

City of Huntington Beach

2000 MAIN STREET CALIFORNIA 92648 **DEPARTMENT OF COMMUNITY DEVELOPMENT**

Planning Division 714/536-5271

Code Enforcement Division 714/375-5155

Building Division 714/536-5241

July 14, 2021

Jeff Bergsma TEAM Design 221 Main Street, Suite S Huntington Beach CA 92648

SUBJECT: ENTITLEMENT PLAN AMENDMENT NO. 2021-001 (KILLARNEY'S ROOFTOP

DINING) - 209 MAIN STREET, 92648

PROJECT IMPLEMENTATION CODE REQUIREMENTS

Dear Mr. Bergsma:

In order to assist you with your development proposal, staff has reviewed the project and identified applicable city policies, standard plans, and development and use requirements, excerpted from the City of Huntington Beach Zoning & Subdivision Ordinance and Municipal Codes. This list is intended to help you through the permitting process and various stages of project implementation.

It should be noted that this requirement list is in addition to any "conditions of approval" adopted by the Planning Commission. Please note that if the design of your project or site conditions change, the list may also change.

If you would like a clarification of any of these requirements, an explanation of the Huntington Beach Zoning & Subdivision Ordinance and Municipal Codes, or believe some of the items listed do not apply to your project, and/or you would like to discuss them in further detail, please contact me at (714) 536-5561 or hayden.beckman@surfcity-hb.org, and/or the respective source department (contact person below).

Sincerely,

Hayden Beckman Senior Planner

Enclosures

c: Bill Ford, Building Division – 714-374-1631 Steve Bogart, Public Works Department–714-374-1692 Virginia Clara, Police Department 714-536-5245

Gregory Newman, Property Owner

Steve Eros, Fire Department – 714-374-5531 Jane James, Planning Manager Project File



HUNTINGTON BEACH COMMUNITY DEVELOPMENT DEPARTMENT

PROJECT IMPLEMENTATION CODE REQUIREMENTS

DATE: JULY 7, 2021

PROJECT NAME: KILLARNEY'S ROOFTOP DINING

PLANNING

APPLICATION NO. PLANNING APPLICATION NO. 2021-011

ENTITLEMENT PLAN AMENDMENT NO. 2021-001 (KILLARNEY'S

ROOFTOP DINING)

DATE OF PLANS: MAY 10, 2021

PROJECT LOCATION: 209 MAIN STREET, 92648

PLAN REVIEWER: HAYDEN BECKMAN, SENIOR PLANNER

TELEPHONE/E-MAIL: 714-536-5561 / hayden.beckman@surfcity-hb.org

PROJECT DESCRIPTION: TO AMEND CUP NO. 1999-021 TO PERMIT REVISED FLOOR PLANS

AND CONSTRUCT ROOFTOP ACCESS AND A ROOFTOP DECK FOR A 1,963 SQ. FT. OUTDOOR DINING AREA WITH ALCOHOL SALES AND

SERVICE. THE REQUEST INCLUDES PARTICIPATION IN THE

DOWNTOWN PARKING IN-LIEU FEE PROGRAM FOR SIXTEEN (16)

PARKING SPACES.

The following is a list of code requirements deemed applicable to the proposed project based on plans stated above. The list is intended to assist the applicant by identifying requirements which must be satisfied during the various stages of project permitting and implementation. A list of conditions of approval adopted by the Planning Commission in conjunction with the requested entitlement(s), if any, will also be provided should final project approval be received. If you have any questions regarding these requirements, please contact the Plan Reviewer.

- 1. During demolition, grading, site development, and/or construction, the following shall be adhered to:
 - a. All Huntington Beach Zoning and Subdivision Ordinance and Municipal Code requirements including the Noise Ordinance. All activities including truck deliveries associated with construction, grading, remodeling, or repair shall be limited to Monday Saturday 7:00 AM to 8:00 PM. Such activities are prohibited Sundays and Federal holidays. (HBMC 8.40.090)
- 2. The Departments of Community Development, Public Works and Fire shall be responsible for ensuring compliance with all conditions of approval herein as noted after each condition. The Community Development Director and Public Works Director shall be notified in writing if any changes to parcel/tract map are proposed during the plan check process. Permits shall not be issued until the Community Development Director and Public Works Director have reviewed and approved the proposed changes for conformance with the intent of the Planning Commission's action and the

conditions herein. If the proposed changes are of a substantial nature, an amendment to the original entitlement reviewed by the Planning Commission may be required pursuant to the HBZSO. **(HBZSO Section 241.10)**

