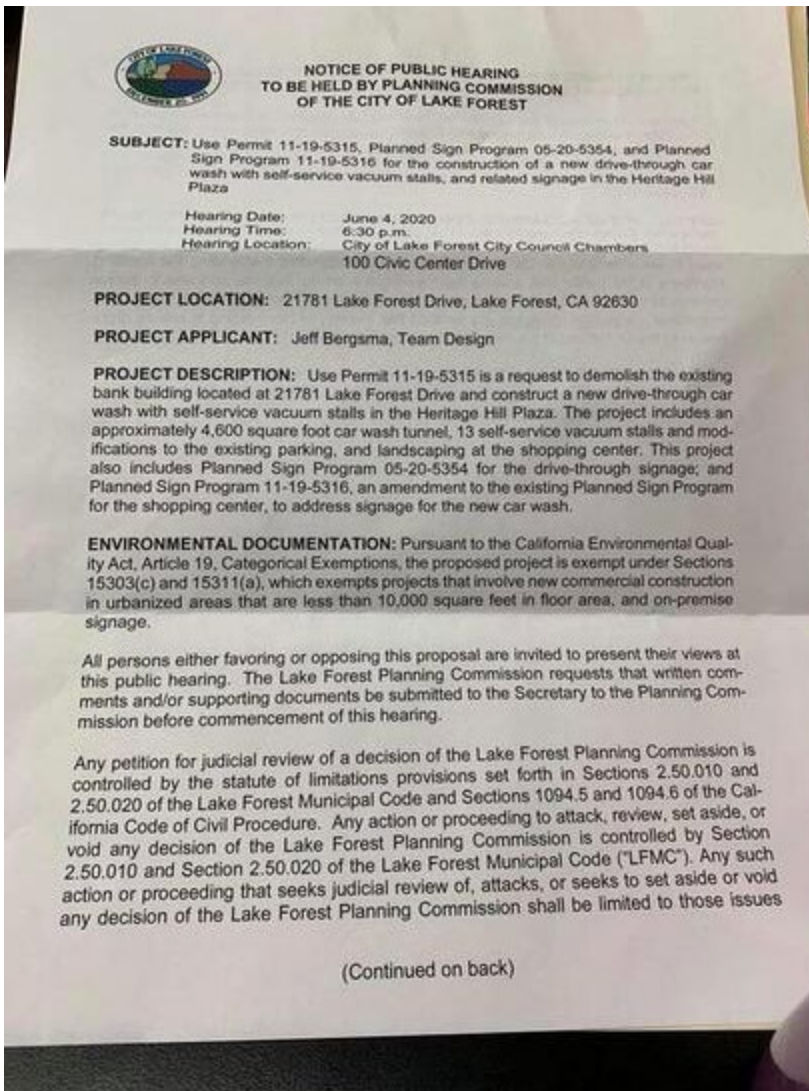
**From:** [Cindy Cunha](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Opposition to Car Wash  
**Date:** Wednesday, May 27, 2020 9:45:16 PM

---

Greetings,

As a resident of Lake Forest Woods community for 40 years, I wanted to voice my opposition to the proposed car wash at 21781 Lake Forest Dr.

I am self isolating and therefore unable to attend the June 4th public hearing; but it is important to me that my voice be heard on this matter.



Best Regards,  
Cindy Cunha

Lake Forest, CA

Sent from my iPad

**From:** [Doug McGaugh](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Our family is against the carwash  
**Date:** Sunday, May 31, 2020 12:03:01 PM

---

This below message is to let the city council be made aware that we live in the Forest Creek area of Lake Forest on the creek trail (20 years) which would be affected by noise and pollution, And loss in property values due to this project that is trying to be slipped into our community by a lack of communication to the Community of Lake Forest what a shame and disgrace with a lack of communication on this matter.

WE are **against** the proposed drive-through car wash and will fight for our community that we care about.

Douglas McGaugh

**From:** [Joe Wright](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** PROPOSED CAR WASH - LAKE FOREST & TRABUCO  
**Date:** Saturday, May 23, 2020 6:01:08 PM

---

As a resident of Lake Forest, I live near the proposed car wash location. I wanted to let you know that I am opposed to the addition of this car wash. It will bring more traffic to an already congested shopping center, it will be very noisy and unsightly. There is already a drive through car wash across the street and another one at Bake and Trabuco, 1.2 mile away. I'm sure there are better uses for the location than another noisy car wash.

**Joe Wright**



**From:** [Norm Abbod](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [Ackerman, Gayle](#); [Robinson, Dwight](#); [Tetterer, Mark](#); [James, Mike](#); [Moatazedi, Neeki](#); [Voigts, Scott](#); [ALISA WOOLSEY](#); [ARGELIA JIMENEZ](#); [BRUCE COOK](#); [DENNIS FREED](#); [JENNY MUCHA](#); [JIM RICHERT](#); [JOLENE FUENTES](#); [Ken Hedge](#); [PAUL COULTER](#); [Sonny Morper](#); [STEVE VALDERRAMA](#); [Tomaino, Carlo](#); [Rose, Debra](#); [Wheeler, Thomas](#)  
**Subject:** PROPOSED CAR WASH AT LAKE FOREST AND TRABUCO  
**Date:** Monday, May 25, 2020 2:45:58 PM  
**Attachments:** [IMG\\_0920.png](#)  
**Importance:** High

---

Please reconsider plans to add a redundant Car Wash in the middle of the Ralph Shopping Center located at Trabuco and Lake Forest Drive for the reasons given below.

The parking lot is loaded with speed humps and is already very, very busy. The Car Wash would really make it impossible to shop there. As stated below there are FOUR other Car Washes within a mile of that location and another one at the Shell Gas Station right on the corner of Lake Forest and Trabuco.

Thank you for your reconsideration.

Norman Abbod

[REDACTED]

[REDACTED]

Ranchwood Tract, Lake Forest II Representative.

3:22



< Lake Forest Connection 🔍 ...



Christine Anzer Carlen

4 hrs · 📍

I am one of the owners of the Jewelry Box located in the Ralph's shopping center on Lake Forest and Trabuco. Perhaps you've heard the owner of our shopping center

Is planning to knock down the old US Bank building in front of our store and build a car wash using that space and the 21 parking spaces (including handicapped) in front of it. It is a drive-through, then dry and vacuum it yourself model. Similar places have many hundreds of cars going through daily. You already know how difficult traffic can be in the center and how tough parking can be at times. In addition, the new building is very tall looks like an eyesore and will block the view of us and our neighboring stores and neon signs from Lake Forest Drive. In addition, there are already four car washes within a mile including the one at the Shell station on the corner. We are attempting to get an opportunity to speak at the planning commission on June 4. How can you help if you agree with us? Please send an email by the end of next week to the secretary of the planning commission at [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov) expressing your objection. Also, please forward this to spouses, adult kids, neighbors, friends and anyone else who might share our feelings. Thanks in advance.

Christine





**From:** [Betty Atwell](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** PROPOSED CAR WASH HERITAGE HILL SHOPPING CENTER  
**Date:** Monday, June 01, 2020 6:14:24 AM  
**Importance:** High

---

As there has long been a popular self serve car wash right across the street @ the Shell station + 2 more just down Lake Forest @ Dimension, there is no need for another especially when it will deplete much needed parking spaces. It also doesn't blend in with the newly upgraded shopping center tenants' businesses. Those businesses have been hit hard by the closures for the virus and it would be unthinkable to further impact their business by removing much needed parking spaces and putting in a business that is just not appropriate for that location.

The City would do well to monitor the complaints by residents about the awful car wash in Foothill Ranch. No one likes that place due to the extremely rude owner operators who harass customers. Prior to the new owners, this was a very successful car wash in a perfect spot where the nearby shopping center was not negatively impacted by removing parking spaces. The proposed self serve car wash now being considered is not appropriate for this center & would degrade the appearance of the remodeled shopping center.

Please do not approve this car wash. It is not needed in this area.

Betty Atwell  
Whispering Hills  
Lake Forest, CA

**From:** [Virginia Heard](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** PROPOSED CARWASH AT TRABUCO/LAKE FOREST SHOPPING CENTER  
**Date:** Tuesday, May 26, 2020 7:09:01 PM

---

To whom it may concern:

Through NextDoor posts, I recently became aware of a proposal for a carwash to be built in the Trabuco/Lake Forest Ralph's Shopping Center. Please do NOT do this. It is already difficult to get in/out of parking in that area with the healthy businesses already there.

Thank you!

Virginia Heard  
Resident of Indian Hills area of Lake Forest, CA

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#); [Ackerman, Gayle](#); [Robinson, Dwight](#); [Tettermer, Mark](#); [James, Mike](#); [Moatazedi, Neeki](#); [Voigts, Scott](#)  
**Cc:** [REDACTED] ["GINI GLEDHILL"](#); [Elia Perez](#); [Jacob & Elia Perez](#); [Jay & Cindy Greenberg](#); [Jim Archer](#); [John Kitchen](#); [Mark & Nancy Kasal](#); [Mike & Karen Silverberg](#); [Oscar & Devona Valenzuela](#); [Randy & Barn Sellke](#); [Scott & Kameron Abbott](#); [Sue Spitznagel](#); [Tim & Lisa Camarco](#); [Tom Mandala](#)  
**Subject:** PROPOSED H2GO CAR WASH AT HERITAGE HILL SHOPPING CENTER  
**Date:** Monday, May 25, 2020 4:13:38 PM  
**Attachments:** [Heritage Hill Car Wash.docx](#)  
**Importance:** High

---

All,

This email is to express opposition to the proposed Heritage Hill H2GO Car Wash.

I am attaching a flyer distributed to homeowners along Lake Forest Dr and Serrano Rd whose homes back Heritage Hill adjacent to where the proposed car wash is to be constructed. The flyer has also been emailed to other Lake Forest residents primarily in the Forest Creek Tract. The flyer outlines the reasons for opposition to the car wash. Of note, of all the people contacted (in excess of 30) not a single person is in favor of the car wash.

Please do not allow construction of the car wash.

Respectfully,

Dennis Freed

[REDACTED]

**From:** [Mom Nani](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Pending Car Wash  
**Date:** Tuesday, May 26, 2020 1:47:54 PM

---

Greetings City if Lake Forest Mayor and Council Members.

It's become to my attention that a car wash is pending at a shopping plaza near my home. In a shopping center which would be directly across from Bagels and Brew where our local residents and visitors go for a nice quiet cup of coffee or refreshments with or without their delicious meal. People go there to relax, meet ups, bible studies just to name a few.

With a car wash present it would 100% take all that quiet environment from all those that want to shop or dine.

This pending car wash would triple the vehicle traffic just to go to shop at the Hardware store and more likely discourage customers to even shop there due to the high volume traffic.

There's also the other business such as the Credit Union Bank, Restaurants, florist, jewelry stores and Ralph's Market just to name a few, that will make parking extremely challenging.

Don't forget our high school students that stop by to purchase a refreshment prior to school or groceries for their parents on their way home.

There can be danger for these young folks too.

We have enough issues in life and then for more unnecessary negative challenges to build a car wash, in a small shopping plaza? One does not need to go for a simple coffee, meal, tool, jewelry for a gift and have to deal with the car wash's add on's (staff, workers, vehicles parked to get washed then dried) to say the least "the building"!

No- that's crazy.

There is a car wash across the street. There's another one on Trabuco and Bake. If someone one wants to travel 2 miles there's also one off Lake Forest and Dimension. I myself like going to the car wash on Trabuco and Los Alisos.

I feel very confident that a better and more profitable location can be achieved however not at this location.

We'll be having soon with great anticipation another coffee locale opening soon, consider more traffic in the parking lot, as a vehicle comes in at various entry's and exit at various exits too.

Finally, I also am opposed to this plan for building a car wash in our small shopping center.

Respectfully,  
Vera Nani

**From:** [Kathy Tabar](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Pending carwash Lake Forest and Trabuco  
**Date:** Saturday, May 23, 2020 10:22:45 PM

---

I have lived in Lake Forest since 1983, I am very proud of our city, and very opposed to another carwash at the Ralphs / CVS center. Please reconsider this proposal, not the best use for the site.

Kathy Tabar

Sent from my T-Mobile 4G LTE Device

**From:** [Janet Dunscomb](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Planned car wash in shopping center at Lake Forest & Trabuco  
**Date:** Saturday, May 23, 2020 11:02:28 AM

---

The plan to build a car wash in the shopping center at Lake Forest and Trabuco is an extremely terrible idea. This shopping center is one of the few small shop, customer friendly shopping centers left in Lake Forest, and the idea of ruinIng that with a busy, loud, unattractive, unnecessary car wash in that location is horrendous, and amazing to me that anyone felt this is a good idea. If you took a poll of LF citizens, I bet the only ones in favor would be the property owners, the chosen contractor and the car wash owners (probably none of whom actually live in LF). Terrible idea... please don't let it go through!

Janet Dunscomb  
Lake Forest resident  
Sent from my iPhone

**From:** [Kris Shelton](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Planned car wash  
**Date:** Thursday, May 28, 2020 9:29:41 AM

---

I'm a resident of Lake Forest and I am not in favor of this car wash! It's a terrible place to put it and we don't need a car wash there. It will negatively impact the other businesses there. Please, if you must build it, put it somewhere else.

Thank you,  
Kris Shelton

Sent from my iPhone

**From:** [Jeff's AT&T](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Please SAY NO To new Lake Forest Carwash next to Bagels and Brew  
**Date:** Tuesday, May 26, 2020 9:23:56 PM

---

here are my sentiments that I feel about the planning commission meeting for the car wash on Lake Forest.....thank you resident Carolyn for putting these words together, I as a resident of Lake Forest since 2002 feel exactly the same on this issue  
Jeffrey Corrigan  
Lake Forest Community 1

as reprinted from a concerned citizen....

Bagels & Brew, The Jewelry Box, Brizzio Pizza as well as Heritage Hill State Park and many other Heritage Hill Plaza small businesses stand to be negatively impacted by the construction of a CAR WASH in close proximity - in the spot where the soon-to-be-demolished U.S. Bank currently stands. I emailed one of the businesses for more information and received a gracious reply. The owners said - "There is going to be city council meeting on June 4th at 6:30pm for the public regarding the car wash." We can support these long-standing businesses by attending the meeting and/or writing to the Lake Forest City Council and Planning Commission. I, for one, don't want to lose any of these businesses as they struggle to recover from the losses they've already incurred due to the coronavirus. The existing tenants have provided service to our community for many, many years. Don't they deserve a chance to recover without another hurdle put in their path? In case you haven't been following this, some of your neighbors have been discussing the car wash situation on Nextdoor for the past 2 days. There was a post yesterday under the title ... "Please Email Planning Commission". There are lots of details in the previous post about all the ways a car wash in that location just doesn't make sense. Of course there are a couple of dissenting views as well. Dissent is welcomed. But if you are one of those who don't want to see these businesses fail due to the negative impact of a car wash on their doorstep...the additional traffic, noise, parking problems etc. (they've already been notified they will lose parking spaces), check out yesterday's post - comments and replies. I won't belabor the subject of the traffic congestion that already existed, and will again when things get back to normal. That subject is covered well in the previous post. Why are these businesses special? Bagels & Brew for one, is not just a place to eat or pick up some great bagels. It's a gathering place! It's starting to be one again. I noticed the outside dining area was busy when I drove by there today. B & B is a place where we run into our friends and neighbors, or meet for breakfast or lunch. It's a destination for dog walkers, and a place to linger over coffee and a newspaper. Maybe I'm too sentimental, but it makes me sad to think that the outdoor space where I've had so many wonderful conversations

would not be the same due to the **"background music" of a car wash** steps away...or worse,

that Bagels & Brew would not survive. **This is an**



# understatement, Say no to the Self Serve car Wash in this part of Lake Forest!

Having attended weddings (vows said outside under a gazebo) and special events at Heritage Hill it's hard for me to imagine it being the same with a busy car wash a stone's throw away. There is information on the "Please Email Planing Commission" post about how to contact the city council and planning commission,.

**From:** [wlagal](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Please no car wash at old US bank building. Another food place would be suitable. Thanks for listening. Barbara  
Truncle lake forest 310 658 9862  
**Date:** Monday, May 25, 2020 7:15:16 AM

---

Sent via the Samsung Galaxy S7 edge, an AT&T 4G LTE smartphone

**From:** [Deborah Willard Cunningham](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Please no car wash in Ralph's shopping center  
**Date:** Thursday, May 28, 2020 9:26:51 AM

---

As a resident of the Lake Forest community, I am opposed to a carwash being put in the vacant bank building on Lake Forest/Trabuco. There is a carwash right across the street at the Shell station.

This will cause more congestion in that small area. It will be an eyesore, and simply not wanted.

Sent from my Verizon, Samsung Galaxy smartphone

**From:** [Nicole Olsen](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Potential Car Wash  
**Date:** Sunday, May 24, 2020 9:03:59 AM

---

To Whom it May Concern:

I am a resident in Lake Forest writing in regards to the proposed car wash to be built in the Ralph's shopping center on Lake Forest Drive/Trabuco.

I am a five year resident of Lake Forest and own a home directly across the street from this shopping center. The idea of a car wash at this location baffles me completely. It is a poor fit for the proposed location and will likely create a lot of backlash from the surrounding community. This parking lot is poorly laid out as it is, and a car wash will add to congestion and take away the ease of parking for several very small businesses that are adjacent to the location.

This center houses two local dining favorites--Bagels and Brew and Brizio Pizza right in the same corner of the lot the proposed car wash would be built. People frequently enjoy the experience of dining outdoors in front of these establishments. I am sure a car wash will bring a lot of extra noise and take away from the aesthetic of these beloved businesses.

My house backs to Lake Forest Drive so I'm very aware of what's going on in the area. There are already lots of accidents at Lake Forest Drive and Serrano, Lake Forest Drive and Trabuco, and Lake Forest Drive and Chinook. Increasing traffic in and out of this shopping center will only worsen these incidents. The traffic light at Chinook does not have dedicated arrow lights and people rarely use their turning indicators and have created several close-calls that I've witnessed myself firsthand. As a pedestrian, I have had cars nearly hit me while crossing Lake Forest Drive at this spot as well.

Furthermore, a car wash here seems like a failed idea. There are already several car washes within a couple mile radius from this center. I can't imagine the amount of construction and money that will have to be poured into demolishing the existing building and creating a new car wash from the ground up. I don't want the noise and mess of a construction site in a center that I can see and hear from my own yard and frequent for shopping and dining purposes, only to be followed by the noise of vacuums and other machinery to run the wash.

Please, I urge the planners and backers of this project to reconsider this car wash. There are so many reasons this will create issues and take away from the enjoyment of nearby residents and small businesses. There is no doubt in my mind that a car wash at this spot is a terrible idea.

Sincerely,  
Nicole Olsen



Virus-free. [www.avg.com](http://www.avg.com)

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Potential new car wash on corner of Lake Forest and Trabuco  
**Date:** Saturday, May 23, 2020 6:04:18 PM

---

Hello-

I recently heard the news that the owner of the shopping center at Lake Forest and Trabuco was looking to tear down the US Bank building and replace it with a car wash.

As a homeowner in the city, I think this is a terrible idea for the city of Lake Forest. Not only are there 4 other car washes within a several mile radius, there is already one right across the street at the Shell station.

This is not the type of business that would add to the beautification of the city, and it could potentially increase traffic in that already overcrowded parking lot.

Please do the right thing for the city of Lake Forest and deny this request.

Thank you,

Brian Anderson

**From:** [Darla](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash - Trabuco/Lake Forest  
**Date:** Saturday, May 23, 2020 5:21:40 PM

---

Hello,

We are Lake Forest residents who frequent the Ralphs shopping center on the corner of Trabuco/Lake Forest. It is our understanding that there is a proposal for a car wash for that shopping center and we are writing to express our objection to the plan. Not only will it be an eye sore for what is a nice shopping center with beautiful pine trees, but it will bring additional (unwanted) traffic to the shopping center. We already have four car washes within a mile radius.

Please keep our city beautiful and limit these type of businesses. We already have plenty of them.

Thank you in advance for your consideration.

Darla & Kevin Lea

[REDACTED]

Lake Forest, CA 92630

**From:** [Mickey Isen](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at Heritage Hill Plaza  
**Date:** Sunday, May 24, 2020 9:08:20 AM

---

It appears that there is an application to build a drive-thru car wash in the area currently occupied by the former US Bank Building at Heritage Hill Plaza. Please accept this email as a request to reconsider this use. There are several similar car wash facilities within a mile or two and another one is not needed. Also, Heritage Hill Plaza is a very crowded shopping center and the proposed use will certainly add to the congestion. Also, the additional traffic that will be caused by this use could be a danger to the many children that walk in the area going to Rancho Canada, El Toro HS, and Serrano middle school.

Thanks for your consideration.

Michael Isen  
[REDACTED]  
Lake Forest, CA 92630

**From:** [Richard Albergo](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at Heritage Hill Shopping Center  
**Date:** Tuesday, May 26, 2020 10:04:55 AM

---

Lake Forest City Planning Commission and City Council,

I have been a resident of Lake Forest (formerly El Toro) for 33 years. I have witnessed the growth of the city over the years, some good, some bad. I wish to express my concerns regarding a proposed car wash at the old US Bank building location in the Hertiage Hill shopping center on Lake Forest Drive. That is the most ridiculous use of that property anyone could have come up with. If Lake Forest can not attract a better business for use of that property, then there is something seriously wrong or underhanded with the operation within the planning commission and city council. There are enough car washes of varied types in the city without adding another at that location. This will negatively impact the parking as well as the traffic through that shopping center, which is already horrendous. It would establish a degrading image for the shopping center and have a hugh impact on the businesses operating there. It is not a 'good fit' for that location. Please, please reconsider the usage of that property.

Respectfully,  
Richard Albergo

[REDACTED]

Lake Forest

[REDACTED]



**From:** [staufferkathy](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at LF/Trabuco  
**Date:** Tuesday, May 26, 2020 7:02:15 PM

---

Good evening,

I just wanted to take a moment to write an email and let you know my thoughts on the proposed Car Wash for the old U.S. Bank building on Lake Forest/Trabuco. First, the area is frequented on weekends with a constant traffic flow for Bagels and Brew and these hours would also be of high use to a car wash. Second, there are already 8 car wash options within 1.5 miles of that location and one is less than two tenths of a mile.

I implore you to consider other options for this location that will have fewer cars moving about and is an actual \*need\* of our community.

I appreciate you taking the time to read this and for taking my thoughts as a 17 year Lake Forest resident residing in Forest Creek off Bake and Trabuco into consideration.

If you have any question, please feel free to call my cell at [REDACTED]

Thanks again,  
Kathy Stauffer

Sent from my T-Mobile 4G LTE Device

**From:** [Oleta Hoffman](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at Lake Forest & Trabuco  
**Date:** Monday, May 25, 2020 1:22:46 PM

---

We are 33 year residents of Lake Forest and are strongly opposed to a car wash at this location. There are several car washes already within a short distance and we don't really need another one; this location does not seem a good fit. There are many other uses for that property that would be better suited but a car wash is just ludicrous and would be quite an eyesore for that location. It also reduces parking for the credit union location and the shops across the road such as Bagels & Brew, etc.

PLEASE do not approve this project.

Tom and Oleta Hoffman

**From:** [melody.gordon](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at Serrano & Lake Forest Dr.  
**Date:** Monday, May 25, 2020 12:36:34 PM

---

I oppose this for some logical reasons. I've lived a short walk away from this corner for 40 years. I am well aware of the congestion and limited space in this area. The foot and vehicle traffic this would bring right there would bring many problems and accidents. A new business would be great. This is the 'wrong' business for the space.

There is a carwash on the next corner and one similar to the proposed one, just blocks away on Trabuco. The two mentioned are in with gas stations and have plenty of room in their complexes.

I am asking you to say NO to this proposed car wash in this complex.

Melody Gordon

**From:** [The Youngs](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at former US Bank Location  
**Date:** Sunday, May 24, 2020 11:55:55 AM

---

I am aware that the owner of the former US Bank building in the center at Trabuco and Lake Forest proposes to build a car wash at that site. I would like to voice my opposition to this plan. I have lived in Lake Forest since 1993 and frequent that center several times a week. My children attended Rancho Canada, Serrano Intermediate and El Toro HS where they walked through that center after school as do many children. The added traffic (especially with people in a hurry) would increase the risk to these young pedestrians.

The Ralphs Center already lacks parking. At peak times, I have had difficulty finding a parking spot. The proposal will eliminate nearly two dozen of these precious parking spots. Lines of cars waiting to be washed will cause congestion and impact the businesses and tax revenue generated by those already in the center.

This area has several car washes within 2 miles of this location.

Please do not approve the plan to install a car wash in this center.

Thank you,

Samantha Young  
[REDACTED] LF  
[REDACTED]

**From:** [Pam Rehwoldt](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash in Heritage Hill Shopping Center  
**Date:** Saturday, May 30, 2020 10:36:42 AM

---

We feel that the proposal to place a car wash in Heritage Hill Shopping Center is ill advised. That area is very congested with the present traffic through the center -- and that is currently with very limited traffic due to the pandemic. Minor accidents or near accidents are common occurrences in the area. When school is on, the additional traffic (as many parents either cut through or park there when picking up or dropping off their children at school) and the children meeting their parents, causes great congestion. This is in addition to the many young people that hang around the area as an after school meeting place.

When society is operating normally, there are often very few parking places available. This causes drivers to stop in front of the desired store, drop off their passenger to shop, then drive around the parking lot (pausing as much as possible) until their shopper returns.

The merchants currently in the center need the city's support. They have been through a remodel and pandemic -- both of which have made it difficult to access their businesses. You can see the effect of this by the businesses that are either closed or hanging on by a thread. They do not need a car wash as another problem which makes accessibility to their business more difficult.

It seems to us that a car wash is a poor fit for this location. There are other nearby options for residents to get their cars washed!

Doug and Pam Rehwoldt

**From:** [Colleen Boyle Smith](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash  
**Date:** Tuesday, May 26, 2020 7:14:51 AM

---

Good morning. I am writing to you to voice my opinion on the proposed car wash at the old US Bank location on Lake Forest and Trabuco. The parking lot is already dangerous enough with cars in and out and lack of parking. My young kids attend Rancho Canada and have to walk home from school. They have to walk through the parking lot to get home. If a car wash goes into that spot it will be even more dangerous for them as well as all the other children that walk or ride home from school.

Please take this into consideration and do not let the owner of the plaza put a car wash there that will most likely harm someones young child one day!

Sincerely,

**Colleen**

Colleen Boyle-Smith  
Bernard G. Boyle, CPA, Inc.  
Attorney at Law  
17822 E. 17th Street, Ste. 203  
Tustin, Ca. 92780  
[REDACTED]  
714-637-5734 Fax

**From:** [Ken Floyd Jr.](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash  
**Date:** Sunday, May 24, 2020 10:29:53 PM

---

Hello Ms. Weiss,

I am writing to express my disagreement with the proposed plan by the new owner of the old US Bank building at Lake Forest and Trabuco to turn it into a car wash. The traffic is already crowded there as it is. Getting to that Ralph's and the ACE Hardware store would be even more difficult with the addition of a car wash. Numerous options already exist in the city for someone looking for a car wash.

Please do not allow another one to be built at that site.

Sincerely,

Ken Floyd Jr.

[REDACTED]

Lake Forest, CA

**From:** [MARIBETH POOL](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash  
**Date:** Saturday, May 23, 2020 9:51:48 PM

---

I am writing to let you know what a bad idea it would be to put a DIY car wash in the Heritage Hills Shopping center. The center is already short on parking spaces and the traffic would be a nightmare. It would negatively impact other business in the center and probably cause more vacant properties. All in all a very bad idea and I for one would never use the new proposed car wash!!!

Maribeth Pool  
Lake Forest Ca  
Sent from my iPhone



**From:** [Barbara Whiteman](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash  
**Date:** Saturday, May 23, 2020 7:23:51 PM

---

I have heard that there is a proposed car wash in the place of the US bank in the Ralph's Shopping Center (Lake Forest and Trabucco). It will also take up parking spaces.

I am against this. Parking is already difficult in that area if the parking lot with the restaurants, florist and dry cleaners.

There is already a car wash on Bake and also in the Shell station across the street. There is also a car wash on Rockfield.

I can see having a car wash as part of a gas station or a stand-alone carwash in an industrial area.

I feel that this would be a problem with traffic and parking in that shopping center. There are many children that walk through that shopping center after school, on the way home. The extra traffic would increase the risk of pedestrian injuries.

Thank you for taking my comments into consideration.

Barbara Whiteman  
[REDACTED]  
Lake Forest, CA

*Sent from my Verizon Motorola Droid*

**From:** [John Gasca](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash  
**Date:** Tuesday, May 26, 2020 5:13:54 PM

---

I have just heard of the proposed car wash in the Ralph's center on Lake Forest and Trabuco. there are plenty of car washes already close by in this area. The center functions quite well with the businesses already there, and this would no doubt disrupt the flow, activity and parking of the center. Please vote against the car wash.

John Gasca

[REDACTED]

Lake Forest, CA 92630

Resident of Lake Forest for over 20 years.

[REDACTED]

**From:** [Bonnie vlach](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car wash in Heritage Plaza  
**Date:** Tuesday, May 26, 2020 8:49:26 AM

---

Dear committee for review,

As a resident of LF, living less the a mile away from Heritage Plaza (Hazelnut Ln), I strongly oppose to a car wash being built there. The traffic in that parking lot is already over-abundant and allowing a car wash that increases car traffic endangers other drivers as well as pedestrians. Furthermore, children attending Rancho Canada, La Madera, Serrano Middle School and Lake Forest cross on the corner of Serrano and Lake Forest drive and increases traffic in that area would increase the danger to those children substantially.

I implore you to NOT approve this business in Heritage Plaza for the safety of our entire community.

For your consideration,

Bonnie Vlach

**From:** [Valerie Wright](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car wash  
**Date:** Saturday, May 23, 2020 4:03:37 PM

---

Hello,

I want to express concern for the proposed car wash in the parking lot of the Ralph's shopping center. First, that parking lot is already a nightmare...we don't need less spaces and more traffic. There are numerous nearby options for those who want a car wash...and they are RARELY busy. Why would we take an already cramped and poorly laid out parking lot and make it worse. I frequent the Credit Union, the Bagel place, Ace, Brizio's, the florist, the Jewelry Box, CVS, Ralph's and the shoe repair guy on a regular basis. I can tell you that I will not be frequenting these establishments if the poor parking conditions get worse. I have tried my best during COVID 19 to support the small businesses of this city, many of which have been in this shopping center. They have already endured enough hardship without something else to detract from business. Parking lots are known for being dangerous...and now you are taking away parking and increasing the probability of in-coming cars. I want you to know if this proposal comes to fruition, I will remove my support of these business...including changing banks... to avoid needless increased chaos. I hope you will not proceed with a thoughtless, and needless project that will impede the current long term businesses.

Sincerely,

Valerie L. Wright Stevens

Concerned Citizen/Consumer

**From:** [Evelyn Axelrad](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car wash  
**Date:** Wednesday, May 27, 2020 2:26:40 PM

---

Please note that I **OBJECT** to the proposed car wash in the Ralph's/CVS location at Trabucco and Lake Forest.

Parking in this lot is difficult in the best of times and a car wash will remove many parking spaces while increasing traffic. We are lucky here in that we have many choices for car washes close by. I certainly would not be using it.

Again, note my objection.

Thank you.

Evelyn Axelrad  
[REDACTED]  
Lake Forest, CA 92630

**From:** [D. Rod](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Carwash / Lake Forest and Trabuco  
**Date:** Tuesday, May 26, 2020 7:18:20 PM

---

To Whom It May Concern,

Please reconsider this absurd plan. The traffic in this center is already challenging. Judging from the plans, the building is an eyesore as well. There is a carwash across the street from this very location as well as a few others well within a mile radius.

There is foot traffic when school is in session and a carwash will only increase an already busy center.

I have lived in Lake Forest for over 30 years – it is sad to see the changes in recent years.

Please say no to this particular business in this center.

Thank you for your time and consideration.

Doris Rodriguez

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Carwash at Lake Forest & Trabuco.  
**Date:** Saturday, May 23, 2020 5:55:03 PM

---

TO: Secretary of The Planning Commission – Lake Forest, CA

The owner of our (Ralph's/CVS/Ace Hardware) shopping center is planning to knock down the USBank building (facing Lake Forest ave.) and build a carwash. The traffic in this center is already often difficult and parking can be tough. In addition, the new building looks tall and ugly from the plan & many parking spaces will be going away to make room for construction. Also, there are already four carwashes within a mile including the one at the Shell station on the corner across the street.

I would urge your commission to reject any use of the land for the proposed car wash.

Thank you, from a concerned resident,

Jack Koppen

**From:** [Ramona](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Carwash at Lake Forest and Trabuco  
**Date:** Saturday, May 23, 2020 4:34:23 PM

---

Good day,

I understand that the owner of the shopping center property at Lake Forest and Trabuco is planning to request a permit to build a car wash on the property. I am requesting that the city NOT approve that request. There is already far too much traffic in that parking lot, and in the local area. There is a drive-thru car wash directly across the street at the Shell station, and 3 others within a mile of the center. This new car wash is not needed.

Thank you,

Charles Gibney

[REDACTED]

[REDACTED]



**From:** [Mara Barro](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Carwash on Lake Forest Dr. and Trabuco shopping Center  
**Date:** Wednesday, May 27, 2020 8:23:01 PM

---

Hello... I have read several times over that there is a drive thru carwash proposed for the current bank spot in the Trabuco shopping center, across from Bagels and Brew. As a nearby resident I am opposed to this happening and will not support this business in any way. That area is already heavily trafficked which makes parking cumbersome, this would only hurt the existing businesses in that shopping center more. Also, I have children who attend schools nearby and use this shopping center as a pass through for their route home. Their safety would be compromised if they were to put a carwash in that parking lot. As a homeowner that lives within 5 miles of that center, and can access two other car washes nearby in a less than a mile of this proposed carwash, I would prefer to see something else in place of that would be more of a benefit to the neighborhood in a more substantial way.

Thank You,  
Mara Barro

**From:** [Heidi Pherrin](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Carwash  
**Date:** Sunday, May 24, 2020 10:44:29 AM

---

I have just been made aware that shopping center at Lake Forest and Trabuco is planning on knocking down the US Bank and put in a carwash which would also take away 21 parking spaces. This is a very busy, high volume center and with lots of traffic especially in the afternoons. Adding a carwash in that particular location would really complicate the the traffic situation and make parking more difficult. I shop, bank and dine in that center regularly and find myself frustrated with the parking situation there now, a carwash in the proposed location would really impact entering and exiting the center as well as taking away so many parking spots. There are a number of nearby carwashes, on being directly across the street at the Shell station or at Bake and Trabuco. It seems there could be a better use found for this particular part of the property that would not negatively impact the rest of the center and inconvenience customers going to other businesses in the center. Thank you for your consideration in this matter.

