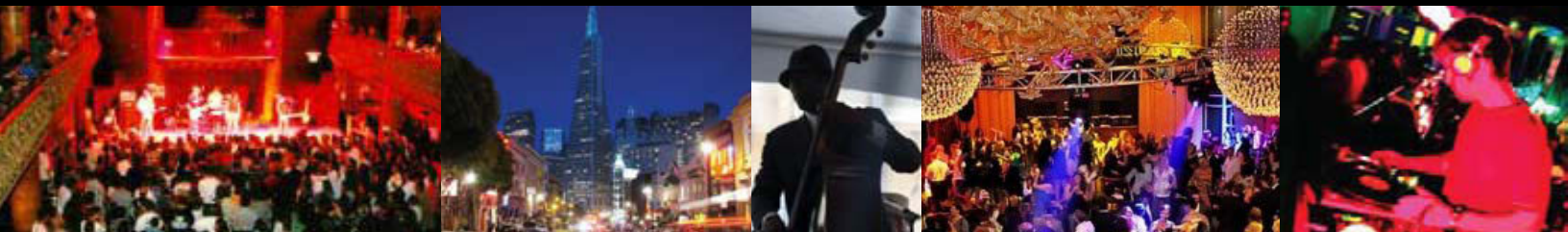




SAN FRANCISCO ENTERTAINMENT COMMISSION



Safety and Security Best Practices for Nightlife Establishments

SAFETY AND SECURITY BEST PRACTICES FOR NIGHTLIFE ESTABLISHMENTS

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THE GOAL

DEVELOPING A SAFE NIGHTLIFE ATMOSPHERE

The goal of this document is to assist nightlife owners in maintaining safe bars, lounges, venues and clubs free from illegal activity including: drug sales, underage drinking, over consumption of alcohol, violence, sex offenses.

The Entertainment Commission (EC) together with the San Francisco Police Department has developed these guidelines as suggested ways to achieve that goal. They are meant as a general road map for owners and managers, not as a list of laws applicable to all establishments and all situations. We have also included separate sections regarding how to respond to a criminal incident. Use your best judgment while keeping these suggestions in mind and adapting them to your specific establishment.

Remember that these are only suggestions.

BEST PRACTICES FOR NIGHTLIFE BUSINESS OPERATORS

This section is intended to provide information on security planning for nightlife businesses. It is not intended to alarm or frighten, but rather to help San Francisco's vibrant nightlife community achieve both safety and hospitality for its customers. Effective security measures can only be achieved through cooperation. To achieve the goal of a safe San Francisco nightlife, operators of nightlife establishments will have to work cooperatively with the police, the EC, nightlife industry associations, their landlords, their neighbors, and even their competitors. The following is a starting point for nightlife businesses to create an effective security plan. In creating such a plan, nightlife businesses are encouraged to consult their local police station, as well as private security and nightlife management consultants.

Club Policies – should be clear and well-known

A professional looking sign containing patron code of conduct rules should be displayed inside the establishment.

When an establishment has residential neighbors on the same block, post a sign encouraging patrons to be quiet and sensitive to the neighbors.

All permits must be kept up to date and readily available if needed.
Management is to ensure that club policies are adhered to.
DO NOT ADMIT ANYONE UNDER 21, except that those under 21 may be admitted to establishments when operated primarily as restaurants during those hours in which meals are served.

If bottle purchases are allowed, DO NOT ADMIT ANYONE UNDER 21.
Establishments must take sufficient steps to ensure that the tables are closely monitored so as to prevent underage drinking, over consumption and violence.

If a criminal or accidental incident occurs, an incident report listing full details should be generated and maintained for three years. Attached is a suggested form which may be used for this purpose. Also attached is a set of best practices which has been developed for responding to serious criminal incidents.

An establishment policy handbook or security plan should be in the premises at all times and should be distributed to all employees. The handbook should to the degree practicable incorporate the guidelines suggested in this document. The handbook should inform all employees how to handle situations that arise frequently and which often lead to problems, e.g.: illnesses or injuries, fights, patron refuses search or pat down, disorderly patron, false ID, drug use, citizen arrest and recovered weapon.

The establishment policy handbook/security plan should also include:

- (A) Emergency evacuation plan
- (B) Exit plan – gradual staged exit at closing to ensure orderliness and crowd control of patron's inside and outside the premises.



SECURITY PLAN FOR NIGHTLIFE ESTABLISHMENTS

The establishment should have a security plan. The plan should be simple, clear, and flexible.

The security plan should include:

- » Details of the security measures to be implemented, including personnel assigned to carry them out, with designated back-up personnel assignments.
- » How to respond to an incident inside the venue.

All staff should be trained on the security plan so that they understand their responsibilities under the plan, and also have a general understanding of sound security practices. Refresher training and training of new employees should be conducted periodically. Constant vigilance is the most important concept to be conveyed to the staff.

All staff should be trained as to when and how to notify the police and senior management. Management should be notified whenever staff notices anything unusual or suspicious in any way. The police should be notified any time a possible threat exists. Call **911** for emergencies and crimes occurring or about to occur.

