

Bar & Nightlife ID Scanning

How Bob Simpson Keeps Bad Actors Out Across Every Venue with Patronscan

Industry: Hospitality · Bars, Restaurants & Nightlife

Client: Bob Simpson, Multi-venue operator in Sacramento & Davis, California

Overview:

Bob Simpson has owned and operated bars, restaurants, and nightclubs for 45 years. Today he runs five venues in the city of Sacramento, including Social Nightclub, Republic Bar and Grill, Bungalow, Malt and Mash, plus Parkside Sports Bar & Grill in Davis.

For a multi-venue operator, the hardest problem has always been consistency across locations: a person barred from one venue could simply walk into another across town. Patronscan solved exactly that. By connecting his venues, a flag raised at one is visible at all of them, so the small fraction of guests who cause trouble can be kept out everywhere, not just where the last incident happened.

With 45 years in hospitality and a group of venues spanning two cities, Bob has seen every era of door security and knows that for an operator like him, the real challenge isn't any single door; it's making them all work together. He's also become an outspoken advocate for the platform, telling Patronscan he's happy to be a reference for other multi-venue operators who want to hear about it firsthand.



The Problem:

The customers who cause problems are a tiny minority, but that minority can do real damage. For a multi-venue operator, the challenge was never just spotting a bad actor; it was keeping that person out of every venue once they'd caused trouble at one. The challenge centered on four fronts:

- **No way to share a problem across venues:** a bad actor causing a major problem at one venue could simply show up at another, and with locations across town rather than next door, there was no easy way to keep them out.
- **Management communication was manual:** coordinating who was a problem person, across multiple venues and shifts, relied on managers relaying information to one another.
- **Fake IDs are outpacing what staff can catch by eye:** with thousands of ID formats across state, and college towns pulling in students from out of state, it isn't realistic to expect every door person to memorize and catch a counterfeit, especially as staff turns over.
- **A tiny fraction, outsized impact:** only about 1% of customers create problems, but that 1% can cause a lot of destruction for business operators.

The Solution:

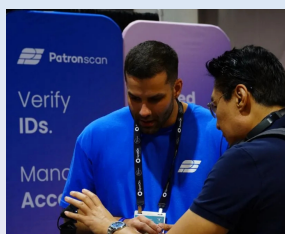
Patronscan replaced the Polaroid wall with a connected, forensic ID-scanning system across Bob's venues. Every guest's ID is scanned at the door, and when a bad actor is flagged at one venue, that flag travels with them, so staff at any of his other locations know before the person gets inside. What used to depend on printed photos and manager-to-manager phone calls now happens automatically at the point of entry. It's also become the front-line tool for catching counterfeit IDs directly, not just coordinating flags between venues.

The Patronscan Toolset for the Rental Network:



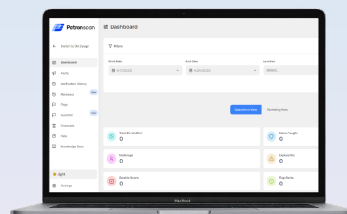
Guard+ ID Scanner

Forensically scans and verifies every ID at the door in seconds, giving staff instant, reliable identity information instead of a visual guess or a photo taped to the wall.



Flag Network

The key for a multi-venue operator: a bad actor flagged at one venue is recognized at every connected location. This includes private flags, staff-only flags for sensitive situations, so a person barred across town can't just walk into the next venue unnoticed.



Connected Venue Management

Replaces manual, manager-to-manager communication with a shared system, keeping every venue and shift aligned on who has caused problems in the past

How Patronscan Supports Daily Operations:

- **Flags a bad actor once, everywhere:** a problem person barred at one venue is automatically known at all of Bob's locations.
- **Replaces the "Most Wanted" wall:** no more Polaroids at the door. Identity and history are confirmed by a quick scan.
- **Keeps venues aligned:** management no longer has to relay problem-guest information by hand across town.
- **Focuses attention on the 1%:** staff can welcome the vast majority of guests smoothly while catching the small fraction who cause trouble.
- **Powers smarter marketing:** gives Bob real visibility into guest demographics such as age, gender, and where patrons are coming from, replacing what he used to track by hand in a notebook he called "the red book."
- **Backed by responsive, 24/7 support:** fast help with login or connection issues, even on a busy Friday night, and quick equipment turnaround whenever Bob opens a new venue.

"Patronscan has been so beneficial to me and my businesses. When you go back as far as I do and you have multiple venues, that's the key: being able to communicate among venues in this way through Patronscan."

— Bob Simpson, Owner/Operator, Sacramento & Davis

The Results:

For Bob, the biggest result is peace of mind across the whole group: the frustration of watching a barred troublemaker resurface at another venue is gone.



