

**City of West Hollywood**

# **Best Safety Practices for Nightlife Establishments**

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## Contacts

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## Table of Contents

<b>Purpose</b> . . . . .	2
<b>Establishment Handbook</b> . . . . .	2
Club Policies – Should be Clear and Well Known . . . . .	3
<b>Security Plan.</b> . . . . .	3
Overview . . . . .	3
Physical Methods . . . . .	3
Security Personnel . . . . .	4
Procedures . . . . .	5
<b>Employees.</b> . . . . .	6
Promoters . . . . .	6
<b>Intoxication.</b> . . . . .	6
<b>Sexual Assaults.</b> . . . . .	7
<b>Medical Emergencies</b> . . . . .	9
<b>Fire Safety</b> . . . . .	12
<b>Establishment—Law Enforcement Relations</b> . . . . .	13
Cooperation with Other Establishments . . . . .	14
<b>Criminal Incidents</b> . . . . .	14
Post-Incident: . . . . .	14
Tampering with Evidence . . . . .	16
<b>Active Shooter Best Practices</b> . . . . .	17
<b>Counterterrorism Best Practices</b> . . . . .	17
Terrorist Strategy . . . . .	17
Terrorist Target Selection. . . . .	18
Characteristics of Terrorist Attacks . . . . .	18
Counterterrorism Security Planning for Nightlife Establishments . . . . .	18
Use of Physical Security in Counterterrorism Efforts . . . . .	20
Searching Establishments in Counterterrorism Efforts. . . . .	20
Door Supervisors in Counterterrorism Efforts . . . . .	21
Evacuation Plan in Counterterrorism Efforts . . . . .	21
Communications Strategy in Counterterrorism Efforts . . . . .	21
Recognizing Hostile Surveillance . . . . .	22
Identification of Suicide Bombers . . . . .	22
Vehicle Borne Improvised Explosive Devices (VBIEDs) . . . . .	23
Counterterrorism Recommendations . . . . .	23
<b>Addendum Incident Report.</b> . . . . .	24
<b>Bomb Threat Checklist</b> . . . . .	26
<b>Suspect Identification Form</b> . . . . .	27
<b>Good Neighbor Policies for Nighttime Entertainment Activities</b> . . . . .	28

## **Purpose**

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

These guidelines are meant as a general road map for owners and managers, not as a list of laws applicable to all establishments and/or all situations. We have also included information on how to respond to a serious criminal incident and what you should know about counterterrorism threats and preparedness. Use your best judgment while keeping these suggestions in mind and adapting them to your specific establishment.

## **Establishment Handbook**

Management is to ensure that staff adhere to all establishment policies. An establishment policy handbook should be on 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, such as:

- Illnesses or injuries
- Fights
- Patron refusals of search or pat down
- Disorderly patron
- False ID
- Drug use
- Citizen arrest
- Recovered weapon

The establishment's policy handbook should also include a written evacuation plan. All employees should be trained on the plan, understand their specific responsibilities under the plan, and 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 alternate evacuation assembly areas. 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 evacuation routes can be printed on the reverse of employees' ID cards, and/or access control cards.

## **Club Policies – Should be Clear and Well Known**

*Do not admit anyone under 21 years old, except that those under 21 may be admitted to establishments when operating primarily as restaurants during those hours in which meals are served. Establishments must take sufficient steps to ensure that the tables are closely monitored to prevent underage drinking or overconsumption. If bottle purchases are allowed, do not admit anyone under 21.*

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. A “Good Neighbor Policy” is found in the Addendum to this guide.

All permits must be kept up to date and readily available if needed.

## **Security Plan**

### **Overview**

All staff should be trained on the security plan so that they understand their responsibilities, 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 law enforcement and senior management. Management should be notified whenever staff notices anything unusual or suspicious in any way. The Sheriff’s department should be notified any time a possible threat exists. Call 911 for emergencies and crimes occurring or about to occur.

### **Physical Methods**

*Surveillance Cameras:* If your establishment decides to use Closed Circuit Television (CCTV) systems, they should be professionally installed and maintained, and the employees responsible for their use and maintenance should be appropriately trained by professionals. Digital video of any unlawful conduct should be identified and provided to law enforcement when requested. 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.