Call **311** to report non-emergency and quality of life conditions.

COMMUNICATIONS

Part of an effective security plan is to ensure an effective communications strategy is in place.

The communications strategy must be multi-layered. It is important to maintain ongoing communication on security issues with groups such as employees and vendors who are routinely present in your establishment. It is also important to have a plan for communication with police, neighboring premises, and possibly the media.

The communications plan must include emergency communications during an incident. Patrons, staff, police, and neighboring premises will all have to be communicated with in this situation.

Cellular telephones may not be functioning during an emergency. Larger establishments should consider the use of hand held radios for emergency communications. All establishments should consider the installation of a hard-wired (land-line) pulse dial analog telephone which will function during power failures.

COMMUNICATE AND COOPERATE

Maintain good lines of communication with the police, the EC, industry associations, your landlord, your neighbors, and even your competition. It is in all of our interests to ensure that the nightlife industry continues to provide a safe and fun environment for its customers. Violence is a societal problem which no single entity can address alone. To have effective security planning, we must all work together, and communicate effectively.

POLICE – COMMUNITY RELATIONS

A list of all scheduled events should be sent to the permit officer in the local San Francisco Police Department (SFPD) station. In the case of a special event, such as a celebrity performance or party, 72 hours' notice, when possible, should be given to the SFPD station, and the establishment should ensure that adequate and additional security personnel are employed to meet the specific expected crowd.

Each establishment should have a search policy and adhere to it. (This may vary from no one is searched, to all bags are searched, to random searches are conducted, to everyone is searched.) This ensures that upon arrival, SFPD officers and EC Inspectors will have a basis to know if the occupants have been searched and what, if anything was found.

Representatives of establishments are welcome at local SFPD station community meetings, and should attend as many as possible.

The SFPD Station Captains and establishment owners should meet as necessary in order to discuss with each other operational issues, solutions to common problems, problem locations, etc.



CALL: 911
for emergencies and crimes
occurring or about to occur.

CALL: 311
to report non-emergency
and quality of life conditions.

USE OF CLOSED CIRCUIT TELEVISION (CCTV) IN SECURITY EFFORTS

If your establishment decides to use CCTV systems, remember that these systems can be complicated. They should be professionally installed and maintained, and the employees responsible for their use and maintenance should be appropriately trained by professionals.

If your establishment decides to use a CCTV system, the images should be monitored and recorded. Recordings should be kept for a minimum of 30 days. The quality of the recordings should be regularly checked, ensuring that the images are clear and that the date and time stamps are accurate.

If your establishment decides to use a CCTV system it is suggested that sufficient staff is trained on the use of the CCTV system to allow it to be continually monitored during an incident. Also if there is an incident on site, the establishment should have a system in place to immediately turn necessary recordings over to the police for use in an investigation or as evidence, if requested.



If your establishment decides to use a CCTV system, the lighting in your establishment should be appropriate to ensure good image quality of the CCTV system.

Older analog CCTV systems use video tape to record images. These tapes degrade quickly and should be reused no more than 12 times.

EVACUATION PLAN

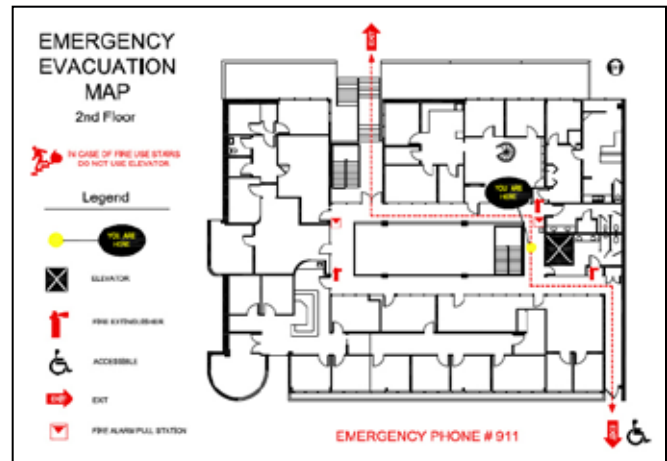
All establishments should have a written evacuation plan. All employees should be trained on the plan, understand their specific responsibilities under the plan, and should have a general understanding of the workings of the plan.

The evacuation plan must include clear communication to staff and patrons. All routes, exit plans and assembly areas must be well defined. Staff members should be trained to act as marshals (leaders/coordinators) and contacts once the evacuation assembly area is reached. The plan should include at least two alternative evacuation assembly areas.

In case of an evacuation of the establishment, the police **MUST** be notified of the reason for the evacuation, and the evacuation route and the assembly area being used.

Neighboring establishments should be consulted when designing an evacuation plan to ensure that both establishments are not planning on using the same assembly areas.

Small maps of various evacuation routes can be printed on the reverse of employee's ID cards, and/or access control cards.



EMPLOYEES

All employees should have a photo ID on file in the location, with a description of his/her position and contact information. Consider using ID scanning not only for patrons (see below) but also for employees, to identify all employees on the premises.

Establishments should also have contact information for all individuals contracted to provide operational services such as DJ's, security and promoters.