5

venues across Sacramento & Davis



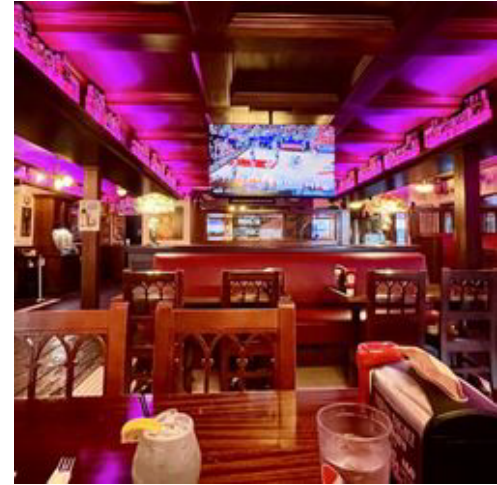
45 years

operating bars, restaurants, and nightclubs



1%

of guests cause the problems



One Connected Defense Across Every Venue

The problem that frustrated Bob for years, keeping a barred person out of his other locations across town, is solved down to the individual venue. If a guest causes trouble at Republic Bar & Grill, Bob knows they won't simply walk into Social Nightclub down the street

Protecting Staff, Not Just Guests

The flag network isn't only for guests causing trouble in the room, it protects Bob's own employees too. When one of his cashiers was going through a volatile breakup, her ex-partner showed up at the venue visibly angry, intent on confronting her. Bouncers didn't know him personally, but they didn't need to: he'd already been entered as an internal flag.

A Network Effect That Reaches Beyond Sacramento

The value compounds as more venues and cities join the network. Sacramento is already one of the more PatronsCan-saturated markets, and Bob has seen the flag network catch the same bad actor states away.

Bob sees that network effect only growing as more cities, he points to Orlando, Pittsburgh, and Phoenix coming on strong, adopt PatronsCan: "I don't want the problem child from Vegas coming up to Sacramento, nor do they want ours. The more places it's implemented, the better for everybody."

"There's a customer that's been a problem in Republic Bar and Grill, and the last place I want him in is Social Nightclub. It's going to flag, it's going to notify my security, it's going to tell them the incident and the severity of it, and I can assure you, if they've been in one of my venues, they've been given the benefit of the doubt. They're not getting in the second one."

— Bob Simpson, Owner/Operator, Sacramento & Davis

***For a multi-venue operator, the key isn't one great door,
it's every door, in every city, working together.***



Collaboration and a Modern Safety Stack:

- Connected across locations: the shared Flag Network ties Bob's venues together so a problem at one is known at all, even across town.
- A modern replacement for manual methods: PatronsCan does automatically what once required Polaroids, printed photos, and manager phone calls.
- Built for operators with scale: for someone running multiple venues over decades, consistency across every door is the whole point, and that's exactly what the PatronsCan Platform delivers.
- Backed by a company that shows up: 24/7 support, fast equipment turnaround for new venues, and quick answers when something needs fixing on a Friday night.
- Growing well past Sacramento: as more cities adopt PatronsCan, the same flag network that connects Bob's venues starts connecting his city to others.

"One of the features on PatronsCan is an internal notification. A troublemaker was coming in angry, probably to confront his ex-girlfriend, and my bouncers were able to realize we had entered him as a flag. They took him aside, talked to him, and he went away. I do feel we probably prevented one of my employees from maybe getting assaulted that night.

There was also a guy who trashed a bar in Vernon, BC, wrecked the TVs, got kicked out, we flagged him. About two months later I get a call: he'd gone to a bar in Denver and got flagged there too. He says, 'It looks like I owe you some money for those TVs, can you take me off the flag network?' He sent the thousand bucks back. I think that paid for itself for several months right there."

— Bob Simpson, Owner/Operator, Sacramento & Davis

Conclusion:

For multi-venue operators, Bob Simpson's story shows that the value of ID scanning isn't just at a single door, it's in connecting every door, and increasingly, every city. After 45 years and every era of door security, from Polaroid "Most Wanted" walls to today, PatronsCan gives Bob what manual methods never could: a shared system that keeps the small fraction of bad actors out of all his venues at once, arms his door staff against increasingly sophisticated fake IDs, and gives him a clearer picture of his own business.

It protects his businesses, his staff, and the guests who make them thrive, and by his own account, it's inexpensive enough to pay for itself the first time it catches a problem before it happens.

**Schedule a free demo with our team. Call
1-877-778-9798 or email sales@patronsCan.com.
Learn more at patronsCan.com.**