



CAMBRIDGE LICENSE COMMISSION

831 MASSACHUSETTS AVE, CAMBRIDGE, MA 02139

NICOLE MURATI FERRER
CHAIRPERSON | BOARD MEMBER

CHRISTINE A. ELOW
POLICE COMMISSIONER | BOARD MEMBER

THOMAS CAHILL, JR.
FIRE CHIEF | BOARD MEMBER

BOARD OF LICENSE COMMISSIONERS MEETING MINUTES

Tuesday, April 2, 2024, 10:00 a.m.
By Remote Participation Via Zoom

This meeting was held remotely in accordance with Chapter 2 of the Acts of 2023 adopted by Massachusetts General Court and approved by the Governor.

Board Members (All Present): Nicole Murati Ferrer, Christine A. Elow, and Thomas Cahill, Jr.

Staff Member Present: Christopher O'Neil.

Meeting Started at 10:04 a.m.

1. Informational Hearing La Fabrica Central, LLC d/b/a La Fabrica, 450 Massachusetts Avenue, Common Victualler All Alcoholic Beverages License #11593, to Address Business Practices, Manner In Which Business is Being Conducted, and Documents Produced in Response to Order Issued Through Statement of Reasons Served on February 1, 2024.

Present: Bill Kelley, attorney; Dennis Benzan; and Renato Rodriguez.

Documents Considered: Renato Rodriguez's email to the Board of License Commissioners dated January 31, 2024.

Summary: The Board discussed the email contents seemed unclear as to two different themes – the direction to staff to communicate with each other when serving the same tab, and when the staff is directed to call police, emergency services or fire. Rodriguez and Benzan confirmed each tab has a main “server.” Any other person, prior to serving on that tab, must communicate with the main server to ensure they can serve the person and fulfill the order. This is monitored through managers who are assigned to the front bar, back space floor and bar, and dinner tables. The bar manager is behind the bar. There is constant communication, and anything that warrants extra attention is flagged.

Benzan also highlighted that they take public safety and service of alcohol seriously. Benzan informed that the number of staff they have on site speaks for itself on how important it is to them to provide exceptional service. They have large security force, large pool of managers, bartenders and servers. They have a pre-shift meeting, in which they always remind staff to pay attention to all the issues raised by the Board. Recently, they also implemented, especially Friday and Saturday, post shift meetings. They also had a training the previous week in which they did a lot of role playing. The security staff has also recently gone through TIPS training.

The testimony provided by Rodriguez and Benzan also established that the basic trigger for calls to emergency services is if any individual or patron is incapacitated, becomes ill, have a diabetic attack, chest pain or is injured. Beyond that, it is a matter of checking in with the patron. Emergency services are also called if a person requests it.

Benzan highlighted that they heard the Board’s concern about them not calling for police/medical assistance more quickly during the underlying event that gave rise to the hearing. Hence, they have had internal conversations and stated they would take into further consideration the timing factor. Benzan stated they would continue to make corrections and follow the guidance of the Commission as they want to feel partners with the Commission. They are operating a business in Central Square, which is not easy, and they know they have to be vigilant.

Decision: No further inquiries, matter filed.


Minutes Approved: April 2, 2024

Minutes Posted: April 30, 2024

By the Board of License Commissioners



Nicole Murati Ferrer, Chair



Thomas Cahill, Jr., Fire Chief



Christine Elow, Police Commissioner