There must be a person designated to be in charge of the premises. The name and phone number of both the manager and the person designated to be in charge of the premises, if different, during the hours of operation, must be available to appropriate government agencies and neighbors in the area.

Designate clean-up crews inside and outside the establishment. All flyers, handbills, cups, debris, etc. should be cleaned from in front of the premises throughout the night.

Designate specific employees to conduct occupancy counts periodically throughout the night.

Managers should identify themselves to responding government agencies.

AGE VERIFICATION

The types of documents that are acceptable proof of age for the purpose of purchasing alcohol in California are: a valid driver's license or non-driver identification card issued by, the Federal Government, a State Government, Commonwealth, Possession or Territory of the United States or a Provincial Government of Canada; or a valid U.S. passport, or valid passport of any other country; or a valid military ID from the U.S.

ID should be checked for every person seeking to enter the establishment who reasonably appears to be less than 21 years of age. There should be no exceptions made to this policy, including for anyone brought into the premises by an employee or promoter. Management should monitor the door and make it clear to promoters that they are not to steer patrons around security in order to evade ID checks.

The use of ID scanning machines is strongly recommended. While they do not reject legal ID's being used by another individual nor are they foolproof in rejecting fake ID's, they are extremely helpful in recording who is entering the establishment. In any case, door personnel must verify that the picture on the ID matches the person.



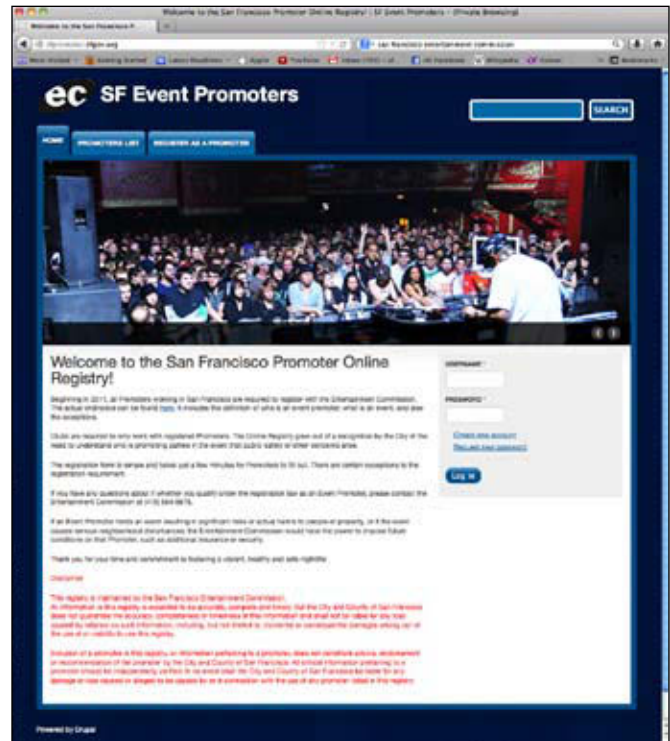
Some machines are able to: Verify an ID is valid (ABC Law requires government issued ID only) Record notes – identify problem people Retain ID data for 14 days minimum – must be turned over or made available to the SFPD on request and in some circumstances may be used in defending a charge of serving a minor.

Digital video cameras and ID scanners, when used, should be time stamped so that ID scanning information can be compared to video of patrons entering club.

PROMOTERS

Establishments which contract with promoters may well be held responsible if promoters engage in or encourage irresponsible activity in the premises. Therefore it is incumbent upon management to take adequate precautions when dealing with promoters, who are much less likely to suffer the consequences of illegal conduct than the establishment itself.

Establishments should only work with promoters who are registered with the EC promoter database. Promoters should be required to provide full contact information for themselves and anyone they hire to work in the establishment. If the promoter is insured, the venue should be listed as additionally insured on all relevant policies.



Management should require that all promotional materials be approved by the venue prior to being published or released to the public.

Management should make absolutely clear to promoters what their policies are, especially regarding admission of those under 21 years old, and make clear that promoters are expected to fully adhere to these policies.

Management should be the primary representation at the door to ensure that all door policies are adhered to by promoters and their employees. Management should reserve the right to refuse entrance to any guest pursuant to their existing admission policies.

All guests of the promotional team must be treated as any other patron, consistent with the establishment's search and ID policies, without exception, and including the promoters themselves, DJ's and employees.

Management should check the past performance of promoters before considering contracting with them, by inquiring with other venues about what type of crowd they attract, how they operate, how responsive they are to problems or concerns, etc.

PARTY BUSES

If your establishment decides to allow party buses, only deal with licensed and reputable businesses. The establishment should ask for references and operator history. (Call all references and talk to other establishments who have dealt with the party bus operator).

Inspect all patrons for intoxication, belligerent and disorderly conduct on the bus prior to offloading them or allowing them entry into the establishment.

Establish hours when the bus can drop off patrons (9:00 pm to 11:30 pm)
Limit the time patrons from the party buses can stay in the establishment (1 hour)

Do not let any party bus double park or block street traffic in any way.