- 3. The (development/subdivision) shall comply with all applicable requirements of the Municipal Code, Community Development Department, and Fire Department, as well as all applicable local, State and Federal Codes, Ordinances and standards, except as noted herein. (City Charter, Article V)
- 4. The applicant shall submit a check in the amount of \$50 for the posting of a Notice of Exemption at the County of Orange Clerk's Office. The check shall be made out to the <u>County of Orange</u> and submitted to the Planning Division within two (2) days of the Planning Commission's action. (California Code Section 15094)

ENTITLEMENT PLAN AMENDMENT NO. 2021-001:

- 1. The site plan, floor plans, and elevations approved by the Planning Commission shall be the conceptually approved design with the following modifications:
 - a. The site plan shall include all utility apparatus, such as but not limited to, backflow devices and Edison transformers. Utility meters shall be screened from view from public right-of-ways. Electric transformers in a required front or street side yard shall be enclosed in subsurface vaults. Backflow prevention devices shall be not be located in the front yard setback and shall be screened from view. (HBZSO Section 230.76)
 - b. All exterior mechanical equipment shall be screened from view on all sides. Equipment to be screened includes, but is not limited to, heating, air conditioning, refrigeration equipment, plumbing lines, ductwork and transformers. Said screening shall be architecturally compatible with the building in terms of materials and colors. If screening is not designed specifically into the building, a rooftop mechanical equipment plan showing proposed screening must be submitted for review and approval with the application for building permit(s). (HBZSO Section 230.76)
 - c. The site plan and elevations shall include the location of all gas meters, water meters, electrical panels, air conditioning units, mailboxes (as approved by the United States Postal Service), and similar items. If located on a building, they shall be architecturally integrated with the design of the building, non-obtrusive, not interfere with sidewalk areas and comply with required setbacks. (HBZSO Section 230.76)
 - d. The separation between the building wall and (north/south/east/west) property line shall not exceed two (2) inches. Buildings located adjacent to property line(s) shall be designed for 2" maximum out of plane displacement resulting from prescribed lateral forces specified by the California Building Code. A maintenance easement agreement shall be submitted by the applicant for review and approval by the Community Development Department. The approved agreement shall be recorded with the County Recorder. (HBZSO Section 210.06.J)
- 2. Prior to issuance of demolition permits, the following shall be completed:
 - a. The applicant shall follow all procedural requirements and regulations of the South Coast Air Quality Management District (SCAQMD) and any other local, state, or federal law regarding the removal and disposal of any hazardous material including asbestos, lead, and PCB's. These requirements include but are not limited to: survey, identification of removal methods, containment measures,

- use and treatment of water, proper truck hauling, disposal procedures, and proper notification to any and all involved agencies. (AQMD Rule 1403)
- b. Pursuant to the requirements of the South Coast Air Quality Management District, an asbestos survey shall be completed. (AQMD Rule 1403)
- c. The applicant shall complete all Notification requirements of the South Coast Air Quality Management District. (AQMD Rule 1403)
- d. The City of Huntington Beach shall receive written verification from the South Coast Air Quality Management District that the Notification procedures have been completed. (AQMD Rule 1403)
- e. All asbestos shall be removed from all buildings prior to demolition of any portion of any building. (AQMD Rule 1403)
- 3. Prior to submittal for building permits, the following shall be completed:
 - a. The property owner shall submit an In-Lieu Parking Fee Participation Agreement to the Community Development Department. The agreement shall be reviewed and approved by the City Attorney as to form and content and, when approved, shall be recorded in the Office of the Orange County Recorder. The recorded agreement shall remain in effect for the term specified, except as modified or rescinded pursuant to the expressed written approval of the City of Huntington Beach. (City Council Resolution Nos. 6720 and 6721)
- 4. Prior to issuance of building permits, the following shall be completed:
 - a. The Downtown Specific Plan fee shall be paid. (Resolution No. 5328)
- 5. The structure cannot be occupied, the final building permits cannot be approved, and a Certificate of Occupancy cannot be issued until the following has been completed:
 - a. A copy of the recorded In-Lieu Parking Fee Participation Agreement and proof of full payment or first installment payment to the City Treasurer shall be submitted to the Planning Division. (Resolution Nos. 6720 and 6721)
- 6. The Development Services Departments (Planning and Building, Fire, Planning and Public Works) shall be responsible for ensuring compliance with all applicable code requirements and conditions of approval. The Community Development Director may approve minor amendments to plans and/or conditions of approval as appropriate based on changed circumstances, new information or other relevant factors. Any proposed plan/project revisions shall be called out on the plan sets submitted for building permits. Permits shall not be issued until the Development Services Departments have reviewed and approved the proposed changes for conformance with the intent of the Planning Commission's action. If the proposed changes are of a substantial nature, an amendment to the original entitlement reviewed by the Planning Commission may be required pursuant to the provisions of HBZSO Section 241.18. (HBZSO Section 241.18)
- 5. Entitlement Plan Amendment No. 2021-001 shall become null and void unless exercised within one year of the date of final approval, or as modified by condition of approval. An extension of time may be granted by the Director pursuant to a written request submitted to the Planning Division a minimum 30 days prior to the expiration date. (HBZSO Section 241.16.A)

