

## **How to Deal with Noisy Bars** and other Nuisances from Alcohol-licensed Businesses

Enforcement at alcohol-licensed bars, restaurants and stores is generally complaint-driven. **Therefore, it is very important for residents to follow the steps below to register their complaints effectively to address problems at these businesses, such as excessive noise, outside speakers, public drunkenness, illegal patio expansions, over-serving, overcrowding, loitering, trash, illegal signage, license condition violations, etc.**

### **Do This Each Time the Noise or Problem Occurs:**

- 1. Call Police non-emergency 619-531-2000**, press \* (asterisk) to bypass prompts, give exact address and business name, describe problem, ask dispatcher for “event number”, record all in a permanent log. Encourage other neighbors to call as well.
  
- 2. Submit a complaint with local Alcoholic Beverage Control (ABC)** online [sandiegocompliants@abc.ca.gov](mailto:sandiegocompliants@abc.ca.gov) or call 858-300-6855 (this can be done at your earliest convenience). Encourage other neighbors to submit complaints.

### **Why Call the Police?**

Police enforcement is complaint-driven. Your call is very important, even if the police are not able to respond. **Giving the exact address ensures your “call for service” will be put on the record for this business.** If this business applies for a new/modified alcohol license or entertainment permit, or to expand their premises/patio, the police will check the “calls for service” log to see if there is a history of problems and grounds for denial. Also, “calls for service” are used to allocate police resources, so the more calls in one area, the more police are assigned to that area. If you want to know what happened after police arrived on the scene, you must ask the dispatcher to have the police call you. When the officer calls, ask for their name & badge number.

### **Why Submit an ABC Complaint?**

ABC enforcement is complaint-driven. Substantiated complaints are put on the alcohol licensee record, which is reviewed when the business applies for changes to their license, conditions, or expansion of premise/patio. ABC investigates complaints, and substantiated violations will result in ABC sanctions against the licensee such as suspensions and fines. Keep a copy of your complaint and record it in your log. You can also send photos, videos and copies of your log. You can ask ABC [sandiego@abc.ca.gov](mailto:sandiego@abc.ca.gov) for a list of the conditions attached to the license.

### **Why Keep a Log?**

Keeping a log can provide valuable evidence if the business applies for a new/modified alcohol license and you decide to protest that application. You can also use your log to notify the police Community Relations Officer (see below) about chronic problems that need to be addressed. In your log, record “event number” (from dispatcher), date, time, details of problem and any action you took. Record all occurrences of problems in your log, even if you do not call the police or take any action at that time. If noise is the problem, you can video tape the sounds heard inside your residence while you narrate the date, time and noise source. When possible, take photos and videos of violations and violators.

### **What if the Police Do Not Respond?**

If the problem persists, you must call Police non-emergency again within 2 hours or your call will be dropped from the queue. However, even if you do not call again, your original call will be put on the record for this business, as long as you provide the exact address.

### **If Problem is Not Solved and Becomes Chronic, Do This:**

- 1. Contact Vice Sergeant Ben McCurry** (Investigations, Permits, & Licensing) at [bmccurry@pd.sandiego.gov](mailto:bmccurry@pd.sandiego.gov) or 619-531-2973 and describe the problem and history (you may include copies of your log, photos, videos, etc.) Ask if the business has an entertainment permit and what are the conditions. **WHY:** Your complaint will trigger SDPD Vice investigation and enforcement and will go on the business’s record. If the business has an entertainment permit, complaints will be taken into account during the annual renewal process.
- 2. Contact SDPD Community Relations Officer Jessica Thrift**, [jthrift@pd.sandiego.gov](mailto:jthrift@pd.sandiego.gov) and describe the problem and history (you may include copies of your log, photos, videos, etc.). Let the police know when and where the problems most often occur so they can focus enforcement at the right times in the right place.

### **If the Problem is Loud Drunks Walking in the Neighborhoods Disturbing the Peace or Committing other Crimes, Do This:**

- 1. Contact SDPD Community Relations Officer Jessica Thrift (see box above)**
- 2. Call Discover Pacific Beach (PB’s business improvement district) at 858 273-3303**, speak to the Executive Director and ask them to contact the nearby alcohol-selling establishments and encourage them to post security outside and to put up signs and educate their patrons about respecting the neighbors and being quiet in the neighborhoods.