Make sure that all patrons from the party bus present valid ID and are patted down before entering the establishment.

Only take party buses that have made arrangements with the establishment in advance. No drive by business.

All party bus patrons must meet the dress code of the establishment.
All party bus companies must have a visible sign with their company name on the bus.

One security staff from the establishment should be assigned to party bus detail.

The party bus operator must present the establishment with emergency contact information.



INTOXICATION

State law and common sense prohibit a nightlife establishment from serving alcohol to a person who is visibly intoxicated, or permitting someone else to serve the intoxicated person. It is of course in the best interest of everyone involved to prevent the kinds of behavior which are



associated with intoxicated patrons, and all employees should be highly aware of the signs of intoxication:

- » Speech slurred, thick, confused, abusive, profane, antagonistic or incoherent
- » Appearance in disarray, clothing stained
- » Balance unsteady, or body swaying, using a wall or furniture as a prop
- » Face pale or flushed
- » Eyes bloodshot, red, or puffy
- » Fumbling or dropping of glass, ID, cash, etc., or misjudging distance
- » Unusual physiological symptoms, e.g., vomiting, excessive hiccupping, losing focus, sleepy or fainting

Ensure that all employees maintain continual awareness of the level of intoxication of patrons, as well as whether individuals are buying drinks for others who may have in fact been cut off.

BEST PRACTICES: SECURITY

As a general guideline, there should be a minimum of one licensed and trained security guard in every premise when 100 or more patrons are present at the same time. Any full time security supervisor shall be included when counting the total number of security guards employed. Discretion should be used by management to determine the appropriate number of security based on the event or crowd to ensure safety and lawfulness.

If the establishment uses the services of a security guard company rather than employing its own security guards, the security guard company must be licensed by the state of California (BSIS).

Security guards should be trained in techniques to de-escalate potential violent encounters and difficult situations.

Establishment policy/security plan should mandate that security separate and remove all potentially violent patrons in a manner, consistent with the law that is designed to prevent a continuation of violent activity inside or outside the space. Establishments must call 911 to report criminal activity, and may call 911 or otherwise notify police for assistance in these circumstances. Similarly, call 911 to report serious medical emergencies such as drug overdoses.

It is recommended that for every five (5) security guards there be one (1) security supervisor to ensure a minimum span of control of one (1) security supervisor for every five (5) subordinates.

It is recommended that security guards be distinctively and uniformly attired – very easily identified.



It is recommended that security guards be spread throughout the establishment and not just at the door.

Coat check should include the customer's ability to check bags. It is recommended that establishments install anti-theft environmental designs such as drawers, shelves and hooks for customers who choose not to check bags. Ensure control and order is maintained in coat check area, especially at closing time. Customers should be encouraged to check coats and bags so as to avoid thefts.

Perpetrators should be detained by security through lawful means. Witnesses should be encouraged to wait for the police to arrive in order to assist in the investigation. At a minimum, they should be asked to provide their identifying information so that they may be contacted by the police in the future. They should also be encouraged to make a statement to establishment personnel regarding the incident, if the establishment so requests. Establishments should act as complainants in appropriate cases.

Establishments should encourage employee witnesses to go to court and testify when requested, and pay wages to them for their time.

Digital video of any unlawful conduct should be identified and provided to the SFPD when requested.

Identifying information on ejected and/or arrested patrons should be retained on a "banned list" database. These patrons should not be allowed subsequent re-entry at any time.

It is helpful to learn if all of these efforts are working. To that end, hire an independent security consultant to ensure club security and other laws and policies, including laws prohibiting sales to minors, are being adhered to.

Ensure that levels of lighting inside and outside the establishment are sufficient for observation by security.

All those awaiting admission should be placed in a line, not blocking the sidewalk. All individuals on admission lines should be informed that if they are not orderly, they will not be admitted. Individuals who will not be admitted should be encouraged to leave the area.

At closing, security is to ensure orderliness when patrons are exiting the establishment. Security should be posted on the sidewalk outside the establishment to keep patrons moving out of the area and to keep the street and side walk clear. Security should also remind patrons to keep their voices down and to not disturb the neighbors in the area. Security should remain on post outside the establishment until the area around the establishment is clear of patrons.

If metal detectors are used, every patron should get wanded in accordance with establishment policy. VIP's, DJ's, promoters, entourages, etc. should not receive special treatment and should likewise be wanded.

If security should witness a crime occurring outside the immediate vicinity of the establishment they should notify SFPD immediately.

Establishments should safeguard evidence connected with commission of a crime on the premises and should maintain the integrity of any crime scene.

Spot checks of employees should be conducted to ensure compliance with establishment policies and applicable laws and rules, including integrity tests for false ID and underage sales.

Management should know and make readily available the telephone number of the local SFPD District Station and the name of the permit officer and captain stationed there, if applicable.

PHYSICAL SECURITY

Access points between the private and public areas of the establishment should be minimized and controlled with an access control system. At the minimum, all such access points should be secured and monitored.

