

# Directions to Staff for Facilitating the Good Neighbor Policy

(Adopted by the San Francisco Entertainment Commission April 20, 2004)

The Entertainment Commission attaches its Good Neighbor Policy to every permit that it grants. The policy is an acknowledgement of the rights and responsibilities incumbent upon the permit holder and informs the surrounding neighbors of the commitment made by the permit holder to ensure that the business will operate as a positive addition to the neighborhood. The Good Neighbor Policy is the foundation of our mediation policies and procedures.

## **1. We affirm our commitment to neighbors' fundamental rights.**

This Commission acknowledges that all neighbors are entitled to the peaceful and quiet use and enjoyment of their homes. San Francisco is a city of rich and diverse neighborhoods and we are committed to helping to preserve the character of those neighborhoods.

## **2. We will respect and promote compatible entertainment uses.**

We also acknowledge that San Francisco is unique because of the myriad of entertainment opportunities available to its citizens. Our mission is to promote entertainment opportunities that contribute to San Francisco's reputation as a world-class city.

## **3. We will actively promote the availability of mediation services.**

This Commission is charged with actively promoting mediation policies and procedures that achieve those goals. All interested parties shall be informed at the start of any application process that such services are available. Notice shall be given on all postings and these Principles shall be made available on the Commission's web site and by other means.

## **4. We respect and seek police participation in the mediation process.**

We acknowledge the special relationship that exists between this Commission and the San Francisco Police Department. Not only does the SFPD respond to citizens' complaints regarding entertainment venues at all hours but the patrol and permit officers provide this Commission with grassroots level information about the interactions between permits holders and their neighbors.

## **5. All parties are guaranteed a seat at the mediation table.**

We maintain that all relevant parties -- neighbors, applicants, neighborhood and industry associations, other permitting bodies and elected representatives -- may be included in mediation involving permit applications. This Commission values the input provided by all parties and their participation is welcomed from the outset of the mediation process.

## **6. This commission offers all parties a choice of facilitators.**

The legislation which created this Commission required that there be neighborhood, entertainment industry, law enforcement, public health and urban planning representation and we acknowledge that this representation be evidenced in our mediation policies and procedures. All parties involved in a permit application must be informed at the outset that such representation is required to mediate or resolve any dispute and if any party feels that their interests are not being adequately addressed other staff and/or commissioners are to be made available.

## **7. We are committed to develop a set of tools to facilitate successful conflict resolution.**

This Commission shall work with all city departments involved in the granting of entertainment permits and the City Attorney to develop a skill set of legally acceptable conditions that address the issues requiring mediation.

## **8. Failure to abide by promises made will have adverse consequences.**

When a permit holder fails to live up to the conditions agreed to or nevertheless imposed on his/her permits, after proper notice, this Commission shall exercise its right to suspend or revoke said permits.

## **9. All parties have the right to appeal.**

All parties involved in the granting of entertainment-related permits are to be advised of their right to challenge the granting or lack thereof of said permits before the Board of Appeals.