Sincerely,

K. Heidi Pherrin

Lake Forest resident for 40 years

**From:** [Pamela](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Drive through car wash at Trabuco/Lake Forest  
**Date:** Saturday, May 23, 2020 11:07:25 AM

---

I am a resident of Willow Glen in Lake Forest and strongly oppose the proposal for a drive-through carwash in the shopping center at Trabuco/Lake Forest. That would be a HUGE EYESORE, and traffic nightmare in an already crowded center. The center recently refaced the stores and this would be horrible obstruction. Drive through car washes take up too much space and parking.

I would be a deterrent to shoppers in the center. Not to mention there are already at least 2-3 drive through car washes nearby. One drive through is at Bake and Trabuco. Another is up Lake Forest (near Dimension or Regency).

PLEASE DO NOT APPROVE THIS PLAN!!!! How about building a nice restaurant instead?

Pamela (PJ) St.Pierre

**From:** [Diane Trimbur](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Drive-Thru Car Wash on Lake Forest Drive  
**Date:** Wednesday, May 27, 2020 1:24:01 PM

---

Good afternoon.

My name is Diane Trimbur and our family have been residents of Lake Forest for 26 years in a neighborhood located in very close proximity to the Ralph's center where the proposed car wash is to be built. Our son has gone to all of the local schools for K-12 where traffic in the area has been treacherous over those years before and after school and only getting worse. Putting in a car wash into this shopping center adds additional traffic to an already busy center especially during rush hour not to mention we have ample car washes very close by. My family and I are very much against this idea and no doubt there are many other options that make more sense to be built such as an additional "non-franchised" eatery or restaurant. Lake Forest is wrought with franchise food and very little unique food options. Please DO NOT put in a car wash!

Diane Trimbur

**From:** [Laurie Leonard](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Lake Forest & Trabuco carwash  
**Date:** Thursday, May 28, 2020 5:56:50 PM

---

Dear Gentlepeople,

Thank you in advance for your attention to my note.

I strongly object to another unneeded carwash in the shopping center with Ralphs, Bagels & Brew, The Jewelry Box, etc.

With the shopping centers recent remodeling I've observed an increase in welcomed foot-traffic. My belief is that a carwash would bring too many cars driving through the center, resulting in safety concern for those shopping, strolling through or dining in the restaurants.

In addition, from a tax revenue basis for the City, I believe this highly-visible, desirable parcel would be better served with a more comparable retail establishment. So I implore you all to decline the carwash petition and take time to find a more suitable tenant.

Again, thank you.

Laurie Len Leonard  
Cell [REDACTED]

**From:** [Jim Pool](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash  
**Date:** Saturday, May 23, 2020 10:18:22 PM

---

We do not need a car wash in this center that is already parking impacted and a traffic nightmare. If the car wash becomes a reality other tenants will leave and the center will be a ghost town like the old Vons center on Trabuco and El Toro!

James Pool  
Lake Forest CA

Sent from my iPhone

**From:** [Corinna Bagley](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [Hubby](#)  
**Subject:** Proposed car wash  
**Date:** Tuesday, May 26, 2020 10:37:52 PM

---

Hello,

We are long time residents of Lake Forest (me 20 years, my husband 35+years). We have seen the Ralph's shopping center on Lake Forest drive and Trabuco go through many changes over the years. Recently we have heard about a proposed car wash to be put in place of the old USA bank building. We are very much against this idea. The center is already crowded and a car wash is not needed when there are 4 other car washes within a mile of this proposed location. The noise of a car wash would disrupt the outdoor seating at Bagels n Brew and Brizio's pizza. Please do not allow a car wash to be put in this center.

Thank you very much.

Have a blessed day!  
Todd & Corinna Bagley

**From:** [Robert Nissen](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash Lake Forest and Trabucco shopping center  
**Date:** Tuesday, May 26, 2020 9:11:45 AM

---

Dear Mr. Weiss,

We understand there is a proposal to replace the U.S. Bank building with a do it yourself car wash. This is a very busy shopping area as it is and traffic congestion can be difficult to even find a parking space. There are 4 car washes within a mile of this location and if you want a do it yourself there is one 2 1/2 miles up Lake Forest and Dimension.

This is used as a shortcut through the shopping center for kids walking to school twice a day and would make this extra traffic even more risky. The elementary school Rancho Canada is very busy dropping off and picking up and can create a problem getting on Serrano at these times of day.

This is a nice Neighborhood shopping center let's not ruin it with a car wash that will just create more unnecessary traffic.

Sincerely,

Robert & Carolyn Nissen



**From:** [Karen Dill](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash Ralphs center @ Lake Forest & Trabuco  
**Date:** Sunday, May 24, 2020 1:17:03 PM

---

Hello,

Recently learned that there is a proposal for a car wash to be built at the Ralphs center located at Lake Forest and Trabuco.

**I would like to voice my opposition to a car wash being added to that center:**

1) It certainly is not needed as there are 5 car wash options available in this immediate area

- a. one at Shell station across street
- b. location at Chevron station at Trabuco and Lake Forest
- c. two more on Lake Forest within 2 miles from the Ralphs center
- d. plus a Checkered Flag car wash on Rockfield in Lake Forest

2) Parking is often at a premium at this center and a car wash would eliminate many needed spaces and also cause an increased impact on the traffic in and out of the center

3) Structure would not in any way compliment this recently and nicely done upgrade to the center. A car wash, would not only be unattractive but would block view of the center and its businesses from the street.

It is a pleasant neighborhood shopping center, please keep it that way and do not allow something that is in no way needed in our area.

Robert and Karen Dill

[REDACTED]

Lake Forest CA 92630

[REDACTED]

**From:** [Cindy Buchanan](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash at Chinook and Lake Forest in Ralph's lot  
**Date:** Tuesday, May 26, 2020 12:30:12 PM

---

I wanted to voice my objection to the proposed car wash in this location. I live within half mile of this location and can attest that there are already several car washes, both full service and self service, that would meet this need.

- The space is not sufficient to hold the generated traffic if it is successful.

-The likelihood of a profitable business is minimal given the number of carwashes already within a mile, which will leave an ugly, bankrupt business.

-The proposed activity will have a tremendous impact on the Heritage Hill Park as well as the businesses already established in the center.

-The additional traffic generated would have a negative environmental effect - has an impact study been conducted? With the plant and wildlife that exists in the nearby park, environmental groups may become very interested in preventing/delaying a new business designed to bring in vehicle traffic for very short periods of time.

I would prefer to support a local business owner who provides opportunities to spend money in businesses that aren't redundant.

Please oppose this petition.

Cynthia Buchanan  
Lake Forest home owner

**From:** [Rebecca Flores](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash at Lake Forest Dr & Trabuco  
**Date:** Saturday, May 30, 2020 3:27:04 PM

---

Hi there,

I recently heard that the owner of the Ralphs shopping center at Lake Forest Dr and Trabuco is proposing to put a drive through car wash in place of the bank building.

I'm writing to plead that this not be allowed - we already have a car wash at the same intersection, and a carwash will be an eyesore right at the entrance to my neighborhood.

Please don't let them destroy the beauty of the area!

Thank you for your time,  
Rebecca Flores

[REDACTED]  
Lake Forest, CA 92630  
[REDACTED]

**From:** [Sara James](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash at Trabuco and Lake Forest, BAD IDEA!  
**Date:** Monday, May 25, 2020 9:13:03 AM

---

As per this article, this is a very bad idea!

I am one of the owners of The Jewelry Box of Lake Forest. The owner of our (Ralph's/CVS/Ace Hardware) shopping center is planning to knock down the USBank building in front of our store and build a carwash using that space AND the 21 parking spaces (including handicapped) in front of it. It is a drive-thru, then dry and vacuum it yourself model. Most similar places attract hundreds of cars daily.

The traffic in this center is already often difficult and parking can be tough. In addition, the new building looks tall and ugly from the plans. Also, there are already four carwashes within a mile including the one at the Shell station on the corner.

Sara James

[REDACTED]

Mission Viejo, CA

**From:** [Nancy](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash in Heritage Hill Plaza  
**Date:** Saturday, May 23, 2020 12:21:00 PM

---

I am opposed to a car wash replacing the US Bank building in Heritage Hill Plaza. A car wash in this center would seriously impact traffic and parking in an already busy shopping center. The car wash itself and it's signage would be an eye sore to the community. Additionally I have counted 7 car washes in the city of Lake Forest, not to mention the surrounding cities. One of which is directly across the street from the proposed car wash at the Shell station on Lake Forest and Trabuco.

Please reject this proposal for a car wash.

Thank You,  
Nancy Ratkowski  
(37 yr resident)

Sent from my iPad

**From:** [Christine Gallis](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash in Ralph's shopping center on lake forest and Trabuco  
**Date:** Saturday, May 23, 2020 1:06:15 PM

---

Hi there,

I am writing to express my extreme objection to a car wash that is planned for the location of the old U.S. Bank building at the Ralph's shopping center on Lake Forest and Trabuco.

Apart from the fact that there are already four car washes within a mile of this location - including one directly across the street at the Shell station - this is not the kind of business that contributes to the beautification of an area. It brings with it traffic and trash and the look is an eyesore.

My hope is that opportunities for new businesses feature unique and presentable stores that enhance the shopping and dining experience of the area. Yet another car wash would certainly not lend itself to that experience.

PLEASE reconsider this plan and encourage one that will make Lake Forest an even more desirable place to live and work.

Thank you,

Christine Gallis

--

Sent from Gmail Mobile

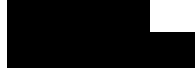
**From:** [Meredith McDonald](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash on Lake Forest/Trabuco  
**Date:** Wednesday, May 27, 2020 6:48:39 PM

---

I am writing today to express my concern over the proposed car wash in the Ralph's shopping center at the corner of Lake Forest and Trabuco. That center has a relatively high traffic volume and low parking ratio. A car wash would be a bad idea in that center. Not to mention, there is a car wash across the street.

Please reconsider approving the proposed car wash in that center.  
Thanks!

Meredith McDonald



Lake Forest

Never let anyone treat you like a yellow starburst. You are a pink starburst!!

**From:** [Nino Acosta](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash replacing US Bank building  
**Date:** Saturday, May 23, 2020 11:44:30 AM

---

Hello, I am a home owner and resident of Lake Forest and live near Trabuco and Lake Forest Drive. I wanted to express my concern and disapproval for the proposed carwash to be built at the Ralphs strip mall at the corner of Trabuco and Lake Forest Drive. My concerns are for the increased vehicle traffic and trash associated with car washes. That plaza was recently updated cosmetically and finally looks good. A carwash would be an eye sore in that plaza and decrease its aesthetics. Something else better can be built in place of the old US Bank building. I hope you take my concern and others into consideration.

Thank you,

- Nino Acosta  
Lake Forest Resident

Sent from my iPhone



**From:** [Patricia Lee](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash  
**Date:** Thursday, May 28, 2020 8:16:21 AM

---

I can't believe a car wash is being considered for this location! There is already one right across the street at the Shell station. Can't imagine sitting outside Bagels and Brew or Brizio's and looking at that, not to mention the noise/traffic. Please do not consider this.

Lake Forest resident  
Patricia Lee  
Sent from my iPad

**From:** [Bonnie Wood](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash  
**Date:** Tuesday, May 26, 2020 9:24:26 AM

---

Dear Mr. Weiss,

It is with dismay that I learned of the proposed car wash on Lake Forest Drive where the Union Bank has been. I know many residents have contacted you about their displeasure regarding this change, and I totally agree! We have another car wash across the street plus one on Bake and Trabuco so there is really no need for another so close in proximity. Maybe another area of Lake Forest needs one but not this center.

This center is not an industrial one! It is a community/neighborhood gathering place with Bagels and Brew, Brizios, Din Ho, Ace Hardware , Ralph's not to even mention our historical landmark, Heritage Hill. Another restaurant would be welcome, but NOT a car wash.

Please act in the interest of our city and turn down a poorly thought out plan for another car wash. Thank you!

Sincerely,

Bonnie Wood, resident of Lake Forest since 1982.

**From:** [Evelyn Gasca](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash  
**Date:** Monday, May 25, 2020 9:36:40 AM

---

I am definitely opposed to the car wash being planned in the Ralph's center on Lake Forest and Trabuco.

I have lived in Lake Forest for 22 years and love the center where Bagels and Brew, the cleaners CVC and Heritage Hill etc. are located.

A car wash is not needed in this area as there are two located approximately 2 miles in each direction of this location.

This will impact traffic in the center and not be an asset to this hometown feeling.

Please vote against this proposed car wash!

Evelyn Gasca



Lake Forest

**From:** [John Rogers](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash  
**Date:** Friday, May 29, 2020 3:57:33 AM

---

This is a terrible idea. Car washes may be efficient and useful but not in a neighborhood shopping center. Besides, Shell has one right across the street.

Please reconsider why this is the best use of this now abandoned bank property. Lake Forest property values in this neighborhood will not reflect kindly on this sort of a business.

**From:** [Linda Economon](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed carwash in Heritage Plaza  
**Date:** Saturday, May 23, 2020 10:49:38 AM

---

I am writing to you to appeal your decision to build a carwash in Heritage Plaza on Lake Forest Drive and Trabuco Road. The shopping center is already extremely congested and parking can be an issue. I do not believe that we need another carwash in Lake Forest. For these reasons I would appreciate it if you would reconsider your decision.

Linda Economon  
36 year Lake Forest resident

Sent from my Verizon, Samsung Galaxy smartphone  
Get [Outlook for Android](#)

**From:** [Craig Wilson](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed carwash on Lake Forest and Trabuco  
**Date:** Wednesday, May 27, 2020 9:17:12 AM

---

I strongly oppose a carwash of any size in this location. The traffic and parking is already difficult.

Craig Wilson

[REDACTED]

Lake Forest, CA

[REDACTED]

Sent from [Mail](#) for Windows 10

**From:** [Vicki Young](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [REDACTED]  
**Subject:** Proposed drive-thru car wash at Heritage Hill Plaza on former US Bank site Lake Forest Drive at Serrano— public hearing JUNE 4, 2020  
**Date:** Sunday, May 31, 2020 8:47:37 PM

---

To City of Lake Forest officials-

We are 39 year residents of Lake Forest at [REDACTED] which is just down the street from Heritage Hill Plaza. We strenuously oppose the above-referenced drive-thru car wash for the following reasons.

1. The additional traffic impacts would make the busy and dangerous Lake Forest Dr. at Serrano intersection more dangerous where numerous car accidents have occurred, some fatal and many involving major injuries due to, inter alia, the 50 mph speed limit on Lake Forest Dr. Your traffic engineers need to thoroughly evaluate the traffic at this intersection to reduce serious traffic accidents at this intersection and save lives.
2. Many children walk to nearby Rancho Canada school and other local schools and this proposed car wash additional traffic impacts would be a further danger and risk to all these children.
3. There is inadequate parking at the proposed car wash site. This proposed project would adversely affect adjacent businesses and inconvenience their customers.
4. There are already numerous car washes in the vicinity of this proposed project. Therefore, the negative impacts of the project as described herein are totally unacceptable, especially the increased danger and risk to the children and residents of Lake Forest that walk along or drive by Heritage Hill Plaza.

In short, it would be imprudent, if not irresponsible for the City of Lake Forest to approve this project.

In conclusion, we vehemently oppose this project.

Respectfully submitted,  
Eric and Vicki Young

Sent from my iPad

**From:** [Steve Boyett](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Public Hearing: Use Permit 11-19-5315  
**Date:** Tuesday, May 26, 2020 8:35:04 AM

---

Dear Ms. Weiss,

My name is Stephen Boyett. I am a resident of Lake Forest and a local attorney.

I write to you this morning to express my objections to the Use Permit referenced in the subject line of this email. My objections include:

- **Traffic:** Anyone who frequents the businesses in this shopping center (anchored by Ralph's) knows traffic and parking are highly congested. Frankly, the lot is dangerous during the highest traffic periods. The center features blind turns in a couple locations, so adding additional traffic via a drive through will be a recipe for disaster.
- **Parking and Small Businesses:** Parking for the small businesses down by the bank building (staples for me and my family including Serrano Cleaners, The Jewelry Box of Lake Forest, Brizio's Pizza, and Lake Forest Floral Design) is already limited. I regularly have to walk from near Chase Bank across the lot to these stores to shop. I would hope the well-being of these small businesses and community staples (these shops regularly sponsor local school fundraisers and food bank collection) would be a greater priority than this Use Permit seems to indicate. In an era when small business is being squeezed out of the economy, Lake Forest and its planning board should not add barriers to customers reaching small businesses. Removing parking in this area of the center will negatively impact economics for these shops.
- **Visibility and Small Businesses:** The small businesses referenced above are difficult to see from Lake Forest Drive, and the proposed signage will only further obscure these businesses. Again, I question the planning board's eagerness to make things difficult for local small businesses.
- **Ample Car Washes:** Has the city truly reached the point where the only worthwhile new development is a car wash? This bank building could have become a retail outlet or a restaurant that encouraged people to visit this center and get out of their cars. The best this City Council and planning board can do is add another car wash? We're got a drive through car wash on the opposite corner of Trabuco and Lake Forest (Shell station), a drive through full service wash on Trabuco and Bake (Chevron station), and a drive through car wash on Lake Forest and Regency (Harv's Express Wash), not to mention myriad more by the freeway and in Foothill Ranch. Please, for the economic well-being of this community, do better. Seek out a more diverse set of businesses. Lake Forest doesn't need to be one large auto park, where drivers making their way between Irvine and San Clemente stop to wash and fill their vehicles.

I would be happy to discuss this matter further. I sincerely hope that the planning board takes messages like this (I know I am not the only one submitting objections) seriously, and rethinks its larger strategy for investment and business in Lake Forest. Use Permits like this leave me concerned about the long-term economic viability of this city.

Thank you,

Stephen Boyett  






**From:** [REDACTED]  
**To:** [Mansur, Jennifer](#)  
**Cc:** [Weiss, Jennifer](#)  
**Subject:** RE: Please confirm: Car wash planned for the corner of Lake Forest and Serrano?  
**Date:** Tuesday, May 26, 2020 4:36:36 PM

---

Thank you for the information Jennifer(s).

Here are my comments.

As I live roughly a block away from this proposed car wash location, I would like to express my dissent on this proposal for the following reasons..

- The Heritage plaza is already congested with traffic. Adding a car wash would only make a bad problem worse.
- There are six car wash options within 3 miles of this location.
- I do not want the extra noise and traffic.
- Building a car wash right next to a park? Seriously?

Thank you.

Dan Williams

[REDACTED]  
Lake Forest, CA

---

**From:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Sent:** Tuesday, May 26, 2020 2:33 PM  
**To:** [REDACTED]  
**Cc:** Weiss, Jennifer <jweiss@lakeforestca.gov>  
**Subject:** RE: Please confirm: Car wash planned for the corner of Lake Forest and Serrano?

Hi Dan,

Thank you for contacting the City of Lake Forest. I am emailing you to confirm that the City's Planning Commission will be holding a public hearing on Use Permit 11-19-5315 for a new proposed drive-through car wash located at the Heritage Hill Plaza on Thursday, June 4<sup>th</sup> at 6:30pm in the City Council Chambers. I have attached a copy of the public hearing notice that includes additional information about the hearing. This meeting is open to the public, with specific face covering requirements and social distancing guidelines in place. Alternatively, you may email comments to me before the meeting if you are unable/uncomfortable attending the public meeting. There will be more details about this project in the Planning Commission Agenda Report. Once the Planning Commission Agenda Report has been finalized at the end of this week,

it will be posted to the City's website here: <https://lakeforestca.gov/129/Agendas>. If you have any further questions about this project or the Planning Commission meeting, please feel free to call me at (949) 461-3472 or reply to this email. Thanks!

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

---

**From:** [REDACTED]  
**Sent:** Tuesday, May 26, 2020 5:59 AM  
**To:** Weiss, Jennifer <[jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov)>  
**Subject:** Please confirm: Car wash planned for the corner of Lake Forest and Serrano?

Hi!

Hope you had a good memorial day weekend.

Can you please confirm that the old US Bank Building in the shopping mall located at Lake Forest and Serrano is being considered as a car wash?

Any other details you can provide is appreciated.

Thank you!

Dan Williams  
[REDACTED]  
Lake Forest, CA

**From:** [D.](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [Luna, Marie](#); [Santos, Ron](#)  
**Subject:** RE: Proposal Permit 11-19-5315, Planned Sign Program 05-20-5354  
**Date:** Tuesday, May 26, 2020 10:41:09 PM

---

Attn: Marie Luna, Ron Santos

TO: The Secretary to the Planning Commission

SUBJECT: Use Permit 11-19-5315, Planned Sign Program 05-20-5354

PROJECT LOCATION: 21781 Lake Forest Drive, Lake Forest, CA 92630

PROJECT APPLICANT: Jeff Bergsma, Team Design

Dear Marie Luna, Ron Santos and The Secretary to the Planning Commission,

This letter is to inform you that I am opposing this proposal because this is my weekly shopping center and the parking and crowding is already a challenge for us to get in and out of safely right now, therefore I am very concerned that a car wash will not be in the best interest of our neighborhood considering we already have at least four other car washes within about a mile of this location. Most of the people shopping in this center are seniors over 65 -70 plus years old and we need to be able to park and shop and have lunch in a safe environment without being taken over by such a large car wash that will take over the parking spaces not to mention the noise factor in front of our patio restaurants.

Please consider refusing this permit for the safety and environment of our community.

Sincerely,

D. Orosco

[REDACTED]

**From:** [Anja Miller](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Ralph"s Center - Lake Forest - Car Wash proposal  
**Date:** Saturday, May 23, 2020 1:27:36 PM

---

Just wanted to say - disappointed to hear that the Ralph's center is considering a car wash to replace the US Bank currently there. The center has parking challenges already - and it's difficult to get in and out as it is. I literally have stopped going to Chase Bank since it moved into the corner there from the previous location - this would make me stop visiting the other side of the center - Ace Hardware, Bagels & Brew, Jewelry Box etc. -

There is already a car was at the corner shell station - less than 1/2 mile away - this is horrible idea for this area, traffic, parking and more - please reject it!

Anja Miller  


**From:** [Jennifer Seibert](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Ralph's shopping center  
**Date:** Sunday, May 24, 2020 9:36:57 AM

---

Good morning,

I'm emailing to let you know that my family objects to the proposed car wash that would be located in Ralphs shopping center in Lake Forest. We have lived in lake forest over 40 years and feel that center is always crowded and a car wash would make it even more crowded and there are many car washes nearby.

Thank you,

Jennifer Seibert

**From:** [Jan Neutz](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Re Car Wash in Ralph's Shopping Center  
**Date:** Tuesday, May 26, 2020 10:29:59 PM

---

Please do not consider this proposal! Parking is already a major problem in this parking lot and a car wash will drive out a lot of customers for the other stores and shops in this center. Plus, it will make even more of a traffic nightmare for this intersection, especially with all of the high school and elementary school traffic. There is already sizeable delays when school is out and the Serrano and Trabuco intersections have enough accidents without creating more obstacles and distractions. We have more than enough car washes in Lake Forest and do not need another one in this shopping center.

Much business will be lost for the other merchants in this center should a car wash go in there.

Thank you.  
Jan and oren Neutz  
The Woods Homeowners  
[REDACTED]  
Lake Forest, CA 92630

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Re: NO on car wash!!  
**Date:** Saturday, May 23, 2020 10:48:41 AM

---

As a long time resident and business owner of the city Lake Forest, I'm so angry that you would even think of putting a car wash in an already busy shopping center. I also live nearby and Serrano is already so busy, especially when school is letting out at Rancho Canada. You can't even turn onto Serrano during those times.

I will go on the record saying that a car wash on the corner of Serrano and Lake Forest is a BAD IDEA and I'm AGAINST IT!!!!!!!!!!!!!!

Jane Bayer



**From:** [Piccollo, Sara](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Re: Objection to Car Wash replacing USBank building  
**Date:** Sunday, May 24, 2020 9:58:25 PM

---

Apologies. I just realized my auto-correct changed a few words in the below.

> On May 23, 2020, at 4:05 PM, Piccollo, Sara [REDACTED] > wrote:

>

> Please do not approve yet another car wash in Lake Forest at the trabuco and lake forest plaza.

>

> What the plaza needs is a great eatery, dessert place, or something family-friendly given the proximity to the school. There are both too many liquor stores and car washes in the neighborhood.

>

> Please note my objection to the US bank building becoming a car wash.

>

> Thank you,

> Sara Piccollo

> Lake Forest homeowner in the Serrano Park neighborhood

This message contains confidential information and is intended only for the individual named. If you are not the named addressee, you should not disseminate, distribute, alter or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmissions cannot be guaranteed to be secure or without error as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender, therefore, does not accept liability for any errors or omissions in the contents of this message which arise during or as a result of e-mail transmission. If verification is required, please request a hard-copy version. This message is provided for information purposes and should not be construed as a solicitation or offer to buy or sell any securities or related financial instruments in any jurisdiction. Securities are offered in the U.S. through PIMCO Investments LLC, distributor and a company of PIMCO LLC.

The individual providing the information herein is an employee of Pacific Investment Management Company LLC ("PIMCO"), an SEC-registered investment adviser. To the extent such individual advises you regarding a PIMCO investment strategy, he or she does so as an associated person of PIMCO. To the extent that any information is provided to you related to a PIMCO-sponsored investment fund ("PIMCO Fund"), it is being provided to you in the individual's capacity as a registered representative of PIMCO Investments LLC ("PI"), an SEC-registered broker-dealer. PI is not registered, and does not intend to register, as a municipal advisor and therefore does not provide advice with respect to the investment of the proceeds of municipal securities or municipal escrow investments. In addition, unless otherwise agreed by PIMCO, this communication and any related attachments are being provided on the express basis that they will not cause PIMCO LLC, or its affiliates, to become an investment advice fiduciary under ERISA or the Internal Revenue Code.

**From:** [Marcielle Gosselin](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Re: Plans for Carwash in Ralphs center  
**Date:** Saturday, May 23, 2020 4:55:47 PM

---

To whom it may concern;

It has come to my attention that there is a plan to allow for a carwash to replace the old US Bank location. I would like to share my strong objection to this plan. The shopping center is already difficult to be around due to traffic, plus, there are already four other car washes within a one mile radius. I am a home owner in the Prairie Ridge community and deal with the traffic of the area regularly. I implore you, please deny this request. If there is a meeting I can attend to share my objection I will attend. What can be done to prevent this from happening?

Regards,  
Marcielle Gosselin

**From:** [Todd Bagley](#)  
**To:** [REDACTED]  
**Cc:** [Weiss, Jennifer](#); [Corinna Bagley](#)  
**Subject:** Re: Proposed car wash  
**Date:** Tuesday, May 26, 2020 10:49:23 PM

---

Hi Scott,

Please consider my wife and I as two voices against the idea of a car wash in front of Bagels & Brew (Lake Forest Drive @ Serrano).

On Tue, May 26, 2020 at 10:37 PM Corinna Bagley [REDACTED] wrote:

Hello,

We are long time residents of Lake Forest (me 20 years, my husband 35+years). We have seen the Ralph's shopping center on Lake Forest drive and Trabuco go through many changes over the years. Recently we have heard about a proposed car wash to be put in place of the old USA bank building. We are very much against this idea. The center is already crowded and a car wash is not needed when there are 4 other car washes within a mile of this proposed location. The noise of a car wash would disrupt the outdoor seating at Bagels n Brew and Brizio's pizza. Please do not allow a car wash to be put in this center.

Thank you very much.

Have a blessed day!  
Todd & Corinna Bagley

**From:** [Andrew Kihn](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Re: proposed car wash at LF and Trabuco  
**Date:** Saturday, May 23, 2020 9:07:28 PM

---

Hello, I'm writing in regards to the proposed car wash in the shopping center at Lake Forest and Trabuco. My wife and two young boys live in the Indian Hills development across the street from this shopping center and walk there multiple times a week. We would like to express our opposition to this proposal.

A car wash will be a blight in our neighborhood and is not needed in our residential area. There are multiple car washes within a few miles of this spot, in fact, there are four just up the road on Lake Forest at Shell, Chevron, Al's, and Harv's. Harv's is the most similar to the proposed business and it's always empty.

With multiple schools, families, and active residents in this area, I'm confident the city and developer can find a more suitable and appealing tenant for this space. There is a lack of restaurant, entertainment, and retail space in Lake Forest. With no downtown or common public spaces, our shopping centers are the hub of social activity and commerce. Inserting a car wash in an area that already has several unsuccessful competing businesses will not make our city a better place to live.

This shopping center is already a tragedy in waiting for anyone arriving on foot. It's on a busy, high speed road with *NO* pedestrian entrances or walkways. The busy parking lot is very dangerous for everyone walking through it and adding a car wash, with the potential to attract hundreds of vehicles per day, will only add the congestion.

I hope to be able to speak to my family's opposition at the June 4 planning commission meeting. Thank you for your consideration.

Andrew & Meagan Kihn

**From:** [Tom Reese](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Regarding the proposed car wash off Lake Forest and Chinook  
**Date:** Saturday, May 23, 2020 12:56:20 PM

---

Hi my name is Tom Reese and I've been a resident of Lake Forest here since 1992 and own two homes in this beautiful city, I currently reside in the citrus lane community behind the barber shop off of Trabuco and Lake Forest. I'm hearing that the old US bank off of Chinook St. is subject into becoming a car wash. I feel this is a huge mistake and will only cause more traffic that we do not need in that area. Also the parking will be come more of an issue for all of the small businesses in that strip mall next to Ralph's. We do have car washes all over Lake Forest that are just down the street and around the corner that are easily accessible and affordable. Please consider the concern us residents have in regards to this matter.

Thank you, Tom Reese

**From:** [Marcy Walworth](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Serrano and lake Forest  
**Date:** Saturday, May 23, 2020 12:51:52 PM

---

Hi there,

I just want to voice my opinion that I'm not on board with the alleged proposed Car wash in the old US bank location. It's a busy area and we have plenty of other car washes available.

Thank you,

I live in LFH community.

Marcy

Marcy Walworth



**From:** [Kathleen Rifken](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [Kathleen Rifken](#)  
**Subject:** Strong objection to proposed car wash in Heritage Hill Plaza  
**Date:** Saturday, May 23, 2020 12:43:37 PM

---

Good Saturday Afternoon,

As a resident of Lake Forest for 20 years, we have enjoyed the slower paced Heritage Hill Plaza.

We strongly object to the proposed car wash in this plaza.

I hope you will read this prior to your June 4 planning commission meeting and share our feelings with the board.

This idea will negatively impact this lovely plaza and the ability to dine outdoors at some of the already established businesses in Heritage Hill Plaza.

All The Best,  
Kathleen Rifken

--

**From:** [Caryl Stein](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Thoughts  
**Date:** Thursday, May 28, 2020 9:59:40 AM

---

Writing to put in my opinion on car wash replacing US Bank. There is absolutely no need for a car wash at that site. The businesses there are struggling as it is. It will be a blight on the neighborhood and impact Heritage Hill Park as well for school field trips and other events that have made Lake Forest the wonderful place that it is.

Thank you,  
Caryl Stein  
Lake Forest Resident



Virus-free. [www.avast.com](https://www.avast.com)



**From:** [Carolyn Cobb](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** U.S. Bank property use  
**Date:** Saturday, May 23, 2020 1:26:20 PM  
**Attachments:** [Screen Shot 2020-05-23 at 12.37.26 PM.png](#)

---

I just saw the following alert on "Nextdoor Lake Forest" regarding the property previously occupied by U.S. Bank located near the corner of Lake Forest Drive and Serrano.

I want to add my voice to those who oppose its use as a carwash, or any other noise-creating, traffic-exacerbating business.

Besides the restaurants and shops that occupy that end of the property — especially Bagels & Brew and Serrano Pizza the with their outside seating -- there is also Rancho Canada School just a short block away. At least twice a day there is very heavy, stand-still traffic when parents pick up their kids. When there are games or school events, people park in the Heritage Hill/Bagels & Brew/Ace Hardware parking lot.

And speaking of "Heritage Hill", this California State park hosts large events several times a year that span several days, creating traffic and parking issues. And on a regular basis, tourists and school age children tour the park. It's even the site of weddings and receptions. Won't the wedding couple and their guests love the sound of carwash machinery revving up every few minutes!?

I can't believe that anyone with any knowledge of the area would think that a carwash would be an acceptable tenant to replace a bank. As others writing to Nextdoor Lake Forest have noted, there is already a carwash across the street at the Shell station. Another car wash in this already a very busy area doesn't make any sense.

Please do NOT approve such an egregious use of the property!

Will there be a hearing? Where should we write besides sending this email?

Carolyn Cobb  
(Lake Forest Keys resident since 1976)

From Nextdoor Lake Forest:

The new owner of the US Bank on Serrano/Lake Forest plans to demolish it and put a car wash there.

There are already several car wash options in the area! That corner is already so busy with school pickup, ace hardware and Bagels and Brew. I'm not against car washes, just one located there!

Please send an email to [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov) and voice your opinion.  
Thanks for listening!

New 56 min ago · 45 neighborhoods in General



Thank



Comment ▾



1



2



**Hanneke Bennett**, Lake Forest Park

New



Thanks for that info! I don't want another car wash, either! There's one right across the street, for Pete's sake!

21 min ago

Thank

Reply

➡ 1 Reply



**Carolyn Cobb**, Lake Forest



Thanks so much for this alert! Will definitely send an email to [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov). For those of us who will be enjoying Bagels & Brew al fresco again hopefully soon, those carwash sounds would not be a pleasant accompaniment to conversations over breakfast and lunch.. And can you imagine additional traffic when picking up kids at Rancho Canada School? Surely this won't be approved. Right?

Just now

Thank

Reply

**From:** [Jill Case](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** US Bank Carwash  
**Date:** Saturday, May 23, 2020 10:53:47 PM

---

A car wash in the shopping center where the US Bank was located at Lake Forest/Trabuco would be a terrible addition to this neighborhood shopping area. Please do not allow it. And yes, I vote in every election. Thank you. I am a Lake Forest Citizen- [REDACTED]

*Jill Case*  
[REDACTED]

***Unless someone like you cares a whole awful lot, nothing is going to get better. It's not. -  
The Lorax, Dr. Seuss***

Sent from [AOL Desktop](#)

**From:** [Mark Thistlewaite](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** US Bank Property  
**Date:** Wednesday, May 27, 2020 5:03:32 PM

---

I am writing to state that I do not see a need for a carwash on that property. I went to the h2goexpress web site, and I found that the carwash seemed to be a self-service express car wash, just like the one across the street at the Shell station.