CCTV images should be constantly 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.

There should be a system in place to immediately turn necessary recordings over to the Sheriff's Department for use in an investigation or as evidence. Older analog CCTV systems use video tape to record images. These tapes degrade quickly and should be reused no more than 12 times.

*Lighting:* Ensure that levels of lighting inside and outside the establishment are sufficient for observation by security. Ensure that storage areas and other restricted areas are kept locked and secured. Any closed, darkened area represents a potential danger. 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.

*Sidewalk/Outside Area:* 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.

*Metal detectors:* If metal detectors are used, every patron should get checked in accordance with establishment policy. VIPs, DJs, promoters, entourages, etc. should not receive special treatment; they should be checked in the same manner as other patrons.

*Coat Check:* 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 are maintained in the coat check area, especially at closing time. Customers should be encouraged to check coats and bags so as to avoid thefts.

### **Security Personnel**

*Number:* Generally, there should be a minimum of one licensed and trained security guard in every premise when 75 or more patrons are present at the same time. For larger premises, there should be one such security guard for every 75 club patrons present. 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 personnel based on the event or crowd to ensure safety and lawfulness. It is recommended that for every five security guards there be one security supervisor to ensure a minimum span of control of one security supervisor for every five subordinates. In addition, consider employing a restroom attendant for security purposes.

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

*Location:* It is recommended that security guards be spread throughout the establishment and not just at the main entrance door.

## **Procedures**

*Age Verification:* Do not admit anyone under 21 years old. 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 nondriver 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 IDs being used by another individual nor are they foolproof in rejecting fake IDs, they are extremely helpful in recording who is entering the establishment. Some machines are able to verify if an ID is valid, record notes, identify problem individuals, and retain ID information for 14 day minimum. Information on IDs must be turned over or made available to the Sheriff's Department 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. Machines are not to be used for marketing or advertising.

*Banned List:* 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.

## **Employees**

All employees must have a photo ID on file in the establishment, with a description of his/her position and contact information. Establishments should have contact information for all individuals contracted to provide operational services, such as DJs and promoters. Consider using ID scanning for employees to identify all employees on the premises.

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. Managers should identify themselves to responding government agencies.

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

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

Management should have 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.

## **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 professional. Management should check the past performance of promoters before considering contracting with them, by inquiring with other venues they've worked with, what type of crowd they attract, how they operate, how responsive they are to problems or concerns, etc. 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. 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, DJs and employees.

## **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 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, including:

- 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 awareness of the level of intoxication of patrons, as well as whether individuals are buying drinks for others who may have been cut off.

## **Sexual Assaults**

Although a sexual assault may not occur within a nightlife establishment itself, management and employees can help 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 males, are vulnerable to potential attackers who may present themselves as friendly, seeking to get 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.



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. 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.

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. A “Suspect Identification Form,” located in the Addendum to this guide, can be used to document characteristics of a suspect.

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.

Support staff, including porters, barbacks, 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 areas. 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 it would be a good idea to make notes of the observation, for later reference if needed.

## **Medical Emergencies**

*First Aid Kits:* Nightlife establishments should maintain first aid kits with contents available to provide medical treatment. The supplies must be adequate, should reflect the kinds of injuries that occur, and must be stored in an area where they are readily available for emergency access. Training for first aid is offered by the American Heart Association, the American Red Cross, the National Safety Council, and other nationally recognized and private educational organizations.

OSHA (U.S Department of Labor Occupational Safety & Health Administration) is the main federal agency charged with the enforcement of safety and health legislation. OSHA standards do not require specific first aid kit contents. However, the American National Standards Institute (ANSI) and International Safety Equipment Association (ISEA) provide minimum requirements for workplace first aid kits and supplies.

There are two classes of first aid kits: Class A kits with contents designed to deal with most common types of workplace injuries and Class B kits with a broader range and quantity of supplies to deal with injuries in more complex or high-risk environments.