All patrons and independent contractors (such as promoters, dancers, DJ's, etc.) should be searched upon entering the establishment. Use of magnetometers and metal detectors should be considered

Staff should be instructed to ensure that vehicles discharging or picking up passengers do not stay in place for any longer than is absolutely necessary.

Integration of security systems. Alarm systems, CCTV systems, access control systems, lighting systems, and patron identification recording systems should all be integrated to the extent possible, to allow them to work together and maximize their effectiveness. For example, additional exterior lighting on the main entrance of an establishment will make the CCTV coverage of that entrance much more effective. Similarly, CCTV coverage of the alarm trigger points in the security system will allow for remote assessment of alarm conditions.

Establishment maintenance and housekeeping. Good maintenance and housekeeping practices keep an establishment attractive to patrons. Maintenance staff should be included in security planning and training. Their vigilance is important to detect suspicious events, such as disabled access control systems.

DOOR SUPERVISORS

Security plans should include the following instructions for door supervisors:

- » Be alert to what is going on outside of the establishment as well as at the door.
- » Ensure that patrons and employees of the establishment are searched, their ID scanned, and that they are checked with a metal detecting magnetometer, consistent with the security plan of the establishment.
- » Pay particular attention to fraudulent and forged identification documents. People using apparently forged ID documents who do not appear to be underage are very suspicious, and should be immediately brought to the attention of the police.

Management should be aware that California law requires that all security personnel, including door supervisors, be licensed (BSIS Guard Card).



RESPONSE TO INCIDENTS

These practices are designed to apply to serious criminal incidents, usually assaults that are physical and/or sexual in nature. For these purposes assaults are deemed serious when the victim of the physical assault is either unconscious, or is obviously in need of immediate medical treatment, for a serious or life-threatening injury, such as a stabbing or slashing. This is more serious in nature than a bar fight with minor injuries. An exception to this general rule is sexual assault crimes where the victim may have no visible injuries. Sexual assaults are serious criminal incidents, and as such fall within the purview of these guidelines.

Pre-Incident:

All establishments should maintain a list of all employees and independent contractors (such as DJ's, promoters, and other entertainers) who are present on any individual night. Also maintained should be contact information for these employees to aid in contacting them as part of a post-incident investigation.

Establishments should request and maintain contact information for a representative of any private group who has a function or event at the establishment.

Post-Incident:

Call **911** immediately.

Establishments should make clear to all managers, employees and private contractors that they are expected to tell the truth to the police investigators and EC inspectors.

Do not clean up the crime scene. Protect it from any changes. Crime scenes can be protected by temporarily surrounding them with velvet ropes or yellow “caution” tape using chairs, velvet rope stanchions, or even potted plants to support the tape. To this end, inexpensive yellow “caution tape” should be kept in the establishment.



Nightlife establishment employees should be aware that important physical evidence may not be readily visible or obvious. Incidents involving sexual assaults will rarely have recognizable evidence at the scene of the occurrence. Establishments should therefore “overprotect” the area of the crime by safeguarding an area larger than they initially believe the crime scene to be.

Immediately identify and preserve financial transaction information for all parties involved or who are believed to be witnesses. This includes debit and credit transactions.

Involved parties or witnesses should be detained if possible. There are several techniques to accomplish this, from asking them to stay, to offering them complimentary admission on a subsequent date, to asking for and retaining their ID's, and giving them to the responding police officers.

Establishments should know what parking facilities are commonly used by their patrons and provide this information to police investigators and EC inspectors.

If the perpetrators or witnesses leave, a description of the vehicle in which they left (with license plate number), the direction and means by which

they left, and the identity or description of any people they left with should be provided to the responding police officers.

The table or area where the involved parties sat or stood, including their beverage glasses, utensils, and any other evidence should be preserved and left untouched inside the club. This material should be identified to the responding police officers immediately. Employees of nightlife establishments should be cognizant that in certain circumstances, tampering with physical evidence can be a crime.

Should you have video of people inside the club during the evening the crime took place, it should be preserved for the police, even if it appears to have no probative value. Often these videos can be enhanced to reveal important evidence. To increase the usefulness of these images in establishments which are often dark, one area of the club, such as a hallway immediately outside the rest rooms, should have enhanced lighting. This will make the images of people passing through that area more identifiable. It is recommended that properly working and maintained digital cameras be mounted in front of the establishment (both inside and outside), at all entry doors and outside the bathroom doors. These digital videos should be recorded, maintained, and provided to the responding police investigators.

ID scanner information should be preserved and made available to the responding police officers if requested.

Serious assaults should always be the subject of a uniform incident report being completed by a managerial level employee of the establishment who was present at the time of the incident. This manager need not be a witness to the incident, but is responsible for interviewing the witnesses and completing the report. The report should be maintained by the establishment for a minimum of the three-year statute of limitations for negligence law suits.