The new carwash can probably fit in that property site (look on Google maps and see how big that bank building is in relation to its parking lot area, it will be a tight fit and there will be traffic issues on the interior Heritage Plaza street that will impact the merchants in the area.

If they do get approved for the carwash, we must **insist on traffic mitigation** both in the shopping plaza and adjacent streets to the plaza (Trabuco, Lake Forest and Serrano). We don't want a repeat of the fiasco on the shopping plaza at Lake Forest and Rockfield that has the new Hotel, Panera Bread, IHOP, and Peppino's; can you get a parking place in that plaza during the lunch hour? Merchants have moved out of that plaza because their customers could not get parking. Also, the property owner would have to mitigate the noise output by the carwash machinery, and the city would have to set the business hours - since it is a self serve operation, they are open from 7AM to 8PM per their website.

--

**Mark Thistlewaite**

Confidentiality and Security: This e-mail and any associated files transmitted with it are confidential and solely for the intended recipient. If you are not the named addressee, do not disseminate, distribute, copy or alter this e-mail. If you have received this information in error, please notify the sender immediately and delete this communication permanently from your records. Warning: The sender has taken reasonable precautions to ensure no viruses are present in this e-mail. The sender cannot accept responsibility for any loss or damage arising from the use of this e-mail or attachments.

**From:** [Vivian Mekkelson](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** US Bank /Car Wash  
**Date:** Saturday, May 23, 2020 5:11:14 PM

---

We have enough car washes in Lake Forest. Also there is already too much traffic in that space! Please reconsider.

Vivian Mekkelson  
[REDACTED]

Resident of Forest Gardens

--

Vivian Mekkelson  
[REDACTED]  
[REDACTED]

**From:** [Catherine Garrett](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** US Bank-Serrano and LF  
**Date:** Saturday, May 23, 2020 12:50:17 PM

---

This area does not need another car wash! It's already too busy in that area with school pick up, Ace Hardware and Bagels & Brew. Please do not tear down the US Bank building and put in a car wash! Please!

**From:** [T. Norfleet](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [REDACTED]  
**Subject:** US Bank/Downey Building  
**Date:** Monday, June 01, 2020 9:19:23 AM

---

Hello Jennifer,

I'm Tom Norfleet and a long time resident of Lake Forest since 1982 who lives in the Indian Hills neighborhood. The center of Heritage Hills having a car wash is not what Lake Forest needs in that space. There are plenty of car washes here and if it does not do well, could turn into the high tenant turn over car wash further up Lake Forest that is not even busy during business hours. I've had a child who has attended Rancho Canada and La Madera. It is not a good idea to have a car wash in an area where so many kids walk by. More traffic will not bring in more business for other tenants just less parking. The amount of car washes in Lake Forest and especially on Lake Forest Dr is more than needed.

The tenant space has opportunity for all types of businesses without the removal of parking and added congestion in an area with so many pedestrians. The other h2go locations are in very high traffic areas and except for Cypress not near elementary schools. The car wash will be a bad idea. The light at Chinook is already not used by many residents in Indian Hills due to its extremely long wait time. It is logical that it will be worse if there is a business whose tenants must have cars to patronize.

If there is anything I can do to further my opinion as a resident please let me know.

Very best regards,

Tom Norfleet

**From:** [Eric Holmberg](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** US Bank/car wash  
**Date:** Saturday, May 23, 2020 10:08:52 PM

---

Please do not put a car wash next to Ralph's! There's plenty of car wash options already in the area. This is a nice shopping center ever since the update. Don't degrade it, PLEASE. On top of that, this area seems pretty compact and would leave little parking for the other merchants facing the US bank building.

Thanks, Eric Holmberg



**From:** [Wendy Schwartz](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** USBank Lake Forest/ Serrano  
**Date:** Sunday, May 24, 2020 7:48:45 PM

---

Please do not let it become a car wash. We have a car wash right on that corner at the Shell station Trabuco and Lake Forest. Sincerely,  
Wendy and Andy Schwartz

Sent from my iPhone

**From:** [Megan Clarke](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Use Permit 11-19-5315  
**Date:** Saturday, May 23, 2020 8:03:08 PM

---

I see that the owner of the plaza at Lake Forest and Trabuco is hoping to remove the old US Bank building and put in a car wash. As a local resident who walks to breakfast in that plaza, sits outside on patios and frequents the businesses which already have limited parking I am completely against this plan. We do not need a FIFTH car wash in a one mile radius. There is one directly across the street at shell among a few others just a short drive away. This is not going to add to our community. It's just another mediocre car wash place instead of something the residents actually want and need.

We could really use a casual dining establishment. More of a mom and pop type place than another chain restaurant in my opinion. Smaller stores. There are so many things that could go into the location... But another car wash is at the end of the list of city needs. I've lived in Forest Creek for 8 years, members of other LFII communities since 2008 and have lived in Lake Forest 35 years total. I hope you listen to what the residents want and not just what a landlord thinks will give them the biggest return on their investment. Give the residents something to be proud of. Not more noise, light and water pollution.

Thank you  
Megan Clarke

**From:** [Dale Garcia](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** We Do Not Need Another Car Wash  
**Date:** Saturday, May 23, 2020 11:53:36 PM

---

I urge you to say no to the plans for a car wash in the Ralphs's shopping center at Lake Forest and Trabuco. We do not need another car wash in Lake Forest. Another restaurant would be welcome.

Dale  
Sent from my iPhone

**From:** [kd kosky](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** car wash - Trabuco and Lake Forest  
**Date:** Monday, May 25, 2020 1:16:27 PM

---

This is a horrible idea. There are so many other retail businesses that can go in this area. If you want tax money put in a Starbuck or a drive through food [besides another Del Taco!] I am sure Jack in the Box or MacD would be interested.

Sincerely,

a very close neighbor to this area ....

K. Kosky

**From:** [Lisa Pursley](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** car wash @Lake Forest and Trabuco  
**Date:** Tuesday, May 26, 2020 4:36:49 PM

---

Hello,

We live in Serrano Park and visit the Heritage Hill Shopping Center nearly every day, and pass by it on our way to school and back each day. We shop at Ralphs, pick up our meds at CVS and get random supplies at Ace. Every weekend we meet up with friends at Bagels and Brew and walk over to Serrano Creek park with our kids in tow. We're writing today because I'm very concerned about the car wash that is planned to be constructed at the current US Bank building in the Heritage Hill Plaza. Not only is there already a car wash directly across the street, there are three more within a mile of this location. This shopping center is visited by hundreds of students who walk over from El Toro High School, Serrano Middle School, La Madera and Rancho Canada Elementary schools before and after school and year-round.

It's already tricky enough to walk through that center with the current sidewalk situation (or lack thereof), let alone drive through it on a typical day. Have you tried driving through that lot throughout the day? The traffic and pedestrian patterns are not laid out safely. It's already frustratingly difficult and adding hundreds of cars coming in and out for the purpose of a car wash is a recipe for disaster. This area should be designed for kids, teens or the many families who already frequent the center.

We'd love to see another family dine-in establishment such as an Indian food, taco place or smoothie bar there! I'd suggest an In-N-Out but I don't think there's enough space. Having a place our kids can go after school, that our family can meet at for dinner or pick up some food to take home would be great.

Thank you for your consideration.

Lisa Pursley

**From:** [Judy Jahncke](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** car wash lake forest and trabuco.  
**Date:** Sunday, May 24, 2020 10:41:09 AM

---

This is unnecessary as there are 3 others within a mile and will clog up an already busy shopping center. I want to officially object to building a car wash in this center. It would make it even harder to navigate the crowded center as well as complicate the parking situation. Judy Jahncke and Tom Jahncke [REDACTED], Lake Forest.

**From:** [Pat Sullivan](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** car wash location proposal  
**Date:** Tuesday, May 26, 2020 5:55:02 PM

---

Hi,

I agree with many who have written regarding a proposed car wash at the ex-USA BANK location near Serrano and Lake Forest. In my opinion, that type of business does not seem to be a good fit for that spot. Aside from that, I wonder about viability, given the other car washes in every direction from there. None ever seem too crowded!

Please vote no!

Thanks and regards,

Pat

**From:** [Nina McLaughlin](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** car wash proposal  
**Date:** Saturday, May 30, 2020 5:28:33 PM

---

To: the Planning Commission for Lake Forest, CA

From: Nina McLaughlin

Re: proposed car wash at 21781 Lake Forest Dr., Lake Forest

I am a docent for Orange County Parks. I have been a docent at Heritage Hill Historical Park since 2009. I am very concerned about this proposed car wash. It seems very inappropriate for this commercial center. I know you are looking the highest and best use of this property, but this does not meet that criteria.

In respect to Heritage Hill Historical Park. We are not a passive park. We are very interactive. We have four main programs for children. The Hands On program which takes 3rd graders through the four main buildings and correlates history with the Orange County guidelines for 3rd grade. We have a Living History program that takes mostly 4th graders through a 2 hour school experience from approximately 1900. The Native American program takes elementary students through a program that introduces them to the traditions and culture of the local Native American tribes. This program is all outside. We also have a Philharmonic program that combines music with history. These programs include inside and outside activities. The Park also has daily walk-in tours for adults. There are special programs for Boy Scouts, senior groups, hiking groups, garden clubs, home schoolers, etc. Also, the County and the City of Lake Forest have special events during the year. Another large portion of activity is weddings and quincenaras, etc. in the church or at the gazebo outside. The noise from vacuums and other car wash activity would be extremely distracting.

I believe that the noise/traffic/pollution could be an infringement on the "public's right of quiet enjoyment of real estate that represents a unique part of south OC history.

As to the shopping center and surrounding homes, this is not an acceptable use of this space. The shopping center is long and narrow. This is more of a neighborhood shopping center. Many of the shops are small local shops. They would be impacted. Two restaurants with outdoor seating are directly in line with the proposed car wash. They would not be able to continue their outdoor seating, a necessary amenity in these times. There already is a parking issue on many occasions, just on a regular day. There are residential tracts directly across Lake Forest Dr. and at the corner of Lake Forest Dr. and Serrano. These all would definitely be impacted by the noise/traffic/ pollution. We also are concerned about hours of use, lighting at night, size of vehicles allowed, etc.

There are two car washes on Lake Forest close to Dimension, a much more industrial commercial area. There is a full service car wash on Rockfield and Lake Forest, again a heavily commercial area. Also, directly across the street, the Shell station already has a drive-through car wash. Is there really a need for more?

Thank you for your consideration of these issues.

Sincerely,  
Nina McLaughlin



**From:** [Pamela Brown](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** carwash on lake forest at Ralphs center.  
**Date:** Sunday, May 31, 2020 9:55:09 AM

---

Dear Lake Forest City Council,

I am voicing my opinion on the proposal of another Car Wash. being a long time resident in the area for over 40 years.

We have a car Wash right across the street. We have two other ones OFF OF Lake Forest north and south of lake forest within a couple of miles. this proposal is in the Wrong location for its use. you will not be getting more tax revenue with this choice. you will just be cannibalizing the other three businesses. Heritage Hill is there too. Please do not approve this use for this location. Thank you.

Pamela Brown



**From:** [Nancy Ann](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** corner of Serrano and Lake forest  
**Date:** Tuesday, May 26, 2020 8:56:05 PM

---

Hello, we do not need a car wash on that busy corner. We have a fair # of accidents at that corner. With the high school up the street and the elementary school there is a lot going on. A much better idea would be another eatery or even Starbucks .  
Thx for the chance to voice my concern.

**From:** [Tim and Cat Ailanjian](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** opposed to carwash construction  
**Date:** Saturday, May 23, 2020 9:12:13 PM

---

To the Secretary of the Lake Forest Planning Commission,

We are absolutely opposed to the construction of a carwash of any kind in Heritage Hill Plaza. We have lived within a half-mile of the plaza for 24 years, and we are well aware of how busy the parking lot of that plaza is. Additionally, we know the locations of four different car wash businesses within a mile of this location. There are two more within 2-3 miles of that location.

Adding a carwash to that plaza will increase the noise level, increase the busyness of the plaza and will downgrade the appeal of that part of our city. The Shell station with a drive-through car wash is literally across the street from the plaza! It's SO loud!

We do not need another car wash in Lake Forest!

Sincerely,  
Tim & Cat Ailanjian

**From:** [Debbie Belsher](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** proposed Car Wash serrano and Lake forest  
**Date:** Wednesday, May 27, 2020 7:20:56 PM

---

Hi there. As a long time resident of Lake Forest I am writing to request that the US Bank location does not become a car wash. There is so much traffic and congestion at that intersection currently that accidents are all too common. We also have Rancho Canada elementary school nearby. The morning and afternoon school traffic already prohibits residents from entering and exiting the area at those times. A car wash line would impede traffic already congested. There are also 3 or more car washes within a 1 mile radius. How many car washes are needed per square mile? We have plenty of car wash choices currently, we do not need another.

Please reconsider using this location as a car wash. Do this for the safety of our children, our neighborhood, and all the thru traffic on Serrano.

Thank you

Debbie Belsher  
Lake Forest resident

**From:** [AngelaKurilko](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** proposed car wash  
**Date:** Monday, May 25, 2020 7:34:54 PM

---

Hello,

I have been a resident of Lake Forest since 1994. It has come to my attention that there are plans to tear down the US Bank building in the Ralphs shopping center on Lake Forest Drive and Trabuco.

Unless you are super familiar with the area, you may not realize the volume of children that are around in the already tight parking lots especially at the US Bank location.

Children walk through the center to a nearby school. The parking lot by Heritage Hill is centrally located for several out of the area school carpools (I met at that location for 11 years for carpool). There is an Orthodontics office right there as well which generally has a large clientele of children.

Even when the US Bank was open, parking in that area was always full and difficult. There is an ATM on the end of the building where the OC Credit Union is and the few spaces there for customers is at times not enough.

At the other end of the complex there are other businesses that cater to children; Kumon and a music business.

If you are familiar with a similar type business, a self serve car wash on Lake Forest at Dimension, you can see how busy that location is. If it is the belief that this is going to drive more business to the shops currently in the center that seems unlikely and I believe has a higher probability to turn away customers, even long term customers.

I hope you reconsider this business in this location.

Angela Kurilko

**From:** [Mariel Geiss](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** purposed carwash  
**Date:** Wednesday, May 27, 2020 4:41:13 PM

---

To the entire planning commission:

There is no need for another car wash in Lake Forest. Especially not one at the location of Lake Forest Dr and Trabuco. There is a small drive through car wash directly across the street in the Shell station. There are an additional four car wash places within a mile and a half that currently operate. Each of those locations were built at the time the strip-mall was developed and are not located near grocery stores and other general retail and dinning locations. The structures of the other locations blend well with the other business operations near by. If what is being considered is similar to the car wash at the corner of Bake and Rancho, near the Home Depot, I strongly object as that structure is large and would not blend well with the existing shops located in the existing strip-mall.

Has anyone considered the environmental impact of destroying the existing building? That would be a massive amount of waste put, needlessly, into local landfill?

There has to be a use for the existing building that is a much better fit for that location and the community of Lake Forest. A structure the size of the one on Bake, near the Home Depot, would be a true eyesore.

I am very strongly opposed to allowing a car wash business to be allowed in that location.

Mariel Geiss [REDACTED] Lake Forest.

**From:** [Walter Pregizer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** stop the car wash  
**Date:** Sunday, May 24, 2020 10:39:50 AM

---

We have enough car washes in this area and way too much traffic. Please do not let a car wash be put in a parking lot that has a lot of traffic when our state is up and working!!

Thank you

Karen Pregizer

**From:** [\(null\) \(null\)](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car was. No way a hazard to users  
**Date:** Tuesday, June 2, 2020 3:26:34 PM

---

Sent from my iPhone



**From:** [Caryn Maldonado](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at Heritage Hill Shopping Center  
**Date:** Tuesday, June 2, 2020 2:08:14 PM

---

Dear Ms Weiss,

I am writing to you to express my concern that a car wash facility is being considered for the Ralphs/ Heritage Hill shopping center. I understand that it's one of those tube-style self-serve car washes but I still don't think it's a good location for that business because of parking and traffic. Plus, they are ugly and after spending so much money to upgrade the exterior of the center, it will bring the look down. I know that many of the businesses over there are concerned as well.

I hope the city council will reconsider this location for the car wash.

Sincerely,  
Caryn Maldonado

**From:** [Maria Moffa](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at old US Bank building  
**Date:** Tuesday, June 2, 2020 2:23:12 PM

---

Hello,

Please do NOT allow a car wash to be put there. Traffic is bad enough! It's going to cause nothing but problems.

Thank you,

Maria Moffa

Sent from my iPhone

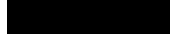
**From:** [Hotmail](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash in Lake Forest  
**Date:** Monday, June 1, 2020 7:14:28 PM

---

Hello, I am a long time resident here in Lake Forest, Serrano Park. I heard, and I apologize I have not verified the information, that there were plans for tearing down the old US Bank building on the corner of Lake Forest and Trabuco. I would like to say I'm completely against this idea. That shopping center is already very difficult to navigate and there are so many car washes in the area already. There are so many other things that location can be used for.

Thank you for your public service for our beautiful community.

Alicia Thompson



**From:** [Penny Mchenry](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash in Ralph's center  
**Date:** Tuesday, June 2, 2020 7:06:03 PM

---

We do NOT want another car wash directly across the street from an existing car wash at the shell station. It would also cause a parking problem during the busiest times of the day when I shop and bank in that center. There are more than enough car washes in the area!!!

I also like to enjoy a quiet morning once or twice a week with my friends or family at Bagels & Brew , which would be completely ruined by having a loud , unsightly car wash just feet away, and again causing more traffic in my cozy little shopping center.

My husband and I would like you to consider our NO votes on the car wash!!!

William and Penny Mchenry

[REDACTED]

Lake Forest, Ca. 92630

Sent from my iPhone

**From:** [Mary Lee Lindquist](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Monday, June 8, 2020 8:13:28 PM

---

My name is Mary Lee Lindquist. I have been a homeowner in Lake Forest for the past 40 years. I have also been a volunteer docent at Heritage Hill Historical Park since 2006. I strongly object to the car wash proposal in the Heritage Hill Plaza. There is no need for another car wash as there is one right across the street from Heritage Hill Center and several others already in our immediate area.

I am very concerned about the impact a car wash would have on Heritage Hill. We offer tours for children and adults. These include Hands-on, Native American, Living History, Scouts, Special Interest adult groups, and Walk-in tours. A car wash would ruin the peaceful atmosphere for the many school children that come here to learn about past life and history of this area.

In addition, there are special events such as Harvest Festival, Halloween Haunt, Candlelight, and Rancho Days. These events attract a large number of visitors and parking and traffic flow are already congested.

Another concern is the safety of children who often stop by the park on their way home from El Toro High School, Serrano Intermediate, or Rancho Cañada Elementary. Walking through this parking lot would become more hazardous.

In my opinion, a car wash belongs on a larger location away from historical parks, restaurants, and shopping. I respectfully urge you to consider another tenant more suited to our beautiful Heritage Hill Plaza.

Mary Lee Lindquist

[REDACTED]

Lake Forest, CA 92630

[REDACTED]

**From:** [Marlene Ludwig](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Tuesday, June 2, 2020 1:03:50 AM

---

I can't believe the city council would even consider putting a car wash front and center our Heritage Hill Center. Don't you care about the appearance of our community?

A car wash should not be the focal point of any business area/historical park. It is unsightly. Please say NO. Thank you.

Marlene Ludwig, Indian Hills

Sent from [Mail](#) for Windows 10

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** car wash  
**Date:** Monday, June 1, 2020 7:04:35 PM

---

We definitely do not need a car wash in the Ralph's shopping center. There are three car washes within five minutes of here. One on Rockfield, one on Dimension and another on Bake and Trabuco. Where would it be built? Car washes take up a lot of space which would create a traffic problem. This is not an essential business. The shopping center looks great. Please vote no. Thanks.

**From:** [Bob](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [REDACTED]  
**Subject:** Carwash per use permit 11-19-5315  
**Date:** Tuesday, June 2, 2020 9:09:55 AM

---

Dear sirs: I understand that there are plans being put together to put a car wash on the corner of Lake Forest and Trabucco. We have at least six car washes within a 3 mile area in many of them I drive by don't have much business as it is. I fail to understand why we would need another car wash especially in this busy location. I am against the project and would respectfully request that the project be denied.

I would appreciate your feedback at the above email address.

Thank you, Robert Kaminski. A 43 year Lake Forest resident.

Sent from my iPhone



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW:  
**Date:** Wednesday, June 3, 2020 8:06:32 AM

---

**From:** Karen Heep [REDACTED]  
**Sent:** Tuesday, June 02, 2020 7:43 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:**

Dear Ms. Mansur,

I am writing to express my objection to the proposed car wash being built at the corner of Trabuco and Lake Forest. I have been a Forest Creek resident in Lake Forest for 27 years and think that a car wash would not enhance our neighborhood, especially given that there are two existing car washes within half a mile of that location. Please consider the residents' opinions when making your recommendation and decision.

Thank you.  
Karen Heep

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: car wash in Heritage Hill shopping center  
**Date:** Wednesday, June 17, 2020 2:41:55 PM

---

---

**From:** Nancy Coulter [REDACTED]  
**Sent:** Wednesday, June 17, 2020 2:41 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** car wash in Heritage Hill shopping center

Hello,

We live in the Parkwood Estates neighborhood adjacent to Heritage Hill in Lake Forest.  
Although our sons are now older they did attend Rancho Canada Elementary school.

Are you aware that the students and parents of Rancho Canada use that parking lot?  
Are you aware there are a lot of young children there and sometimes with no adult supervision?  
Are you aware there are other car washes VERY close by?  
Are you aware people are driving less these days and thus less car washing is being done?  
Are you aware this would be dangerous to the area and community?  
Are you aware people eat outside at Bagels and Brew and car fumes are NOT healthy?  
Are you aware the whole area does NOT want this car wash nor do we need this?

I hope you send this email on and NOT delete it!

I'm a nurse, mom, activist and will NOT stop till this crazy idea is ended!

Nancy Horvath Coulter  
Parkwood Estates resident

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash Proposal - Heritage Hill Shopping Plaza  
**Date:** Monday, June 29, 2020 8:50:15 AM

---

---

**From:** Victor Scherr [REDACTED]  
**Sent:** Sunday, June 28, 2020 3:38 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car Wash Proposal - Heritage Hill Shopping Plaza

Hello

I am a resident of Lake Forest owning a home across the street in Indian Hills from where the car wash being proposed would be located. I am oppose to the car wash project. My concerns are noise, safety and traffic congestion.

Since the project is an automated car wash the amount of noise would be substantial not to mention increased traffic congestion creating safety concerns for the school children who come to the center from El Toro High School and the two middle schools located in the area.

Please add me to your contact list for future updates.

Thank you.

Victor Scherr

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car wash proposal  
**Date:** Monday, June 8, 2020 8:22:56 AM

---

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

---

**From:** [REDACTED]  
**Sent:** Friday, June 05, 2020 3:43 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car wash proposal

Hi I live on Ponchartrain Lane in the Lake Forest Keys. I received an email from my neighbor regarding the car wash going in the Ralph's shopping center. I am not able to attend the July 9th meeting but am opposed to this idea.

Sharon Morgan  
Lake Forest resident for 40 years

Sent from my Galaxy Tab® A

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: car wash  
**Date:** Wednesday, June 17, 2020 8:02:49 AM

---

**From:** [REDACTED]  
**Sent:** Tuesday, June 16, 2020 9:12 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** car wash

I would like to advise you that I think a car wash on Lake Forest across from Bagel and Brew is a STUPID IDEA!

There is no place to park now and you want to bring in a car wash that people will be backed up and trying to wipe down their cars after getting it washed in an already crowded shopping area.

There is a car wash across the street at Shell and another one less than a block away on Bake and Trabucco and another one down the way on Lake Forest going to Foothill Ranch. How many car washes do you need within 5 miles.

I think there are a lot of more positive ideas on what to put in this space but a car wash is not one of them.

Sincerely,  
Linda Haas

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car wash  
**Date:** Tuesday, June 16, 2020 11:12:43 AM

---

-----Original Message-----

From: Guad [REDACTED]  
Sent: Tuesday, June 16, 2020 11:12 AM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Car wash

This email is to express my opposition to a car wash to be located near the Heritage Hill. There are three car wash facilities close by. There is one on Trabuco/Bake, one on Los Alisos near 24 Hour fitnesses, and Checker Flag car wash on Rockfield/Lake Forest Drive. I see no need for another car wash. It would also dilute the income of the other three. That area is used by locals for dining, grocery shopping and many other businesses. There are many others that share my concerns. Thank you for your consideration.  
Chris Guadagnino

Sent from my iPhone

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car wash  
**Date:** Monday, June 15, 2020 8:25:25 AM

---

-----Original Message-----

From: Eileen Levy [REDACTED]  
Sent: Saturday, June 13, 2020 2:00 PM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Car wash

Dear Jennifer,

My name is Eileen Levy. I've lived in Lake Forest for over 20 years. I'm a retired elementary school teacher. My husband & I have raised our 4 children in this community. We call Lake Forest our hidden gem.

We have recently learned of the location of a possible car wash in the Heritage Hill Plaza Shopping Center. As a frequent shopper of Ralph's, CVS, Brizio's, Bagels & Brew, Din Ho Restaurant, The Jewelry Box, Gold Star Nails etc., we are unable to process the addition of a car wash business with such a limited amount of parking spaces that make this shopping center already overcrowded. It might not seem overburdened currently as we are coping with a pandemic but when this is over & it's back to our former lives, this center will once again be densely populated & have limited parking spaces.

We already have 3 car washes, one is nearby at the Shell station across the street from Ralph's. The other two are located in commercial building areas. I suggest that the car wash business open up their business in a commercial area that is more suitable.

Perhaps the current bank can be torn down to make for more parking space to accommodate our growing population especially if the Nakase Nursery is going to be built up as a housing tract in the near future.

I have concerns over keeping Lake Forest "our little gem". I realize change is inevitable. However, a car wash just isn't quaint enough for a corner which holds the treasure which is Heritage Hill Historical Park. I think you might agree with me.

Thank you for taking the time to read through my concerns. It is my hope that you will consider my point of view when making a decision about a car wash in the Heritage Hill Plaza.

Sincerely,  
Eileen Levy

Sent from my iPad

Sent from my iPad

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash  
**Date:** Monday, June 8, 2020 1:04:40 PM

---

-----Original Message-----

From: Diane Boeck [REDACTED]  
Sent: Monday, June 08, 2020 12:39 PM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Car Wash

Hello,

My husband and I live in Lake Forest. We do not want a car wash in the Ralph's shopping center. They just finished making it look so nice. Why would we want to tear the shops down for an unnecessary car wash!! Diane & Duane Boeck

Sent from my iPad



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash  
**Date:** Wednesday, June 3, 2020 4:54:11 PM

---

**From:** [REDACTED]  
**Sent:** Wednesday, June 03, 2020 4:49 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car Wash

Dear Ms. Mansur,

I have lived in The Oaks off of Serrano and Toledo since 1995. I have served this City by volunteering on the Parade committee, attending the Leadership Academy put on by the City, participating in Heritage Hills programs through the Kiwanis Club and various school activities and been a member of The Oaks Homeowners Association for the last 3 years.

I was dishearten to hear that the City was considering a Car Wash in the Heritage Hill center.

I have several concerns after looking at the plans for a car wash in this center:

1. The local elementary school is highly impacted by the increased security needs of parents delivering their children to school. This new business could generate a lot of extra traffic in the parking lot and access streets for the school, increasing the hazards for the parents and students.
2. Currently, parking spaces in this area are in high demand by customers of businesses with access closest to this area (upstairs and down). They will be removed under this proposal.
3. It will add more congestion to this area of the center. We have people already having issues parking for events at Heritage Hill, at La Canada School and for the 4<sup>th</sup> of July events (5k race as well as the parade).
4. I also feel it would hurt the atmosphere of this center There is a very family oriented feel to the center. We have sidewalk dining. Kids come over after school to get refreshments. If you build the car wash there will be more concern about people/kids getting hit by the increase in the number of cars and confusion generated by the car wash.
5. Currently, the center has an architectural harmony enhanced by a recent remodel of the center. The image of the proposed building doesn't at all fit into the atmosphere of the neighborhood.

Thank you for considering my comments when you take the car wash proposal under consideration.

Noma Bates

[REDACTED]  
Lake Forest, CA 92630

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Drive thru car wash  
**Date:** Tuesday, June 2, 2020 5:04:20 PM

---

-----Original Message-----

From: Jessica Zechiel [REDACTED]  
Sent: Tuesday, June 02, 2020 5:00 PM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Drive thru car wash

Hello Ms Mansur,

My husband and I have been Lake Forest residents for 30 years this Aug. We live within walking distance of the Heritage Hill Plaza. We patronize many of the small businesses there. We are very opposed to a car wash going in where the old US Bank building was. There is a self serve car wash right up Lake Forest Drive at Dimension. This is not a needed business in this Plaza. There will be sound pollution from the vacuum stalls affecting the outside dining at Bagels and Brew. It will block the other businesses from street view which might impact their business. It will take away parking from the other businesses and impact traffic in the Plaza.

Please do not allow this to happen. I heard that a Doctor had wanted to take over the old bank space and was turned down. I would much rather have a Dr. there or maybe a nice steakhouse type restaurant. Not a noisy, messy car wash.

Thank you,  
Jessica and David Zechiel

Sent from my iPhone

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Heritage Hill Proposed Car Wash hearing continued to July 9, 2020  
**Date:** Tuesday, June 2, 2020 8:15:42 AM

---

**From:** Brenda Sirignano [REDACTED]  
**Sent:** Monday, June 1, 2020 11:41 PM  
**To:** Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)>  
**Subject:** Re: Heritage Hill Proposed Car Wash hearing continued to July 9, 2020

Thank you for your response. In reading your response I realized that if they are doing a study of the traffic, noise, pedestrians, etc at this time is not an accurate reflection at this time as most of businesses are operating minimally if at all because of "stay at home" situation because of the virus. Especially Heritage Hill is very busy normally with children and adults in the parking lot from group activities. Thank you again for considering this issue. Brenda Sirignano

On Mon, Jun 1, 2020 at 11:34 AM Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)> wrote:

The City has received your public comments on the proposal for a new drive-through car wash with self-service vacuum stalls, and related signage in Heritage Hill Plaza (Use Permit 11-19-5315, Planned Sign Program 05-20-5354 and Planned Sign Program 11-19-5316). This item is scheduled for a public hearing at the June 4<sup>th</sup> Planning Commission meeting. The applicant has requested, however, that the project be continued to the **July 9, 2020** Planning Commission meeting. The July 9, 2020 Planning Commission meeting starts at 6:30 p.m. and will be located in the City of Lake Forest City Council Chambers (100 Civic Center Drive).

Prior to the July 9, 2020 Planning Commission meeting, City staff will prepare a report to the Planning Commission that will include a detailed project description and an analysis of the project. All written correspondence received by the City, including your public comments, will be attached to the report. The report will also include the noise study, queuing study, and plans that were submitted by the applicant. The report will be available on the Planning Commission's agenda on the City's website the week before the July 9<sup>th</sup> meeting at the following link: <https://lakeforestca.gov/129/Agendas>.

If you have any further questions about this project or the Planning Commission meeting, please feel free to call me at (949) 461-3472 or reply to this email. Thanks!

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Heritage Hill Proposed Car Wash  
**Date:** Tuesday, June 2, 2020 8:14:29 AM

---

---

**From:** Terri Grisenti [REDACTED]  
**Sent:** Monday, June 1, 2020 6:22 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Cc:** Terri Grisenti [REDACTED]  
**Subject:** Heritage Hill Proposed Car Wash

Hi,

My name is Terri Grisenti. I have been a Lake Forest resident since 1999. I am sending this email in opposition of the proposed Drive-Thru Car Wash project in the Heritage Hill Shopping Center #11-19-5315.

I am opposed to this proposal for many reasons:

1. Incompatible use based on proximity to a Nationally and State Registered Historic Place. The additional traffic, noise and pollution will be detrimental to Heritage Hill Park and the public's ability to enjoy the Park. I am specifically interested in how this project was deemed as Categorically Exempt given the proximity to Heritage Hill.

I saw that the Project Notice referenced 15.303(c) (clipped below). I would not characterize a Car Wash as either a "store, motel, office restaurant or similar structure". Please provide the documentation used to reach this conclusion.

(c) A store, motel, office, restaurant or similar structure not involving the use of significant amounts of hazardous substances, and not exceeding 2500 square feet in floor area. In urbanized areas, the exemption also applies to up to four such commercial buildings not exceeding 10,000 square feet in floor area on sites zoned for such use if not involving the use of significant amounts of hazardous substances where all necessary public services and facilities are available and the surrounding area is not environmentally sensitive.

2. Incompatible use for the location. A neighborhood shopping center is not an appropriate location for this Use type. A car wash is automotive in nature and more along the lines of a vehicle maintenance type use. Any use that centers around automotive maintenance should be limited to industrial areas or large-scale commercial centers, not neighborhood-type shopping centers.

3. Incompatible use based on proximity to existing restaurant uses with outdoor dining. The increased traffic, noise and pollution will be detrimental to their business and their customers' experience and would create an unnecessary nuisance.

4. Incompatible use based on proximity to residential development. Numerous homes back Serrano and Lake Forest. The noise, pollution and traffic increase will be detrimental and would create an unnecessary nuisance.

5. Proposed loss of parking. The existing parking for the center is adequate. Loss of parking will create a burden and unnecessary inconvenience.

6. Increased circulation problems. Ingress and egress for this center are already not optimal. Adding a use that will increase vehicle trips during the center's typically busy hours—afternoons, evenings, Saturday & Sunday, will be detrimental to the center as a whole especially given the proposed location's proximity to the center's main ingress/egress route. The ingress/egress point along Serrano is already a problem for anyone needing to exit left onto Serrano.

7. Increased traffic problems at Lake Forest & Chinook and Lake Forest & Serrano. The light at Serrano is already a pain-point during morning and afternoon drop-off/pick-up times for Rancho Canada Elementary School.

8. Increased traffic along Serrano. Serrano is, in my opinion, one of the least-safe streets in our City. People regularly drive at unsafe speeds with no regards for pedestrians, many of which are children.