- 6. Entitlement Plan Amendment No. 2021-001 shall not become effective until the appeal period following the approval of the entitlement has elapsed. ((HBZSO Section 241.14)
- 7. The Planning Commission reserves the right to revoke Entitlement Plan Amendment No. 2021-001 pursuant to a public hearing for revocation, if any violation of the conditions of approval, Huntington Beach Zoning and Subdivision Ordinance or Municipal Code occurs. (HBZSO Section 241.16.D)
- 8. The project shall comply with all applicable requirements of the Municipal Code, Planning and Building Department and Fire Department, as well as applicable local, State and Federal Fire Codes, Ordinances, and standards, except as noted herein. (City Charter, Article V)
- 9. All permanent, temporary, or promotional signs shall conform to Chapter 233 of the HBZSO. Prior to installing any new signs, changing sign faces, or installing promotional signs, applicable permit(s) shall be obtained from the Planning and Building Department. Violations of this ordinance requirement may result in permit revocation, recovery of code enforcement costs, and removal of installed signs. (HBZSO Chapter 233)
- 10. Live entertainment upon the rooftop deck shall not be permitted unless a conditional use permit for this specific use is reviewed and approved. (HBZSO Section 211.04)



CITY OF HUNTINGTON BEACH PROJECT IMPLEMENTATION CODE REQUIREMENTS

DATE: MARCH 15, 2021

PROJECT NAME: KILLARNEY'S ROOFTOP DINING

PLANNING

APPLICATION NO.: PLANNING APPLICATION NO. 21-011

ENTITLEMENT PLAN AMENDMENT NO. 21-001

DATE OF PLANS: 02/25/21

PROJECT LOCATION: 209 MAIN STREET, 92648 (WEST SIDE OF MAIN STREET, NORTH OF

WALNUT AVE).

PROJECT PLANNER: HAYDEN BECKMAN, SENIOR PLANNER

PLAN REVIEWER: BILL FORD, INSPECTOR III

TELEPHONE/E-MAIL: (714) 374-1631/ bford@surfcity-hb.org

PROJECT DESCRIPTION: TO AMEND CONDITION NO. 1 OF CUP NO. 2003-009 TO PERMIT

REVISED FLOOR PLANS TO CONSTRUCT ROOFTOP DECK ACCESS AND ROOFTOP DECK FOR OUTDOOR DINING. CUP 03-009 APPROVED A ROOFTOP DECK FOR OUTDOOR DINING PURPOSES BUT EXPIRED PRIOR TO ISSUANCE OF BUILDING PERMITS. NO LIVE

ENTERTAINMENT ON THE ROOF IS PROPOSED.

The following is a list of code requirements deemed applicable to the proposed project based on plans stated above. The list is intended to assist the applicant by identifying requirements which must be satisfied during the various stages of project permitting and implementation. A list of conditions of approval adopted by the Planning Commission in conjunction with the requested entitlement(s), if any, will also be provided upon final project approval. If you have any questions regarding these requirements, please contact the Plan Reviewer.