### **Class A First Aid Kits should include:**

- 16 - Adhesive Bandages, 1" x 3"
- 1 - Adhesive Tape 2.5 yd
- 10 - Antibiotic Treatment Application, 1/57 oz
- 10 - Antiseptic Applications 1/57 oz
- 1 - Breathing Barrier
- 1 - Burn Dressing, gel soaked, 4" x 4"
- 10 - Burn Treatment, 1/32 oz
- 1 - Cold Pack
- 2 - Eye Covering
- 1 - Eye Wash, 1 oz.
- 1 - First Aid Guide
- 6 - Hand Sanitizer, 0.9g
- 2 - Pair Exam Gloves
- 1 - Roller Bandage, 2" x 4 yds
- 1 - Scissors
- 2 - Sterile Pad, 3" x 3"
- 2 - Trauma Pad, 5" x 9"
- 1 - Triangular Bandage, 40" x 40" x 56"

**Class B First Aid Kits should include:**

- 50 - Adhesive Bandages, 1" x 3"
- 2 - Adhesive Tape 2.5 yd
- 25 - Antibiotic Treatment Application, 1/57 oz
- 50 - Antiseptic Applications 1/57 oz
- 1 - Breathing Barrier
- 2 - Burn Dressing, gel soaked, 4" x 4"
- 25 - Burn Treatment, 1/32 oz
- 2 - Cold Pack
- 2 - Eye Covering
- 1 - Eye Wash, 4 oz.
- 1 - First Aid Guide
- 10 - Hand Sanitizer, 0.9g
- 4 - Pair Exam Gloves
- 2 - Roller Bandage, 2" x 4 yds
- 1 - Roller Bandage, 4" x 4 yds
- 1 - Scissors
- 1 - Splint - min 4" x 24"
- 4 - Sterile Pad, 3" x 3"
- 1 - Tourniquet
- 4 - Trauma Pad, 5" x 9"
- 2 - Triangular Bandage, 40" x 40" x 56"

*Automated External Defibrillators:* Nightlife establishments may consider installing an automated external defibrillator (AED). An AED is a computerized medical device that can check a person's heart rhythm. When a person experiences sudden cardiac arrest (SCA), the heart's electrical impulses suddenly misfire. As a result, the heart flutters uncontrollably and cannot pump blood, which results in the body being deprived of oxygen. When a person experiences SCA, only an electric shock from an AED can get the heart beating normally again. The survival rate from SCA in places where AEDs are available is close to 70%, while the survival rate in areas without access to AEDs is 5%. AEDs recognize when a person requires a shock and uses voice prompts, lights and text messages to tell the rescuer the steps to take.

The California Code of Requirements (CCR) outlines requirements for an AED program. These requirements include involving a California licensed physician as Medical Director in developing an AED program to ensure compliance with regulations and requirements for training, notification, and maintenance. For every AED unit acquired up to five units, no less than one employee per AED unit shall complete a training course in cardiopulmonary resuscitation (CPR) and AED use that complies with the regulations adopted by the Emergency Medical Service Authority and the standards of the American Heart Association or the American Red Cross. Any person who renders emergency care or treatment on a person in sudden cardiac arrest by using an AED must activate the emergency medical services system as soon as possible, and report any use of the AED to the licensed physician and to the local EMS agency. Please refer to CCR Title 22, Division 9 for complete information on the California state AED laws.

*Response to a Medical Emergency:* The following are tips for dealing with a medical emergency.

1. Don't panic.
2. Call 911 quickly. Be sure to give your name, location, and the number of people involved.
3. Make sure you are in a safe position to offer help. Do not attempt to assist victims if you are in danger.
4. Secure the area around the patient until emergency medical services arrive on scene.
5. Remember the ABCs of Life Support:
  - **A**irways open: Open and maintain victim's airway.
  - **B**reathing restored: If victim is not breathing, then begin rescue-breathing techniques immediately.
  - **C**irculation maintained: If no pulse is present, call 911 and then get assistance from a person certified in cardiopulmonary resuscitation (CPR) techniques. To be able to perform CPR effectively, it is essential to be properly trained.
4. Check for bleeding. Apply direct pressure with a clean cloth and seek medical attention as soon as possible. If possible, wear health care gloves to protect yourself from direct contact with blood.
5. Look for signs of shock and broken bones or fractures.
7. Check for emergency medical identification on the victim.
8. Loosen any clothing that may restrict victim's breathing or interfere with circulation.
9. Never give an unconscious person anything by mouth.
10. DO NOT move injured persons unless situation is life threatening. Keep victim still, quiet, and warm.