Believe it or not, I am pro-development and I believe in property rights. However, I also firmly believe that ALL development needs to be tempered by what's compatible and appropriate based on existing surrounding uses. Just because it COULD be approved via a Use Permit doesn't mean it SHOULD be approved.

The Center is zoned CC for Community Commercial. The City's Code for this designation specifically denotes that the purpose for this District is to develop and maintain Commercial Uses that are compatible with surrounding residential uses. I also note that a Use Permit is required for a Car Wash even in an Industrial Zone. I can understand allowing a Car Wash in the a commercial center like the Foothill Town Center—where there are already existing Car Wash uses along with space. I could also understand considering a Car Wash for the portion of this property nearest to the Lake Forest & Trabuco intersection if it could be done with no-net-loss of parking. However, I cannot understand even considering a Car Wash in the portion of a neighborhood shopping center closest to a Nationally and State Registered Historic property and long-standing residential uses. Therefore, I can only conclude that by declining this project there will be no infringement upon the property owner's rights.

**Based on all that I and others have stated, I strongly urge the Planning Commission, and the City Council in case of an appeal, to do the right thing for our community and DECLINE this project.**

**Please confirm receipt.**

**Please also confirm that this email will be included within the packets sent to Commissioners and Council-members in case of appeal.**

**If the developer, their representatives or the property owner are open to discussion, I can be reached via [REDACTED]**

Sincerely,

Terri Grisenti

[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Heritage Hill Shopping Center car wash proposal  
**Date:** Monday, June 15, 2020 8:24:32 AM

---

---

**From:** Louise Adler [REDACTED]  
**Sent:** Saturday, June 13, 2020 10:45 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Heritage Hill Shopping Center car wash proposal

I am strongly opposed to granting approval to develop a car wash in the Heritage Hill Shopping Center. I am at the center frequently and already experience traffic congestion in the area proposed for the car wash, especially near the handicapped parking spaces.

This use is NOT appropriate or consistent with the other business and the historic park.



**From:** [Ackerman, Gayle](#)  
**To:** [Weiss, Jennifer](#); [Mansur, Jennifer](#)  
**Subject:** FW: Opposition to Lake Forest Car Wash at prior US Bank  
**Date:** Tuesday, June 16, 2020 8:43:26 AM

---

---

**From:** Jolene Fuentes [REDACTED]  
**Sent:** Monday, June 15, 2020 5:26 PM  
**To:** Ackerman, Gayle <GAckerman@lakeforestca.gov>  
**Subject:** Fwd: Opposition to Lake Forest Car Wash at prior US Bank

Sent from my iPhone

Begin forwarded message:

**From:** Kevin Farrenkopf [REDACTED]  
**Date:** June 15, 2020 at 10:42:16 AM PDT  
**To:** "[marmando@lakeforestca.gov](mailto:marmando@lakeforestca.gov)" <[marmando@lakeforestca.gov](mailto:marmando@lakeforestca.gov)>, "[jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)" <[jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)>, "[fbarajas@lakeforestca.gov](mailto:fbarajas@lakeforestca.gov)" <[fbarajas@lakeforestca.gov](mailto:fbarajas@lakeforestca.gov)>, "[tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)" <[tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)>  
**Subject:** **Opposition to Lake Forest Car Wash at prior US Bank**

Dear Lake Forest Planning Commission –

I have been a resident of Lake Forest for the past 29 years, first in the Whispering Trees tract and now at the Lake. LF is a very special place, a hidden gem, and I thank the Planning Commissions of the prior decades for making the countless decisions required to balance the charm and beauty of the city with the budgetary constraints that cities must face. LF is still a wonderful place to live. The car wash decision, however, is the proverbial no-brainer. While I'm sure you're tempted by the tax revenues it affords the City, don't fall victim to failing to underestimate the damage. The cost is considerable in terms of noise, appearance, and reduction in the value the shopping center has to many of us. I'm a longtime fan of Bagels and Brew, and they are a huge supporter of the community! – but the special ambience that they now have will evaporate with a loud car wash within earshot. Same is true for some of the other tenants. Why not help them out? It's a nice center, and it will be transformed into a loud center. On your watch.

Please also realize that there is NO NEED for another car wash. Please! There is one across the street, there is one at Bake and Trabuco, and there's one at Rockfield and LF. This adds no convenience to anyone.

Planning Commission, please don't ruin the long-term beauty of Lake Forest by selling out to the development of something this is unneeded, simply because it provides a little tax revenue. Many of us plan to live here long after you serve your respective terms on the planning commission, so don't screw up OUR city. Do your job, make the right decision, and represent your constituents.

Respectfully,

Kevin R. Farrenkopf  
President | Chief Executive Officer  
**The Bank of Hemet**  
3715 Sunnyside Dr. | Riverside, CA 92506  
[REDACTED] | F: (951) 778-0253  
[www.bankofhemet.com](http://www.bankofhemet.com)

**CONFIDENTIALITY NOTICE:** This e-mail transmission, and any documents, files or previous e-mail messages attached to it, may contain confidential information that is legally privileged. If you are not the intended recipient, or a person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this message is **STRICTLY PROHIBITED**. If you have received this transmission in error, please immediately notify the sender by reply e-mail or by telephone at 951.766.4100, and destroy the original transmission and its attachments without reading them or saving them to disk. Thank you.

**From:** [Wetzel, Niki](#)  
**To:** [Weiss, Jennifer](#); [Mansur, Jennifer](#)  
**Subject:** FW: Please NO CAR WASH at Serrano & Lake Forest  
**Date:** Wednesday, June 3, 2020 8:13:39 AM

---

---

**From:** Ludden, Thomas <tludden@lakeforestca.gov>  
**Sent:** Wednesday, June 3, 2020 5:41 AM  
**To:** Wetzel, Niki <nwetzel@lakeforestca.gov>  
**Subject:** Fwd: Please NO CAR WASH at Serrano & Lake Forest

Here is another letter for you to add to the list. Thanks for your help

Tom Ludden

Sent from my iPad

Begin forwarded message:

**From:** "The Tierney Family" [REDACTED]  
**Date:** June 2, 2020 at 9:34:17 PM PDT  
**To:** <[jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)>, <[tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)>, <[fbarajas@lakeforestca.gov](mailto:fbarajas@lakeforestca.gov)>, <[marmando@lakeforestca.gov](mailto:marmando@lakeforestca.gov)>  
**Cc:** "Carol Tierney" [REDACTED]  
**Subject:** Please NO CAR WASH at Serrano & Lake Forest

Please NO CAR WASH at Serrano & Lake Forest.

The parking lots are busy enough with the variety of shops and businesses there now. It overflows when the kids & families from Rancho, plus El Toro come over and patronize the restaurants, CVS, Ralphs, 4<sup>th</sup> of July Parade, Heritage Hill, Credit Union, etc., etc.

The Tierney Family  
Roger, Carol, Mel and Richie  
[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed car wash at 21781 Lake Forest Dr.  
**Date:** Tuesday, June 2, 2020 8:12:44 AM

---

**From:** donna mckeown [REDACTED]  
**Sent:** Monday, June 1, 2020 6:11 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed car wash at 21781 Lake Forest Dr.

Dear Jennifer Mansur:

You can only imagine how upset I felt when I learned of a proposed car wash site across from what we consider to be a local gathering place. I walk 2 times per week to that Ralph's through Serrano Creek Park, and through that parking lot from [REDACTED] on Lake II, the Sun and Sail Club. I see many of my neighbors while walking and at the Bagels and Brew. I meet many friends there regularly for breakfast or lunch, and we sit outdoors.

I can imagine the noise and traffic caused by a car wash, and that I would not feel safe walking in that area. I also use the teller machine at that credit union.

There has to be a better use for that former bank site. We have 3 car washes along Lake Forest Dr. already, another off Rockfield, and a fifth on Los Alisos.

I will be at the public hearing on June 4. I look forward to meeting you.

Donna McKeown

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Car Wash at Heritage Hill Plaza  
**Date:** Monday, July 13, 2020 8:15:37 AM

---

---

**From:** Dori Laskin [REDACTED]  
**Sent:** Monday, July 13, 2020 6:37 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed Car Wash at Heritage Hill Plaza

Dear Jennifer,

I am writing to you as an Associate Planner for the City of Lake Forest. Please note my comments below on the proposed car wash at Heritage Hill Plaza.

I am a resident of the Oaks and a member of Lake Forest II MHOA. I am opposed to the proposed car wash in Heritage Hill Plaza at for the following reasons:

- Increased traffic that would be disruptive to a neighborhood shopping center and the adjacent residential area
- Increased noise creating a nuisance for patio dining and disturbing the tranquility of the shopping center and surrounding neighborhoods
- Increased danger for pedestrians, especially children due to nearby schools
- Unsuitable use for a neighborhood shopping center near schools and the Heritage Hill Historic Park
- Reduction of parking spaces for retail businesses, especially problematic during events at the Heritage Hill Historic Park
- Existence of several car wash facilities within a small radius of the proposed location

Although the project developers responded to concerns presented at a meeting of the Lake Forest II MHOA Board on June 6, 2020, I do not believe that these concerns can be adequately remedied with the placement of a car wash at this location. Therefore, I suggest that alternative projects be sought for the site that would be mutually beneficial to the developer and the community.

Sincerely,

Dori Laskin

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Car Wash at Heritage Hill Shopping Center  
**Date:** Monday, June 22, 2020 8:37:59 AM

---

**From:** Michael G. Wick [REDACTED]  
**Sent:** Monday, June 22, 2020 8:37 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed Car Wash at Heritage Hill Shopping Center

Ms. Mansur -

I recently heard that it is being proposed that a car wash replace the US Bank building at the Heritage Hill shopping center. I live approximately a mile from the shopping center and shop there often at a variety of the stores in the center. It is my primary shopping location.

I have no objection to car washes in general and use them for my own car, but the location proposed is not a good fit for the shopping center. As you know, the center is retail based and could use another retail establishment, but a car wash would completely change the character of the center. There is already a fair amount of traffic where Ace Hardware, Heritage Hill Historical Park and Bagels and Brew come together. I know as I travel through that area frequently. Adding a car wash would significantly increase that traffic and pose a safety risk to people walking through that area, as well as to the cars themselves. In addition, is the noise factor. Bagels and Brew (I am a customer, but not otherwise affiliated with them) has many customers who sit outside to dine and listening to increased traffic and the noises associated with car washes (e.g., vacuums, dryers) would make for an unpleasant experience. I have sat near car washes waiting for my car to be cleaned and I am always happy to leave as soon as possible.

We have several car washes in Lake Forest and from what I have seen over my 12 years living here they fit their locations very well, they don't impact other businesses as the one proposed would. The parking near to the former bank building is important to the area. It provides regular and certainly overflow support to the surrounding area and is critical to special events like the Haunt at Heritage Hill. I do not recall ever not seeing cars parked in that area, even after the bank closed.

In the final analysis shouldn't the feelings of the neighborhood be the deciding factor for a business like a car wash being brought into their community? I find it hard to believe that there is a demand for a car wash in this area, especially as there are others easily available on or near Lake Forest Dr. I know that I certainly don't want one.

Thank you for your time. I would appreciate you distributing my comments to the Planning Commission.

Michael Wick

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed car wash at Lake Forest /Serrano shopping center  
**Date:** Wednesday, July 8, 2020 5:21:23 PM

---

---

**From:** [REDACTED]  
**Sent:** Wednesday, July 08, 2020 5:20 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed car wash at Lake Forest /Serrano shopping center

I'm writing to strongly oppose the proposed car wash with self-service vacuum stalls. What makes me furious is this is such a poor decision it seems to me that they closed their eyes and threw a dart at an empty bank building thinking the residents, store tenants, school participants and anyone living in Lake Forest would go along with this proposed car wash idea.

Traffic, noise, children's safety, crowded congestion, and we don't need another car wash with 3 car washes so close in Lake Forest!

Let's use the US Bank building for a better community self-help/nutritional/alternative health/seminar/etc. facility building Let's build a healthy community for everyone..

Thank You,

Bette G. Tydings

32 year resident of Lake Forest.

[REDACTED]

Sent from [Mail](#) for Windows 10



Virus-free. [www.avg.com](http://www.avg.com)



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Car Wash: Heritage Hill Shopping Center  
**Date:** Monday, June 15, 2020 8:26:04 AM

---

---

**From:** HERB COHEN [REDACTED]  
**Sent:** Sunday, June 14, 2020 1:36 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed Car Wash: Heritage Hill Shopping Center

Jennifer -

I am a long time resident of ET/City of Lake Forest and am opposed to a car wash at the Heritage Hill Shopping Center. The space was zoned for retail and adding a car wash, a quasi industrial business, is detrimental to the shopping center's intended use.

As a member of the LFII HOA, I read the letter the Board sent to you expressing their opposition and questioning the investigative process followed by the City. I am also aware of a letter from eight existing businesses in the shopping center citing their opposition.

Importantly, I have read the 'waiver' statute that provides the legal authority to the City but clearly it should be invoked only if there is community benefit. **Four** car washes within the City are within a 2-miles radius from the shopping center so what benefit is there to the community by approving this proposal?

-herb cohen

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Heritage Hill Car Wash - Lake Forest  
**Date:** Monday, July 6, 2020 8:16:17 AM

---

---

**From:** [REDACTED]  
**Sent:** Friday, July 03, 2020 1:31 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed Heritage Hill Car Wash - Lake Forest

Dear Jennifer,

I am sending you this email to let you know that I am opposed to the above proposed car wash. I think it would be a detriment to this shopping center by taking away parking spots for the surrounding businesses and also be noisy and disruptive to the aesthetics of the shopping center. Furthermore, the car wash atmosphere would be disruptive to the serenity of the Heritage Hill historical area and also to the nearby small businesses.

I am totally against the car wash in any location in the Heritage Hill shopping center.

Sincerely,

Carolyn Calame  
[REDACTED]  
Lake Forest, CA 92630  
tel: [REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Heritage Hill Plaza Car Wash  
**Date:** Tuesday, June 2, 2020 2:18:41 PM  
**Attachments:** [image001.png](#)  
[image004.png](#)

---

**From:** [REDACTED]  
**Sent:** Tuesday, June 02, 2020 2:17 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** RE: Proposed Heritage Hill Plaza Car Wash

Jennifer

Appreciate the information and follow up. This does answer some of my concerns regarding the vacuum plaza. However, the color scheme or the picture submitted ( lime green) and the ocean blue color on the facility in Huntington beach I provided are unacceptable.

More importantly, my previous concern regarding appropriate land use with so many existing car wash facilities nearby remains. It would severely detract from what is now a well layed out commercial property with a good blend of tenants and function. Although the car wash design is well thought out, the resulting impact and image of this center would be forever negative.

In answer to your question as far as sharing my comments to the planning commission, yes please use this email thread as my comments regarding this project.

Regards

Jim Segner

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: "Mansur, Jennifer" <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)>  
Date: 6/1/20 11:22 AM (GMT-08:00)  
To: Jim & Janet Segner [REDACTED]  
Subject: RE: Proposed Heritage Hill Plaza Car Wash

Jim,

The (non-colored) elevations for the car wash did include an elevation of the proposed canopies for the vacuum plaza and payment station, which I have attached to this email. In addition, the City did request the applicant submit photo examples of other similar canopies, which I have also attached to this email. I hope this information is helpful. Can you please let me know if you would like the previous email forwarded to the Planning Commission as your public comments or if you are

going to provide a separate comments. If you have any other questions, feel free to call me at (949) 461-3472 or reply to this email. Thanks.

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

---

**From:** Jim & Janet Segner [REDACTED]  
**Sent:** Saturday, May 30, 2020 3:26 PM  
**To:** Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)>  
**Subject:** Re: Proposed Heritage Hill Plaza Car Wash

Jennifer -

I appreciate your forwarding the proposed plans for the car wash project in Heritage Hill Plaza. I have reviewed the plans in detail including the Color Elevation. I believe there should be an elevation or drawing ( similar to Color Elevation) of what the rest of the site will look like. This would include a visual of the Vacuum Plaza and Entrance to the car wash for payment.

The Color elevation color scheme for the proposed building (car wash) is similar to the remodeled plaza . What **cannot** be determined is what the vacuum plaza and car wash payment station would look like. I looked up locations of similar car wash locations in Huntington Beach on the Internet. (Pictures below) What is shown in these photos are things that would not blend with the current design as proposed and certainly not Heritage Plaza. The clean look of the Color Elevation is very misleading without inclusion of an elevation showing the scope of the entire project. If there are plans/drawings that depict the vacuum plaza and payment station, I would like to view them. If these views were not submitted, I believe this application is deficient and additional information should be required prior to consideration by the Planning Commission.

Another concern I have is why an additional car wash should be considered so close to **very** similar operations? There is one across the street at the Shell station, another at the Chevron at Trabuco & Bake, another one at Dimension & Lake Forest Drive, and a fourth at Lake Forest Drive and Regency Lane. All within 100 yards to two miles away.

The owner has delayed consideration by the Planning Commission until more comments are received from existing Heritage Plaza tenants. I would recommend that unless there is sufficient details as noted above, the July 9th proposed meeting with the Planning Commission be further delayed.

Your thoughts and comments on this email are most welcome.

Best,

Jim Segner



On Fri, May 29, 2020 at 1:25 PM Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)> wrote:

Jim,

Per our phone conversation, attached to this email are the proposed site plans and elevations we discussed. As I mentioned this project was continued to the **July 9, 2020** Planning Commission meeting. The July 9, 2020 Planning Commission meeting starts at 6:30 p.m. and will be located in the City of Lake Forest City Council Chambers (100 Civic Center Drive). If you would like to submit public comments on this item, please feel free to email them to me before July 9<sup>th</sup>.

Prior to the July 9, 2020 Planning Commission meeting, City staff will prepare a report to the Planning Commission that will include a detailed project description and an analysis of the project. All written correspondence received by the City will be attached to the report. The report will also include the noise study, queuing study, and plans that were submitted by the applicant. The report will be available on the Planning Commission's agenda on the City's website the week before the July 9<sup>th</sup> meeting at the following link: <https://lakeforestca.gov/129/Agendas>.

If you have any further questions about this project or the Planning Commission meeting, please feel free to call me at (949) 461-3472 or reply to this email.  
Thanks!

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Subject: Car Wash at Heritage Hill Plaza  
**Date:** Wednesday, June 3, 2020 8:05:56 AM

---

---

**From:** Glenn Greenwald [REDACTED] >  
**Sent:** Tuesday, June 02, 2020 7:10 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Subject: Car Wash at Heritage Hill Plaza

Hello, I'm a 32 year resident of Lake Forest. I do my shopping at the Ralph's in that center. I enter from Serrano and drive by the Ace and CVS to get to Ralph's. At the lunch hour, weekends and holidays there is lots of traffic and a very crowded lot. It's treacherous to back out of the parking spaces in front of CVS and the other stores into the heavy two way oncoming traffic. The car wash will bring much more traffic at all times every day into a lot that is already too congested much of the time. Also the noise will be much increased between the added traffic, car wash machinery and the outdoor vacuum cleaners. This will degrade the outdoor experience like eating outside at Bagels and Brew and Togo's, or visiting Heritage Hill, not to mention the noise pollution to the surrounding neighborhoods.

Please do not allow a car wash. There are several car wash alternatives in the area. I'm on the board of my Homeowner's Association. In speaking with my neighbors they have the same concerns I do. Hopefully you are hearing from the community. Please respect what the majority of the people in our neighborhood have to say.

Thank you,

Glenn Greenwald

[REDACTED]

Lake Forest

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Use Permit 11-19-5315 - Project Location: 21781 Lake Forest Dr., Lake Forest, CA 92630  
**Date:** Thursday, July 9, 2020 8:31:14 AM

---

**From:** [REDACTED]  
**Sent:** Wednesday, July 08, 2020 10:40 PM  
**To:** jmansur@lakeforesca.gov  
**Subject:** FW: Use Permit 11-19-5315 - Project Location: 21781 Lake Forest Dr., Lake Forest, CA 92630

Subject: new drive-through car wash with self-service vacuum stalls

Dear Lake Forest Planning Commission,

I have been a resident of Lake Forest since 1980 and am proud of our city and infrastructure.

The notification of building a car wash is deeply concerning and I am opposing the project.

Reasoning:

- Traffic congestion
- Lack of parking for stores
- Project is out of character for the shopping center (small retail and **especially the Heritage Hill Park**)
- Visual bulk of new building
- Increase of noise due to elevated car traffic
- Nearby elementary school and children walking in the vicinity
- A car wash definitely is not an acceptable 'anchor' for the existing stores and shops.
- Why is it that there has never been a 'for lease or available' sign on the closed drive-thru bank? This makes no sense at all, but certainly infers the true intentions of the planning committee. It appears that no due diligence has been done for what other opportunities might be available. Opportunities that would not have huge negative impacts to this shopping center, it's existing shoppers and the neighborhood. It definitely leads us to believe, this process has been extremely negligent. We do not need a car wash! Car washes do not belong in this type of center. A nice small Italian café would be more appropriate. No pizza, just other Italian meals.
- Inputs and suggestions from homeowners should have been the first step, not at this stage of the game.

Thank you for your consideration.

Sincerely,  
Jane Peck





**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Use Permit 11-19-5315 new drive-through car wash with self-service vacuum stalls  
**Date:** Monday, July 13, 2020 8:13:15 AM

---

-----Original Message-----

From: Barbara Corlett [REDACTED]  
Sent: Sunday, July 12, 2020 4:41 PM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Use Permit 11-19-5315 new drive-through car wash with self-service vacuum stalls

To: Lake Forest Planning Commission  
Re: Use Permit 11-19-5315 new drive-through car wash with self-service vacuum stalls

Dear Sirs:

I have owned and lived in my present home in Lake Forest, CA., for over 21 years, and I am proud of the city and its amenities.

I am vehemently opposed to the proposed building of a car wash at 21781 Lake Forest Drive, Lake Forest CA 92630 for the following reasons:

- 1) The proposed site is too small to accommodate such a car wash. It would result in a more crowded parking lot, thereby negatively affecting public access to the current businesses in the shopping center.
- 2) A car wash would be inconsistent with the current character of the shopping center, which features a grocery store and several restaurants, among other businesses. I shop in this center several times a week and have always enjoyed the relaxed, welcoming atmosphere there. Adding a bulky, crowded car wash there would definitely detract from the warm ambience currently enjoyed by local residents like myself.
- 3) I am certain that there are many other types of businesses that could open on this site which would better fit the character of the shopping center.

In short: Do not allow a car wash to be built in this shopping center.

Sincerely,  
Barbara Corlett

[REDACTED]

**From:** [donna mckeown](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Fwd: Proposed car wash at 21781 Lake Forest Dr.  
**Date:** Monday, June 1, 2020 9:33:32 PM

---

Secretary of the Planning Commission:

No, No, No to The Tunnel Car Wash at 21781 Lake Forest Drive, Lake Forest, CA

This is an area that children commute through to get to Via del Rio homes from Rancho Canada School and Serrano Intermediate. Also, it is an area where we shop for groceries, eat out-doors at two establishments, and visit historical Heritage Hill County Park. Most car washes are affiliated with gas stations, and there are six car washes between Bake, Lake Forest, and Los Alisos. Where does one see a car wash within a shopping area?

Please also read the attached e-mail.

Donna McKeown

[REDACTED]

Lake Forest, CA

----- Forwarded message -----

**From:** donna mckeown [REDACTED]  
**Date:** Mon, Jun 1, 2020 at 6:11 PM  
**Subject:** Proposed car wash at 21781 Lake Forest Dr.  
**To:** <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)>

Dear Jennifer Mansur:

You can only imagine how upset I felt when I learned of a proposed car wash site across from what we consider to be a local gathering place. I walk 2 times per week to that Ralph's through Serrano Creek Park, and through that parking lot from [REDACTED] on Lake II, the Sun and Sail Club. I see many of my neighbors while walking and at the Bagels and Brew. I meet many friends there regularly for breakfast or lunch, and we sit outdoors.

I can imagine the noise and traffic caused by a car wash, and that I would not feel safe walking in that area. I also use the teller machine at that credit union.

There has to be a better use for that former bank site. We have 3 car washes along Lake Forest Dr. already, another off Rockfield, and a fifth on Los Alisos.

I will be at the public hearing on June 4. I look forward to meeting you.

Donna McKeown

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Heritage Hill Plaza Proposed Car Wash  
**Date:** Tuesday, June 2, 2020 5:26:16 PM

---

To whom it may concern,

I have been a resident of Lake Forest for 29 years. The stores and restaurants in the Heritage Hill Plaza are my usual shopping locations. I DO NOT WANT A CAR WASH put into the plaza. There are already several car washes nearby. A car wash would bring more traffic, noise, and problems to the plaza. It would also be a huge waste of water during a time when water is at a premium in our state.

I was informed, but have not confirmed, that a doctor wanted to lease the building for medical offices, but was turned down. WHY would a car wash be better than a doctor's office?

Before any car wash should be built, several new schools and fire stations should be built to accommodate the influx of families and students to our area. The thousands of new homes that have/are being built above Peachwood and Saddleback Church will bring in A LOT MORE traffic to our community, as Baker Ranch has. The increase in students will put more of a strain on our class sizes, again, as Baker Ranch has.

Another car wash is NOT needed in our town. Please reconsider how a car wash would change the look of Heritage Hill Plaza, and our beautiful town in general.

Thank you for your consideration,

Karen Palmer  
[REDACTED]

**From:** [Terry Kaput](#)  
**To:** [Weiss, Jennifer](#); [imansur@lakeforestca.gov](mailto:imansur@lakeforestca.gov)  
**Date:** Friday, June 5, 2020 1:41:47 PM

---

Use permit 11-19-5315 Planned Sign Program 11-19-5316 for car wash

Sent from [Mail](#) for Windows 10

Dear Mr Weiss and Ms Mansur

Destruction or the Asthetic value of the of the plaza in general and Heritage Hill landmark, the excessive egress/ingress traffic it would create with possible long lines, the increased noise factor, traffic access danger and it would be just plain ugly and would decrease the quaintness of the plaza. Please forward these comments to the Lake forest Mayor and City Council.

Xtremely concerned Lake Forest Residents

T and D Kaput

**From:** [Robert Villacis](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** NO CAR WASH!!!  
**Date:** Thursday, June 4, 2020 12:41:55 AM

---

Us citizens of Lake Forest DO NOT want a car wash to damage the area where Bagels and Brew and Brizzio are!!!

Stop the car wash project!!!

**From:** [Jim Cody](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No carwash  
**Date:** Tuesday, June 2, 2020 9:06:27 AM

---

My vote is NO on the Car wash that is being proposed on Lake Forest Drive. We already have way too many car washes and this shopping center would be ruined with one more car wash

**From:** [Garcia, Julie](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Planned car wash at 21781 Lake Forest Dr.  
**Date:** Thursday, June 4, 2020 6:18:43 AM

---

Hello;

I am writing this to express my displeasure with this project. The traffic in the shopping center it is planned for is already very bad. I don't believe there is enough space for the proposed plan. How many car washes do we need in the city of Lake Forest? There are 2 within walking distance of the proposed site. This proposed car wash would be an eye sore for the city. There is not a single person I know who thinks this proposed site is a good idea.

Thank you,  
Julie Garcia

---

[Disclaimer] WARNING- This document may contain technical data whose export is restricted by the Arms Export Control Act (Title 22, U.S.C., SEQ 2751 ET SEQ) or the Export Administration Act (Title 50, U.S.C., APP 2401-2420). Violations of these export laws are subject to severe criminal penalties. This e-mail is strictly confidential and intended solely for the addressee. It may contain information which is covered by legal, professional, or other privilege. If you are not the intended addressee you must not use, disclose, or copy this transmission. This E-mail is not intended to impose nor shall it be construed as imposing any legally binding obligation upon any of the GKN group of companies ("GKN"), and/or any subsidiaries thereof or associated companies thereof. Neither GKN nor any subsidiaries thereof or associated companies thereof gives any representation or warranty as to the accuracy or completeness of the contents of this E-mail. GKN shall not be held liable to any person resulting from the use of any information contained in this E-mail and shall not be liable to any person who acts or omits to do anything in reliance upon it. Unendorsed export or re-export is prohibited. This email has been scanned for email related threats and delivered safely by Mimecast.

For more information please visit <http://www.mimecast.com>

GKN is committed to using and managing personal information responsibly and ethically. Please see our [privacy policy](#) to find out more about how we will use your personal data.

---



**From:** [Brenda Montgomery](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Planned Car Wash in Heritage Hill Plaza  
**Date:** Tuesday, June 2, 2020 12:56:10 PM

---

I am sending this message to let you know that I am against the planned Car Wash in Heritage Hill Plaza.

This project will create issues for a business that is not needed in our community.

The car wash will bring additional traffic into the shopping parking area. This parking in this area is already very busy with the local businesses. We often park in the existing spaces in front of the bank when we want to visit other businesses such as Bagels and Brew, the florist, the credit union, and the Jewelry Box, just to name a few. The car wash would eliminate these spaces that are currently being used.

We enjoy the local flavor that the original Bagels and Brew and the next door pizza restaurants bring to the area. They are truly neighborhood businesses that we love to frequent. It's special for us to be able to sit outside on the sidewalk, even before the days of the Covid virus. This will be impacted by the noise of the self-serve vacuum stalls and the increased traffic to the area.

I understand growth and change. Certainly the spot where the bank currently stands needs updating. Also it would be great to turn into useful space that a business that will serve the community. However, we have 5 car washes within 1 to 1.5 miles from this location. We don't need another business such as this, especially since it will be detrimental to the community that we currently enjoy.

My vote is against this. Neighbors I've spoken with agree. Please support our view point and turn this project down.

Regards,  
Brenda Montgomery

**From:** [K Williams](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Planning: Carwash @Lake Forest & Trabuco  
**Date:** Tuesday, June 2, 2020 10:12:43 PM

---

Dear Lake Forest Planning Commission and Leaders of our City,

We are writing to voice our opposition to the proposed car wash in the US Bank location that is currently under consideration in the ACE/CVS/Ralphs shopping center. As residents of your community and frequent customers of that shopping center we are gravely concerned about that specific use for this space. As it is located so close to an elementary school, historical site frequented by the community and in the center of a town center frequented by young families, we feel it wholly inappropriate to authorize the such an establishment. Our community already has a plethora of car washing options, including one directly across the street at the Shell gas station. As our town has multiple options and our economy is extremely fragile, this seems to be an ill conceived notion. Additionally, we fear the detrimental ramifications such an establishment would have in that location. From transient employees to environmental hazards, we strongly oppose such an establishment in our local shopping center. Please oppose this proposal!

Thank you for your time and consideration of our families perspective.

Sincerely,

The Williams Household

Residents of Midcrest Drive

**From:** [SCOTT FOSDICK](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [REDACTED]  
**Subject:** Proposed Car Wash at Heritage Hill Plaza-LAKE FOREST RESIDENT NOT IN FAVOR FOR THIS BUSINESS  
**Date:** Wednesday, June 3, 2020 12:33:19 PM

---

To the the planning committee regarding the proposed car wash business in the Heritage Hill Shopping Center:

Please know that I am not in favor of this business being opened in this location. It doesn't make sense to open yet another car wash business when there are 6 other car wash businesses within a 2 mile radius. These are:

- Shell Station at Trabuco & Lake Forest Drive (across the street)
- Chevron car wash at Trabuco & Bake Parkway
- Harv's Car Wash on Lake Forest & Regency Lane
- Chevron Station at Lake Forest & Dimension Drive
- Checkered Flag Car Wash & the Chevron Station at Lake Forest & Rockfield Boulevard

And, slightly further out (within a 3 mile radius) there are a couple more (MV Car Plaza on Los Alisos & the Shell Station on Bake & Rancho Parkway).

Additionally, there are multiple, independent mobile car detailing services that serve the city as well.

Given all of these local options, it doesn't make sense to add another car wash at this location. Upon a closer review of the local area, it appears that the residents on El Toro Road are more underserved than those residents off of Lake Forest Drive & Bake Parkway.

Thank you for your consideration.

Scott Fosdick

[REDACTED]

Lake Forest, CA 92630

[REDACTED]



**From:** [Christopher Broek](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at Heritage Hill Shopping Center  
**Date:** Monday, June 1, 2020 5:37:40 PM

---

I want to let my opinion be known regarding what I understand the proposed use of the now empty US Bank building in the Heritage Hill shopping center is.

I STRONGLY OPPOSE this space being converted into a car wash!

The noise alone will ruin the relative tranquility of the center. This is the WRONG use of this property.

Not only would this be a nuisance business, but it is completely unnecessary. There is a car wash directly across the street from the property, another just a mile up Lake Forest drive and one a mile down the road on Trabuco. Again, I cannot emphasize enough how wrong a car wash would be for that space. Please reject this project completely.

Thank you for your time and for letting my voice be heard.

Sincerely,

Christopher Broek



**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at Lake Forest Blvd and Trabuco Rd  
**Date:** Tuesday, May 26, 2020 9:51:15 AM

---

This is to petition you to vote no for the car wash that is being proposed in the parking lot at Lake Forest and Trabuco Rd.

Currently there are car washes across the street at the Shell Station, the corner of Bake and Trabuco Rd., Lake Forest and Commerce center drive, and one on Rockfield and Lake Forest Drive. We have enough carwashes to support our community. The proposed car wash will cause and already crowded parking lot to become like the shopping center at Lake Forest and Rockfield which I would like to use but are not able to ever find a parking space, plus it is a nightmare to drive in and try to drive out. I will never use that shopping center because of the parking.

The proposed new car wash does not make sense and will only be and eye sore to the community.

I solicit your no vote for the car wash being proposed.

Sincerely,  
Oren Neutz

[REDACTED]

**From:** [KM Kennedy](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at US Bank Location - Ralphs - CVS - Ace shopping Center  
**Date:** Saturday, June 6, 2020 2:45:30 PM

---

I am a 30 year home owner (and resident) here in Lake Forest and we do not need another car wash in this area. We have one directly across the street at Shell, we have Herv's down Lake Forest and the Chevron Car Wash at Trabuco and Bake.

This shopping center has too much traffic already and another car wash offers no benefit.

I strongly oppose the plan.

Kathleen Kennedy  


**From:** [Mary Lanis](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash building  
**Date:** Wednesday, June 3, 2020 11:46:35 AM

---

Planning Commission  
Attn: J Weiss

Please reconsider any plans of inserting a car wash in the center, at the corner of Lake Forest Drive and Trabuco Road.

I am one of the original residents of the Indian Hills development, when Lake Forest Drive ended at Trabuco Road. We bought directly across the street from the center many decades ago.

