

ROBERT EDGER
4000 CORTINA DRIVE
AUSTIN, TX 78749

 Mailed via DocuPost.com

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GREG WILSON
1617 WATCHHILL RD
AUSTIN, TX 78703-2440



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Hello Mr. Wilson,

Based upon my search with the Texas Comptroller's website, you are the registered agent for the business located at 4204 Manchaca Rd, Austin, TX 78704-7530. I have been a patron of your establishment since 2016. I dearly love riding up to Radio both during normal business hours to work remotely, and also later at night for a drink, good conversation, and great food/coffee.

However, I recently have had a very negative and frankly confusing interaction with a member of your staff, a man who purports to be a manager by the name of Andrew. I visited Radio on Friday, February 9th around 3pm with the intention of getting a coffee and continuing to perform my duties working remotely as a director at a tech company here in Austin.

Upon arriving at your establishment, I approached the bar, ordered a coffee, and found a suitable location to sit for a moment and remove my motorcycle gear. Having only travelled there with my motorcycle boots (which are uncomfortable to walk around in), I unzipped them so as to get some air and not be uncomfortable. Because of that, when I stood up to go to the restroom while your barrista was preparing my coffee, I stumbled over my unzipped boot. I think just about any reasonable person would have observed that occurrence and concluded that I stumbled due to my footwear.

However, upon exiting the restroom, obtaining the coffee which I had already paid and tipped generously for, and doing nothing other than walking outside to sit at a table, your manager Andrew accosted me and said to me "Hey man, are you alright?", to which I replied that yes, I was fine, I was just getting set to work and enjoy my coffee. He didn't speak for a moment, so I asked him "Do you work here? Have I done something wrong?", to which he replied "It's just... you're acting really strange". Mind you, I have been a patron of Radio for years and had only been on the premises for a sum total of ~10 minutes.

I was baffled. I asked him "Okay? Are you asking me to leave?". He stammered for several seconds, clearly out of his element. He finally replied "Yeah. That's what I'm saying". Being a reasonable person myself, I did as he asked. I immediately packed my belongings, only stepping back inside to ensure that I was refunded for the drink I purchased which I was not going to be able to enjoy, because in order to leave I was going to have to get back on my motorcycle.

I travelled from there to a nearby establishment which had no qualms whatsoever serving me. I met a friend there and related the story, and he was just as baffled as I was.

Tonight, February 20th, I think around 10pm, I was on my way home from an open mic night that I helped put together, and I thought I'd stop in and get a coffee since I had a bit more work to do. I approached the bar, had a pleasant interaction with the person at the POS, and, again, since I had been on a motorcycle breathing road dust, I went to the restroom to wash my hands while my cortado was being prepared.

Upon exiting the restroom, I was accosted again by this man, Andrew, who seems to be on some sort of power trip. I don't know how else to describe it, because I have never caused a problem for anyone whatsoever at Radio. I love your establishment, and I am always very respectful and kind to your employees.

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He told me that Austin PD was on the premises and that I needed to leave. I already knew that law enforcement was present, because I saw their squad cars when I arrived. His statement didn't scare me whatsoever because, again, I hadn't done anything wrong. I again requested a refund for the drink that I had already paid and tipped for. While one of your barristas, Jacob, was voiding the transaction, I apologized to Andrew if I had misunderstood him when he asked me to leave the week prior - at that juncture I only understood that he was asking me to leave that day, and not that I was somehow banned with no explanation of what I had done wrong.

I asked him to explain to me why he was doing that, and all he would say was "You come in here, stumbling, making people uncomfortable". I asked him for clarification, to which he replied "You just do, man". I tripped that one time last week due to the unzipped motorcycle boots - I walked into your establishment sober and stable tonight as I always do, well-dressed, beard trimmed, and looking like someone who is the professional that I am.

I asked him for the name of the owner of the business, to which he proceeded to tell me "It doesn't matter". I ascertained that this man clearly just had some sort of personal vendetta against me, a person he doesn't know whatsoever, based upon nothing but a misconception a week prior which lasted a total of 10 minutes.

As I said, the manager on shift at your establishment refused to provide me with a way to get in contact with you, so I had to visit the Comptroller's website to look up your contact information. Apparently I am permanently banned from my favorite coffee shop in Austin that I have been visiting since 2016, tipping your barristas every single time, and purchasing tacos from my favorite taco place, Veracruz.

I am miffed. I have never done anything to inconvenience anyone at Radio. I am polite, well-spoken, I pick up after myself, I bus the tables I sit at, I say please and thank you, I walk out to the parking lot to smoke so as to not offend anyone. I am a gentleman. Your barristas seem to like me - I've had dozens, probably 100+ genuine, kind interactions with your staff. I have a Radio hat that I wear frequently, though it's now in the trash.

This employee, Andrew, has tainted your establishment. I'm not looking to be granted permission to visit Radio again. I don't see how I'd ever feel comfortable there again. I am only contacting you so that you are aware that a member of your staff in a position of authority is acting unreasonably without your knowledge. Please know that I will relate this story to every single one of my vast network of friends and family here in Austin, and that you didn't just lose one patron tonight, you lost hundreds.

I don't particularly care what you do with Andrew, but if that man worked for my business, he'd be dismissed immediately. Lots of people are neurodivergent and don't conform to whatever expectation Andrew has of normalcy. It appears that I am one of them. For your sake I hope that you can address this before he does this to someone with a documented medical condition and you face litigation. I don't believe I have a case here, but I have a previously-scheduled meeting with my attorney in the morning and I intend to ask him about it.

Whatever happened to "Keep Austin Weird"?

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Sincerely,

Robert Benjamin Edger

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