Obviously, these best practices apply to serious incidents that occur inside the establishments. However, important evidence may exist inside the establishment even if the crime occurs outside the establishment, and therefore there will be circumstances where these best practices apply to incidents that take place outside of the establishment. For example, if the circumstances of an assault are such that the involved parties were in the establishment before the assault, and the assault subsequently took place outside of the establishment, the evidence that the involved parties left behind must be safeguarded. This includes:

- » Financial records of their purchases
- » Video images of involved parties
- » Images of scanned ID's
- » Glasses and utensils used by the involved parties, which may yield identifying information such as fingerprints and DNA
- » Observations of witnesses which may aid in a subsequent ID of involved parties

TAMPERING WITH PHYSICAL EVIDENCE; DEFINITIONS OF TERMS.

Tampering with physical evidence is a felony.

“Physical evidence” means any article, object, document, record or other thing of physical substance which is or is about to be produced or used as evidence in an official proceeding.



“Official proceeding” means any action or proceeding conducted by or before a legally constituted judicial, legislative, administrative or other governmental agency or official, in which evidence may properly be received.

A person is guilty of tampering with physical evidence when:

- » With intent that it be used or introduced in an official proceeding or a prospective official proceeding, he (a) knowingly makes, devises or prepares false physical evidence, or (b) produces or offers such evidence at such a proceeding knowing it to be false; or
- » Believing that certain physical evidence is about to be produced or used in an official proceeding or a prospective official proceeding, and intending to prevent such production or use, he suppresses it by any act of concealment, alteration or destruction, or by employing force, intimidation or deception against any person.

SEXUAL ASSAULTS

Although a sexual assault may not occur within a nightlife establishment itself, management and employees can help to prevent their premises from being exploited by sexual predators, who may seek to take advantage of vulnerable patrons. Alcohol consumption can be a strong contributing factor to the loss of judgment and failure to perceive danger which can lead to a tragedy.

In a nightlife environment, certain patrons, primarily young females and men, are especially vulnerable to potential attackers who may present themselves as friendly, seeking to getting to know them, buying them

drinks, or otherwise displaying romantic interest. A common scenario is for an attacker to initiate an interaction in the premises and then persuade or invite the victim to leave with them. Employees should be attuned to behavior that seems overly familiar, aggressive or seductive under the circumstances, especially if the potential victim is visibly intoxicated or seems to be impaired.

Establishment personnel should offer to call a vulnerable or impaired person a cab or otherwise watch as patrons leave, to see if they seem to be able to navigate safely. Security personnel at the door or maintaining order outside are well positioned to observe when patrons leave. Note that predators may seek to get victims drunk or drugged, encourage them to get some air, and then pull up in a car or hail a cab to take them away.

If establishment personnel sense that something is awry when a patron leaves with a person suspected of being a potential predator, they should make it clear that they have noted the departure, communicating the fact that the potential predator has been seen and the situation noted, for example, commenting on an item of clothing, or asking if they need any help getting a cab. If possible, it would be a good idea to make a note of the circumstances, the descriptions of the parties, or any other information that could become relevant at a later time.

Encourage groups to designate one person as a chaperone, perhaps identified by a wristband, who could be served non-alcoholic beverages at a discount for the night.

Regarding prevention of assaults within the premises, as recommended in Item 13, maintain digital cameras outside the bathroom doors, and consider employing a restroom attendant. Monitor the cameras throughout the night, and especially after 2:00 am. Ensure that storage areas and other restricted areas are kept locked and secured; any closed, darkened area represents a potential danger.

Support staff, including porters, bar-backs, busboys, and kitchen staff, should also be encouraged to be aware of patron behavior and possible dangers of sexual assault, especially as these employees work in or pass through areas which are dark or restricted. They should be instructed to immediately report any suspicious or problematic behavior to a supervisor or manager.

Perhaps most important, management and employees should trust their instincts regarding possible predatory behavior they may observe; if something doesn't seem right, it probably isn't. Again, if possible, it would be a good idea to make notes of the observation, for later reference if needed.



ADDENDUM

Attached to this booklet are 3 useful documents:

1. Incident Report Form
2. Suspect(s) Identification Form, which is useful whenever a description of any person needs to be recorded.
3. Entertainment Commission's "Good Neighbor Policy"