- 1. Development Impact Fees will be required for new construction and commercial/industrial additions.
- 2. Submit separate plans for all disciplines; if hard copies are submitted, please provide Building 3 sets & MEP 2 sets each.
- 3. Landscape plan is a separate submittal for irrigation and plants only. No accessory structures or flat work will be reviewed on the landscape plans.
- 4. All site work for accessibility will be reviewed and inspected based on the approved architectural plans.
- 5. All accessory and minor accessory structures including site MEP will be on separate permits.

> CODE REQUIREMENTS BASED ON PLANS & DRAWINGS SUBMITTED:

- Project shall comply with the current state building codes adopted by the city at the time of permit application submittal. Currently they are 2019 California Building Code (CBC), 2019 California Mechanical Code, 2019 California Plumbing Code, 2019 California Electrical Code, 2019 California Energy Code, 2019 California Green Building Standards Code, and the Huntington Beach Municipal Code (HBMC). Compliance to all applicable state and local codes is required prior to issuance of building permit.
- 2. Provide all project implementation code requirements and conditions of approval on the approved building plans.
- Provide building code analysis including type of construction, allowable area and height, occupancy group requirements, exterior wall ratings (per chapter 5 and 7), and means of egress per the 2019 CBC.
- 4. Provide compliance to disabled accessibility requirements of Chapter 11B of the 2019 CBC. Including an accessible path of travel to the public way.
- 5. Review and provide compliance with Title 17 of the City of Huntington Beach Municipal Code, Building and Construction. This document can be found online on the city's website.
- 6. For projects that will include multiple licensed professions in multiple disciplines, i.e. Architect and professional engineers for specific disciplines, a Design Professional in Responsible Charge will be requested per the 2019 CBC, Section 107.3.4.
- 7. In addition to all of the code requirements of the 2019 California Green Building Standards Code, specifically address Construction Waste Management per Sections 4.408.2, 4.408.3, 4.408.4, 5.408.1.1, 5.408.1.2, 5.408.1.3 and Building Maintenance and Operation, Section 5.410. Prior to the issuance of a building permit, the permitee will be required to describe how they will comply with the sections described above. Prior to Building Final Approval, the City will require a Waste Diversion Report per Sections 4.408.5 and 5.408.1.4.
- 8. Complete and provide on the Building Plans the City of Huntington Beach Accessibility Unreasonable Hardship Request Forms (Form A and Form B), based on valuation of the job both forms may be required. The provisions of Section 11B-202.4 Exception 8, apply to existing buildings or facilities used as public buildings, public accommodations, commercial buildings or public housing. When these buildings or facilities undergo alterations, structural repairs, or additions, an accessible path of travel must be provided to the specific area of construction.

> COMMENTS:

- 1. Planning and Building Department encourage the use of pre-submittal building plan check meetings.
- 2. Project "Condition of Approval" shall appear on the submitted drawings.
- 3. Plans shall show justifications for allowable floor areas and the number of stories.
- 4. Exiting Plan & Analysis: Plans should include an occupant load analysis on the plans and provide an "Exit Plan" to show a clear and dimensioned Means of Egress system that provides a continuous, unobstructed exit from any occupied point in the building to a public way.

- 5. Fire-rated Construction: Plans should clearly identify the locations of the Fire Areas, Fire Walls, Fire Barriers, Fire Partitions, and all Occupancy separations. Provide complete legends and details on the plans.
- 6. Plans should clearly show compliance with CBC Chapter 11B Accessibility to Public Buildings, Public Accommodations, Commercial Buildings and Public Housing). A Certified Access Specialist (CASp) report is recommended and shall be incorporated onto the plans.



CITY OF HUNTINGTON BEACH

PUBLIC WORKS INTERDEPARTMENTAL COMMUNICATION

PROJECT IMPLEMENTATION CODE REQUIREMENTS

DATE:

APRIL 1, 2021

PROJECT NAME:

KILLARNEY'S ROOFTOP DINING

ENTITLEMENTS:

ENTITLEMENT PLAN AMENDMENT NO. 21-001

PLANNING

APPLICATION NO.:

PLANNING APPLICATION NO. 21-011

DATE OF PLANS:

DECEMBER 8, 2020

PROJECT LOCATION:

209 MAIN STREET, 92648 (WEST SIDE OF MAIN STREET, NORTH OF

WALNUT AVE).

