

The following measures have been implemented or are being implemented immediately:

1. Increased Security Staffing

- Security staffing has been increased beyond previous levels for all events.
- Two additional security personnel have been added specifically for exterior patrols on Tuesday nights.
- Security officers are assigned to Geneva Place, the Walgreens corridor, and other areas identified by neighboring residents as areas of concern.
- Security remains on-site after events until crowds have dispersed.

2. PatronScan Identification System

- PatronScan has been implemented for all applicable events.
- Every patron is required to present a government-issued ID before entry.
- Individuals removed for misconduct or violence will be entered into the system and denied future admission.
- Incident records will be maintained for each person for review if requested.

3. Security Training

- All security personnel will receive updated written policies regarding use of force.
- **Pepper spray and similar defensive weapons have never been authorized or permitted for Miramar employees or contracted security personnel. All security staff are instructed to use verbal de-escalation techniques and immediately request MPD assistance whenever a situation escalates beyond their authority. Any employee found in violation of this policy would be subject to immediate disciplinary action, up to and including termination**
- Staff will receive refresher training on de-escalation techniques and incident documentation.

4. Event Management

- We continue to evaluate each event based on anticipated attendance, demographics, and risk factors.
- Additional staffing and security will be assigned for higher-risk events.
- Recurring Thursday events that generated neighborhood concerns have already been discontinued.

5. Exterior Crowd Management

- Security actively manages patron departure to encourage immediate dispersal.
- Staff regularly patrol sidewalks and adjacent public areas following events.
- Signage reminding patrons to respect neighbors and leave quietly will be posted and reinforced through announcements and social media messaging.

6. Coordination with Milwaukee Police

- We will continue maintaining open communication with District Three personnel.

- We will continue maintaining open communication with Code Red personnel.
- We have asked MPD to help with patrolling during close out on Tuesday nights.
- We have went over closing/security protocols MPD on Tuesdays specifically.

7. Video Surveillance

- Existing digital surveillance cameras continue to monitor both the interior and exterior of the property. We have 24 cameras.
- Camera footage is retained and made available to law enforcement upon request.

8. Neighborhood Communication

- Management has attended neighborhood meetings and remains committed to ongoing dialogue with nearby residents and businesses.
- The Miramar hosted a community meeting to discuss issues which action has been outlined in this document.
- Ownership contact information has been exchanged with neighboring property owners/neighbors to facilitate direct communication regarding concerns.

9. Incident Reporting

- Management will maintain written post-event incident reports documenting:
 - Security staffing levels
 - Patron removals
 - Police interactions
 - Medical incidents
 - Any disturbances or corrective actions taken

10. Continuous Evaluation

- We will regularly review security procedures and modify operations whenever necessary to address emerging concerns.
- Our objective is continual improvement and proactive prevention rather than reactive enforcement.

Commitment

Miramar Theatre is committed to operating as a safe entertainment venue and responsible member of the Milwaukee community. We appreciate the opportunity to work cooperatively with the Milwaukee Police Department to address these concerns and believe the measures outlined above represent a comprehensive plan to prevent future nuisance activity.

Should the Department have additional recommendations, we welcome the opportunity to discuss them and incorporate reasonable measures into our operations.

Respectfully,

Aaron Ohlsson
ARO Management LLC