INCIDENT REPORT

PAGE 1 OF 2

ESTABLISHMENT INFORMATION									
Corporate Name					Doing Business As				
Date of Incident	Time of Incident <input type="checkbox"/> AM <input type="checkbox"/> PM	Location of Incident	<input type="checkbox"/> Coat Check	<input type="checkbox"/> Bar	<input type="checkbox"/> Rest Room				
			<input type="checkbox"/> Dance Floor	<input type="checkbox"/> Outside	<input type="checkbox"/> Other (Specify)				
Report Prepared By					Signature		Date of Report		
PATRONS INVOLVED OR WITNESSING INCIDENT (Use Additional Form(s) if Necessary)									
1. Name		<input type="checkbox"/> Victim	Race		<input type="checkbox"/> White	<input type="checkbox"/> White Hispanic	<input type="checkbox"/> Other (Specify)		
		<input type="checkbox"/> Aggressor			<input type="checkbox"/> Black	<input type="checkbox"/> Black Hispanic			
		<input type="checkbox"/> Witness			<input type="checkbox"/> Amer. Ind.	<input type="checkbox"/> Asian/Pacific Isl			
Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Height	Weight	Eye Color	Hair Color	Date of Birth	ID Source			
Address			Apt. No.	City	State		Zip Code		
Home Phone No.		Cellphone No.	Business Phone No.		Fax No.	Email Address			
Vehicle Make/Model/Color					License Plate or Taxi Medallion No.				
Distinguishing Marks (Describe Any Scars Tattoos etc.)									
Was Patron Asked To Leave Premises?		<input type="checkbox"/> Yes <input type="checkbox"/> No	Patron Escorted From Premises?		<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, How Was Patron Escorted From Premises			
Did Patron Resist?		<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Describe			Was Intoxication Noticeable Before Or After The Incident?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Name		<input type="checkbox"/> Victim	Race		<input type="checkbox"/> White	<input type="checkbox"/> White Hispanic	<input type="checkbox"/> Other (Specify)		
		<input type="checkbox"/> Aggressor			<input type="checkbox"/> Black	<input type="checkbox"/> Black Hispanic			
		<input type="checkbox"/> Witness			<input type="checkbox"/> Amer. Ind.	<input type="checkbox"/> Asian/Pacific Isl			
Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Height	Weight	Eye Color	Hair Color	Date of Birth	ID Source			
Address			Apt. No.	City	State		Zip Code		
Home Phone No.		Cellphone No.	Business Phone No.		Fax No.	Email Address			
Vehicle Make/Model/Color					License Plate or Taxi Medallion No.				
Distinguishing Marks (Describe Any Scars Tattoos etc.)									
Was Patron Asked To Leave Premises?		<input type="checkbox"/> Yes <input type="checkbox"/> No	Patron Escorted From Premises?		<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, How Was Patron Escorted From Premises			
Did Patron Resist?		<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Describe			Was Intoxication Noticeable Before Or After The Incident?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
3. Name		<input type="checkbox"/> Victim	Race		<input type="checkbox"/> White	<input type="checkbox"/> White Hispanic	<input type="checkbox"/> Other (Specify)		
		<input type="checkbox"/> Aggressor			<input type="checkbox"/> Black	<input type="checkbox"/> Black Hispanic			
		<input type="checkbox"/> Witness			<input type="checkbox"/> Amer. Ind.	<input type="checkbox"/> Asian/Pacific Isl			
Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Height	Weight	Eye Color	Hair Color	Date of Birth	ID Source			
Address			Apt. No.	City	State		Zip Code		
Home Phone No.		Cellphone No.	Business Phone No.		Fax No.	Email Address			
Vehicle Make/Model/Color					License Plate or Taxi Medallion No.				
Distinguishing Marks (Describe Any Scars Tattoos etc.)									
Was Patron Asked To Leave Premises?		<input type="checkbox"/> Yes <input type="checkbox"/> No	Patron Escorted From Premises?		<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, How Was Patron Escorted From Premises			
Did Patron Resist?		<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Describe			Was Intoxication Noticeable Before Or After The Incident?		<input type="checkbox"/> Yes <input type="checkbox"/> No	

INCIDENT REPORT

PAGE 2 OF 2

POLICE INFORMATION			
Were Police Called? <input type="checkbox"/> Yes <input type="checkbox"/> No	Responding Officer (Rank, Name) _____		Officer's Shield No. _____
Visible Injuries to Patron(s): _____		INCIDENT Report <input type="checkbox"/> Yes <input type="checkbox"/> No	INCIDENT NO. _____
CAD No.: _____ (Can be obtained from Responding Officer)			
Were Medical Services Offered? <input type="checkbox"/> Yes <input type="checkbox"/> No	Were Medical Services Refused? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did EMS/Ambulance Service Respond? <input type="checkbox"/> Yes <input type="checkbox"/> No	Patron(s) Removed? <input type="checkbox"/> Yes <input type="checkbox"/> No
INCIDENT INFORMATION			
Employees Involved (Describe How Below)			
Name _____ Home Phone No. _____ Cell Phone No. _____			
Name _____ Home Phone No. _____ Cell Phone No. _____			
Name _____ Home Phone No. _____ Cell Phone No. _____			
Employees Witnessing Incident			
Name _____ Home Phone No. _____ Cell Phone No. _____			
Name _____ Home Phone No. _____ Cell Phone No. _____			
Name _____ Home Phone No. _____ Cell Phone No. _____			
Is There Video Surveillance of Premises? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was Incident Captured on Video? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was ID Scanned Upon Entry? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Not, Was Record Made of ID? <input type="checkbox"/> Yes <input type="checkbox"/> No
Was Any Physical Evidence Recovered? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Describe Evidence _____		
DESCRIBE INCIDENT (Use Additional Form if Necessary)			