PROJECT PLANNER:

HAYDEN BECKMAN, SENIOR PLANNER

PLAN REVIEWER:

STEVE BOGART, SENIOR CIVIL ENGINEER

TELEPHONE/E-MAIL:

714-374-1692 / SBOGART@SURFCITY-HB.ORG

PROJECT DESCRIPTION:

TO AMEND CONDITION NO. 1 OF CUP NO. 2003-009 TO PERMIT REVISED FLOOR PLANS TO CONSTRUCT ROOFTOP DECK ACCESS AND ROOFTOP DECK FOR OUTDOOR DINING. CUP 03-009 APPROVED A ROOFTOP DECK FOR OUTDOOR DINING PURPOSES BUT EXPIRED PRIOR TO ISSUANCE OF BUILDING PERMITS. NO LIVE

ENTERTAINMENT ON THE ROOF IS PROPOSED.

Pursuant to your Development Review Request, Public Works has reviewed the subject application and project plans and has no comments.



CITY OF HUNTINGTON BEACH POLICE DEPARTMENT

PROJECT IMPLEMENTATION CODE REQUIREMENTS

DATE: SEPTEMBER 3, 2021

PROJECT NAME: KILLARNEY'S ROOFTOP DINING

PLANNING

APPLICATION NO.: PLANNING APPLICATION NO. 21-0011

ENTITLEMENTS: CONDITIONAL USE PERMIT NO. 99-021

ENTITLEMENT PLAN AMENDMENT 21-001

DATE OF PLANS: MAY 13, 2021

PROJECT LOCATION: 209 MAIN ST. HB

PROJECT PLANNER: HAYDEN BECKMAN, SENIOR PLANNER

PLAN REVIEWER: DINA WALTON / SPECIAL INVESTIGATIONS BUREAU - CSO

TELEPHONE/E-MAIL: (714) 536-5986 / DWALTON@HBPD.ORG

PROJECT DESCRIPTION:

To amend Conditional Use Permit No. 99-021 to permit the construction of a new stairway and elevator access to the roof of an existing restaurant and convert the rooftop to an accessible dining area including expanded alcohol sales and service, totaling approximately 1,936 sq. ft. The request includes participation in the Downtown Parking In-Lieu Fee Program for sixteen (16) parking spaces required for the new dining area.

The following is a list of code requirements deemed applicable to the proposed project based on plans stated above. The list is intended to assist the applicant by identifying requirements which must be satisfied during the various stages of project permitting and implementation. A list of conditions of approval adopted by the Zoning Administrator in conjunction with the requested entitlement(s), if any, will also be provided upon final project approval. If you have any questions regarding these requirements, please contact the Plan Reviewer.

In addition to the conditions imposed by City Resolution No. 2017-42, PD would like to request the following additional conditions:

- 1. No live entertainment allowed on the rooftop patio / outdoor dining area at any time.
- 2. In addition to the areas mentioned in City Resolution No. 2017-42, item #11, the video surveillance system must also cover the rooftop patio / outdoor dining area, the staircase leading to the rooftop patio / outdoor dining area, and the elevator providing access to the rooftop patio / outdoor dining area.
- 3. Rooftop patio / outdoor dining area shall be continuously supervised by management or employees of the establishment when customers are present. A supervisor shall be on site at all times. Behavior that disrupts customers or passerbys shall not be tolerated and constitutes a violation of these provisions.

While PD is not in the position to approve or deny operating hours for the rooftop patio / outdoor dining area, in an effort to reduce the likelihood of noise disturbances from patrons during late night and early morning hours, PD requests the following condition:

4. No dining or consumption of alcoholic beverages will be permitted on the rooftop patio / outdoor dining area between the hours of 10:00 P.M. and 7:00 A.M.

The following conditions are required by City Resolution No. 2017-42:

- 1) Generally, hours of operation shall be limited to between 7:00 a.m. to 12:00 a.m. midnight. The hours of operation shall be limited to between 7:00 a.m. to 10:00 p.m. for any alcohol business proposed in the following locations:
 - West side of 5th Street between Walnut Avenue and Orange Avenue;
 and
 - b. East side of 3rd Street between Walnut Avenue and Orange Avenue.
- 2) No new customers shall be permitted to enter the alcohol business 30 minutes before closing.
- 3) A minimum of 70 percent of the net floor area of the alcohol business shall be designated for dining. The dining area excludes areas used for cooking, kitchen preparation, office, storage, and restrooms and also excluding outdoor dining areas.
- 4) All areas of the alcohol business that are accessible to patrons shall be illuminated such that the appearance and conduct of all people in the alcohol business are visible from inside the alcohol business.
- Alcohol businesses must provide food service until one (1) hour before closing including a cook and food servers shall be on duty.
- The CUP shall not be effective until an ABC license has been issued and provided to the City.
- 7) The CUP shall be for the type of issued ABC License; any change to the type of liquor license shall require an amendment to the CUP.
- 8) In addition to any ABC requirements, the following alcohol related conditions shall be required:
 - a. An employee of the alcohol business must monitor areas where alcohol is served.
 - b. Alcoholic drinks shall not be included in the price of admission to any alcohol business.
 - c. All alcohol shall remain within alcohol business premises, including outdoor dining areas.
 - d. Service of alcoholic beverages for consumption off-site shall not be permitted.
 - e. There shall be no requirement for patrons to purchase a minimum number of alcoholic drinks.
 - f. Games or contests requiring or involving consumption of alcoholic beverages shall be prohibited.

- g. No reduced price or promotions of alcoholic beverages shall be allowed after 7:00 p.m.
- h. Final announcements that inform patrons the kitchen and/or bar will stop accepting orders of alcoholic beverage (i.e., last call for alcohol) shall be at least 15 minutes prior to closing.
- i. Each individual patron shall only be served one standard single-sized alcoholic beverage at a time after midnight (if the business is permitted to operate after midnight).
- j. Consumption of alcoholic beverages by on-duty employees; including servers, bartenders, kitchen staff, management and supervisory personnel is not permitted.
- k. Mandatory Responsible Beverage Service (RBS) training and certification shall be required for new employees within 90 days of being hired and for existing employees every 12 months. Training shall be provided by ABC or an ABC approved RBS trainer and records of the training must be maintained onsite for review.
- 9) All owners, employees, representatives, and agents must obey all federal, state, and local laws. In addition, all conditions of the Conditional Use Permit, Alcoholic Beverage Control License and any other regulations, provisions, or restrictions prescribed by an agency with jurisdiction over the premise are required as part of the CUP to be followed.
- 10) No patrons shall be permitted to loiter within the vicinity of any entrances and exits at any time.
- Alcohol businesses shall install and maintain a video surveillance system to monitor all doors, eating areas, parking areas, and public area of premises and shall make the video available to the Police Department. Electronic copies of video must be made available to the Huntington Beach Police Department within 48 hours of request. Digital recordings shall be made available for viewing on-scene upon request by a Police Officer. The business shall retain video surveillance for one-month. All video surveillance cameras must record in color, with digital recording to DVR and able to record in low light.
- In addition to the Downtown Specific Plan and Huntington Beach Zoning and Subdivision ordinance, all signs shall comply with the following:
 - a. There shall be no exterior advertising or sign of any kind or type, including advertising directed to the exterior from within, promoting or indicating the availability of alcoholic beverages. No interior displays of alcoholic beverages or signs which are clearly visible to the exterior.
 - b. There shall be no window coverings or advertisements that reduce the visibility inside of the business.
 - c. Signage, posters, and advertising with ¹¹Do Not Drink and Drive" shall be posted in the business.
 - d. Signs shall be posted in a conspicuous space at the entrance/exit of the restaurant which shall state, "NO ALCOHOLIC BEVERAGES BEYOND THIS POINT."
- Dancing and/or dance floor and/or live entertainment is prohibited. (Note: a new or amended Conditional Use Permit and an Entertainment Permit issued by the City is required for these additional activities).

- 14) If there is an outdoor patio/dining area where alcohol is served and/or sold as part of the business, the following shall apply:
 - A sign shall be posted in a conspicuous space at the entrance/exit point of the patio, which shall state, "NO ALCOHOLIC BEVERAGES BEYOND THIS POINT."
 - b. The patio shall have a physical barrier minimum 36 inches in height surrounding the outdoor dining area and designed in a manner that will prohibit passing of alcohol through the barrier.
- 15) If approved to be open past midnight, there shall be a minimum of two identifiable security employees on the premises every Thursday, Friday, and Saturday from 8:00 pm to 2:30 am to control crowds, monitor customers, and ensure doors remain closed.