I believe this car wash will harm home values across the street. The neighborhood is a charming community, with a hometown feel still left today. The nearby Heritage Hill Park along with Serrano Stables, and two nearby Elementary Schools are enjoyed by many. Bagels and Brew fits right in to Sunday brunches.

A car wash most certainly will not. The proposed building will be a tall structure, taking up parking, adding to traffic. There will most likely be revolving minimum wage workers as well, adding to more traffic. There are 3 nearby car washes already.

Please reconsider this proposal, and keep this area peaceful as long as possible, while development continues around us.

Thank you for your time, enclosed is a photo of early days.

Sincerely,  
Mary Lanis





[Sent from Yahoo Mail for iPhone](#)

**From:** [Susan Brown Matsumoto](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash Lake Forest  
**Date:** Monday, June 22, 2020 5:39:45 PM

---

Regarding the proposed car wash where the US Bank was personally I don't understand how it is needed or logical to put it there. First you have a similar car wash just up the street on Lake Forest past Dimension. Then you have a car wash at the gas station near that one. And then a car wash right across the street on the corner of Lake Forest and Trabuco, and finally a full car wash on the corner of Trabuco and Bake Parkway.

All I know are typically car washes are very loud, the water and soap are in the air and personally I have to keep my vents on recycle as the smell of the chemicals actually make me sick. So that being said having businesses so close to this proposed car wash especially Bagels and Brew shows very little regard for a place that has been a loyal business for many years serving many Lake Forest residents. And Heritage Hill doesn't need something like this or the other businesses.

As it is parking can be tough especially at certain times in that shopping center especially where the US Bank is. I can't even imagine patrons of Bagels and Brew would be able to sit outside and enjoy their meals with a car wash right across from them.

I know this public meeting was pushed off until July per request of the car wash owner. I would think he could find another place that would be more conducive and not affecting long term established businesses. At some point the established businesses that would be affected by this should take priority in this decision.

Thank you for your time, just wanted to share my thoughts about why a car wash is not a good idea in this shopping center.

Best Regards,

Susan Matsumoto

**From:** [Bob & Maggie Schneider](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash  
**Date:** Thursday, June 4, 2020 3:50:18 PM

---

Hello,

I would like to express my opposition to the proposed car wash in the Heritage Hill shopping center. There is already a car wash less than a 1/4 mile away and that shopping center cannot handle the amount of traffic that this car wash will generate.

Sincerely,  
Bob & Maggie Schneider

**From:** [Michele Pellow](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash  
**Date:** Tuesday, June 2, 2020 2:45:39 PM

---

Dear City Councilman,

My husband and I are not in favor of the proposed car wash in the Ralph's Center on Lake Forest Dr. and Serrano for the following reasons:

1. congestion due too lack of space
2. # of car washes already in existence in the immediate area
3. the center just went through a major interruption/renovation and there is no need for this to occur again

Thank you for taking our concerns into consideration.

Michele Pellow  
Mark Pellow

**From:** [Joanna Tutwiler](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash  
**Date:** Tuesday, June 2, 2020 10:06:40 AM

---

Hi there! I have heard of the car wash proposal and I'd like to say I am definitely in favor!

Do you need community support shown at the meeting on the 4th?

Thank you!

~Joanna Tutwiler

--

Joanna Tutwiler Queen Tut Events  [www.queentutevents.com](http://www.queentutevents.com)  
[www.facebook.com/queentutevents](https://www.facebook.com/queentutevents) Instagram @ queentutevents

**From:** [Richard Martinez](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Public Hearing  
**Date:** Tuesday, June 2, 2020 6:48:36 PM

---

In regards to  
Use Permit: 11-19-5315  
Sign Program: 05-20-5354  
Planned Sign Permit: 11-19-5316

I would not be in favor of this project because:

A: there are a number of car washes at 1, Shell station across the street, Lake Forest / Trabuco 2, another "full" car wash at the Chevron station at Bake/Trabuco not to mention 3, Al's 24 hour car spa wash with 5 stalls at dimension and Lake Forest and 4, tunnel car wash at the Chevron across the street plus 5, Harv's Express and Detail two block up Lake Forest. Also to mention the other 2 on Rockfield.

Giving you at least 7 within 3 miles or less from the proposed project.

Plus the Heritage Hill Plaza would be overwhelmed with traffic and parking.

Thank You  
Richard R Martinez

Sent from my iPhone

**From:** [Steve williams](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** RE: Use Permit 11-19-5315 - STRONGLY OPPOSED!  
**Date:** Wednesday, June 3, 2020 8:38:59 AM  
**Importance:** High

---

Dear Lake Forest Planning Commission:

Sorry, I can spell ☺ But the message is the same!!!

I have been a homeowner in Lake Forest for over 22 years, and I STRONGLY OPPOSE the construct of a new drive-through car washing the Heritage Hill Plaza!

We don't need additional parking, congestion, and noise in this city! I ask the Lake Forest Planning Commission to reject this project!!!

Thank you for your attention to this matter.

Warm regards,

Steve

Warm regards,

Steve

---

**From:** Steve williams  
**Sent:** Tuesday, June 2, 2020 8:01 PM  
**To:** [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov)  
**Subject:** Use Permit 11-19-5315 - STRONGLY APPOSED!  
**Importance:** High

**From:** [REDACTED]  
**To:** [Mansur, Jennifer](#); [Weiss, Jennifer](#)  
**Subject:** Use Permit # 11-19-5315 & 11-19-5316  
**Date:** Wednesday, June 3, 2020 11:14:01 AM

---

My reaction as a resident of Lake Forest Keys is this is not a business I would like to see at this location. Approximately 1 mile away this same type of car wash exists. It is always crowded and cars are often parked blocking the sidewalk just to enter the car wash impacting pedestrians and moving vehicles. We moved here 2.5 months ago from Laguna Niguel, after months of looking for a city and community we would settle – Lake Forest is that community. It is still small, uncrowded, fewer cars on the road and an easy walk to the strip mall which will be blocked by the car wash.

Sheila Cook-Cohen

[REDACTED]

LF



**From:** [Tricia](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Use Permit 11-19-5315/ Carwash Heritage Hill  
**Date:** Tuesday, June 2, 2020 2:59:19 PM

---

Dear Ms. Weiss,

I am concerned about the above referenced project which is a car wash business in Heritage Hill shopping area. I am concerned because of the nature of this business as something that presents true environmental impacts on the environment and which is not receiving appropriate environmental review. Your notice states that the project is exempt pursuant to CEQA section 15303 however even a cursory review of that section reveals that it is not on point with the present situation. A car wash produces waste water which contains contaminants such as benzene, lead, zinc and other chemicals which are harmful to humans, plants and animals. The waste water also contains detergents, phosphates, oils, and debris in addition to the above mentioned chemicals. This runoff will flow into the local creek and can drain to the ocean as well as pollute ground water. CEQA section 15303 provides an exemption for certain projects such as "a store, motel, office, restaurant or similar commercial or institutional structure not involving the use of significant amounts of hazardous substances." Due to the hazardous nature of the waste water which flows from a car wash the reliance on the 15303 exemption is misplaced and opens this project to judicial review.

Further there are impacts to traffic and circulation which should also be studied.

Finally the character of the project is inappropriate in the area where it is currently sited, that is, next to the city's historical park, a charming and, up to now, quiet shopping area.

I, therefore, request that the project be studied pursuant to the intent of CEQA, and that the use permit be denied pending the appropriate study of all environmental impacts.

Patricia A. Holbrook, Esq.

Sent from my iPhone

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Use Permit 11-19-5315, Sign Program 05-20-5354 and Sign Program 11-5316 - Construction of a proposed automated car wash facility in Heritage Hill Shopping Center.  
**Date:** Monday, June 15, 2020 8:28:39 AM

---

---

**From:** Rich Stein [REDACTED]  
**Sent:** Sunday, June 14, 2020 2:38 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Use Permit 11-19-5315, Sign Program 05-20-5354 and Sign Program 11-5316 - Construction of a proposed automated car wash facility in Heritage Hill Shopping Center.

Ms. Mansur:

I am a Lake Forest resident living nearby the proposed car wash for Heritage Hill shopping plaza.

I am against allowing the land use entitlements which would permit the car wash.

The reasons are outlined in a letter submitted to you by the Lake Forest II MHOA. I will not repeat except for one.

Safety should be a prime concern. The carwash is expected to have as many as 400-500 extra vehicles over today entering the area. Assume that 25% of them enter or exit on Serrano. This means that there could be as many as many as 250-500 additional (over today) entry/exits onto Serrano. Please note that this directly impacts the children who cross near that entrance coming/going from La Canada Elementary School and those who use/cross by Heritage Hill.

Regards,

Rich Stein

**From:** [Sharon Pallone](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [Mansur, Jennifer](#)  
**Subject:** Use Permit 11-19-5315, Planned Sign Program 05-20-5354, and Planned Sign Program 11-19-5316. Construction of new drive-through car wash and related signage at Heritage Hill Plaza  
**Date:** Tuesday, June 2, 2020 3:43:55 PM

---

We do not need another car wash in Lake Forest. Southern California is still in a drought situation. There are eight-plus car washes spread all over the city. There is no need for another. The parking lot at that location is impacted now, plus back-up traffic on Lake Forest Drive could also be a concern during certain hours of the day, especially during Rancho Canada Elementary School's drop-off and pick-up times.

We say NO to this proposal.

Joseph Pallone  
Sharon Pallone



Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest

RE: Use Permit 11-19-5315, Sign Program 05-20-5354 and Sign Program 11-5316 - Construction of a proposed automated car wash facility in Heritage Hill Shopping Center.

Ms. Mansur:

The Lake Forest II Master Homeowner's Association (Association) has received several resident inquiries and concerns regarding the pending land use entitlements that would allow for the construction and establishment of an automated carwash at the Heritage Hill shopping plaza. The Association understands that the proposed project would consist of a 4,600 square foot (SF) automated carwash, 13 self-service vacuum stalls, and related ancillary improvements that would replace an existing approximately 3,000 SF bank building and result in the elimination of approximately 22 parking spaces.

The proposed project has garnered significant interest and concern to a number of LFII homeowners and members of the Board related to the following areas:

1. Traffic:
  - Approximately 400-500 vehicles per day using the carwash, according to the project representatives
  - The impact of this additional traffic within the Heritage Hill shopping area and on the Level of Service (LOS) at Chinook and Serrano Road.
2. Safety:
  - The impact of this additional vehicle volume on traffic accidents
  - The potential for increased vehicle and pedestrian collisions, especially with the number of children crossing Heritage Hill during morning and afternoon school transit times
3. Air Quality/Green House Gas emissions from the additional vehicle traffic
4. Noise impacts on adjacent LFII neighborhoods:
  - From the increased traffic volume
  - From the pumps, blowers, and other equipment
5. Reduction in parking:
  - The elimination of up to 22 parking spaces and the resulting parking impact on the Heritage Hill shopping area and its existing businesses
6. Aesthetics – the project design does not appear to fit into the overall Heritage Hill design based on the preliminary drawings we have viewed



7. Impacts on existing surrounding businesses and general fit for the Heritage Hill shopping area.

At our June 3, 2020, regularly scheduled Board of Directors meeting, representatives of the project summarized the project and attempted to answer questions and concerns from residents and the Association Board of Directors. Unfortunately, this attempt to ameliorate the concerns presented was not successful and increased the concerns, while also creating additional questions that the Board is hoping you may be able to provide.

**These questions and concerns are provided in more detail in the following pages entitled "Questions" and we are asking for your responses prior to July 1, 2020 so that the Board can make a final decision on its recommendations at its July 1 meeting.**

The Association appreciates the desire of the project proponents to invest into our community, but there are too many questions at this point to render a position on this project. Of utmost concern are the significant impacts as aforementioned to the community and how these impacts are to be addressed. While the use of a Section 15303 (c) Categorical Exemption to the California Environmental Quality Act does seem logical due to this type of project, the increased intensity of the use when compared to the previous use creates new significant impacts that exceed what had been previously analyzed and raises concerns to the applicability of this type of categorical exemption.

Furthermore, changes in State laws as they pertain to the environmental impacts would lead to additional assessment being undertaken for this project. The Association would appreciate any additional information that could be provided as requested in this letter to better understand how this categorical exemption was chosen and the underlying analysis pertaining to the land use compatibility with the surrounding community. Lastly, the Association would like to be included on any notices related to this project moving forward.

Sincerely,

*Jim Richert*

Jim Richert,  
President | Lake Forest II MHOA  
24752 Toledo Lane | Lake Forest, CA 92630  
president@lf2.org

## Questions

### A: Traffic

1. A cursory assessment of potential trip increases using ITE trip generation data (new uses categorized as Automated Car Wash 948 and Self-Serve Car Wash 947 and existing uses Walk in Bank - 911) detailed a net increase of over 100 am/pm peak trip generation. Does this potential increase create a significant impact to the surrounding community and to existing traffic problems?
2. During the meeting the Board asked several times if a formal traffic study was prepared and the project representatives initially suggested that a traffic study had been prepared, however when pressed as to whether a Level of Service (LOS) or Vehicle Miles Traveled (VMT) study had been prepared, the representatives clarified that it was a queuing analysis and some form of internal movement analysis. The project proponents advised that the project is expected to generate an average of 400 to 500 vehicles per day. Is this volume the volume used for preparation of the traffic impacts?
3. While the queuing analysis would demonstrate that the length of the drive thru is sufficient as to not create impacts associated with stacking, it would not address the potential impacts derived from the number of trips generated. Furthermore, the integrated nature of the Heritage Hill Center and potential movements in and out of the carwash into the existing drive aisles should have also been addressed within the movement analysis. Can you confirm what types of studies that have been prepared in support of this project and provide digital copies of those studies for review? Also, can you provide some insight or supporting documentation as to why those studies were selected to be prepared and if other studies were omitted and the rationale as to why? Has a determination been made as to the impact on the LOS for Chinook and Serrano Road?

### B: Safety

1. Safety was another consideration that was focused on, both from a pedestrian and vehicular perspective. Vehicular safety would be a consideration of a movement analysis, while pedestrian safety would not. As currently constructed there is a defined path of travel that originates from the northwest corner of the intersection of Chinook and Lake Forest that meanders through the center and ultimately terminates at the driveway approach on Serrano, just north of Lake Forest and into the parking areas in front of Ralphs, continuing through to Trabuco. The Project would largely eliminate this walking path and would no longer provide for pedestrian travel through the center from Lake Forest. Considering this center is heavily walked to and through by families and children, **especially during morning and afternoon school transit times**, does not the loss of this formal pathway create a challenging and potentially unsafe condition that would pose a significant impact to the community?



2. Has there been any analysis to these changes? Have any Conditions of Approval been required to reduce these potential impacts? If any studies have been prepared to analyze this situation, can copies be provided in a digital form? If no studies were prepared can you provide some context as to why?

### **C: Air Quality**

1. Due to the increase number of trips and the large queuing area, there are concerns over new sources of pollution to adjacent businesses that have outdoor dining, surrounding residential neighborhoods, and Rancho Canada Elementary school. All three of these existing adjacent uses would include a number of sensitive receptors that could be potentially significantly impacted by this project, specifically from mobile sources of emission in the form cars coming to and waiting to obtain a carwash as well as fixed sources from the development itself. Has an Air Quality assessment or Green House Gas emissions assessment been performed? If so, can a copy be provided in a digital form? If an assessment has been performed, did it include mobile sources of emissions? If no assessment was prepared or mobile sources of emissions were not included, can you provide the basis for not performing an assessment or including the mobile sources?

### **D: Noise**

1. A primary component of any automated carwash includes a large blower unit. The more efficient at drying these units are the louder they are, and the blower units will be close by to two residential areas and near areas of congregation for outdoor dining. In addition to the blower at the exit the Project incorporates 13 dryer units that would create sources of noise as well. Lastly, the vehicles themselves as they wait for service will create noise. Has a noise study been performed? If a study was conducted can a copy be provided in a digital form? Were the cumulative impacts from all the potential sources included in the study? Did the study exceed any thresholds of significance as identified in the Lake Forest Municipal Code?
2. Are there any conditions of approval required to modify the project to reduce potential noise impacts? If no studies were prepared can you provide some context as to why?

### **E: Parking**

1. The reduction of parking is a significant concern as is the location of where the parking was to be removed. During various times during the week the Heritage Hill shopping center has considerable issues with parking, specifically in the location of the proposed project. Further complicating parking congestion is when Heritage Hill Park is open for special public events or conducting private events. Have these concerns been considered?
2. During the meeting the representatives of the project conveyed that the subject project site was subject to a reciprocal parking agreement as a means to deflect the practical concerns over the reduction in parking. However, on a number of exhibits



- they include the full number of parking spaces in the center. Can you confirm that a reciprocal parking agreement exists? In addition, can you provide an assessment of the parking demands of this use and the impact of the reduction of 22 existing spaces?
3. While not a function of the number of spaces, the *location* of the spaces became an issue as well. Specifically, the elimination of the spaces adjacent to a number of retail tenants in front of their uses would require customers and vehicles to traverse longer distances than was previously required. Was there some form of analysis or study prepared that contemplated this? If so, can a digital copy be provided?
  4. During the Board meeting the Project representatives made mention of a condition of approval that would require a parking attendant. When pressed as to the frequency of the attendant, the Project representatives stated the attendant would not initially be present, but only as the City required it. When asked about the functionality of the attendant the Project representatives were unable to articulate exactly the responsibility of the attendant. Can you provide some context as to what precisely the attendant's function would be and what impacts would need to be created so that the City would require the attendant? How will the city enforce this Condition?

#### **F: Project Aesthetics/Appearance**

1. The aesthetics of the proposed project were of a significant concern and while subjective in nature the lack of correlation of the project to the existing center was of concern. *The concerns over the aesthetics extend to both the carwash building and the vacuum station canopies.* The information that was provided to the Association from a resident was a scan of a printed document and as such lost some of the true colors of the building. Further, the design of the canopies was of significant issue as they are exceedingly in contrast to the existing center. Can you provide a digital copy of the architectural plans? Also, were there any view simulations prepared of the subject Project?
2. During the Board Meeting and correspondence received by the Association, the aesthetic and appearance fit of the proposed project was raised in comparison to the existing center. Of concern was the potential compatibility and appropriateness of a *quasi-industrial use within a neighborhood shopping center* and the potential impacts of the use on existing business, due to a number of the aforementioned concerns. The overall concern expressed was the changing of the neighborhood commercial center into something more intense. While the subject use of the Project is subject to a Use Permit, there are specific findings that must be made including the impacts and fit to the surrounding community. Has there been any needs assessment that establishes a need for this type of use? Is there any precedence within the City of the infill development of a carwash facility in an existing shopping center? Has there been any consideration of urban decay due to the establishment of this type of use in this type of center or to surrounding and similar existing carwashes?



Hi I am a resident of Lake Forest who often uses the Ralphs, CVS, Ace Hardware and other businesses in the Heritage Center at Lake Forest and Trabuco. I am writing to oppose the attempt to place a car wash in this center at the closed bank building. As such I have compiled a list of the car washes I know of that are within 0-2+ miles of the proposed car wash in the Heritage Hill Plaza. There are 11 carwashes within this geographic area which should negate the need to cram a new car wash into this small center. The Heritage Hill Plaza Center is a small neighborhood center with limited parking but extensively used by residents. There are numerous cars and people that use this center and walk through the center. In addition there is the Heritage Hill County Park which increases pedestrian and transient traffic into this center for various events. If anything, parking should be increased, not be eliminated. Please forward this to the planning commission and the City Council as opposition to this proposed car wash. Thank you

David F Mihalik [REDACTED] Lake Forest, Ca (26+ year resident)

1. Trabuco Shell Car Wash 21762 Lake Forest Dr (Trabuco and Lake Forest)
2. Al's Auto Spa 20722 Lake Forest Dr (Dimension and Lake Forest)
3. Harv's Express Car Wash & Detailing 20602 Lake Forest Dr (Dimension and Lake Forest)
4. Chevron Car Wash 20731 Lake Forest Dr (Dimension and Lake Forest)
5. Lake Forest Express 24571 Trabuco Rd (Bake and Trabuco)
6. Checkered Flag 23581 Rockfield Blvd (Lake Forest and Rockfield)
7. Foothill Ranch Auto Spa 19232 Alton Pkwy ( Alton and Portola)
8. Rco/USA Gas Station Car Wash 26731 Portola Pkwy (Ralphs Ctr, Portola)
9. Shell Car Wash 26721 Rancho Pkwy (Bake and Rancho Pkwy)
10. Circle K Car Wash 27252 Portola Pkwy (Portola and Towne Ctr)
11. Chevron Car Wash 23631 Rockfield Blvd (Rockfield and Lake Forest)

David F Mihalik [REDACTED] Lake Forest, Ca (26+ year resident)

## Work Order: #308542

Opened:  
05/31/2020 20:39

Closed:  
06/01/2020  
0

This issue is resolved

Est. Resolution Date: Not Yet Set

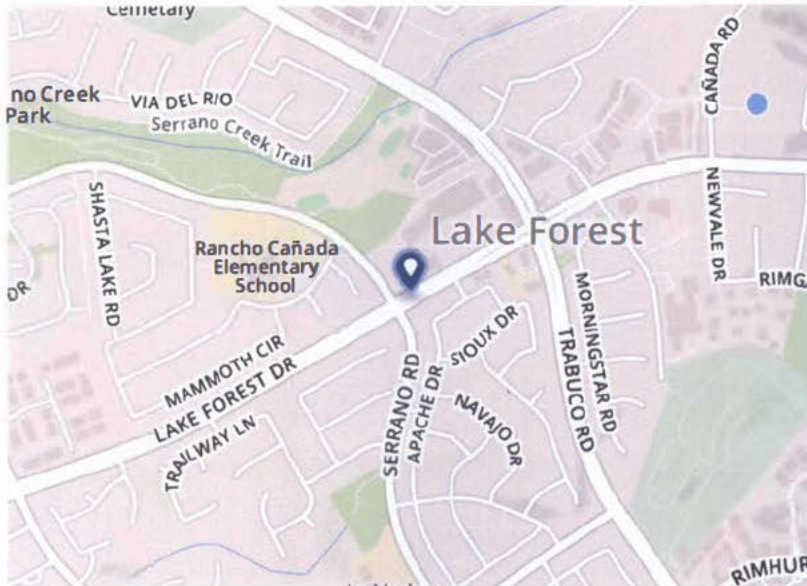
### Planning/permits/inspections Questions

#### SUB TYPE

Planned and Ongoing Projects

#### STREET ADDRESS

21791 Lake Forest Dr  
92630



#### COMMENTS & ADDITIONAL NOTES

Planning Commission Members:

We want to express my horror at the proposal to build a large car wash facility in the Ralph's shopping center at Lake Forest and Serrano.

This is a residential neighborhood with quiet businesses, merely one block from Rancho Canada Elementary School. The marvelous Bagels and Brew restaurant just upgraded their outdoor dining area. The pizza place has outdoor dining as well.

And now restaurant patrons would be yelling over the roaring, clanking and spraying racket of a busy car wash just feet away from them. The homes surrounding the area would be bombarded with noise. The intersection at Lake Forest and Serrano has seen a stunning number of serious car accidents over the years, and now we'd be adding the traffic of a car wash facility? This is ridiculously bad planning!

Car washes, due to their noise and pollution, do not belong in residential areas. They need an enormous amount of space—the Ralph's lot is very tight and crowded already. This is a dangerous and disgusting proposal.

I ask that you represent the interests of your constituents in the neighborhoods around Rancho Canada Elementary and the Forest Creek subdivision and encourage the planning commission to find a more suitable site for a car wash—by warehouses and gas stations and things, far from homes and quiet offices, stores and restaurants.

By : Roxana Aird

Email : [REDACTED]

Phone : [REDACTED]

Device : WEB RAI

Media Submitted  
None



It should be noted that there are already at least two car washes within a mile of the this site one is just across the street at the Shell station, for goodness sake!!! We don't need more car washes.

Sincerely and with deep concern,

Dr. Bruce Aird and Roxana Aird [REDACTED]

Status Changed: 06/01/2020 9:58 AM

**Jennifer Weiss**

Work Order #308542 status has changed from new to resolved.

Hello Dr. Bruce Aird and Roxana Aird,

The City has received your public comments on the proposal for a new drive-through car wash with self-service vacuum stalls, and related signage in Heritage Hill Plaza (Use Permit 11 19 5315, Planned Sign Program 05-20-5354 and Planned Sign Program 11-19-5316). This item is scheduled for a public hearing at the June 4th Planning Commission meeting. The applicant has requested, however, that the project be continued to the July 9, 2020 Planning Commission meeting. The July 9, 2020 Planning Commission meeting starts at 6:30 p.m. and will be located in the City of Lake Forest City Council Chambers (100 Civic Center Drive).

Prior to the July 9, 2020 Planning Commission meeting, City staff will prepare a report to the Planning Commission that will include a detailed project description and an analysis of the project. All written correspondence received by the City, including your public comments, will be attached to the report. The report will also include the noise study, queuing study, and plans that were submitted by the applicant. The report will be available on the Planning Commission's agenda on the City's website the week before the July 9th meeting at the following link: <https://lakeforestca.gov/129/Agendas>.

If you have any further questions about this project or the Planning Commission meeting, please feel free to call me at (949) 461-3472.

Thanks!

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

Share with Citizen: YES

SHARON D. BRIMER

LAKE FOREST, CA 92663

MOBILE [REDACTED]  
[REDACTED]

May 23, 2020

City of Lake Forest  
Planning Commission  
100 Civic Center Drive  
Lake Forest, CA 92630

SUBJECT: Use Permit 11-19-5315, Planned Sign Program 05-20-5354, and Planned Sign Program 1110-5316 for the Construction of a new drive-through car wash and self-service-vacuum stalls, and related signage in the Heritage Hill Plaza

POSITION: **OPPOSE PROJECT**

I received a copy of the Notice of Public Hearing on June 4, 2020, regarding the above subject.

I am in **opposition** to this project for the following reasons:

- There are already several drive-through car wash facilities in the area. One is at Trabuco and Lake Forest Drive (just ½ a block from the proposed project). Bake and Trabuco has one, just to name two near this shopping center.
- The shopping center is already a bustling area. A car wash will only exacerbate vehicle traffic and parking issues and put a strain on the small businesses in this center.

Sincerely,

  
Lake Forest property owner



June 3, 2020

Lake Forest Planning Commission  
100 Civic Center Drive  
Lake Forest, CA 92630

Vice Chair Francisco Barajas  
Commissioners: Mark Armando, Jolene Fuentes, Thomas Luden  
Director of Community Development: Gayle Ackerman, AICP  
Asst Director of Community Development: Niki Wetzel, AICP

Re: USE PERMIT 11-19-5315, PLANNED SIGN PROGRAM 05- 20-5354, AND PLANNED SIGN PROGRAM 11-19-5316 FOR THE CONSTRUCTION OF A NEW DRIVE-THROUGH CAR WASH WITH SELF-SERVICE VACUUM STALLS, AND RELATED SIGNAGE LOCATED AT 21781 LAKE FOREST DRIVE IN THE HERITAGE HILL PLAZA SHOPPING CENTER

To Whom It May Concern,

I am writing today in opposition of the above referenced proposed "Drive-Through Car Wash with Self-Service Vacuum Stalls" located at the currently vacant property formally used as US Bank branch.

My name is Jeff Dickstein and I have been a resident of Lake Forest for 19 years. I am married with three children, all of which attended local public schools in close proximity to the property proposed. I have been a Real Estate Appraisers for over thirty years.

I have a number of concerns with the proposed drive through carwash located in the Heritage Hill Plaza Shopping Center.

First and foremost is safety of children. The property is located in very close proximity to four (4) local schools. Rancho Canada Elementary is located 1 block west. La Madera Elementary School is located half mile south, Serrano Middle School is located 1.3 miles southwest and El Toro High School is located a little over half a mile away. The intersection of Lake Forest Dr and Serrano Rd is a very heavily used route for students for all these schools both in the morning and afternoon by both foot traffic, bikes and other means. The Heritage Hill Shopping Center parking lot is also used as a thoroughfare for these children. These children also are patrons of surrounding business of these properties, such as Bagels and Brew, CVS and Ralphs going to and from schools. Having a Drive Through Car Wash at this property would dramatically increase automobile traffic to an already congested parking lot and streets and could pose a health and safety hazard to local school children.

My second concern is dramatic increase in traffic to the Heritage Hill Shopping Center. Currently the parking lot in this center already appears to be at capacity and has challenges at all hours of the day. This center is a local neighborhood meeting place on the weekends at Bagels and Brew. Many local residents walk here with young children and pets through out the day. There is a similar drive through carwash located a little over one and a half miles northeast. This carwash is more appropriately located in a center primarily occupied by auto repair shops, not local eateries and neighborhood shopping. It should also be noted there is a single car drive through car wash located just across the street from

Heritage Hill shopping center at the Shell Gas Station. How many drive through car washes does a neighborhood need?

Lets discuss traffic. Has there been any type of Ingress and Egress study on how this proposed car wash would affect not only the parking lot but how it would affect access to the parking lot from Lake Forest and Serrano? I took the liberty of visiting the drive through car wash located a mile and a half away on Lake Forest on Sunday May 31<sup>st</sup> at 10:00 am. The cars were stacked 4 deep for each available stall.



Having the additional parking lot traffic as well as increased stress on ingress/egress traffic could have a dramatic effect on local business already located in Heritage Hill Shopping Center.

In closeing, I would strongly encourage the Planning Commission to deny the request of the permits for the proposed Drive Through Car Wash located within the Heritage Hill Shopping Plaza. I feel it could create serious traffic hazards, negative effect on local business as well as present health and safety hazards to local school children that use this area as a path to and from four local schools.

This is the the right place for a drive through car wash!

Thank you in advance for your consideration

Jeff Dickstein

[REDACTED]  
Lake Forest, CA 92630  
[REDACTED]



## Weiss, Jennifer

---

**From:** Mansur, Jennifer  
**Sent:** Monday, July 13, 2020 8:15 AM  
**To:** Weiss, Jennifer  
**Subject:** FW: Proposed Drive In Car Wash Facility in Heritage Hill Plaza, Lake Forest, CA  
**Attachments:** 1-Car Wash and Traffic June 2020.docx

---

**From:** Sharron Pankhurst [REDACTED]  
**Sent:** Sunday, July 12, 2020 10:47 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Cc:** Paul Pankhurst [REDACTED]  
**Subject:** Proposed Drive In Car Wash Facility in Heritage Hill Plaza, Lake Forest, CA

**SUBJECT** Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316  
**DATE** June 12, 2020

**TO** Jennier Mansur, AICP – Associate Planner, City of Lake Forest  
(949) 461-3472 / [jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)

Ms. Mansur, I want to thank you for the conversation you had with my husband, Paul. Thank you for giving him the current hearing date change. I sincerely appreciate your quick response to my phone message.

My husband and I have been owners and living in Lake Forest since 1984. We've raised our four children here and they attended the elementary, jr. high, and sr. high schools. Our home is located on Cinnamon Road, at the end of the cul de sac and our property backs up to the corner of Lake Forest Drive & Serrano. We were here to see a lazy quiet unincorporated area of El Toro become a city and vote on changing its name. We experienced its growth in population. We remember when screeching brakes and the sounds of impact were the norm at the corner of Lake Forest & Serrano, until the city finally installed a 4-way signal that dictated left-hand turns and lowered the number of accidents.

**To the Decision-makers:** Did you notify everyone who drives, eats, plays and shops in this vicinity, the ones who will be directly affected by higher volume traffic patterns (vehicular & foot traffic)? I'm not sure you did.

It's important that the people and families affected by this change have a say in this issue, especially parents who have children and teenagers walking and driving through the crosswalks at Heritage Hill Plaza and the four local schools. Let's not add a car wash that would substantially contribute to the traffic and the ensuing noise and air pollution.

Our goal should be, as much as possible with our size population, to maintain a decent level of traffic and ensure Lake Forest neighborhoods are safe from problems attached to heavy traffic flow. With all the issues and potential harm (especially traffic and pedestrian accidents) a car wash would represent to our community, it should not be allowed in the Heritage Hill Plaza.

Thank you for considering the issues raised in the attached document.

*Paul & Sharron Pankhurst*  
Lake Forest, CA residents



Subject: Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

From: Paul & Sharron Pankhurst  
Date: July 12, 2020  
To: [jmansur@LakeForestca.gov](mailto:jmansur@LakeForestca.gov)

Recently we've been notified of a proposed car wash facility to be located in the Heritage Hill Plaza on Lake Forest Drive between Serrano & Trabuco. Besides the parking issues we already deal with at the two Heritage Hill intersections and inside the parking lots, we are writing to you to discuss valid reasons why we object to the proposed car wash.

### 1. Traffic & Pedestrian Issues

- a. COVID 19 in this time of Covid 19, less traffic on the road *will skew any survey* regarding the overall volume of traffic, speed of traffic and flow of traffic.
- b. SCHOOLS—It should be taken into consideration how a higher volume of traffic (5 days/week; after school; weekends) will affect:
  - i. El Toro High School which is located on Serrano (two of the exit routes from the high school are Serrano to Lake Forest & Ridge Route to Trabuco to Lake Forest).
    1. Student drivers (some experienced, mostly new & immature drivers).
    2. Football games, Track & Aquatic activities, plus other sports and special events (two exit routes that empty onto Lake Forest).

*what will the size of the student body (and number of cars on the streets) be when life returns to normal again?*

- ii. Serrano Intermediate School which is located on Jeronimo between Lake Forest & Ridge Route. The jr. high kids walk/ride bicycles and cross Lake Forest @Toledo and also cross Lake Forest @Jeronimo on their way to school and home. Plus after school pickup traffic—5 days/week.
- iii. La Madera Elementary School which is located on Serrano & Ridge Route and has traffic issues with drop offs and pickups 5 days/week. Plus after school pickup traffic. Two crossing guards are required at this corner and a third guard at Ridge Route & Trabuco during the school year. That represents a high volume of foot traffic.
- iv. Rancho Canada Elementary School which is located on the other side of Lake Forest on Serrano (around the corner from Heritage Hill, across from the stables).

Subject: Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

There is vehicle congestion at the traffic signal on the corner of Lake Forest & Serrano during morning drop offs and pickups—5 days/week.

A crossing guard is required further down on Serrano (during the school year) to safely move students from the stable side to the school side of the street (crosswalk only, no traffic light or stop sign).

- v. Parent conferences and involvement at the high school, jr. high, and the two elementary schools contribute to the volume of traffic throughout the school year.
  - vi. Soccer & other sports have practices and games, plus other activities using the schools' fields after school, weekends and during summer months.
- c. FOOT TRAFFIC feeding in from various neighborhoods, kids that walk to and from the schools (1 high school, 1 jr. high and 2 elementary) 5 days/week.

