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10 May 2018

Mayor John B. O'Reilly  
City of Dearborn  
16901 Michigan Avenue  
Dearborn, MI 48126  
313-943-2300

**Subject: Shopping Cart Return Station at Kroger's (23303 Michigan Avenue)**

Dear Mayor O'Reilly:

Sorry to intrude on what little privacy you have; recently saying hello to you while *you too* were shopping at the subject Kroger grocery store.

The working level staff at the 23303 Michigan Avenue store are terrific. They do a wonderful job, never hesitating to go out-of-their-way if a customer needs extra help.

Well . . . now it is our turn to return the favor. The local staff are also at wits-end regarding what I have mentioned to their local managers and Cincinnati-based corporate executives (by telephone) many times . . . over a period of a **FULL YEAR**.

For reasons that were not apparent, someone decided to resurface the entire parking lot of the Westborn shopping plaza, that houses Marshalls over to Kroger, from 23001 up to 23303 Michigan Avenue. The surface did not seem to be in need of a complete redo.

In any case, that event commenced in the April-May 2017 timeframe; with the expected inconveniences . . . no big deal. But what resulted, and what continues as of this letter, points to behavior and character, that 'working level staff' would be terminated over if they performed **at such a low level of courtesy and competence**.

Again, I have mentioned, what I am about to share with you, to the Cincinnati-based Kroger corporate executives . . . many times. As such I now am compelled to intrude upon you further.

When the resurfacing of the Westborn shopping plaza reached the Kroger portion, opposite the Westborn Chrysler-Dodge-Jeep dealership, a large shopping cart return station had to be temporarily moved:

- These stations are a squared-U shape, with one end *closed* to prevent inadvertent shopping cart roll-aways, and the other end *open* to accommodate cart return.
- The station in question is used, in the vast majority, by the Kroger shoppers, such as you and I.

**Problem:** When the resurfacing work crews replaced the shopping cart return station, *they positioned it backwards!*

As more comic relief than anything else, at that point, I took a few photos of the backward positioned station; getting a few laughs along the way . . . that was almost one full year ago, in the June 2017 timeframe. A few of these one-year-old photos here:





As an exemplar I placed my cart in the backwards return station; having to struggle over the parking lot boundary to do so (My dark blue Crown Victoria in upper left):





This condition endured the Spring and Summer and Fall and Winter of 2017. In late Winter, in February 2018, I decided I would forward photos of this return station to the Kroger corporate offices by email; a few follow:



- I did however note an “improvement” in this condition by the February 2018 timeframe (at that point, nine months since the backward positioning of the station).
- As the next photos will show, the station was now chained to the big concrete light stanchion!
- **That is . . . someone in an official capacity “responded” to our requests, to correct/rearrange this cart return station, by chaining it in place ?!?!?!**

Someone around here is crazy . . . and I doubt it is you or I, or the working level grocery staff at the 23303 Michigan Avenue Kroger.



Certainly by now . . . a **FULL YEAR** later:

- After the Kroger shopping cart return station was replaced in a blatantly backward position,
- Surely after the local staff have asked their local managers on multiple occasions to correct this over that same time period,
- Surely after the corporate executives have been notified on MULTIPLE occasions over that same time period,
- Surely after it was recognized by someone; persons that deployed a chain to keep the station in its incorrect position, and perhaps to protect it from the notorious cart return station thieves that roam the streets of Dearborn
- Surely by now, a FULL YEAR later, **May of 2018**, this simple, but really stupid error has been corrected . . . *right?*

**Not a chance . . .**



I took these photos a few days ago (Tuesday, May 8, 2018; my Crown Victoria in scene):



In this next photo, the chain is ALSO beginning to rust:



Does Kroger executive management and/or those responsible for this rude charade expect the City of Dearborn to facilitate basic competence and courtesy in the local grocery store parking lot? And if we complained about this rudeness, would we be labeled as “disgruntled” ?

**Again . . . Mr. Mayor . . . it has now been a FULL YEAR.**

Respectfully,

Paul V. Sheridan

cc: Michael J. Donnelly, Executive Vice President and Chief Operating Officer

P.S. I am going to drive by this cart station, prior to placing this letter with our receptionist at the Administrative Center. If you receive, that means, as of this letter, the station is still backwards.