

## Item 23-0167: Chadwick's Bar - Demerit Point Violation Appearance

### Safety and Licensing Committee

Wed, Mar 01, 2023 6:30PM

#### Alderson Alex Schultz (District 9) 02:58

Okay, we're gonna move back to item four the public hearings and appearances. I'm sorry, mine—I got one [indecipherable] that doesn't show it and one that does.

#### Alderson Alex Schultz (District 9) 03:06

So, we're going to move to item 23-0167 Chadwick's Bar demerit point violation appearance. I guess I'd request first to hear from staff on this item.

#### Darrin Glad (Assistant City Attorney) 03:23

I guess, I can go first. If you recall back last year or when this was amended so that beginning July 1, any licensees that get demerit points between 25 and 149 are required to come to the next Safety and Licensing meeting and discuss what steps they've taken to rectify or remediate the basis for those violations. So, I believe Chadwick's is here. Two people I believe that are prepared to speak about this.

#### Alderson Alex Schultz (District 9) 03:56

Thank you. I guess we'll at this point, we'll open up to those who are here to appear on behalf Chadwick's. Please state your name and address for the record and then share your comments.

#### Philip C. (Chadwick's Bar Representative) 04:11

My name is [Philip C.] [provided address]

#### Jen T. (Chadwick's Bar Representative) 04:20

[Jen T.] [Provided address]

#### Philip C. (Chadwick's Bar Representative) 04:28

We handed you a packet today, and it's just a little history of Jen and I, kind of a timeline, simple timeline, where we came from, how we got here, how we came across owning Chadwick's. And then if you want to just read through that a little bit, and then we're going to talk about today's issues which are things that Lieutenant Nagel and I had a little meeting, well not little, couple bigger meetings about. We discussed staffing, more hours for the bouncers, someone always watching the door, just essentially heightened security and some better cameras. And I have—I have a lot more suggestions that we should do, and the city should do. Just have a few videos that correspond with the pamphlets I've handed out.

#### Alderson Alex Schultz (District 9) 05:23

Okay please proceed.

#### Alderson Sheri Hartzheim (District 13) 05:29

The visitor's mic is handheld if you want to just clip it out and speak as you go.

#### Philip C. (Chadwick's Bar Representative) 05:38

All right, this first one is pretty self-explanatory.

[Played a video about an ID checking service.]

**Philip C. (Chadwick's Bar Representative) 07:48**

I contacted them.

**Alderson Sheri Hartzheim (District 13) 07:50**

Can you grab the microphone please? Thank you.

**Philip C. (Chadwick's Bar Representative) 07:53**

I contacted Intellicheck. Had a conversation with them. They have software that essentially will work with all of our cell phones that we have. But it's expensive. Our bar alone would probably spend \$10 to \$15,000 a year using that service. The DMV in New York uses their service, and it might be a little bit too much for us right now. But there are other options.

**Alderson Alex Schultz (District 9) 08:33**

Is there anything else you'd like to share with committee at this point?

**[Played a video about a different ID checking service]**

**Philip C. (Chadwick's Bar Representative) 10:35**

So, I purchased those scanners, one of those scanners, and after using it for one weekend, caught five flawless fakes. If anyone would like to see these fakes and check out a scanner, I have two models here. This one mounts at our front door, can also be a mobile unit and scan individually. And this one is just a walk around unit. But they scan the barcode on the back, and when you scan the barcode on the back, it comes up with a whole plethora of information of what is on the actual ID. And it will tell you in bold print if the ID is good or not. And it usually will catch about 85% to 90% of fake IDs. And these run about \$1,000 apiece. There are no fees yearly. This one runs around \$1,300. One more option for us.

**Philip C. (Chadwick's Bar Representative) 11:56**

Here's a little video, that's better. Better show you how these things work.

**Philip C. (Chadwick's Bar Representative) 12:13**

I don't work for this company. I just researched about three, four companies, three, four scanners. And this is the one that I came across that works the best—will work the best for us. Oshkosh has this scanner. Green bay has this scanner. Madison has these scanners. It's just, it's a no brainer for us to kind of jump on the bandwagon.