Lake Forest & Trabuco is a highly traveled intersection and there is a crossing guard posted to safely walk the kids through a busy crosswalk. Interview that guard. Ask him/her about the volume of traffic and how safe they feel when the light turns red and they have to ensure that the traffic making right-hand turns off and onto Lake Forest makes a complete stop.

Kids and families also use crosswalks 7 days/week @Jeronimo across Lake Forest, Toledo across Lake Forest, and Serrano across Lake Forest to access Lake Forest II Club facilities and the pedestrian volume to the club is high during summer months. Higher volume of traffic could become a valid safety issue for these pedestrians.

- d. BICYCLE TRAFFIC children & families bike ride together in this area and through the crosswalks for all four schools (1 high school, 1 jr. high and 2 elementary) 5 days/week, after school, evenings & weekends.

**IMPORTANT NOTE:** several years ago we had a bicycle hit & run death on Serrano & Ridge Route. But even if there is only one death in front of an elementary school (La Madera) it should count in the decision making. The man who died had children at the school.



Subject: Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

- e. HERITAGE HILL brings traffic in on a regular basis, which is good for business, but an added 7-days a week of vehicular activity attached to a car wash will be an issue.

Even the bank with less business hours located on the property that the car wash would be built on had traffic issues that may be why the bank did not do well in that tiny parking area.

- f. SIGNAGE we're being asked to approve two "Planned Sign Programs." Not sure what that means, more signage between two very busy intersections? The mall has recently been updated and reflects our community, less signage is better. With the traffic and pedestrian issues listed above, how can diverting a driver's eyes from the road to find the car wash going to bring safety to a road with a mall situated between two busy cross streets (Lake Forest & Trabuco, and Lake Forest & Serrano?

## 2. Noise Problems:

- a. In this time of Covid 19, traffic is not representative of the norm and with that taken into consideration, less traffic will skew any survey regarding the level of noise. Car wash sounds 7-days-per-week are inappropriate for any family-oriented neighborhood and Heritage Hill Plaza is situated in the middle of several huge neighborhoods.
- b. We already have excessive traffic noise levels on Lake Forest from Toledo to Trabuco as the flow of traffic travels from the freeway toward the mountains. That stretch of road entices drivers to rev up their engines (especially those w/loud mufflers) and noisy motorcycles 24/7. Interview anyone whose house backs up to Lake Forest.
- c. Our city's population and subsequent volume of cars that travel up and down Lake Forest represents a large number of vehicles (please continue to keep in mind the current volume, as noisy as it is, is lessened by Covid 19). Of all the businesses that could prosper at Heritage Hill, a car wash will have a negative impact to the people (children, adults, and senior citizens). It will be an added impact 7 days/week (assuming 6am to 10pm?). Or will it be 24/7? who makes that decision? And would the car wash contest the restrictions? who wins that argument? Who pays the legal fees?

## 3. Parking Problems

- a. HERITAGE HILL It is prudent to *not only consider the traffic but also the parking* involved when Heritage Hill hosts yearly events, plus special activities (as listed below). Besides its local historical background, the park is not only for Lake Forest neighborhoods, we welcome out of towners from other cities/counties.



Subject: Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

Especially important is *who it is that visits*, besides Lake Forest residents:

- i. School buses with teachers & elementary children
  - ii. Weddings
  - iii. Parking & safety for foot traffic is a valid concern. Families visit the park, sit outside and do picnics, meet friends and visit, show the grounds to out of town relatives and guests, especially during the summer months.
4. **Lake Forest 4th of July Celebration & Parade** the added volume of traffic from a car wash will represent a bottleneck for everyone that entire weekend (especially the years when it's a 4-day weekend).
5. **Holidays** residents grocery shop and spend more time shopping for Holiday dinners, they eat out more, and they get their cars washed. These weekends will potentially become a parking nightmare. An added volume of vehicles utilizing parking stalls for longer periods of time will cause a loss of parking space availability.
6. **Has anyone counted how many car washes there are within a 2-mile radius?**
  - a. Shell Station Car Wash Lake Forest & Trabuco
  - b. Lake Forest Express Wash Bake & Trabuco
  - c. Al's Auto Spa Lake Forest & Dimension
  - d. Harv's Express Wash—Lake forest & Regency
  - e. Checkered Flag Car Wash Lake Forest & Rockfield
  - f. Mission Viejo Plaza Car Wash—Los Alisos Boulevard
7. **Problems the car wash would cause our neighborhood businesses located in Heritage Hill:**  
a parking problem at Ralph's will affect the market directly (we already pace our visits around the high traffic time periods). It would be a shame for Ralph's to move away in a couple of years due to loss of revenue. We lost a Von's market at El Toro & Trabuco.  
  
The area where the car wash would be situated is impacted at various times throughout the day & evening (especially on the weekends), the bank's absence has made room for more parking—take that space away and then add more traffic isn't the most sensible course of action.
8. **Security & Protection** this may be the overall most important neighborhood issue to be addressed. Volume of traffic, noise levels, inability to find parking to shop at Ralph's, the cleaners, the pizza place, the credit union, and all the other stores surrounding the bank's location (and it will be affected) pale in comparison to anything that would hinder the functionality for

Subject: Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

each of the below-listed services to our entire neighborhood community it's not just the homes, there are four schools that could have potential need for quick access by:

- a. Ambulances
- b. Fire engines & trucks
- c. Police vehicles

Lake Forest is the most direct route to the freeway for emergency vehicles. Weekend traffic on El Toro isn't an option. Bake is further away, the wrong way, from Saddleback Hospital and the urgent care facility at Rockfield & Lake Forest (important facilities to all Lake Forest residents).

Any emergency vehicle traveling on Lake Forest toward the freeway would be hampered by the additional *7-day-per-week traffic* a car wash would bring into this area (specifically on Lake Forest between Trabuco and Toledo, which are already high traffic areas). Additional traffic flow will affect the drive time and access for emergency vehicles to provide prompt assistance to the neighborhoods surrounding the Heritage Hill Plaza and also will affect timing and access for the neighborhoods further up Lake Forest Drive (toward the mountains).

**From:** [\(null\) \(null\)](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car was. No way a hazard to users  
**Date:** Tuesday, June 2, 2020 3:26:34 PM

---

Sent from my iPhone

**From:** [Caryn Maldonado](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at Heritage Hill Shopping Center  
**Date:** Tuesday, June 2, 2020 2:08:14 PM

---

Dear Ms Weiss,

I am writing to you to express my concern that a car wash facility is being considered for the Ralphs/ Heritage Hill shopping center. I understand that it's one of those tube-style self-serve car washes but I still don't think it's a good location for that business because of parking and traffic. Plus, they are ugly and after spending so much money to upgrade the exterior of the center, it will bring the look down. I know that many of the businesses over there are concerned as well.

I hope the city council will reconsider this location for the car wash.

Sincerely,  
Caryn Maldonado

**From:** [Maria Moffa](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash at old US Bank building  
**Date:** Tuesday, June 2, 2020 2:23:12 PM

---

Hello,

Please do NOT allow a car wash to be put there. Traffic is bad enough! It's going to cause nothing but problems.

Thank you,

Maria Moffa

Sent from my iPhone



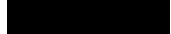
**From:** [Hotmail](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash in Lake Forest  
**Date:** Monday, June 1, 2020 7:14:28 PM

---

Hello, I am a long time resident here in Lake Forest, Serrano Park. I heard, and I apologize I have not verified the information, that there were plans for tearing down the old US Bank building on the corner of Lake Forest and Trabuco. I would like to say I'm completely against this idea. That shopping center is already very difficult to navigate and there are so many car washes in the area already. There are so many other things that location can be used for.

Thank you for your public service for our beautiful community.

Alicia Thompson



**From:** [Penny Mchenry](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car wash in Ralph's center  
**Date:** Tuesday, June 2, 2020 7:06:03 PM

---

We do NOT want another car wash directly across the street from an existing car wash at the shell station. It would also cause a parking problem during the busiest times of the day when I shop and bank in that center. There are more than enough car washes in the area!!!

I also like to enjoy a quiet morning once or twice a week with my friends or family at Bagels & Brew , which would be completely ruined by having a loud , unsightly car wash just feet away, and again causing more traffic in my cozy little shopping center.

My husband and I would like you to consider our NO votes on the car wash!!!

William and Penny Mchenry

[REDACTED]

Lake Forest, Ca. 92630

Sent from my iPhone

**From:** [Mary Lee Lindquist](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Monday, June 8, 2020 8:13:28 PM

---

My name is Mary Lee Lindquist. I have been a homeowner in Lake Forest for the past 40 years. I have also been a volunteer docent at Heritage Hill Historical Park since 2006. I strongly object to the car wash proposal in the Heritage Hill Plaza. There is no need for another car wash as there is one right across the street from Heritage Hill Center and several others already in our immediate area.

I am very concerned about the impact a car wash would have on Heritage Hill. We offer tours for children and adults. These include Hands-on, Native American, Living History, Scouts, Special Interest adult groups, and Walk-in tours. A car wash would ruin the peaceful atmosphere for the many school children that come here to learn about past life and history of this area.

In addition, there are special events such as Harvest Festival, Halloween Haunt, Candlelight, and Rancho Days. These events attract a large number of visitors and parking and traffic flow are already congested.

Another concern is the safety of children who often stop by the park on their way home from El Toro High School, Serrano Intermediate, or Rancho Cañada Elementary. Walking through this parking lot would become more hazardous.

In my opinion, a car wash belongs on a larger location away from historical parks, restaurants, and shopping. I respectfully urge you to consider another tenant more suited to our beautiful Heritage Hill Plaza.

Mary Lee Lindquist

[REDACTED]

Lake Forest, CA 92630

[REDACTED]

**From:** [Marlene Ludwig](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Car Wash  
**Date:** Tuesday, June 2, 2020 1:03:50 AM

---

I can't believe the city council would even consider putting a car wash front and center our Heritage Hill Center. Don't you care about the appearance of our community?

A car wash should not be the focal point of any business area/historical park. It is unsightly. Please say NO. Thank you.

Marlene Ludwig, Indian Hills

Sent from [Mail](#) for Windows 10

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** car wash  
**Date:** Monday, June 1, 2020 7:04:35 PM

---

We definitely do not need a car wash in the Ralph's shopping center. There are three car washes within five minutes of here. One on Rockfield, one on Dimension and another on Bake and Trabuco. Where would it be built? Car washes take up a lot of space which would create a traffic problem. This is not an essential business. The shopping center looks great. Please vote no. Thanks.

**From:** [Bob](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [REDACTED]  
**Subject:** Carwash per use permit 11-19-5315  
**Date:** Tuesday, June 2, 2020 9:09:55 AM

---

Dear sirs: I understand that there are plans being put together to put a car wash on the corner of Lake Forest and Trabucco. We have at least six car washes within a 3 mile area in many of them I drive by don't have much business as it is. I fail to understand why we would need another car wash especially in this busy location. I am against the project and would respectfully request that the project be denied.

I would appreciate your feedback at the above email address.

Thank you, Robert Kaminski. A 43 year Lake Forest resident.

Sent from my iPhone

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW:  
**Date:** Wednesday, June 3, 2020 8:06:32 AM

---

**From:** Karen Heep [REDACTED]  
**Sent:** Tuesday, June 02, 2020 7:43 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:**

Dear Ms. Mansur,

I am writing to express my objection to the proposed car wash being built at the corner of Trabuco and Lake Forest. I have been a Forest Creek resident in Lake Forest for 27 years and think that a car wash would not enhance our neighborhood, especially given that there are two existing car washes within half a mile of that location. Please consider the residents' opinions when making your recommendation and decision.

Thank you.  
Karen Heep

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: car wash in Heritage Hill shopping center  
**Date:** Wednesday, June 17, 2020 2:41:55 PM

---

---

**From:** Nancy Coulter [REDACTED]  
**Sent:** Wednesday, June 17, 2020 2:41 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** car wash in Heritage Hill shopping center

Hello,

We live in the Parkwood Estates neighborhood adjacent to Heritage Hill in Lake Forest.  
Although our sons are now older they did attend Rancho Canada Elementary school.

Are you aware that the students and parents of Rancho Canada use that parking lot?  
Are you aware there are a lot of young children there and sometimes with no adult supervision?  
Are you aware there are other car washes VERY close by?  
Are you aware people are driving less these days and thus less car washing is being done?  
Are you aware this would be dangerous to the area and community?  
Are you aware people eat outside at Bagels and Brew and car fumes are NOT healthy?  
Are you aware the whole area does NOT want this car wash nor do we need this?

I hope you send this email on and NOT delete it!

I'm a nurse, mom, activist and will NOT stop till this crazy idea is ended!

Nancy Horvath Coulter  
Parkwood Estates resident



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash Proposal - Heritage Hill Shopping Plaza  
**Date:** Monday, June 29, 2020 8:50:15 AM

---

---

**From:** Victor Scherr [REDACTED]  
**Sent:** Sunday, June 28, 2020 3:38 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car Wash Proposal - Heritage Hill Shopping Plaza

Hello

I am a resident of Lake Forest owning a home across the street in Indian Hills from where the car wash being proposed would be located. I am oppose to the car wash project. My concerns are noise, safety and traffic congestion.

Since the project is an automated car wash the amount of noise would be substantial not to mention increased traffic congestion creating safety concerns for the school children who come to the center from El Toro High School and the two middle schools located in the area.

Please add me to your contact list for future updates.

Thank you.

Victor Scherr

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car wash proposal  
**Date:** Monday, June 8, 2020 8:22:56 AM

---

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

---

**From:** [REDACTED]  
**Sent:** Friday, June 05, 2020 3:43 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car wash proposal

Hi I live on Ponchartrain Lane in the Lake Forest Keys. I received an email from my neighbor regarding the car wash going in the Ralph's shopping center. I am not able to attend the July 9th meeting but am opposed to this idea.

Sharon Morgan  
Lake Forest resident for 40 years

Sent from my Galaxy Tab® A

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: car wash  
**Date:** Wednesday, June 17, 2020 8:02:49 AM

---

**From:** [REDACTED]  
**Sent:** Tuesday, June 16, 2020 9:12 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** car wash

I would like to advise you that I think a car wash on Lake Forest across from Bagel and Brew is a STUPID IDEA!

There is no place to park now and you want to bring in a car wash that people will be backed up and trying to wipe down their cars after getting it washed in an already crowded shopping area.

There is a car wash across the street at Shell and another one less than a block away on Bake and Trabucco and another one down the way on Lake Forest going to Foothill Ranch. How many car washes do you need within 5 miles.

I think there are a lot of more positive ideas on what to put in this space but a car wash is not one of them.

Sincerely,  
Linda Haas

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car wash  
**Date:** Tuesday, June 16, 2020 11:12:43 AM

---

-----Original Message-----

From: Guad [REDACTED]  
Sent: Tuesday, June 16, 2020 11:12 AM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Car wash

This email is to express my opposition to a car wash to be located near the Heritage Hill. There are three car wash facilities close by. There is one on Trabuco/Bake, one on Los Alisos near 24 Hour fitnesses, and Checker Flag car wash on Rockfield/Lake Forest Drive. I see no need for another car wash. It would also dilute the income of the other three. That area is used by locals for dining, grocery shopping and many other businesses. There are many others that share my concerns. Thank you for your consideration.  
Chris Guadagnino

Sent from my iPhone

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car wash  
**Date:** Monday, June 15, 2020 8:25:25 AM

---

-----Original Message-----

From: Eileen Levy [REDACTED]  
Sent: Saturday, June 13, 2020 2:00 PM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Car wash

Dear Jennifer,

My name is Eileen Levy. I've lived in Lake Forest for over 20 years. I'm a retired elementary school teacher. My husband & I have raised our 4 children in this community. We call Lake Forest our hidden gem.

We have recently learned of the location of a possible car wash in the Heritage Hill Plaza Shopping Center. As a frequent shopper of Ralph's, CVS, Brizio's, Bagels & Brew, Din Ho Restaurant, The Jewelry Box, Gold Star Nails etc., we are unable to process the addition of a car wash business with such a limited amount of parking spaces that make this shopping center already overcrowded. It might not seem overburdened currently as we are coping with a pandemic but when this is over & it's back to our former lives, this center will once again be densely populated & have limited parking spaces.

We already have 3 car washes, one is nearby at the Shell station across the street from Ralph's. The other two are located in commercial building areas. I suggest that the car wash business open up their business in a commercial area that is more suitable.

Perhaps the current bank can be torn down to make for more parking space to accommodate our growing population especially if the Nakase Nursery is going to be built up as a housing tract in the near future.

I have concerns over keeping Lake Forest "our little gem". I realize change is inevitable. However, a car wash just isn't quaint enough for a corner which holds the treasure which is Heritage Hill Historical Park. I think you might agree with me.

Thank you for taking the time to read through my concerns. It is my hope that you will consider my point of view when making a decision about a car wash in the Heritage Hill Plaza.

Sincerely,  
Eileen Levy

Sent from my iPad

Sent from my iPad

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash  
**Date:** Monday, June 8, 2020 1:04:40 PM

---

-----Original Message-----

From: Diane Boeck [REDACTED]  
Sent: Monday, June 08, 2020 12:39 PM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Car Wash

Hello,

My husband and I live in Lake Forest. We do not want a car wash in the Ralph's shopping center. They just finished making it look so nice. Why would we want to tear the shops down for an unnecessary car wash!! Diane & Duane Boeck

Sent from my iPad

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Car Wash  
**Date:** Wednesday, June 3, 2020 4:54:11 PM

---

**From:** [REDACTED]  
**Sent:** Wednesday, June 03, 2020 4:49 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Car Wash

Dear Ms. Mansur,

I have lived in The Oaks off of Serrano and Toledo since 1995. I have served this City by volunteering on the Parade committee, attending the Leadership Academy put on by the City, participating in Heritage Hills programs through the Kiwanis Club and various school activities and been a member of The Oaks Homeowners Association for the last 3 years.

I was dishearten to hear that the City was considering a Car Wash in the Heritage Hill center.

I have several concerns after looking at the plans for a car wash in this center:

1. The local elementary school is highly impacted by the increased security needs of parents delivering their children to school. This new business could generate a lot of extra traffic in the parking lot and access streets for the school, increasing the hazards for the parents and students.
2. Currently, parking spaces in this area are in high demand by customers of businesses with access closest to this area (upstairs and down). They will be removed under this proposal.
3. It will add more congestion to this area of the center. We have people already having issues parking for events at Heritage Hill, at La Canada School and for the 4<sup>th</sup> of July events (5k race as well as the parade).
4. I also feel it would hurt the atmosphere of this center There is a very family oriented feel to the center. We have sidewalk dining. Kids come over after school to get refreshments. If you build the car wash there will be more concern about people/kids getting hit by the increase in the number of cars and confusion generated by the car wash.
5. Currently, the center has an architectural harmony enhanced by a recent remodel of the center. The image of the proposed building doesn't at all fit into the atmosphere of the neighborhood.

Thank you for considering my comments when you take the car wash proposal under consideration.

Noma Bates

[REDACTED]  
Lake Forest, CA 92630

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Drive thru car wash  
**Date:** Tuesday, June 2, 2020 5:04:20 PM

---

-----Original Message-----

From: Jessica Zechiel [REDACTED]  
Sent: Tuesday, June 02, 2020 5:00 PM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Drive thru car wash

Hello Ms Mansur,

My husband and I have been Lake Forest residents for 30 years this Aug. We live within walking distance of the Heritage Hill Plaza. We patronize many of the small businesses there. We are very opposed to a car wash going in where the old US Bank building was. There is a self serve car wash right up Lake Forest Drive at Dimension. This is not a needed business in this Plaza. There will be sound pollution from the vacuum stalls affecting the outside dining at Bagels and Brew. It will block the other businesses from street view which might impact their business. It will take away parking from the other businesses and impact traffic in the Plaza.

Please do not allow this to happen. I heard that a Doctor had wanted to take over the old bank space and was turned down. I would much rather have a Dr. there or maybe a nice steakhouse type restaurant. Not a noisy, messy car wash.

Thank you,  
Jessica and David Zechiel

Sent from my iPhone



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Heritage Hill Proposed Car Wash hearing continued to July 9, 2020  
**Date:** Tuesday, June 2, 2020 8:15:42 AM

---

**From:** Brenda Sirignano [REDACTED]  
**Sent:** Monday, June 1, 2020 11:41 PM  
**To:** Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)>  
**Subject:** Re: Heritage Hill Proposed Car Wash hearing continued to July 9, 2020

Thank you for your response. In reading your response I realized that if they are doing a study of the traffic, noise, pedestrians, etc at this time is not an accurate reflection at this time as most of businesses are operating minimally if at all because of "stay at home" situation because of the virus. Especially Heritage Hill is very busy normally with children and adults in the parking lot from group activities. Thank you again for considering this issue. Brenda Sirignano

On Mon, Jun 1, 2020 at 11:34 AM Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)> wrote:

The City has received your public comments on the proposal for a new drive-through car wash with self-service vacuum stalls, and related signage in Heritage Hill Plaza (Use Permit 11-19-5315, Planned Sign Program 05-20-5354 and Planned Sign Program 11-19-5316). This item is scheduled for a public hearing at the June 4<sup>th</sup> Planning Commission meeting. The applicant has requested, however, that the project be continued to the **July 9, 2020** Planning Commission meeting. The July 9, 2020 Planning Commission meeting starts at 6:30 p.m. and will be located in the City of Lake Forest City Council Chambers (100 Civic Center Drive).

Prior to the July 9, 2020 Planning Commission meeting, City staff will prepare a report to the Planning Commission that will include a detailed project description and an analysis of the project. All written correspondence received by the City, including your public comments, will be attached to the report. The report will also include the noise study, queuing study, and plans that were submitted by the applicant. The report will be available on the Planning Commission's agenda on the City's website the week before the July 9<sup>th</sup> meeting at the following link: <https://lakeforestca.gov/129/Agendas>.

If you have any further questions about this project or the Planning Commission meeting, please feel free to call me at (949) 461-3472 or reply to this email. Thanks!

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Heritage Hill Proposed Car Wash  
**Date:** Tuesday, June 2, 2020 8:14:29 AM

---

---

**From:** Terri Grisenti [REDACTED]  
**Sent:** Monday, June 1, 2020 6:22 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Cc:** Terri Grisenti [REDACTED]  
**Subject:** Heritage Hill Proposed Car Wash

Hi,

My name is Terri Grisenti. I have been a Lake Forest resident since 1999. I am sending this email in opposition of the proposed Drive-Thru Car Wash project in the Heritage Hill Shopping Center #11-19-5315.

I am opposed to this proposal for many reasons:

1. Incompatible use based on proximity to a Nationally and State Registered Historic Place. The additional traffic, noise and pollution will be detrimental to Heritage Hill Park and the public's ability to enjoy the Park. I am specifically interested in how this project was deemed as Categorically Exempt given the proximity to Heritage Hill.

I saw that the Project Notice referenced 15.303(c) (clipped below). I would not characterize a Car Wash as either a "store, motel, office restaurant or similar structure". Please provide the documentation used to reach this conclusion.

(c) A store, motel, office, restaurant or similar structure not involving the use of significant amounts of hazardous substances, and not exceeding 2500 square feet in floor area. In urbanized areas, the exemption also applies to up to four such commercial buildings not exceeding 10,000 square feet in floor area on sites zoned for such use if not involving the use of significant amounts of hazardous substances where all necessary public services and facilities are available and the surrounding area is not environmentally sensitive.

2. Incompatible use for the location. A neighborhood shopping center is not an appropriate location for this Use type. A car wash is automotive in nature and more along the lines of a vehicle maintenance type use. Any use that centers around automotive maintenance should be limited to industrial areas or large-scale commercial centers, not neighborhood-type shopping centers.

3. Incompatible use based on proximity to existing restaurant uses with outdoor dining. The increased traffic, noise and pollution will be detrimental to their business and their customers' experience and would create an unnecessary nuisance.

4. Incompatible use based on proximity to residential development. Numerous homes back Serrano and Lake Forest. The noise, pollution and traffic increase will be detrimental and would create an unnecessary nuisance.

5. Proposed loss of parking. The existing parking for the center is adequate. Loss of parking will create a burden and unnecessary inconvenience.

6. Increased circulation problems. Ingress and egress for this center are already not optimal. Adding a use that will increase vehicle trips during the center's typically busy hours—afternoons, evenings, Saturday & Sunday, will be detrimental to the center as a whole especially given the proposed location's proximity to the center's main ingress/egress route. The ingress/egress point along Serrano is already a problem for anyone needing to exit left onto Serrano.

7. Increased traffic problems at Lake Forest & Chinook and Lake Forest & Serrano. The light at Serrano is already a pain-point during morning and afternoon drop-off/pick-up times for Rancho Canada Elementary School.

8. Increased traffic along Serrano. Serrano is, in my opinion, one of the least-safe streets in our City. People regularly drive at unsafe speeds with no regards for pedestrians, many of which are children.

Believe it or not, I am pro-development and I believe in property rights. However, I also firmly believe that ALL development needs to be tempered by what's compatible and appropriate based on existing surrounding uses. Just because it COULD be approved via a Use Permit doesn't mean it SHOULD be approved.

The Center is zoned CC for Community Commercial. The City's Code for this designation specifically denotes that the purpose for this District is to develop and maintain Commercial Uses that are compatible with surrounding residential uses. I also note that a Use Permit is required for a Car Wash even in an Industrial Zone. I can understand allowing a Car Wash in the a commercial center like the Foothill Town Center—where there are already existing Car Wash uses along with space. I could also understand considering a Car Wash for the portion of this property nearest to the Lake Forest & Trabuco intersection if it could be done with no-net-loss of parking. However, I cannot understand even considering a Car Wash in the portion of a neighborhood shopping center closest to a Nationally and State Registered Historic property and long-standing residential uses. Therefore, I can only conclude that by declining this project there will be no infringement upon the property owner's rights.

**Based on all that I and others have stated, I strongly urge the Planning Commission, and the City Council in case of an appeal, to do the right thing for our community and DECLINE this project.**

**Please confirm receipt.**

**Please also confirm that this email will be included within the packets sent to Commissioners and Council-members in case of appeal.**

If the developer, their representatives or the property owner are open to discussion, I can be reached via [REDACTED]

Sincerely,

Terri Grisenti

[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Heritage Hill Shopping Center car wash proposal  
**Date:** Monday, June 15, 2020 8:24:32 AM

---

---

**From:** Louise Adler [REDACTED]  
**Sent:** Saturday, June 13, 2020 10:45 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Heritage Hill Shopping Center car wash proposal

I am strongly opposed to granting approval to develop a car wash in the Heritage Hill Shopping Center. I am at the center frequently and already experience traffic congestion in the area proposed for the car wash, especially near the handicapped parking spaces.

This use is NOT appropriate or consistent with the other business and the historic park.

**From:** [Ackerman, Gayle](#)  
**To:** [Weiss, Jennifer](#); [Mansur, Jennifer](#)  
**Subject:** FW: Opposition to Lake Forest Car Wash at prior US Bank  
**Date:** Tuesday, June 16, 2020 8:43:26 AM

---

---

**From:** Jolene Fuentes [REDACTED]  
**Sent:** Monday, June 15, 2020 5:26 PM  
**To:** Ackerman, Gayle <GAckerman@lakeforestca.gov>  
**Subject:** Fwd: Opposition to Lake Forest Car Wash at prior US Bank

Sent from my iPhone

Begin forwarded message:

**From:** Kevin Farrenkopf [REDACTED]  
**Date:** June 15, 2020 at 10:42:16 AM PDT  
**To:** "[marmando@lakeforestca.gov](mailto:marmando@lakeforestca.gov)" <[marmando@lakeforestca.gov](mailto:marmando@lakeforestca.gov)>, "[jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)" <[jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)>, "[fbarajas@lakeforestca.gov](mailto:fbarajas@lakeforestca.gov)" <[fbarajas@lakeforestca.gov](mailto:fbarajas@lakeforestca.gov)>, "[tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)" <[tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)>  
**Subject:** **Opposition to Lake Forest Car Wash at prior US Bank**

Dear Lake Forest Planning Commission –

I have been a resident of Lake Forest for the past 29 years, first in the Whispering Trees tract and now at the Lake. LF is a very special place, a hidden gem, and I thank the Planning Commissions of the prior decades for making the countless decisions required to balance the charm and beauty of the city with the budgetary constraints that cities must face. LF is still a wonderful place to live. The car wash decision, however, is the proverbial no-brainer. While I'm sure you're tempted by the tax revenues it affords the City, don't fall victim to failing to underestimate the damage. The cost is considerable in terms of noise, appearance, and reduction in the value the shopping center has to many of us. I'm a longtime fan of Bagels and Brew, and they are a huge supporter of the community! – but the special ambience that they now have will evaporate with a loud car wash within earshot. Same is true for some of the other tenants. Why not help them out? It's a nice center, and it will be transformed into a loud center. On your watch.

Please also realize that there is NO NEED for another car wash. Please! There is one across the street, there is one at Bake and Trabuco, and there's one at Rockfield and LF. This adds no convenience to anyone.

Planning Commission, please don't ruin the long-term beauty of Lake Forest by selling out to the development of something this is unneeded, simply because it provides a little tax revenue. Many of us plan to live here long after you serve your respective terms on the planning commission, so don't screw up OUR city. Do your job, make the right decision, and represent your constituents.

Respectfully,

Kevin R. Farrenkopf  
President | Chief Executive Officer  
**The Bank of Hemet**  
3715 Sunnyside Dr. | Riverside, CA 92506  
[REDACTED] | F: (951) 778-0253  
[www.bankofhemet.com](http://www.bankofhemet.com)

**CONFIDENTIALITY NOTICE:** This e-mail transmission, and any documents, files or previous e-mail messages attached to it, may contain confidential information that is legally privileged. If you are not the intended recipient, or a person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this message is **STRICTLY PROHIBITED**. If you have received this transmission in error, please immediately notify the sender by reply e-mail or by telephone at 951.766.4100, and destroy the original transmission and its attachments without reading them or saving them to disk. Thank you.



**From:** [Wetzel, Niki](#)  
**To:** [Weiss, Jennifer](#); [Mansur, Jennifer](#)  
**Subject:** FW: Please NO CAR WASH at Serrano & Lake Forest  
**Date:** Wednesday, June 3, 2020 8:13:39 AM

---

---

**From:** Ludden, Thomas <tludden@lakeforestca.gov>  
**Sent:** Wednesday, June 3, 2020 5:41 AM  
**To:** Wetzel, Niki <nwetzel@lakeforestca.gov>  
**Subject:** Fwd: Please NO CAR WASH at Serrano & Lake Forest

Here is another letter for you to add to the list. Thanks for your help

Tom Ludden

Sent from my iPad

Begin forwarded message:

**From:** "The Tierney Family" [REDACTED]  
**Date:** June 2, 2020 at 9:34:17 PM PDT  
**To:** <[jfuentes@lakeforestca.gov](mailto:jfuentes@lakeforestca.gov)>, <[tludden@lakeforestca.gov](mailto:tludden@lakeforestca.gov)>, <[fbarajas@lakeforestca.gov](mailto:fbarajas@lakeforestca.gov)>, <[marmando@lakeforestca.gov](mailto:marmando@lakeforestca.gov)>  
**Cc:** "Carol Tierney" [REDACTED]  
**Subject:** Please NO CAR WASH at Serrano & Lake Forest

Please NO CAR WASH at Serrano & Lake Forest.

The parking lots are busy enough with the variety of shops and businesses there now. It overflows when the kids & families from Rancho, plus El Toro come over and patronize the restaurants, CVS, Ralphs, 4<sup>th</sup> of July Parade, Heritage Hill, Credit Union, etc., etc.

The Tierney Family  
Roger, Carol, Mel and Richie  
[REDACTED]

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed car wash at 21781 Lake Forest Dr.  
**Date:** Tuesday, June 2, 2020 8:12:44 AM

---

**From:** donna mckeown [REDACTED]  
**Sent:** Monday, June 1, 2020 6:11 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed car wash at 21781 Lake Forest Dr.

Dear Jennifer Mansur:

You can only imagine how upset I felt when I learned of a proposed car wash site across from what we consider to be a local gathering place. I walk 2 times per week to that Ralph's through Serrano Creek Park, and through that parking lot from [REDACTED] on Lake II, the Sun and Sail Club. I see many of my neighbors while walking and at the Bagels and Brew. I meet many friends there regularly for breakfast or lunch, and we sit outdoors.

I can imagine the noise and traffic caused by a car wash, and that I would not feel safe walking in that area. I also use the teller machine at that credit union.

There has to be a better use for that former bank site. We have 3 car washes along Lake Forest Dr. already, another off Rockfield, and a fifth on Los Alisos.

I will be at the public hearing on June 4. I look forward to meeting you.

Donna McKeown

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Car Wash at Heritage Hill Plaza  
**Date:** Monday, July 13, 2020 8:15:37 AM

---

---

**From:** Dori Laskin [REDACTED]  
**Sent:** Monday, July 13, 2020 6:37 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed Car Wash at Heritage Hill Plaza

Dear Jennifer,

I am writing to you as an Associate Planner for the City of Lake Forest. Please note my comments below on the proposed car wash at Heritage Hill Plaza.

I am a resident of the Oaks and a member of Lake Forest II MHOA. I am opposed to the proposed car wash in Heritage Hill Plaza at for the following reasons:

- Increased traffic that would be disruptive to a neighborhood shopping center and the adjacent residential area
- Increased noise creating a nuisance for patio dining and disturbing the tranquility of the shopping center and surrounding neighborhoods
- Increased danger for pedestrians, especially children due to nearby schools
- Unsuitable use for a neighborhood shopping center near schools and the Heritage Hill Historic Park
- Reduction of parking spaces for retail businesses, especially problematic during events at the Heritage Hill Historic Park
- Existence of several car wash facilities within a small radius of the proposed location

Although the project developers responded to concerns presented at a meeting of the Lake Forest II MHOA Board on June 6, 2020, I do not believe that these concerns can be adequately remedied with the placement of a car wash at this location. Therefore, I suggest that alternative projects be sought for the site that would be mutually beneficial to the developer and the community.

Sincerely,

Dori Laskin

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Car Wash at Heritage Hill Shopping Center  
**Date:** Monday, June 22, 2020 8:37:59 AM

---

**From:** Michael G. Wick [REDACTED]  
**Sent:** Monday, June 22, 2020 8:37 AM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed Car Wash at Heritage Hill Shopping Center

Ms. Mansur -

I recently heard that it is being proposed that a car wash replace the US Bank building at the Heritage Hill shopping center. I live approximately a mile from the shopping center and shop there often at a variety of the stores in the center. It is my primary shopping location.