SUSPECT(S) IDENTIFICATION FORM

DESCRIPTION OF FACE

EYES / COLOR: _____

GLASSES / STYLE: _____

NOSE: _____

MUSTACHE / SIDE BURNS: _____

BEARD: _____

CHIN: _____

EARS / EARRING: _____

HANDS / ARMS: _____

VOICE: _____

CLOTHES

HAT: _____

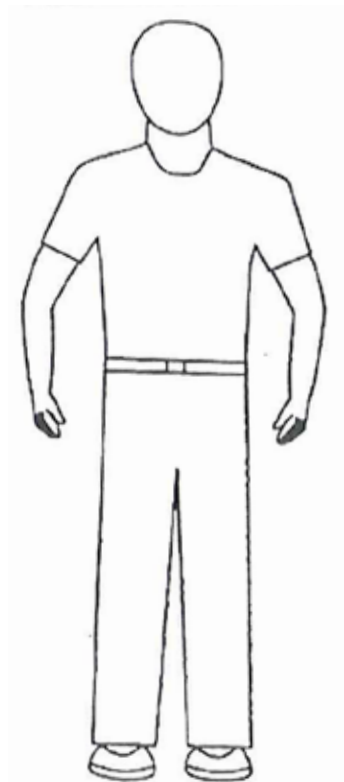
SHIRT: _____

PANTS: _____

JACKET: _____

SHOES: _____

JEWELRY: _____



SUSPECT

GENDER: _____

RACE: _____

COMPLEXION: _____

HAIR COLOR: _____

HAIR LENGTH: _____

EYEBROWS: _____

HEIGHT: _____

WEIGHT: _____

BUILD: _____

SCARS: _____

TATTOOS: _____

BIRTH MARKS: _____

SPEECH: _____

ACCENT: _____

VEHICLE

LICENSE NUMBER: _____

COLOR: _____

SIZE: _____

YEAR: _____

2/4 DOOR: _____

PICK UP / CYCLE _____

SHAPE OF HEADLIGHTS / TAILLIGHTS: _____

CONDITION / DAMAGE: _____

DIRECTION LEAVING: _____

NUMBER OF OCCUPANTS: _____

OUTSTANDING FEATURES: _____

WEAPONS

RIFLE: _____

SHOTGUN: _____

SEMI AUTOMATIC: _____

REVOLVER: _____

KNIFE: _____

OTHER: _____



SAN FRANCISCO ENTERTAINMENT COMMISSION

Good Neighbor Policy

GOOD NEIGHBOR POLICIES FOR NIGHTTIME ENTERTAINMENT ACTIVITIES.

Where nighttime entertainment activities, as defined by this permit are conducted, there shall be procedures in place that are reasonable calculated to insure that the quiet, safety and cleanliness of the premises and vicinity are maintained. Such conditions shall include, but not limited to, the following:

- 1** Notices shall be well-lit and prominently displayed at all entrances to and exits from the establishment urging patrons to leave the establishment and neighborhood in a quiet, peaceful and orderly fashion and to please not litter or block driveways in the neighborhood.
- 2** Employees of the establishment shall be posted at all entrances and exits to the establishment during the period from 10:00 pm to such time past closing that all patrons have left the premises. These employees shall insure that patrons waiting to enter the establishment and those exiting the premises are urged to respect the quiet and cleanliness of the neighborhood as they walk to their parked vehicle or otherwise leave the area.
- 3** Employees of the establishment shall walk a 100-foot radius from the premises some time between 30 minutes after closing time and 8:00 am the following morning, and shall pick up and dispose of any discarded beverage containers and other trash left by area nighttime entertainment patrons.
- 4** Sufficient toilet facilities shall be made accessible to patrons within the premises, and toilet facilities shall be made accessible to prospective patrons who may be lined up waiting to enter the establishment.
- 5** The establishment shall provide outside lighting in a manner that would illuminate outside street and sidewalk areas and adjacent parking, as appropriate.
- 6** The establishment shall provide adequate parking for patrons that would encourage use of parking by establishment patrons. Adequate signage shall be well-lit and prominently displayed

to advertise the availability and location of such parking resources for establishment patrons.

- 7** The establishment shall provide adequate ventilation within the structures such that doors and/or windows are not left open for such purposes resulting in noise emission from the premises.
- 8** There shall be no noise audible outside the establishment during the daytime or nighttime hours that violates the San Francisco Municipal Code Section 49 or 2900 et. seq. Further, absolutely no sound from the establishment shall be audible inside any surrounding residences or businesses that violates San Francisco Police code section 2900.
- 9** The establishment shall implement other conditions and/or management practices necessary to insure that management and/or patrons of the establishments maintain the quiet, safety and cleanliness of the premises and the vicinity of the use, and do not block driveways of neighboring residents or businesses.
- 10** Permit holder shall take all reasonable measures to insure the sidewalks adjacent to the premises are not blocked or unnecessarily affected by patrons or employees due to the operations of the premises and shall provide security whenever patrons gather outdoors.
- 11** Permit holder shall provide a cell phone number to all interested neighbors that will be answered at all times by a manager or other responsible person who has the authority to adjust volume and respond to other complaints whenever entertainment is provided.
- 12** Permit holder agrees to be responsible for all operation under which the permit is granted including but not limited to a security plan as required.
- 13** In addition, a manager or other responsible person shall answer a cell phone for at least two hours after the close of business to allow for police and emergency personnel or other City personnel to contact that person concerning incidents.



San Francisco Entertainment Commission

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Thank you to the New York City Nightlife Association for their assistance in the production of this book.