**[Played a video about a different ID checking service]**

**Philip C. (Chadwick's Bar Representative) 13:24**

I think you get the idea. Any questions?

**Alderson Sheri Hartzheim (District 13) 13:29**

So, this is something that you are implementing at this point?

**Philip C. (Chadwick's Bar Representative) 13:32**

Yes, I've already implemented them at work and trained the employees on them.

**Alderson Nate Wolff (District 12) 13:36**

So, was this in use when there was an underage drinker in your...?

**Philip C. (Chadwick's Bar Representative) 13:42**

No, I just got them last week. And I was able, because of the snowstorm, to get some real-world information of how they work how well they work.

**Alderson Nate Wolff (District 12) 13:49**

So, you're saying that you after it happened, you invested a lot of money to make sure that it can't happen again. And you're showing us exactly what you did. That's...

**Philip C. (Chadwick's Bar Representative) 13:56**

Yes. I've talked to other bar owners on the Avenue and they are interested in also purchasing these and would help out continue doing like a pilot program for the city. I would relay information, if need be, and then possibly work on some grants. So, we could get some more of these units or upgrade in the future. There is a program that the city could buy or we could buy that links all of these together. So, if we have a problem with somebody at one place, whoever utilizes this hardware and software, they would essentially be banned if they wanted from every other place that that has these machines. And that was one thing I kind of wanted downtown because somebody vandalizes our place or the D2 or the [indecipherable], we don't want them downtown anymore. So.

**Alderson Sheri Hartzheim (District 13) 14:44**

Is this something that you have discussed with Appleton Downtown Incorporated?

**Philip C. (Chadwick's Bar Representative) 14:49**

Have not. Just the bar owners and managers that I know of downtown.

**Alderson Sheri Hartzheim (District 13) 14:54**

That's a suggestion for you. That might be a good reach out potential.

**Philip C. (Chadwick's Bar Representative) 14:59**

This is totally new. So, this is new to me. So, I've only had it for a week. So, you're the kind of the first people to hear about it.

**Alderson Nate Wolff (District 12) 15:07**

I don't mean to put Chief Olson on the spot or anything, But I would like to hear from her. If that's alright.

**Police Chief Polly Olson 15:19**

So, I'm guessing that you're asking what my opinion is of these devices. So, the first I'm seeing is just when all of you are seeing these as well. So, they're new to me. Obviously, I think with any technology, you know, it depends on the people that are using the technology to ensure that it's being used correctly, and that they're being scanned correctly. I think the other issue is ensuring that there's staff at the front door or wherever people are entering at all times. Because if there's gaps in those services, such as somebody's not being at the door, and then you're assuming a bartender is going to check, you know, an ID, we're finding that that's where some of the gap is in these getting through or is happening. So, I think, you know, like anything, you know, it's—technology is good. I'd be certainly interested in seeing more. I think it looks promising. But again, it has to, you have to have the proper staff in place as well see it through.

**Alderson Nate Wolff (District 12) 16:13**

Um, in the instant that happened, at Chadwick's was there, what, how—how did that occur, essentially?

**Philip C. (Chadwick's Bar Representative) 16:23**

So, a couple of times that things have happened—when the kids who order these IDs, they get a bunch of the IDs. And so, they—like these that are really good, are expensive. And they will covet them, like the golden ticket, they are to get into any bar that doesn't have a scanner. So, what they will do, they will hide these or give them to one of their friends. And if they do—so once they pass the bouncer station in most bars, they, they aren't really gonna get asked again for an ID unless an officer walks through and they look really young, or if they do something wrong, and we ask them for their ID again. But since they hide that ID that they got in with, they will they will give up the decoy IDs so there is no further investigation and they and they don't have to pay another \$300 and wait a month to get these from China. So that is an issue we just kind of had, I believe.

**Aldersperson Sheri Hartzheim (District 13) 17:23**

So, the November 22 issue you believe was a fake ID, and that's the reason for that violation?

