



LAW & CONSULTING, S.C.

July 16, 2022

Allysa Brown
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[via Email & US Mail]

Alderwoman Milele Coggs, District 6

City Hall

200 E. Wells St., Rm. 205

Milwaukee, WI 53202

mcoggs@milwaukee.gov

RE: Written Course of Action – 2237 N. Holton St., Milwaukee, WI

Dear Alderwoman Coggs,

Please accept this letter as a written course of action on behalf of my client, Milwaukee Metro, LLC, c/o Pritpal Grewal, in response to the recent events at Holton Gas and Food Mart (Citgo), located at 2237 N. Holton Street, Milwaukee, WI 53212. First, I would like to acknowledge that all the previous action items that were submitted to the Milwaukee Police Department in response to the Nuisance Notice dated August 23, 2021, have been implemented.

This letter will set forth my client's planned course of action to limit the opportunity for criminal and other suspicious activity around the premises. My client and I are open to a meeting to answer any questions or to cooperate on additional measures that can be taken to avoid criminal activity from taking place at the premises in the future.

I. Employee Training Handbook

All current and new employees will be trained on the new Employee Training Handbook, which I have enclosed with this letter for reference. This handbook will be utilized to train employees on their cleaning duties, cash register monitoring, tobacco purchases, panhandlers, and suspected crime activity at the premises. The handbook specifically sets forth step-by-step actions that the employee should take when dealing with a customer who is panhandling, stealing, violent, or suspected of committing a crime on the premises.

If an issue arises, employees have been instructed to notify customers that they are being monitored by surveillance video 24/7, inform them that the behavior they are exhibiting is illegal, and then ask the customer to leave. If the customer refuses to leave, employees have been instructed to call 911 immediately and then call the owner, Pritpal Grewal.

The employee handbook further identifies the policies for customers who are a frequent nuisance at the business. Employees have been instructed to call 911 and my client immediately. Unfortunately, we cannot file restraining orders on customers who are a frequent nuisance at the business unless we have their date of birth and full name. If that information is available to the

employee, they have been instructed to provide that information directly to my client, and my client will notify me so I can file a restraining order against that customer.

II. Providing Useful Numbers

We have provided all employees with the non-emergency number for the Milwaukee Police Department, District 5. All employees have also been provided my client's cell phone number to contact him in the case of an emergency, for any questions, or for an issue as described in the preceding paragraph.

In addition to the employees personally being provided with the non-emergency numbers, the District 5 contact page is posted in the store identifying the names and telephone numbers of our District 5 officers and dispatch. The contact sheet is posted in between the two registers where employees can easily read the numbers without turning their back to the storefront. Employees have been instructed to call the District 5 officers if 911 cannot be reached or if 911 is not responding in an emergency situation.

My client is dedicated to being actively involved in addressing the current issues at the premises and has made himself the contact person for any issues that arise at the premises.

III. Signage

In addition to the previous signage that we displayed on the premises; we intend to add additional signs. We are going to add a "smile you're on camera" signs next to the cash registers, on the inside and outside of the doors, and near the gas pumps. This is to inform customers of the active surveillance on the property. This signage also allows a frame of reference for employees to use when dealing with individuals who may be causing a problem to the premises.

IV. New Monitoring Equipment

In an attempt to deter criminal activity, loitering, and thefts, there will be a new monitor added next to the cash register. This will ensure that employees and cashiers are able to see the otherwise non-visible areas of the premises. This monitor will allow for cashiers to watch for loiterers and other suspected criminal activity on the premises.

V. Other Efforts

On Monday, July 18th, 2022, my client and an attorney from our office will be participating in a Neighborhood meeting to receive input from the community about how their concerns can be better addressed. Once those concerns are received, we plan to supplement

My client will continue to work with the police department, your office, and your staff to ensure the safety of the employees and the community. As always, we continue to invite the input of the Police Department and other stakeholders as it pertains to ensuring the safe and thriving neighborhood for all. If you have any questions, please feel free to contact me.

Very Truly Yours,



LAW & CONSULTING, S.C.

OVB Law & Consulting, S.C.

/s/

Allysa Brown, JD
Attorney

ABB/ab

Encls.

cc. Client