

Good Morning,

My name is Melissa. My husband and I are the very lucky parents of little boy with autism. I am writing you today because we want you to hear our funny little story of how your new car wash – and the supervisor there - are having a major impact on our lives.

For people that haven't experienced what it is like to love someone with autism, it is hard to describe exactly how much their obsessions, become your obsessions – regardless of how silly you know you look. How your love for them sends you to 7 grocery stores in search of the right brand of waffles or turns you into a documentary film-maker on random things like shopping carts. Whatever they love, you love (like any parent) – but instead of being able to walk into Walmart and buy a toy version of what they love, sometimes you have to get creative in order to make their particular obsession something accessible and part of their everyday lives. It is not always easy (or cheap), but the joy it brings them makes you feel like a firkin' superhero.

And anyone else out there in the world, that HELPS you find ways to bring them that joy – well they become YOUR superheroes.

I'm writing today to tell you that in my son's universe – and in ours – your supervisor Bryce, is a real-life superhero.

In my son's story, we have moved between 3 major obsessions so far: Garage doors, Elevators, and Car Washes. As a result, I have spent countless hours sitting in our driveway watching garage doors open and close, and driving to various parking garages (dressed in elevator t shirts) so we can find and 'ride' the best elevators in town.

But car washes? Sure we go through them, but his favorite thing is to get carryout, park across from a carwash with a good view, and eat lunch while we watch the cars go through and come out. For hours, in all weather, we do this.

Back in early 2020 when construction started on your car-wash, it was BIG news in our household. Caden was so excited, he wanted to watch it be built. We would sit in our car (sometimes on the grass) and watch the construction guys dig and build from the parking lot. He followed the progress of your construction like it was the NORAD tracking site for Santa.

And when he saw those 'NOW OPEN' flags for the first time last month, it was all he could do to stay in his seat as we drove over. But NOTHING could have prepared us for what we would experience. The garage doors at the entrance and exit-The glass tunnel-The color lights?!?! My god – it is like you designed that thing for him. After we went through, we got out and peered through the glass for 20 minutes, and then watched the doors open and close as cars came out.

And that is when we met Mr. Bryce.

Mr. Bryce came up to us and started sharing in Caden's excitement right away. He got right down on his level and knew just what to say: "wanna know how it works?" Within a minute, Caden was holding his new-found superhero's hand, listening to every word as they waved to the cars coming out. It was hard to get Caden back in the car that day, and promises were made to come back again tomorrow – a promise I now make daily.

Since then, Bryce has come out to say hi to us almost every visit since. Sometimes its a busy wave when drive in, sometimes he runs up to the car window and makes Caden laugh. And sometimes when Caden is watching the cars go through, he comes over on the inside and fist-bumps Caden through the glass. For my son, the most incredible car wash ever has turned out to be where he found one of his most thoughtful and wonderful friends.

Now we use our membership pass almost every day -even on rainy days. I swore I was just going to do it for a month, but our daily trips have become the highlight of our days that Caden looks forward to more than anything else.

We go through with his eyes as big as saucers, studying every detail. Then at home, he builds his own Auto Spa out of blocks, announces “welcome back club member”, and then perfects the sounds and hums of each spray jet, spinning brush and dryer, as he pushes his matchbox cars through the tunnel.

I’m sure by now, you get the point. I don’t know if you’ve ever really had an Auto Spa ‘family’, but you should know – you sure do now.

I realize it sounds funny, but I love watching my son find real world connections in some of the most overlooked places...like a carwash. It is a delightful reminder of how wonderful the simple things are, and how regular strangers around us can become superhero friends.

I’m sorry for such a long letter, but I thought it was worth taking the time to share this with you. Because all too often, special needs children (and parents) feel unseen and are considered bothersome to the rest of the world.

So when someone like Bryce welcomes and meets them in their own world with sincere joy – for no reason other than to make them feel really special- that’s more than just going above and beyond with great customer service. That’s Disney-level magic– only better, because it is part of the real world, right here. And I felt like that was worth taking some real time and effort to recognize and appreciate.

So a huge shout out to Bryce for being beyond awesome, and kudos to any company that recognizes that kind of talent and ethic amongst their employees.

Sometimes the smallest acts of kindness have the biggest impacts on people in ways you don’t expect or understand. Thank you, Bryce, for being...you 😊

Sincerely,

Melissa & Caden