**Philip C. (Chadwick's Bar Representative) 17:30**

Yes.

**Aldersperson Sheri Hartzheim (District 13) 17:31**

Okay. Thank you.

**Aldersperson Alex Schultz (District 9) 17:34**

Yeah, I'm just going to kind of ruminate on this a little bit. I can appreciate the situation, you and every other business owner who serves alcohol on College Avenue is in. The ability for minors to get legitimate looking IDs has exas—has increased and become far easier. I have a daughter who is 19. And she has done this same thing and probably got into bars where she shouldn't be. Easy access, easily done, pay the fee, get in. And it's far different than when I was at that age trying to get into a bar. And the onus, of course, is on either the door staff or the bouncer to check those IDs. And you can only do so much. You're your veri—trying to verify ID for the picture. And that's really all you have to do. So, I can, I can appreciate the situation. And I can appreciate that.

**Philip C. (Chadwick's Bar Representative) 18:32**

It's very hard just using this with all these fakes and different. I mean...

**Aldersperson Alex Schultz (District 9) 18:39**

It's not enough. Essentially where we are right now is just checking IDs with facial recognition from a bouncer. And an ID is not enough.

**Philip C. (Chadwick's Bar Representative) 18:47**

They look exactly like this picture. Yeah. Right.

**Aldersperson Alex Schultz (District 9) 18:50**

So, to me, it feels like what you're trying to do here is move to that next step and put into place a system that can do a better job of keeping underage kids out of it. And I think we would all on the committee and staff appreciate that you're moving forward in this. I guess the question now is what do we do with a couple of violations that occurred prior to the initiation of this new technology. And, and I'm open to conversation about this and given what you're trying to do, and you're coming forward and speaking to us about it, which is, I think, a rarity and for a lot of businesses who just let things kind of go and pay the fees. This speaks a lot about your approach to in trying to find a resolution to it and address it in the future. So, I'm open to conversation with staff

what we can do. Do we hold this? Is there something we can do with the citations to prevent something happening with the business? I guess?

**Darrin Glad (Assistant City Attorney) 19:49**

I don't mind speaking to that right now. So right now, there's been two convictions. Those have associated demerit points with them. But there's an actual statutory process for taking any action against the license. That'd be outside the scope of what this is today. It may be coming, but it's just beyond what we're doing today.

**Alderman Sheri Hartzheim (District 13) 20:09**

So, this is an informational meeting?

**Darrin Glad (Assistant City Attorney) 20:11**

Yes, it is the first time because of the new ordinances, the first bar owner that's come in and had to explain what they've done to fix the problems that caused them to get any demerit points.

**Alderman Sheri Hartzheim (District 13) 20:20**

Excellent, thank you.

**Alderman Alex Schultz (District 9) 20:21**

If this is our first owner who is doing this work, I think that really reflects well on the business community trying to try to nip this or at least do the best they can to control it. So very much appreciative of the presentation tonight, and looking further into technology to try and...

**Philip C. (Chadwick's Bar Representative) 20:39**

I mean, there are more expensive ways to do this. This is, this is the most bang for your buck. And the fact that we can link them all together would help a lot, and people are willing to Downtown to, you know, spend \$1,000 with the \$1,200, \$1,300 and get one of these. It's an easy way to get in to the essentially the game of this technology.

**Philip C. (Chadwick's Bar Representative) 21:04**

There are other solutions. The same company, makes a \$3,000 scanner and a \$4,000 scanner, and I've talked to them about it. They—the TSA uses them. If we do get a grant by the state, if that's even possible, they would they would work with us and then lower that price per 10 units.

**Alderman Sheri Hartzheim (District 13) 21:25**

I think a good place for you to start would be to talk to ADI, see if they're you know, if there are some avenues. Thank you.

**Alderman Alex Schultz (District 9) 21:32**

Thank you so much for the presentation. Does staff have anything to add at this point? Anything else from committee members? Thank you. Thank you again, for the presentation. It was very helpful.