



DEPARTMENT OF BUSINESS AFFAIRS AND CONSUMER PROTECTION
CITY OF CHICAGO

LIQUOR LICENSE PLAN OF OPERATION

Licensee: Erie-Franklin Hop Haus, LLC
Premises: 646 North Franklin St., Chicago, IL 60654
Licenses: Consumption on Premises – Incidental Activity Liquor, Late Hour, PPA, and Retail Food

Pursuant to the City of Chicago Municipal Code Sections 4-4-313 (d)(1) and 4-60-040(h), the City of Chicago Department of Business Affairs and Consumer Protection, the Local Liquor Control Commission (BACP/LLCC) and the above-named Licensee have agreed to the following license conditions concerning the operation of the business as a result of the community nuisance meetings beginning July 24, 2017, under 17-AT-1077:

1. **This plan of operation is effective beginning April 30, 2018.**
2. **Maintaining Order:** Licensee shall take every effort to maintain an orderly line of patrons attempting to enter and exit the Premises.
 - a. Licensee will display a sign in a conspicuous location near the front door that reads, “Please Respect Our Neighbors, Please Exit Quietly.”
 - b. In order to ensure less noise from patrons entering and exiting the premises, avoid littering, and impediments to street and foot traffic, Licensee will have staff not only immediately inside the Premises entrance on Franklin Avenue but staff outside the entrance and on the premises’ West Erie side. Staff will be trained to keep pedestrian traffic moving along Franklin and Erie and to ask patrons to quietly move along.
 - c. Staff will serve to help patrons obtain taxi service as to not create a buildup of those waiting for transportation outside the Premises.
3. **Security Staff:** On all nights Licensee has events that include a DJ, Licensee will have at least six (6) security staff members whose sole purpose is to perform security (“Security”):
 - a. Security personnel shall wear distinctive uniforms which clearly identify them as security.
 - b. Security shall ensure the following within and adjacent to the Premises:



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- i. Attempt to prevent excessive noise from patrons entering and leaving the Premises and make use of respectful and firm reminders to patrons to leave the Premises in a quiet and respectful manner;
 - ii. Attempt to prevent exterior loitering in front of the premises by conducting routine patrols around the building's exterior at regular intervals;
 - iii. Ensure pedestrian and vehicular traffic on the public way are not impeded by patrons on the sidewalk or cab pickup;
 - iv. Attempt to prevent rowdiness, criminal behavior, and nuisance behavior such as public urination;
 - v. Enforce City and State non-smoking laws;
 - vi. Attempt to prevent the accumulation of litter outside the premises by routine sweeps, at hourly intervals throughout the hours of operation;
 - vii. Maintain unobstructed flow of pedestrian traffic along the sidewalk, by directing lines against the exterior wall of the establishment, and safely and appropriately keep the line moving as quickly as possible without compromising security checks or occupancy limits.
4. **Exterior Lighting:** Licensee will maintain exterior lighting and security cameras to ensure that all locations near and adjacent to Premises are both well-lit and under surveillance. The lighting and cameras shall be situated so that they can produce easily discernable images within 15-feet of any entry or exit.
5. **Employee Training:** All servers, bartenders, security staff, and managers (anyone coming in contact with customers) shall be properly trained and meet all the minimum standards below before they are allowed on the premises during business hours:
- a. BASSET or TIPS certified -- copies of current BASSET and/or TIPS Certificates for all servers, bartenders, Security Attendants, and managers shall be maintained on the Premises and available immediately upon request by BACP/LLCC or any law enforcement official;
 - b. Instructed to not serve alcohol to inebriated individuals;



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- c. Trained to identify intoxicated patrons and how to take pro-active steps to prevent intoxication of patrons;
 - d. Trained with respect to the detection of fraudulent identification; and
 - e. To call the police during emergencies.
6. **Incident Monitoring and Reporting:** In the event of any fighting, disturbances of the peace, unruly behavior, or any criminal activity occurring within or within site of the Premises, the manager on duty shall immediately call 9-1-1 via a land line located at the Premises. If the incident is of a serious nature involving multiple individuals the lights shall be raised. Licensee shall maintain an incident log identifying the offender names (if known), date, time, and brief description of any of the types of incidents described in this paragraph. The log shall be kept in management's office in the licensed premises for a minimum of two (2) years and made available upon demand to BACP/LLCC or any law enforcement agency.
7. **Sanitation:** Licensee has a designated staff whose primary duties are:
 - a. Ensure that all litter and garbage is regularly picked up off the sidewalk and areas immediately adjacent to the Premises; and
 - b. Ensure proper cleaning and maintenance of the bathrooms.
8. **CAPS and Community Meetings:** The Licensee or a representative shall attend all 018th District C.A.P.S. (Community Alternative Policing Strategy) and hospitality meetings. If requested, the Licensee or a representative shall attend meetings conducted by the Alderman, Police Commander, the 018th District Business Meeting, and any similar CPD-sponsored meetings to improve awareness with community concerns of the neighborhood. The Licensee shall meet with local community groups, upon reasonable notice, to identify and address any issues with the operation of the business, including noise, loitering, crime, or any other quality of life issues.
9. **Video Surveillance System:** Licensee will install and maintain a video surveillance system, with high resolution cameras.
 - a. The system will cover the interior and exterior of the premises and will be centrally monitored and recorded utilizing a minimum 250 GB Digital Video Recorder.



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- b. The installation and maintenance of surveillance cameras installed at each building entrance and exit shall be employed and lighted in such a manner to easily identify persons entering and exiting the building.
 - c. The system will be set to record 24 hours each day.
 - d. All files of footage shall be kept in management's office in the licensed premises for a minimum of thirty (30) days and made available upon demand to BACP/LLCC or any law enforcement agency.
 - e. Licensee will keep a log of all instances of requests for, access to, dissemination and use of, recorder material made by video surveillance cameras. Copies of the access log shall be provided to BACP/LLCC or any law enforcement agency upon request.
10. **Windows:** Licensee will close all windows and doors no later than 10:00 p.m. every day.
11. **Occupancy Limits:** Licensee shall not allow the occupancy of the Premises to exceed the legally permitted occupancy. Licensee shall post personnel at all entry points and use clickers to ensure an accurate count of patrons is maintained through all hours of operation.

The conditions of this Liquor License Plan of Operation are legally binding and may be enforced by City of Chicago enforcement authorities under Section 4-60-040(h) of the City of Chicago Municipal Code. All other conditions of the license are governed by the City of Chicago Municipal Code. Violation of the above stated conditions may result in the imposition of a fine and/or suspension or revocation of all business licenses issued to the Licensee. Violations of the above stated conditions may also result in the issuance of cease and desist orders prohibiting the activity which violates the conditions of the liquor license.

The conditions of the liquor licenses issued pursuant to this plan of operation shall apply to the business address and Licensee and to all officers, managers, members, partners and direct or indirect owners of the entity of which is licensed. The sale of the licensee to other persons purchasing the stock of the licensed entity shall be subject to the same conditions set forth in this Plan of Operation. Any and all potential new owners of the licensed entity shall be subject to the same conditions set forth in this statement.

It shall be the duty of every person conducting, engaging in, operating, carrying on or managing the above-mentioned business entity to post this Liquor License Plan of Operation next to the Liquor license certificate in a





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conspicuous place at the business address.


Licensee: **Erie-Franklin Hop Haus d/b/a Concrete Cowboy**

Premises: **646 North Franklin St., Chicago, IL 60654**


Jonathan Valz
Erie-Franklin Hop Haus
Managing Partner


Shannon K. Trotter
City of Chicago
Local Liquor Control Commissioner


Date


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