I have no objection to car washes in general and use them for my own car, but the location proposed is not a good fit for the shopping center. As you know, the center is retail based and could use another retail establishment, but a car wash would completely change the character of the center. There is already a fair amount of traffic where Ace Hardware, Heritage Hill Historical Park and Bagels and Brew come together. I know as I travel through that area frequently. Adding a car wash would significantly increase that traffic and pose a safety risk to people walking through that area, as well as to the cars themselves. In addition, is the noise factor. Bagels and Brew (I am a customer, but not otherwise affiliated with them) has many customers who sit outside to dine and listening to increased traffic and the noises associated with car washes (e.g., vacuums, dryers) would make for an unpleasant experience. I have sat near car washes waiting for my car to be cleaned and I am always happy to leave as soon as possible.

We have several car washes in Lake Forest and from what I have seen over my 12 years living here they fit their locations very well, they don't impact other businesses as the one proposed would. The parking near to the former bank building is important to the area. It provides regular and certainly overflow support to the surrounding area and is critical to special events like the Haunt at Heritage Hill. I do not recall ever not seeing cars parked in that area, even after the bank closed.

In the final analysis shouldn't the feelings of the neighborhood be the deciding factor for a business like a car wash being brought into their community? I find it hard to believe that there is a demand for a car wash in this area, especially as there are others easily available on or near Lake Forest Dr. I know that I certainly don't want one.

Thank you for your time. I would appreciate you distributing my comments to the Planning Commission.

Michael Wick

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed car wash at Lake Forest /Serrano shopping center  
**Date:** Wednesday, July 8, 2020 5:21:23 PM

---

---

**From:** [REDACTED]  
**Sent:** Wednesday, July 08, 2020 5:20 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed car wash at Lake Forest /Serrano shopping center

I'm writing to strongly oppose the proposed car wash with self-service vacuum stalls. What makes me furious is this is such a poor decision it seems to me that they closed their eyes and threw a dart at an empty bank building thinking the residents, store tenants, school participants and anyone living in Lake Forest would go along with this proposed car wash idea.

Traffic, noise, children's safety, crowded congestion, and we don't need another car wash with 3 car washes so close in Lake Forest!

Let's use the US Bank building for a better community self-help/nutritional/alternative health/seminar/etc. facility building Let's build a healthy community for everyone..

Thank You,

Bette G. Tydings

32 year resident of Lake Forest.

[REDACTED]

Sent from [Mail](#) for Windows 10



Virus-free. [www.avg.com](http://www.avg.com)

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Car Wash: Heritage Hill Shopping Center  
**Date:** Monday, June 15, 2020 8:26:04 AM

---

---

**From:** HERB COHEN [REDACTED]  
**Sent:** Sunday, June 14, 2020 1:36 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed Car Wash: Heritage Hill Shopping Center

Jennifer -

I am a long time resident of ET/City of Lake Forest and am opposed to a car wash at the Heritage Hill Shopping Center. The space was zoned for retail and adding a car wash, a quasi industrial business, is detrimental to the shopping center's intended use.

As a member of the LFII HOA, I read the letter the Board sent to you expressing their opposition and questioning the investigative process followed by the City. I am also aware of a letter from eight existing businesses in the shopping center citing their opposition.

Importantly, I have read the 'waiver' statute that provides the legal authority to the City but clearly it should be invoked only if there is community benefit. **Four** car washes within the City are within a 2-miles radius from the shopping center so what benefit is there to the community by approving this proposal?

-herb cohen

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Heritage Hill Car Wash - Lake Forest  
**Date:** Monday, July 6, 2020 8:16:17 AM

---

---

**From:** [REDACTED]  
**Sent:** Friday, July 03, 2020 1:31 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Proposed Heritage Hill Car Wash - Lake Forest

Dear Jennifer,

I am sending you this email to let you know that I am opposed to the above proposed car wash. I think it would be a detriment to this shopping center by taking away parking spots for the surrounding businesses and also be noisy and disruptive to the aesthetics of the shopping center. Furthermore, the car wash atmosphere would be disruptive to the serenity of the Heritage Hill historical area and also to the nearby small businesses.

I am totally against the car wash in any location in the Heritage Hill shopping center.

Sincerely,

Carolyn Calame  
[REDACTED]  
Lake Forest, CA 92630  
tel: [REDACTED]



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Proposed Heritage Hill Plaza Car Wash  
**Date:** Tuesday, June 2, 2020 2:18:41 PM  
**Attachments:** [image001.png](#)  
[image004.png](#)

---

**From:** [REDACTED]  
**Sent:** Tuesday, June 02, 2020 2:17 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** RE: Proposed Heritage Hill Plaza Car Wash

Jennifer

Appreciate the information and follow up. This does answer some of my concerns regarding the vacuum plaza. However, the color scheme or the picture submitted ( lime green) and the ocean blue color on the facility in Huntington beach I provided are unacceptable.

More importantly, my previous concern regarding appropriate land use with so many existing car wash facilities nearby remains. It would severely detract from what is now a well layed out commercial property with a good blend of tenants and function. Although the car wash design is well thought out, the resulting impact and image of this center would be forever negative.

In answer to your question as far as sharing my comments to the planning commission, yes please use this email thread as my comments regarding this project.

Regards

Jim Segner

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: "Mansur, Jennifer" <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)>  
Date: 6/1/20 11:22 AM (GMT-08:00)  
To: Jim & Janet Segner [REDACTED]  
Subject: RE: Proposed Heritage Hill Plaza Car Wash

Jim,

The (non-colored) elevations for the car wash did include an elevation of the proposed canopies for the vacuum plaza and payment station, which I have attached to this email. In addition, the City did request the applicant submit photo examples of other similar canopies, which I have also attached to this email. I hope this information is helpful. Can you please let me know if you would like the previous email forwarded to the Planning Commission as your public comments or if you are

going to provide a separate comments. If you have any other questions, feel free to call me at (949) 461-3472 or reply to this email. Thanks.

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

---

**From:** Jim & Janet Segner [REDACTED]  
**Sent:** Saturday, May 30, 2020 3:26 PM  
**To:** Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)>  
**Subject:** Re: Proposed Heritage Hill Plaza Car Wash

Jennifer -

I appreciate your forwarding the proposed plans for the car wash project in Heritage Hill Plaza. I have reviewed the plans in detail including the Color Elevation. I believe there should be an elevation or drawing ( similar to Color Elevation) of what the rest of the site will look like. This would include a visual of the Vacuum Plaza and Entrance to the car wash for payment.

The Color elevation color scheme for the proposed building (car wash) is similar to the remodeled plaza . What **cannot** be determined is what the vacuum plaza and car wash payment station would look like. I looked up locations of similar car wash locations in Huntington Beach on the Internet. (Pictures below) What is shown in these photos are things that would not blend with the current design as proposed and certainly not Heritage Plaza. The clean look of the Color Elevation is very misleading without inclusion of an elevation showing the scope of the entire project. If there are plans/drawings that depict the vacuum plaza and payment station, I would like to view them. If these views were not submitted, I believe this application is deficient and additional information should be required prior to consideration by the Planning Commission.

Another concern I have is why an additional car wash should be considered so close to **very** similar operations? There is one across the street at the Shell station, another at the Chevron at Trabuco & Bake, another one at Dimension & Lake Forest Drive, and a fourth at Lake Forest Drive and Regency Lane. All within 100 yards to two miles away.

The owner has delayed consideration by the Planning Commission until more comments are received from existing Heritage Plaza tenants. I would recommend that unless there is sufficient details as noted above, the July 9th proposed meeting with the Planning Commission be further delayed.

Your thoughts and comments on this email are most welcome.

Best,

Jim Segner



On Fri, May 29, 2020 at 1:25 PM Mansur, Jennifer <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)> wrote:

Jim,

Per our phone conversation, attached to this email are the proposed site plans and elevations we discussed. As I mentioned this project was continued to the **July 9, 2020** Planning Commission meeting. The July 9, 2020 Planning Commission meeting starts at 6:30 p.m. and will be located in the City of Lake Forest City Council Chambers (100 Civic Center Drive). If you would like to submit public comments on this item, please feel free to email them to me before July 9<sup>th</sup>.

Prior to the July 9, 2020 Planning Commission meeting, City staff will prepare a report to the Planning Commission that will include a detailed project description and an analysis of the project. All written correspondence received by the City will be attached to the report. The report will also include the noise study, queuing study, and plans that were submitted by the applicant. The report will be available on the Planning Commission's agenda on the City's website the week before the July 9<sup>th</sup> meeting at the following link: <https://lakeforestca.gov/129/Agendas>.

If you have any further questions about this project or the Planning Commission meeting, please feel free to call me at (949) 461-3472 or reply to this email.  
Thanks!

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Subject: Car Wash at Heritage Hill Plaza  
**Date:** Wednesday, June 3, 2020 8:05:56 AM

---

---

**From:** Glenn Greenwald [REDACTED] >  
**Sent:** Tuesday, June 02, 2020 7:10 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Subject: Car Wash at Heritage Hill Plaza

Hello, I'm a 32 year resident of Lake Forest. I do my shopping at the Ralph's in that center. I enter from Serrano and drive by the Ace and CVS to get to Ralph's. At the lunch hour, weekends and holidays there is lots of traffic and a very crowded lot. It's treacherous to back out of the parking spaces in front of CVS and the other stores into the heavy two way oncoming traffic. The car wash will bring much more traffic at all times every day into a lot that is already too congested much of the time. Also the noise will be much increased between the added traffic, car wash machinery and the outdoor vaccum cleaners. This will degrade the out door experience like eating outside at Bagels and Brew and Togo's, or visiting Heritage Hill, not to mention the noise pollution to the surrounding neighborhoods.

Please do not allow a car wash. There are several car wash alternatives in the area. I'm on the board of my Homeowner's Association. In speaking with my neighbors they have the same concerns I do. Hopefully you are hearing from the community. Please respect what the majority of the people in our neighborhood have to say.

Thank you,

Glenn Greenwald

[REDACTED]

Lake Forest

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Use Permit 11-19-5315 - Project Location: 21781 Lake Forest Dr., Lake Forest, CA 92630  
**Date:** Thursday, July 9, 2020 8:31:14 AM

---

**From:** [REDACTED]  
**Sent:** Wednesday, July 08, 2020 10:40 PM  
**To:** jmansur@lakeforesca.gov  
**Subject:** FW: Use Permit 11-19-5315 - Project Location: 21781 Lake Forest Dr., Lake Forest, CA 92630

Subject: new drive-through car wash with self-service vacuum stalls

Dear Lake Forest Planning Commission,

I have been a resident of Lake Forest since 1980 and am proud of our city and infrastructure.

The notification of building a car wash is deeply concerning and I am opposing the project.

Reasoning:

- Traffic congestion
- Lack of parking for stores
- Project is out of character for the shopping center (small retail and **especially the Heritage Hill Park**)
- Visual bulk of new building
- Increase of noise due to elevated car traffic
- Nearby elementary school and children walking in the vicinity
- A car wash definitely is not an acceptable 'anchor' for the existing stores and shops.
- Why is it that there has never been a 'for lease or available' sign on the closed drive-thru bank? This makes no sense at all, but certainly infers the true intentions of the planning committee. It appears that no due diligence has been done for what other opportunities might be available. Opportunities that would not have huge negative impacts to this shopping center, it's existing shoppers and the neighborhood. It definitely leads us to believe, this process has been extremely negligent. We do not need a car wash! Car washes do not belong in this type of center. A nice small Italian café would be more appropriate. No pizza, just other Italian meals.
- Inputs and suggestions from homeowners should have been the first step, not at this stage of the game.

Thank you for your consideration.

Sincerely,  
Jane Peck



**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Use Permit 11-19-5315 new drive-through car wash with self-service vacuum stalls  
**Date:** Monday, July 13, 2020 8:13:15 AM

---

-----Original Message-----

From: Barbara Corlett [REDACTED]  
Sent: Sunday, July 12, 2020 4:41 PM  
To: Mansur, Jennifer <jmansur@lakeforestca.gov>  
Subject: Use Permit 11-19-5315 new drive-through car wash with self-service vacuum stalls

To: Lake Forest Planning Commission  
Re: Use Permit 11-19-5315 new drive-through car wash with self-service vacuum stalls

Dear Sirs:

I have owned and lived in my present home in Lake Forest, CA., for over 21 years, and I am proud of the city and its amenities.

I am vehemently opposed to the proposed building of a car wash at 21781 Lake Forest Drive, Lake Forest CA 92630 for the following reasons:

- 1) The proposed site is too small to accommodate such a car wash. It would result in a more crowded parking lot, thereby negatively affecting public access to the current businesses in the shopping center.
- 2) A car wash would be inconsistent with the current character of the shopping center, which features a grocery store and several restaurants, among other businesses. I shop in this center several times a week and have always enjoyed the relaxed, welcoming atmosphere there. Adding a bulky, crowded car wash there would definitely detract from the warm ambience currently enjoyed by local residents like myself.
- 3) I am certain that there are many other types of businesses that could open on this site which would better fit the character of the shopping center.

In short: Do not allow a car wash to be built in this shopping center.

Sincerely,  
Barbara Corlett

[REDACTED]



**From:** [donna mckeown](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Fwd: Proposed car wash at 21781 Lake Forest Dr.  
**Date:** Monday, June 1, 2020 9:33:32 PM

---

Secretary of the Planning Commission:

No, No, No to The Tunnel Car Wash at 21781 Lake Forest Drive, Lake Forest, CA

This is an area that children commute through to get to Via del Rio homes from Rancho Canada School and Serrano Intermediate. Also, it is an area where we shop for groceries, eat out-doors at two establishments, and visit historical Heritage Hill County Park. Most car washes are affiliated with gas stations, and there are six car washes between Bake, Lake Forest, and Los Alisos. Where does one see a car wash within a shopping area?

Please also read the attached e-mail.

Donna McKeown

[REDACTED]

Lake Forest, CA

----- Forwarded message -----

**From:** donna mckeown [REDACTED]  
**Date:** Mon, Jun 1, 2020 at 6:11 PM  
**Subject:** Proposed car wash at 21781 Lake Forest Dr.  
**To:** <[jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)>

Dear Jennifer Mansur:

You can only imagine how upset I felt when I learned of a proposed car wash site across from what we consider to be a local gathering place. I walk 2 times per week to that Ralph's through Serrano Creek Park, and through that parking lot from [REDACTED] on Lake II, the Sun and Sail Club. I see many of my neighbors while walking and at the Bagels and Brew. I meet many friends there regularly for breakfast or lunch, and we sit outdoors.

I can imagine the noise and traffic caused by a car wash, and that I would not feel safe walking in that area. I also use the teller machine at that credit union.

There has to be a better use for that former bank site. We have 3 car washes along Lake Forest Dr. already, another off Rockfield, and a fifth on Los Alisos.

I will be at the public hearing on June 4. I look forward to meeting you.

Donna McKeown

**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Heritage Hill Plaza Proposed Car Wash  
**Date:** Tuesday, June 2, 2020 5:26:16 PM

---

To whom it may concern,

I have been a resident of Lake Forest for 29 years. The stores and restaurants in the Heritage Hill Plaza are my usual shopping locations. I DO NOT WANT A CAR WASH put into the plaza. There are already several car washes nearby. A car wash would bring more traffic, noise, and problems to the plaza. It would also be a huge waste of water during a time when water is at a premium in our state.

I was informed, but have not confirmed, that a doctor wanted to lease the building for medical offices, but was turned down. WHY would a car wash be better than a doctor's office?

Before any car wash should be built, several new schools and fire stations should be built to accommodate the influx of families and students to our area. The thousands of new homes that have/are being built above Peachwood and Saddleback Church will bring in A LOT MORE traffic to our community, as Baker Ranch has. The increase in students will put more of a strain on our class sizes, again, as Baker Ranch has.

Another car wash is NOT needed in our town. Please reconsider how a car wash would change the look of Heritage Hill Plaza, and our beautiful town in general.

Thank you for your consideration,

Karen Palmer  
[REDACTED]

**From:** [Terry Kaput](#)  
**To:** [Weiss, Jennifer](#); [imansur@lakeforestca.gov](mailto:imansur@lakeforestca.gov)  
**Date:** Friday, June 5, 2020 1:41:47 PM

---

Use permit 11-19-5315 Planned Sign Program 11-19-5316 for car wash

Sent from [Mail](#) for Windows 10

Dear Mr Weiss and Ms Mansur

Destruction or the Asthetic value of the of the plaza in general and Heritage Hill landmark, the excessive egress/ingress traffic it would create with possible long lines, the increased noise factor, traffic access danger and it would be just plain ugly and would decrease the quaintness of the plaza. Please forward these comments to the Lake forest Mayor and City Council.

Xtremely concerned Lake Forest Residents

T and D Kaput

**From:** [Robert Villacis](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** NO CAR WASH!!!  
**Date:** Thursday, June 4, 2020 12:41:55 AM

---

Us citizens of Lake Forest DO NOT want a car wash to damage the area where Bagels and Brew and Brizzio are!!!

Stop the car wash project!!!

**From:** [Jim Cody](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** No carwash  
**Date:** Tuesday, June 2, 2020 9:06:27 AM

---

My vote is NO on the Car wash that is being proposed on Lake Forest Drive. We already have way too many car washes and this shopping center would be ruined with one more car wash

**From:** [Garcia, Julie](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Planned car wash at 21781 Lake Forest Dr.  
**Date:** Thursday, June 4, 2020 6:18:43 AM

---

Hello;

I am writing this to express my displeasure with this project. The traffic in the shopping center it is planned for is already very bad. I don't believe there is enough space for the proposed plan. How many car washes do we need in the city of Lake Forest? There are 2 within walking distance of the proposed site. This proposed car wash would be an eye sore for the city. There is not a single person I know who thinks this proposed site is a good idea.

Thank you,  
Julie Garcia

---

[Disclaimer] WARNING- This document may contain technical data whose export is restricted by the Arms Export Control Act (Title 22, U.S.C., SEQ 2751 ET SEQ) or the Export Administration Act (Title 50, U.S.C., APP 2401-2420). Violations of these export laws are subject to severe criminal penalties. This e-mail is strictly confidential and intended solely for the addressee. It may contain information which is covered by legal, professional, or other privilege. If you are not the intended addressee you must not use, disclose, or copy this transmission. This E-mail is not intended to impose nor shall it be construed as imposing any legally binding obligation upon any of the GKN group of companies ("GKN"), and/or any subsidiaries thereof or associated companies thereof. Neither GKN nor any subsidiaries thereof or associated companies thereof gives any representation or warranty as to the accuracy or completeness of the contents of this E-mail. GKN shall not be held liable to any person resulting from the use of any information contained in this E-mail and shall not be liable to any person who acts or omits to do anything in reliance upon it. Unendorsed export or re-export is prohibited. This email has been scanned for email related threats and delivered safely by Mimecast.

For more information please visit <http://www.mimecast.com>

GKN is committed to using and managing personal information responsibly and ethically. Please see our [privacy policy](#) to find out more about how we will use your personal data.

---

**From:** [Brenda Montgomery](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Planned Car Wash in Heritage Hill Plaza  
**Date:** Tuesday, June 2, 2020 12:56:10 PM

---

I am sending this message to let you know that I am against the planned Car Wash in Heritage Hill Plaza.

This project will create issues for a business that is not needed in our community.

The car wash will bring additional traffic into the shopping parking area. This parking in this area is already very busy with the local businesses. We often park in the existing spaces in front of the bank when we want to visit other businesses such as Bagels and Brew, the florist, the credit union, and the Jewelry Box, just to name a few. The car wash would eliminate these spaces that are currently being used.

We enjoy the local flavor that the original Bagels and Brew and the next door pizza restaurants bring to the area. They are truly neighborhood businesses that we love to frequent. It's special for us to be able to sit outside on the sidewalk, even before the days of the Covid virus. This will be impacted by the noise of the self-serve vacuum stalls and the increased traffic to the area.

I understand growth and change. Certainly the spot where the bank currently stands needs updating. Also it would be great to turn into useful space that a business that will serve the community. However, we have 5 car washes within 1 to 1.5 miles from this location. We don't need another business such as this, especially since it will be detrimental to the community that we currently enjoy.

My vote is against this. Neighbors I've spoken with agree. Please support our view point and turn this project down.

Regards,  
Brenda Montgomery

**From:** [K Williams](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Planning: Carwash @Lake Forest & Trabuco  
**Date:** Tuesday, June 2, 2020 10:12:43 PM

---

Dear Lake Forest Planning Commission and Leaders of our City,

We are writing to voice our opposition to the proposed car wash in the US Bank location that is currently under consideration in the ACE/CVS/Ralphs shopping center. As residents of your community and frequent customers of that shopping center we are gravely concerned about that specific use for this space. As it is located so close to an elementary school, historical site frequented by the community and in the center of a town center frequented by young families, we feel it wholly inappropriate to authorize the such an establishment. Our community already has a plethora of car washing options, including one directly across the street at the Shell gas station. As our town has multiple options and our economy is extremely fragile, this seems to be an ill conceived notion. Additionally, we fear the detrimental ramifications such an establishment would have in that location. From transient employees to environmental hazards, we strongly oppose such an establishment in our local shopping center. Please oppose this proposal!

Thank you for your time and consideration of our families perspective.

Sincerely,

The Williams Household

Residents of Midcrest Drive



**From:** [SCOTT FOSDICK](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [REDACTED]  
**Subject:** Proposed Car Wash at Heritage Hill Plaza-LAKE FOREST RESIDENT NOT IN FAVOR FOR THIS BUSINESS  
**Date:** Wednesday, June 3, 2020 12:33:19 PM

---

To the the planning committee regarding the proposed car wash business in the Heritage Hill Shopping Center:

Please know that I am not in favor of this business being opened in this location. It doesn't make sense to open yet another car wash business when there are 6 other car wash businesses within a 2 mile radius. These are:

- Shell Station at Trabuco & Lake Forest Drive (across the street)
- Chevron car wash at Trabuco & Bake Parkway
- Harv's Car Wash on Lake Forest & Regency Lane
- Chevron Station at Lake Forest & Dimension Drive
- Checkered Flag Car Wash & the Chevron Station at Lake Forest & Rockfield Boulevard

And, slightly further out (within a 3 mile radius) there are a couple more (MV Car Plaza on Los Alisos & the Shell Station on Bake & Rancho Parkway).

Additionally, there are multiple, independent mobile car detailing services that serve the city as well.

Given all of these local options, it doesn't make sense to add another car wash at this location. Upon a closer review of the local area, it appears that the residents on El Toro Road are more underserved than those residents off of Lake Forest Drive & Bake Parkway.

Thank you for your consideration.

Scott Fosdick

[REDACTED]

Lake Forest, CA 92630

[REDACTED]



**From:** [Christopher Broek](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at Heritage Hill Shopping Center  
**Date:** Monday, June 1, 2020 5:37:40 PM

---

I want to let my opinion be known regarding what I understand the proposed use of the now empty US Bank building in the Heritage Hill shopping center is.

I STRONGLY OPPOSE this space being converted into a car wash!

The noise alone will ruin the relative tranquility of the center. This is the WRONG use of this property.

Not only would this be a nuisance business, but it is completely unnecessary. There is a car wash directly across the street from the property, another just a mile up Lake Forest drive and one a mile down the road on Trabuco. Again, I cannot emphasize enough how wrong a car wash would be for that space. Please reject this project completely.

Thank you for your time and for letting my voice be heard.

Sincerely,

Christopher Broek



**From:** [REDACTED]  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at Lake Forest Blvd and Trabuco Rd  
**Date:** Tuesday, May 26, 2020 9:51:15 AM

---

This is to petition you to vote no for the car wash that is being proposed in the parking lot at Lake Forest and Trabuco Rd.

Currently there are car washes across the street at the Shell Station, the corner of Bake and Trabuco Rd., Lake Forest and Commerce center drive, and one on Rockfield and Lake Forest Drive. We have enough carwashes to support our community. The proposed car wash will cause and already crowded parking lot to become like the shopping center at Lake Forest and Rockfield which I would like to use but are not able to ever find a parking space, plus it is a nightmare to drive in and try to drive out. I will never use that shopping center because of the parking.

The proposed new car wash does not make sense and will only be and eye sore to the community.

I solicit your no vote for the car wash being proposed.

Sincerely,  
Oren Neutz

[REDACTED]

**From:** [KM Kennedy](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash at US Bank Location - Ralphs - CVS - Ace shopping Center  
**Date:** Saturday, June 6, 2020 2:45:30 PM

---

I am a 30 year home owner (and resident) here in Lake Forest and we do not need another car wash in this area. We have one directly across the street at Shell, we have Herv's down Lake Forest and the Chevron Car Wash at Trabuco and Bake.

This shopping center has too much traffic already and another car wash offers no benefit.

I strongly oppose the plan.

Kathleen Kennedy  


**From:** [Mary Lanis](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash building  
**Date:** Wednesday, June 3, 2020 11:46:35 AM

---

Planning Commission  
Attn: J Weiss

Please reconsider any plans of inserting a car wash in the center, at the corner of Lake Forest Drive and Trabuco Road.

I am one of the original residents of the Indian Hills development, when Lake Forest Drive ended at Trabuco Road. We bought directly across the street from the center many decades ago.

I believe this car wash will harm home values across the street. The neighborhood is a charming community, with a hometown feel still left today. The nearby Heritage Hill Park along with Serrano Stables, and two nearby Elementary Schools are enjoyed by many. Bagels and Brew fits right in to Sunday brunches.

A car wash most certainly will not. The proposed building will be a tall structure, taking up parking, adding to traffic. There will most likely be revolving minimum wage workers as well, adding to more traffic. There are 3 nearby car washes already.

Please reconsider this proposal, and keep this area peaceful as long as possible, while development continues around us.

Thank you for your time, enclosed is a photo of early days.

Sincerely,  
Mary Lanis



[Sent from Yahoo Mail for iPhone](#)

**From:** [Susan Brown Matsumoto](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash Lake Forest  
**Date:** Monday, June 22, 2020 5:39:45 PM

---

Regarding the proposed car wash where the US Bank was personally I don't understand how it is needed or logical to put it there. First you have a similar car wash just up the street on Lake Forest past Dimension. Then you have a car wash at the gas station near that one. And then a car wash right across the street on the corner of Lake Forest and Trabuco, and finally a full car wash on the corner of Trabuco and Bake Parkway.

All I know are typically car washes are very loud, the water and soap are in the air and personally I have to keep my vents on recycle as the smell of the chemicals actually make me sick. So that being said having businesses so close to this proposed car wash especially Bagels and Brew shows very little regard for a place that has been a loyal business for many years serving many Lake Forest residents. And Heritage Hill doesn't need something like this or the other businesses.

As it is parking can be tough especially at certain times in that shopping center especially where the US Bank is. I can't even imagine patrons of Bagels and Brew would be able to sit outside and enjoy their meals with a car wash right across from them.

I know this public meeting was pushed off until July per request of the car wash owner. I would think he could find another place that would be more conducive and not affecting long term established businesses. At some point the established businesses that would be affected by this should take priority in this decision.

Thank you for your time, just wanted to share my thoughts about why a car wash is not a good idea in this shopping center.

Best Regards,

Susan Matsumoto



**From:** [Bob & Maggie Schneider](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash  
**Date:** Thursday, June 4, 2020 3:50:18 PM

---

Hello,

I would like to express my opposition to the proposed car wash in the Heritage Hill shopping center. There is already a car wash less than a 1/4 mile away and that shopping center cannot handle the amount of traffic that this car wash will generate.

Sincerely,  
Bob & Maggie Schneider

**From:** [Michele Pellow](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed Car Wash  
**Date:** Tuesday, June 2, 2020 2:45:39 PM

---

Dear City Councilman,

My husband and I are not in favor of the proposed car wash in the Ralph's Center on Lake Forest Dr. and Serrano for the following reasons:

1. congestion due too lack of space
2. # of car washes already in existence in the immediate area
3. the center just went through a major interruption/renovation and there is no need for this to occur again

Thank you for taking our concerns into consideration.

Michele Pellow  
Mark Pellow

**From:** [Joanna Tutwiler](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Proposed car wash  
**Date:** Tuesday, June 2, 2020 10:06:40 AM

---

Hi there! I have heard of the car wash proposal and I'd like to say I am definitely in favor!

Do you need community support shown at the meeting on the 4th?

Thank you!

~Joanna Tutwiler

--

Joanna Tutwiler Queen Tut Events  [www.queentutevents.com](http://www.queentutevents.com)  
[www.facebook.com/queentutevents](https://www.facebook.com/queentutevents) Instagram @ queentutevents

**From:** [Richard Martinez](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Public Hearing  
**Date:** Tuesday, June 2, 2020 6:48:36 PM

---

In regards to  
Use Permit: 11-19-5315  
Sign Program: 05-20-5354  
Planned Sign Permit: 11-19-5316

I would not be in favor of this project because:

A: there are a number of car washes at 1, Shell station across the street, Lake Forest / Trabuco 2, another "full" car wash at the Chevron station at Bake/Trabuco not to mention 3, Al's 24 hour car spa wash with 5 stalls at dimension and Lake Forest and 4, tunnel car wash at the Chevron across the street plus 5, Harv's Express and Detail two block up Lake Forest. Also to mention the other 2 on Rockfield.

Giving you at least 7 within 3 miles or less from the proposed project.

Plus the Heritage Hill Plaza would be overwhelmed with traffic and parking.

Thank You  
Richard R Martinez

Sent from my iPhone

**From:** [Steve williams](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** RE: Use Permit 11-19-5315 - STRONGLY OPPOSED!  
**Date:** Wednesday, June 3, 2020 8:38:59 AM  
**Importance:** High

---

Dear Lake Forest Planning Commission:

Sorry, I can spell ☺ But the message is the same!!!

I have been a homeowner in Lake Forest for over 22 years, and I STRONGLY OPPOSE the construct of a new drive-through car washing the Heritage Hill Plaza!

We don't need additional parking, congestion, and noise in this city! I ask the Lake Forest Planning Commission to reject this project!!!

Thank you for your attention to this matter.

Warm regards,

Steve

Warm regards,

Steve

---

**From:** Steve williams  
**Sent:** Tuesday, June 2, 2020 8:01 PM  
**To:** [jweiss@lakeforestca.gov](mailto:jweiss@lakeforestca.gov)  
**Subject:** Use Permit 11-19-5315 - STRONGLY APPOSED!  
**Importance:** High

**From:** [REDACTED]  
**To:** [Mansur, Jennifer](#); [Weiss, Jennifer](#)  
**Subject:** Use Permit # 11-19-5315 & 11-19-5316  
**Date:** Wednesday, June 3, 2020 11:14:01 AM

---

My reaction as a resident of Lake Forest Keys is this is not a business I would like to see at this location. Approximately 1 mile away this same type of car wash exists. It is always crowded and cars are often parked blocking the sidewalk just to enter the car wash impacting pedestrians and moving vehicles. We moved here 2.5 months ago from Laguna Niguel, after months of looking for a city and community we would settle – Lake Forest is that community. It is still small, uncrowded, fewer cars on the road and an easy walk to the strip mall which will be blocked by the car wash.

Sheila Cook-Cohen

[REDACTED]

LF

**From:** [Tricia](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** Use Permit 11-19-5315/ Carwash Heritage Hill  
**Date:** Tuesday, June 2, 2020 2:59:19 PM

---

Dear Ms. Weiss,

I am concerned about the above referenced project which is a car wash business in Heritage Hill shopping area. I am concerned because of the nature of this business as something that presents true environmental impacts on the environment and which is not receiving appropriate environmental review. Your notice states that the project is exempt pursuant to CEQA section 15303 however even a cursory review of that section reveals that it is not on point with the present situation. A car wash produces waste water which contains contaminants such as benzene, lead, zinc and other chemicals which are harmful to humans, plants and animals. The waste water also contains detergents, phosphates, oils, and debris in addition to the above mentioned chemicals. This runoff will flow into the local creek and can drain to the ocean as well as pollute ground water. CEQA section 15303 provides an exemption for certain projects such as "a store, motel, office, restaurant or similar commercial or institutional structure not involving the use of significant amounts of hazardous substances." Due to the hazardous nature of the waste water which flows from a car wash the reliance on the 15303 exemption is misplaced and opens this project to judicial review.

Further there are impacts to traffic and circulation which should also be studied.

Finally the character of the project is inappropriate in the area where it is currently sited, that is, next to the city's historical park, a charming and, up to now, quiet shopping area.

I, therefore, request that the project be studied pursuant to the intent of CEQA, and that the use permit be denied pending the appropriate study of all environmental impacts.

Patricia A. Holbrook, Esq.

Sent from my iPhone

**From:** [Mansur, Jennifer](#)  
**To:** [Weiss, Jennifer](#)  
**Subject:** FW: Use Permit 11-19-5315, Sign Program 05-20-5354 and Sign Program 11-5316 - Construction of a proposed automated car wash facility in Heritage Hill Shopping Center.  
**Date:** Monday, June 15, 2020 8:28:39 AM

---

---

**From:** Rich Stein [REDACTED]  
**Sent:** Sunday, June 14, 2020 2:38 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Subject:** Use Permit 11-19-5315, Sign Program 05-20-5354 and Sign Program 11-5316 - Construction of a proposed automated car wash facility in Heritage Hill Shopping Center.

Ms. Mansur:

I am a Lake Forest resident living nearby the proposed car wash for Heritage Hill shopping plaza.

I am against allowing the land use entitlements which would permit the car wash.

The reasons are outlined in a letter submitted to you by the Lake Forest II MHOA. I will not repeat except for one.

Safety should be a prime concern. The carwash is expected to have as many as 400-500 extra vehicles over today entering the area. Assume that 25% of them enter or exit on Serrano. This means that there could be as many as many as 250-500 additional (over today) entry/exits onto Serrano. Please note that this directly impacts the children who cross near that entrance coming/going from La Canada Elementary School and those who use/cross by Heritage Hill.

Regards,

Rich Stein



**From:** [Sharon Pallone](#)  
**To:** [Weiss, Jennifer](#)  
**Cc:** [Mansur, Jennifer](#)  
**Subject:** Use Permit 11-19-5315, Planned Sign Program 05-20-5354, and Planned Sign Program 11-19-5316. Construction of new drive-through car wash and related signage at Heritage Hill Plaza  
**Date:** Tuesday, June 2, 2020 3:43:55 PM

---

We do not need another car wash in Lake Forest. Southern California is still in a drought situation. There are eight-plus car washes spread all over the city. There is no need for another. The parking lot at that location is impacted now, plus back-up traffic on Lake Forest Drive could also be a concern during certain hours of the day, especially during Rancho Canada Elementary School's drop-off and pick-up times.

We say NO to this proposal.

Joseph Pallone  
Sharon Pallone



Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest

RE: Use Permit 11-19-5315, Sign Program 05-20-5354 and Sign Program 11-5316 - Construction of a proposed automated car wash facility in Heritage Hill Shopping Center.

Ms. Mansur:

The Lake Forest II Master Homeowner's Association (Association) has received several resident inquiries and concerns regarding the pending land use entitlements that would allow for the construction and establishment of an automated carwash at the Heritage Hill shopping plaza. The Association understands that the proposed project would consist of a 4,600 square foot (SF) automated carwash, 13 self-service vacuum stalls, and related ancillary improvements that would replace an existing approximately 3,000 SF bank building and result in the elimination of approximately 22 parking spaces.

The proposed project has garnered significant interest and concern to a number of LFII homeowners and members of the Board related to the following areas:

1. Traffic:
  - Approximately 400-500 vehicles per day using the carwash, according to the project representatives
  - The impact of this additional traffic within the Heritage Hill shopping area and on the Level of Service (LOS) at Chinook and Serrano Road.
2. Safety:
  - The impact of this additional vehicle volume on traffic accidents
  - The potential for increased vehicle and pedestrian collisions, especially with the number of children crossing Heritage Hill during morning and afternoon school transit times
3. Air Quality/Green House Gas emissions from the additional vehicle traffic
4. Noise impacts on adjacent LFII neighborhoods:
  - From the increased traffic volume
  - From the pumps, blowers, and other equipment
5. Reduction in parking:
  - The elimination of up to 22 parking spaces and the resulting parking impact on the Heritage Hill shopping area and its existing businesses
6. Aesthetics – the project design does not appear to fit into the overall Heritage Hill design based on the preliminary drawings we have viewed

7. Impacts on existing surrounding businesses and general fit for the Heritage Hill shopping area.

At our June 3, 2020, regularly scheduled Board of Directors meeting, representatives of the project summarized the project and attempted to answer questions and concerns from residents and the Association Board of Directors. Unfortunately, this attempt to ameliorate the concerns presented was not successful and increased the concerns, while also creating additional questions that the Board is hoping you may be able to provide.

**These questions and concerns are provided in more detail in the following pages entitled "Questions" and we are asking for your responses prior to July 1, 2020 so that the Board can make a final decision on its recommendations at its July 1 meeting.**

The Association appreciates the desire of the project proponents to invest into our community, but there are too many questions at this point to render a position on this project. Of utmost concern are the significant impacts as aforementioned to the community and how these impacts are to be addressed. While the use of a Section 15303 (c) Categorical Exemption to the California Environmental Quality Act does seem logical due to this type of project, the increased intensity of the use when compared to the previous use creates new significant impacts that exceed what had been previously analyzed and raises concerns to the applicability of this type of categorical exemption.

Furthermore, changes in State laws as they pertain to the environmental impacts would lead to additional assessment being undertaken for this project. The Association would appreciate any additional information that could be provided as requested in this letter to better understand how this categorical exemption was chosen and the underlying analysis pertaining to the land use compatibility with the surrounding community. Lastly, the Association would like to be included on any notices related to this project moving forward.

Sincerely,

*Jim Richert*

Jim Richert,  
President | Lake Forest II MHOA  
24752 Toledo Lane | Lake Forest, CA 92630  
president@lf2.org



## Questions

### A: Traffic

1. A cursory assessment of potential trip increases using ITE trip generation data (new uses categorized as Automated Car Wash 948 and Self-Serve Car Wash 947 and existing uses Walk in Bank - 911) detailed a net increase of over 100 am/pm peak trip generation. Does this potential increase create a significant impact to the surrounding community and to existing traffic problems?
2. During the meeting the Board asked several times if a formal traffic study was prepared and the project representatives initially suggested that a traffic study had been prepared, however when pressed as to whether a Level of Service (LOS) or Vehicle Miles Traveled (VMT) study had been prepared, the representatives clarified that it was a queuing analysis and some form of internal movement analysis. The project proponents advised that the project is expected to generate an average of 400 to 500 vehicles per day. Is this volume the volume used for preparation of the traffic impacts?
3. While the queuing analysis would demonstrate that the length of the drive thru is sufficient as to not create impacts associated with stacking, it would not address the potential impacts derived from the number of trips generated. Furthermore, the integrated nature of the Heritage Hill Center and potential movements in and out of the carwash into the existing drive aisles should have also been addressed within the movement analysis. Can you confirm what types of studies that have been prepared in support of this project and provide digital copies of those studies for review? Also, can you provide some insight or supporting documentation as to why those studies were selected to be prepared and if other studies were omitted and the rationale as to why? Has a determination been made as to the impact on the LOS for Chinook and Serrano Road?

### B: Safety

1. Safety was another consideration that was focused on, both from a pedestrian and vehicular perspective. Vehicular safety would be a consideration of a movement analysis, while pedestrian safety would not. As currently constructed there is a defined path of travel that originates from the northwest corner of the intersection of Chinook and Lake Forest that meanders through the center and ultimately terminates at the driveway approach on Serrano, just north of Lake Forest and into the parking areas in front of Ralphs, continuing through to Trabuco. The Project would largely eliminate this walking path and would no longer provide for pedestrian travel through the center from Lake Forest. Considering this center is heavily walked to and through by families and children, **especially during morning and afternoon school transit times**, does not the loss of this formal pathway create a challenging and potentially unsafe condition that would pose a significant impact to the community?



2. Has there been any analysis to these changes? Have any Conditions of Approval been required to reduce these potential impacts? If any studies have been prepared to analyze this situation, can copies be provided in a digital form? If no studies were prepared can you provide some context as to why?

### **C: Air Quality**

1. Due to the increase number of trips and the large queuing area, there are concerns over new sources of pollution to adjacent businesses that have outdoor dining, surrounding residential neighborhoods, and Rancho Canada Elementary school. All three of these existing adjacent uses would include a number of sensitive receptors that could be potentially significantly impacted by this project, specifically from mobile sources of emission in the form cars coming to and waiting to obtain a carwash as well as fixed sources from the development itself. Has an Air Quality assessment or Green House Gas emissions assessment been performed? If so, can a copy be provided in a digital form? If an assessment has been performed, did it include mobile sources of emissions? If no assessment was prepared or mobile sources of emissions were not included, can you provide the basis for not performing an assessment or including the mobile sources?

### **D: Noise**

1. A primary component of any automated carwash includes a large blower unit. The more efficient at drying these units are the louder they are, and the blower units will be close by to two residential areas and near areas of congregation for outdoor dining. In addition to the blower at the exit the Project incorporates 13 dryer units that would create sources of noise as well. Lastly, the vehicles themselves as they wait for service will create noise. Has a noise study been performed? If a study was conducted can a copy be provided in a digital form? Were the cumulative impacts from all the potential sources included in the study? Did the study exceed any thresholds of significance as identified in the Lake Forest Municipal Code?
2. Are there any conditions of approval required to modify the project to reduce potential noise impacts? If no studies were prepared can you provide some context as to why?

### **E: Parking**

1. The reduction of parking is a significant concern as is the location of where the parking was to be removed. During various times during the week the Heritage Hill shopping center has considerable issues with parking, specifically in the location of the proposed project. Further complicating parking congestion is when Heritage Hill Park is open for special public events or conducting private events. Have these concerns been considered?
2. During the meeting the representatives of the project conveyed that the subject project site was subject to a reciprocal parking agreement as a means to deflect the practical concerns over the reduction in parking. However, on a number of exhibits



- they include the full number of parking spaces in the center. Can you confirm that a reciprocal parking agreement exists? In addition, can you provide an assessment of the parking demands of this use and the impact of the reduction of 22 existing spaces?
3. While not a function of the number of spaces, the *location* of the spaces became an issue as well. Specifically, the elimination of the spaces adjacent to a number of retail tenants in front of their uses would require customers and vehicles to traverse longer distances than was previously required. Was there some form of analysis or study prepared that contemplated this? If so, can a digital copy be provided?
  4. During the Board meeting the Project representatives made mention of a condition of approval that would require a parking attendant. When pressed as to the frequency of the attendant, the Project representatives stated the attendant would not initially be present, but only as the City required it. When asked about the functionality of the attendant the Project representatives were unable to articulate exactly the responsibility of the attendant. Can you provide some context as to what precisely the attendant's function would be and what impacts would need to be created so that the City would require the attendant? How will the city enforce this Condition?

#### **F: Project Aesthetics/Appearance**

1. The aesthetics of the proposed project were of a significant concern and while subjective in nature the lack of correlation of the project to the existing center was of concern. *The concerns over the aesthetics extend to both the carwash building and the vacuum station canopies.* The information that was provided to the Association from a resident was a scan of a printed document and as such lost some of the true colors of the building. Further, the design of the canopies was of significant issue as they are exceedingly in contrast to the existing center. Can you provide a digital copy of the architectural plans? Also, were there any view simulations prepared of the subject Project?
2. During the Board Meeting and correspondence received by the Association, the aesthetic and appearance fit of the proposed project was raised in comparison to the existing center. Of concern was the potential compatibility and appropriateness of a *quasi-industrial use within a neighborhood shopping center* and the potential impacts of the use on existing business, due to a number of the aforementioned concerns. The overall concern expressed was the changing of the neighborhood commercial center into something more intense. While the subject use of the Project is subject to a Use Permit, there are specific findings that must be made including the impacts and fit to the surrounding community. Has there been any needs assessment that establishes a need for this type of use? Is there any precedence within the City of the infill development of a carwash facility in an existing shopping center? Has there been any consideration of urban decay due to the establishment of this type of use in this type of center or to surrounding and similar existing carwashes?

Hi I am a resident of Lake Forest who often uses the Ralphs, CVS, Ace Hardware and other businesses in the Heritage Center at Lake Forest and Trabuco. I am writing to oppose the attempt to place a car wash in this center at the closed bank building. As such I have compiled a list of the car washes I know of that are within 0-2+ miles of the proposed car wash in the Heritage Hill Plaza. There are 11 carwashes within this geographic area which should negate the need to cram a new car wash into this small center. The Heritage Hill Plaza Center is a small neighborhood center with limited parking but extensively used by residents. There are numerous cars and people that use this center and walk through the center. In addition there is the Heritage Hill County Park which increases pedestrian and transient traffic into this center for various events. If anything, parking should be increased, not be eliminated. Please forward this to the planning commission and the City Council as opposition to this proposed car wash. Thank you

David F Mihalik [REDACTED] Lake Forest, Ca (26+ year resident)

1. Trabuco Shell Car Wash 21762 Lake Forest Dr (Trabuco and Lake Forest)
2. Al's Auto Spa 20722 Lake Forest Dr (Dimension and Lake Forest)
3. Harv's Express Car Wash & Detailing 20602 Lake Forest Dr (Dimension and Lake Forest)
4. Chevron Car Wash 20731 Lake Forest Dr (Dimension and Lake Forest)
5. Lake Forest Express 24571 Trabuco Rd (Bake and Trabuco)
6. Checkered Flag 23581 Rockfield Blvd (Lake Forest and Rockfield)
7. Foothill Ranch Auto Spa 19232 Alton Pkwy ( Alton and Portola)
8. Rco/USA Gas Station Car Wash 26731 Portola Pkwy (Ralphs Ctr, Portola)
9. Shell Car Wash 26721 Rancho Pkwy (Bake and Rancho Pkwy)
10. Circle K Car Wash 27252 Portola Pkwy (Portola and Towne Ctr)
11. Chevron Car Wash 23631 Rockfield Blvd (Rockfield and Lake Forest)

David F Mihalik [REDACTED] Lake Forest, Ca (26+ year resident)



## Work Order: #308542

Opened:  
05/31/2020 20:39

Closed:  
06/01/2020  
0

This issue is resolved

Est. Resolution Date: Not Yet Set

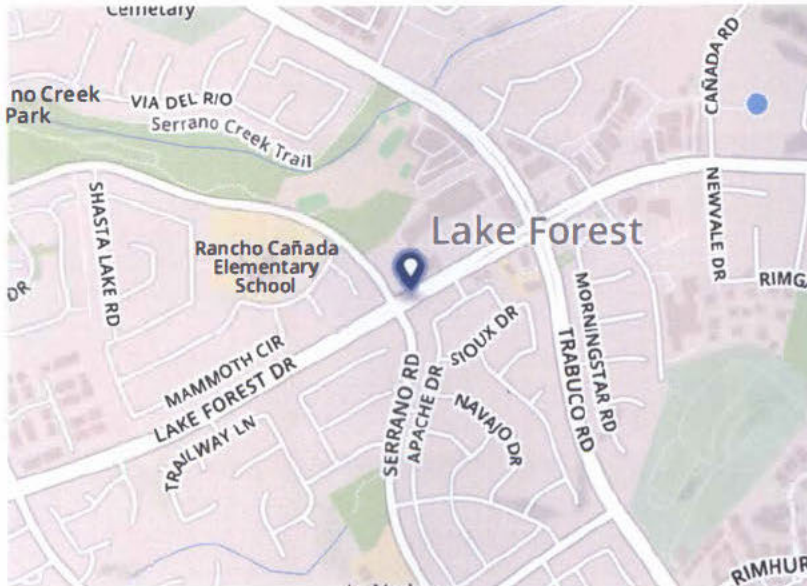
### Planning/permits/inspections Questions

#### SUB TYPE

Planned and Ongoing Projects

#### STREET ADDRESS

21791 Lake Forest Dr  
92630



#### COMMENTS & ADDITIONAL NOTES

Planning Commission Members:

We want to express my horror at the proposal to build a large car wash facility in the Ralph's shopping center at Lake Forest and Serrano.

This is a residential neighborhood with quiet businesses, merely one block from Rancho Canada Elementary School. The marvelous Bagels and Brew restaurant just upgraded their outdoor dining area. The pizza place has outdoor dining as well.

And now restaurant patrons would be yelling over the roaring, clanking and spraying racket of a busy car wash just feet away from them. The homes surrounding the area would be bombarded with noise. The intersection at Lake Forest and Serrano has seen a stunning number of serious car accidents over the years, and now we'd be adding the traffic of a car wash facility? This is ridiculously bad planning!

Car washes, due to their noise and pollution, do not belong in residential areas. They need an enormous amount of space—the Ralph's lot is very tight and crowded already. This is a dangerous and disgusting proposal.

I ask that you represent the interests of your constituents in the neighborhoods around Rancho Canada Elementary and the Forest Creek subdivision and encourage the planning commission to find a more suitable site for a car wash—by warehouses and gas stations and things, far from homes and quiet offices, stores and restaurants.

By : Roxana Aird

Email : [REDACTED]

Phone : [REDACTED]

Device : WEB RAI

Media Submitted  
None



It should be noted that there are already at least two car washes within a mile of the this site one is just across the street at the Shell station, for goodness sake!!! We don't need more car washes.

Sincerely and with deep concern,

Dr. Bruce Aird and Roxana Aird [REDACTED]

Status Changed: 06/01/2020 9:58 AM

**Jennifer Weiss**

Work Order #308542 status has changed from new to resolved.

Hello Dr. Bruce Aird and Roxana Aird,

The City has received your public comments on the proposal for a new drive-through car wash with self-service vacuum stalls, and related signage in Heritage Hill Plaza (Use Permit 11 19 5315, Planned Sign Program 05-20-5354 and Planned Sign Program 11-19-5316). This item is scheduled for a public hearing at the June 4th Planning Commission meeting. The applicant has requested, however, that the project be continued to the July 9, 2020 Planning Commission meeting. The July 9, 2020 Planning Commission meeting starts at 6:30 p.m. and will be located in the City of Lake Forest City Council Chambers (100 Civic Center Drive).

Prior to the July 9, 2020 Planning Commission meeting, City staff will prepare a report to the Planning Commission that will include a detailed project description and an analysis of the project. All written correspondence received by the City, including your public comments, will be attached to the report. The report will also include the noise study, queuing study, and plans that were submitted by the applicant. The report will be available on the Planning Commission's agenda on the City's website the week before the July 9th meeting at the following link: <https://lakeforestca.gov/129/Agendas>.

If you have any further questions about this project or the Planning Commission meeting, please feel free to call me at (949) 461-3472.

Thanks!

Jennifer Mansur, AICP  
Associate Planner  
City of Lake Forest  
(949) 461-3472

Share with Citizen: YES

SHARON D. BRIMER

LAKE FOREST, CA 92663

MOBILE [REDACTED]  
[REDACTED]

May 23, 2020

City of Lake Forest  
Planning Commission  
100 Civic Center Drive  
Lake Forest, CA 92630

SUBJECT: Use Permit 11-19-5315, Planned Sign Program 05-20-5354, and Planned Sign Program 1110-5316 for the Construction of a new drive-through car wash and self-service-vacuum stalls, and related signage in the Heritage Hill Plaza

POSITION: **OPPOSE PROJECT**

I received a copy of the Notice of Public Hearing on June 4, 2020, regarding the above subject.

I am in **opposition** to this project for the following reasons:

- There are already several drive-through car wash facilities in the area. One is at Trabuco and Lake Forest Drive (just ½ a block from the proposed project). Bake and Trabuco has one, just to name two near this shopping center.
- The shopping center is already a bustling area. A car wash will only exacerbate vehicle traffic and parking issues and put a strain on the small businesses in this center.

Sincerely,

  
Lake Forest property owner

**Weiss, Jennifer**

---

**From:** [REDACTED]  
**Sent:** Wednesday, June 3, 2020 10:23 AM  
**To:** PlanningCommission  
**Cc:** Barajas, Francisco; Armando, Mark; Fuentes, Jolene; Ludden, Thomas  
**Subject:** Opposition Comments Re: USE PERMIT 11 19 5315, PLANNED SIGN PROGRAM 05 20 5354, AND PLANNED SIGN PROGRAM 11 19 5316 FOR THE CONSTRUCTION OF A NEW DRIVE-THROUGH CAR WASH WITH SELF-SERVICE VACUUM STALLS  
**Attachments:** Use Permit 11 19 5315, 11 19 5316, 11 16 5354 Opposition.pdf

To Whom it May Concern,  
Please find attached comments regarding the above reference item.

Thank you in advance,  
Jeff Dickstein

[REDACTED]  
Lake Forest, CA 92630



June 3, 2020

Lake Forest Planning Commission  
100 Civic Center Drive  
Lake Forest, CA 92630

Vice Chair Francisco Barajas  
Commissioners: Mark Armando, Jolene Fuentes, Thomas Luden  
Director of Community Development: Gayle Ackerman, AICP  
Asst Director of Community Development: Niki Wetzel, AICP

Re: USE PERMIT 11-19-5315, PLANNED SIGN PROGRAM 05- 20-5354, AND PLANNED SIGN PROGRAM 11-19-5316 FOR THE CONSTRUCTION OF A NEW DRIVE-THROUGH CAR WASH WITH SELF-SERVICE VACUUM STALLS, AND RELATED SIGNAGE LOCATED AT 21781 LAKE FOREST DRIVE IN THE HERITAGE HILL PLAZA SHOPPING CENTER

To Whom It May Concern,

I am writing today in opposition of the above referenced proposed "Drive-Through Car Wash with Self-Service Vacuum Stalls" located at the currently vacant property formally used as US Bank branch.

My name is Jeff Dickstein and I have been a resident of Lake Forest for 19 years. I am married with three children, all of which attended local public schools in close proximity to the property proposed. I have been a Real Estate Appraisers for over thirty years.

I have a number of concerns with the proposed drive through carwash located in the Heritage Hill Plaza Shopping Center.

First and foremost is safety of children. The property is located in very close proximity to four (4) local schools. Rancho Canada Elementary is located 1 block west. La Madera Elementary School is located half mile south, Serrano Middle School is located 1.3 miles southwest and El Toro High School is located a little over half a mile away. The intersection of Lake Forest Dr and Serrano Rd is a very heavily used route for students for all these schools both in the morning and afternoon by both foot traffic, bikes and other means. The Heritage Hill Shopping Center parking lot is also used as a thoroughfare for these children. These children also are patrons of surrounding business of these properties, such as Bagels and Brew, CVS and Ralphs going to and from schools. Having a Drive Through Car Wash at this property would dramatically increase automobile traffic to an already congested parking lot and streets and could pose a health and safety hazard to local school children.

My second concern is dramatic increase in traffic to the Heritage Hill Shopping Center. Currently the parking lot in this center already appears to be at capacity and has challenges at all hours of the day. This center is a local neighborhood meeting place on the weekends at Bagels and Brew. Many local residents walk here with young children and pets through out the day. There is a similar drive through carwash located a little over one and a half miles northeast. This carwash is more appropriately located in a center primarily occupied by auto repair shops, not local eateries and neighborhood shopping. It should also be noted there is a single car drive through car wash located just across the street from

Heritage Hill shopping center at the Shell Gas Station. How many drive through car washes does a neighborhood need?

Lets discuss traffic. Has there been any type of Ingress and Egress study on how this proposed car wash would affect not only the parking lot but how it would affect access to the parking lot from Lake Forest and Serrano? I took the liberty of visiting the drive through car wash located a mile and a half away on Lake Forest on Sunday May 31<sup>st</sup> at 10:00 am. The cars were stacked 4 deep for each available stall.



Having the additional parking lot traffic as well as increased stress on ingress/egress traffic could have a dramatic effect on local business already located in Heritage Hill Shopping Center.

In closeing, I would strongly encourage the Planning Commission to deny the request of the permits for the proposed Drive Through Car Wash located within the Heritage Hill Shopping Plaza. I feel it could create serious traffic hazards, negative effect on local business as well as present health and safety hazards to local school children that use this area as a path to and from four local schools.

This is the the right place for a drive through car wash!

Thank you in advance for your consideration

Jeff Dickstein

[REDACTED]  
Lake Forest, CA 92630  
[REDACTED]



## Weiss, Jennifer

---

**From:** Mansur, Jennifer  
**Sent:** Monday, July 13, 2020 8:15 AM  
**To:** Weiss, Jennifer  
**Subject:** FW: Proposed Drive In Car Wash Facility in Heritage Hill Plaza, Lake Forest, CA  
**Attachments:** 1-Car Wash and Traffic June 2020.docx

---

**From:** Sharron Pankhurst [REDACTED]  
**Sent:** Sunday, July 12, 2020 10:47 PM  
**To:** Mansur, Jennifer <jmansur@lakeforestca.gov>  
**Cc:** Paul Pankhurst [REDACTED]  
**Subject:** Proposed Drive In Car Wash Facility in Heritage Hill Plaza, Lake Forest, CA

**SUBJECT** Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

**DATE** June 12, 2020

**TO** Jennier Mansur, AICP – Associate Planner, City of Lake Forest  
(949) 461-3472 / [jmansur@lakeforestca.gov](mailto:jmansur@lakeforestca.gov)

Ms. Mansur, I want to thank you for the conversation you had with my husband, Paul. Thank you for giving him the current hearing date change. I sincerely appreciate your quick response to my phone message.

My husband and I have been owners and living in Lake Forest since 1984. We've raised our four children here and they attended the elementary, jr. high, and sr. high schools. Our home is located on Cinnamon Road, at the end of the cul de sac and our property backs up to the corner of Lake Forest Drive & Serrano. We were here to see a lazy quiet unincorporated area of El Toro become a city and vote on changing its name. We experienced its growth in population. We remember when screeching brakes and the sounds of impact were the norm at the corner of Lake Forest & Serrano, until the city finally installed a 4-way signal that dictated left-hand turns and lowered the number of accidents.

**To the Decision-makers:** Did you notify everyone who drives, eats, plays and shops in this vicinity, the ones who will be directly affected by higher volume traffic patterns (vehicular & foot traffic)? I'm not sure you did.

It's important that the people and families affected by this change have a say in this issue, especially parents who have children and teenagers walking and driving through the crosswalks at Heritage Hill Plaza and the four local schools. Let's not add a car wash that would substantially contribute to the traffic and the ensuing noise and air pollution.

Our goal should be, as much as possible with our size population, to maintain a decent level of traffic and ensure Lake Forest neighborhoods are safe from problems attached to heavy traffic flow. With all the issues and potential harm (especially traffic and pedestrian accidents) a car wash would represent to our community, it should not be allowed in the Heritage Hill Plaza.

Thank you for considering the issues raised in the attached document.

*Paul & Sharron Pankhurst*  
Lake Forest, CA residents



Subject: Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

From: Paul & Sharron Pankhurst  
Date: July 12, 2020  
To: [jmansur@LakeForestca.gov](mailto:jmansur@LakeForestca.gov)

Recently we've been notified of a proposed car wash facility to be located in the Heritage Hill Plaza on Lake Forest Drive between Serrano & Trabuco. Besides the parking issues we already deal with at the two Heritage Hill intersections and inside the parking lots, we are writing to you to discuss valid reasons why we object to the proposed car wash.

### 1. Traffic & Pedestrian Issues

- a. COVID 19 in this time of Covid 19, less traffic on the road *will skew any survey* regarding the overall volume of traffic, speed of traffic and flow of traffic.
- b. SCHOOLS—It should be taken into consideration how a higher volume of traffic (5 days/week; after school; weekends) will affect:
  - i. El Toro High School which is located on Serrano (two of the exit routes from the high school are Serrano to Lake Forest & Ridge Route to Trabuco to Lake Forest).
    1. Student drivers (some experienced, mostly new & immature drivers).
    2. Football games, Track & Aquatic activities, plus other sports and special events (two exit routes that empty onto Lake Forest).

*what will the size of the student body (and number of cars on the streets) be when life returns to normal again?*

- ii. Serrano Intermediate School which is located on Jeronimo between Lake Forest & Ridge Route. The jr. high kids walk/ride bicycles and cross Lake Forest @Toledo and also cross Lake Forest @Jeronimo on their way to school and home. Plus after school pickup traffic—5 days/week.
- iii. La Madera Elementary School which is located on Serrano & Ridge Route and has traffic issues with drop offs and pickups 5 days/week. Plus after school pickup traffic. Two crossing guards are required at this corner and a third guard at Ridge Route & Trabuco during the school year. That represents a high volume of foot traffic.
- iv. Rancho Canada Elementary School which is located on the other side of Lake Forest on Serrano (around the corner from Heritage Hill, across from the stables).



Subject: Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

There is vehicle congestion at the traffic signal on the corner of Lake Forest & Serrano during morning drop offs and pickups—5 days/week.

A crossing guard is required further down on Serrano (during the school year) to safely move students from the stable side to the school side of the street (crosswalk only, no traffic light or stop sign).

- v. Parent conferences and involvement at the high school, jr. high, and the two elementary schools contribute to the volume of traffic throughout the school year.
  - vi. Soccer & other sports have practices and games, plus other activities using the schools' fields after school, weekends and during summer months.
- c. FOOT TRAFFIC feeding in from various neighborhoods, kids that walk to and from the schools (1 high school, 1 jr. high and 2 elementary) 5 days/week.

Lake Forest & Trabuco is a highly traveled intersection and there is a crossing guard posted to safely walk the kids through a busy crosswalk. Interview that guard. Ask him/her about the volume of traffic and how safe they feel when the light turns red and they have to ensure that the traffic making right-hand turns off and onto Lake Forest makes a complete stop.

Kids and families also use crosswalks 7 days/week @Jeronimo across Lake Forest, Toledo across Lake Forest, and Serrano across Lake Forest to access Lake Forest II Club facilities and the pedestrian volume to the club is high during summer months. Higher volume of traffic could become a valid safety issue for these pedestrians.

- d. BICYCLE TRAFFIC children & families bike ride together in this area and through the crosswalks for all four schools (1 high school, 1 jr. high and 2 elementary) 5 days/week, after school, evenings & weekends.

**IMPORTANT NOTE:** several years ago we had a bicycle hit & run death on Serrano & Ridge Route. But even if there is only one death in front of an elementary school (La Madera) it should count in the decision making. The man who died had children at the school.

Subject: Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

- e. HERITAGE HILL brings traffic in on a regular basis, which is good for business, but an added 7-days a week of vehicular activity attached to a car wash will be an issue.

Even the bank with less business hours located on the property that the car wash would be built on had traffic issues that may be why the bank did not do well in that tiny parking area.

- f. SIGNAGE we're being asked to approve two "Planned Sign Programs." Not sure what that means, more signage between two very busy intersections? The mall has recently been updated and reflects our community, less signage is better. With the traffic and pedestrian issues listed above, how can diverting a driver's eyes from the road to find the car wash going to bring safety to a road with a mall situated between two busy cross streets (Lake Forest & Trabuco, and Lake Forest & Serrano?

## 2. Noise Problems:

- a. In this time of Covid 19, traffic is not representative of the norm and with that taken into consideration, less traffic will skew any survey regarding the level of noise. Car wash sounds 7-days-per-week are inappropriate for any family-oriented neighborhood and Heritage Hill Plaza is situated in the middle of several huge neighborhoods.
- b. We already have excessive traffic noise levels on Lake Forest from Toledo to Trabuco as the flow of traffic travels from the freeway toward the mountains. That stretch of road entices drivers to rev up their engines (especially those w/loud mufflers) and noisy motorcycles 24/7. Interview anyone whose house backs up to Lake Forest.
- c. Our city's population and subsequent volume of cars that travel up and down Lake Forest represents a large number of vehicles (please continue to keep in mind the current volume, as noisy as it is, is lessened by Covid 19). Of all the businesses that could prosper at Heritage Hill, a car wash will have a negative impact to the people (children, adults, and senior citizens). It will be an added impact 7 days/week (assuming 6am to 10pm?). Or will it be 24/7? who makes that decision? And would the car wash contest the restrictions? who wins that argument? Who pays the legal fees?

## 3. Parking Problems

- a. HERITAGE HILL It is prudent to *not only consider the traffic but also the parking* involved when Heritage Hill hosts yearly events, plus special activities (as listed below). Besides its local historical background, the park is not only for Lake Forest neighborhoods, we welcome out of towners from other cities/counties.



Subject: Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

Especially important is *who it is that visits*, besides Lake Forest residents:

- i. School buses with teachers & elementary children
  - ii. Weddings
  - iii. Parking & safety for foot traffic is a valid concern. Families visit the park, sit outside and do picnics, meet friends and visit, show the grounds to out of town relatives and guests, especially during the summer months.
4. **Lake Forest 4th of July Celebration & Parade** the added volume of traffic from a car wash will represent a bottleneck for everyone that entire weekend (especially the years when it's a 4-day weekend).
5. **Holidays** residents grocery shop and spend more time shopping for Holiday dinners, they eat out more, and they get their cars washed. These weekends will potentially become a parking nightmare. An added volume of vehicles utilizing parking stalls for longer periods of time will cause a loss of parking space availability.
6. **Has anyone counted how many car washes there are within a 2-mile radius?**
  - a. Shell Station Car Wash Lake Forest & Trabuco
  - b. Lake Forest Express Wash Bake & Trabuco
  - c. Al's Auto Spa Lake Forest & Dimension
  - d. Harv's Express Wash—Lake forest & Regency
  - e. Checkered Flag Car Wash Lake Forest & Rockfield
  - f. Mission Viejo Plaza Car Wash—Los Alisos Boulevard
7. **Problems the car wash would cause our neighborhood businesses located in Heritage Hill:**  
a parking problem at Ralph's will affect the market directly (we already pace our visits around the high traffic time periods). It would be a shame for Ralph's to move away in a couple of years due to loss of revenue. We lost a Von's market at El Toro & Trabuco.  
  
The area where the car wash would be situated is impacted at various times throughout the day & evening (especially on the weekends), the bank's absence has made room for more parking—take that space away and then add more traffic isn't the most sensible course of action.
8. **Security & Protection** this may be the overall most important neighborhood issue to be addressed. Volume of traffic, noise levels, inability to find parking to shop at Ralph's, the cleaners, the pizza place, the credit union, and all the other stores surrounding the bank's location (and it will be affected) pale in comparison to anything that would hinder the functionality for

Subject: Proposed Drive In Car Wash Facility in Heritage Hill Plaza  
21781 Lake Forest Drive, Lake Forest, CA 92630 Plaza  
Hearing Location: City of Lake Forest City Council Chambers Plaza  
Use Permit 11-19-5315, Planned Sign Program 05-20-5354 Plaza  
Planned Sign Program 11-19-5316

each of the below-listed services to our entire neighborhood community it's not just the homes, there are four schools that could have potential need for quick access by:

- a. Ambulances
- b. Fire engines & trucks
- c. Police vehicles

Lake Forest is the most direct route to the freeway for emergency vehicles. Weekend traffic on El Toro isn't an option. Bake is further away, the wrong way, from Saddleback Hospital and the urgent care facility at Rockfield & Lake Forest (important facilities to all Lake Forest residents).

Any emergency vehicle traveling on Lake Forest toward the freeway would be hampered by the additional *7-day-per-week traffic* a car wash would bring into this area (specifically on Lake Forest between Trabuco and Toledo, which are already high traffic areas). Additional traffic flow will affect the drive time and access for emergency vehicles to provide prompt assistance to the neighborhoods surrounding the Heritage Hill Plaza and also will affect timing and access for the neighborhoods further up Lake Forest Drive (toward the mountains).

## **Weiss, Jennifer**

---

**From:** Sharon Pallone [REDACTED]  
**Sent:** Tuesday, June 2, 2020 3:44 PM  
**To:** Weiss, Jennifer  
**Cc:** Mansur, Jennifer  
**Subject:** Use Permit 11-19-5315, Planned Sign Program 05 20 5354, and Planned Sign Program 11 19 5316. Construction of new drive-through car wash and related signage at Heritage Hill Plaza

We do not need another car wash in Lake Forest. Southern California is still in a drought situation. There are eight-plus car washes spread all over the city. There is no need for another. The parking lot at that location is impacted now, plus back-up traffic on Lake Forest Drive could also be a concern during certain hours of the day, especially during Rancho Canada Elementary School's drop-off and pick-up times.

We say NO to this proposal.

Joseph Pallone  
Sharon Pallone



## Weiss, Jennifer

---

**From:** Jill Case [REDACTED]  
**Sent:** Saturday, May 23, 2020 10:54 PM  
**To:** Weiss, Jennifer  
**Subject:** US Bank Carwash

A car wash in the shopping center where the US Bank was located at Lake Forest/Trabuco would be a terrible addition to this neighborhood shopping area. Please do not allow it. And yes, I vote in every election. Thank you. I am a Lake Forest Citizen- [REDACTED].

Jill Case  
[REDACTED]

*Unless someone like you cares a whole awful lot, nothing is going to get better. It's not. - The Lorax, Dr. Seuss*

Sent from [AOL Desktop](#)