## **Fire Safety**

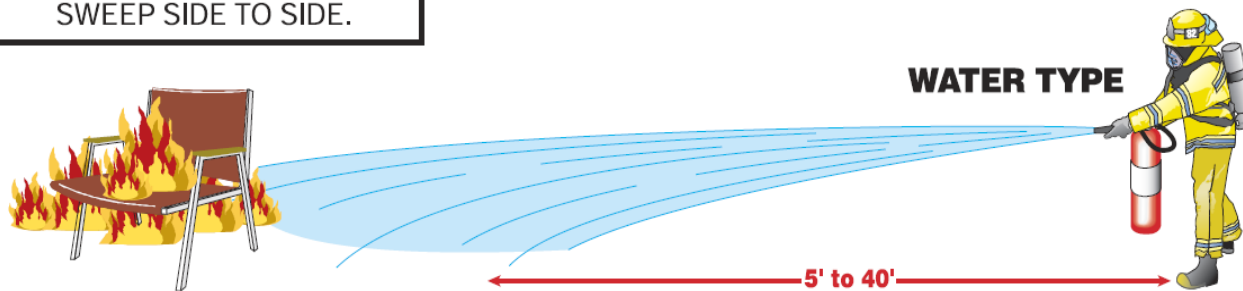
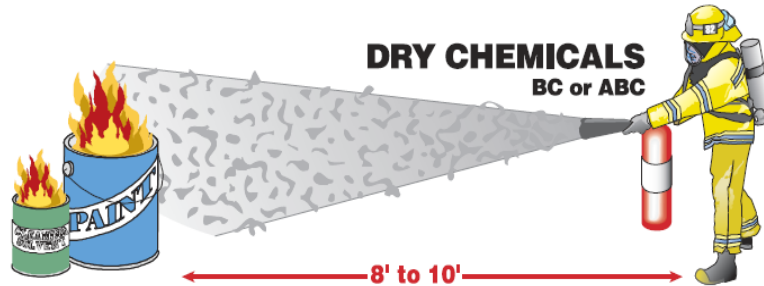
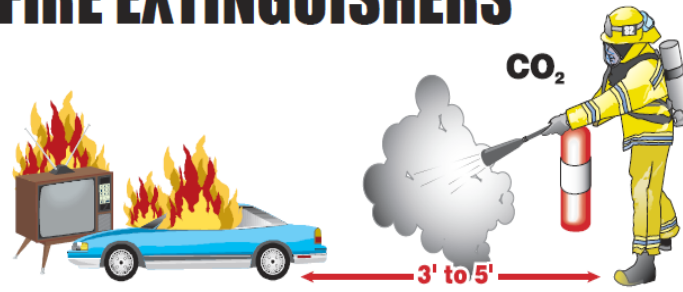
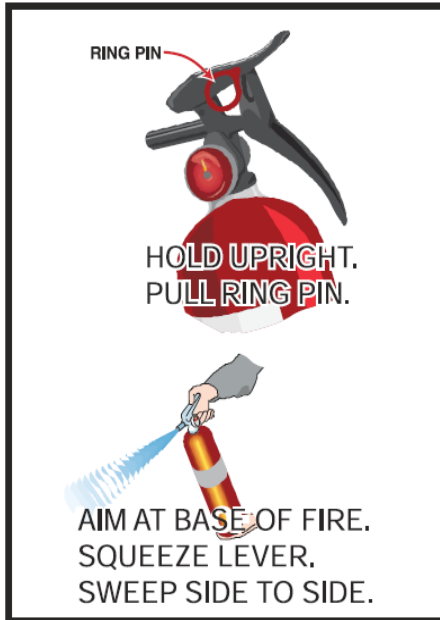
Nightclubs are one of the most challenging assembly occupancies regarding fire and life safety issues. The challenges are complicated by loud music, limited lighting, use of fog, alcohol impairment, crowding, and the desire by promoters to use pyrotechnics, sparklers, and additional set-ups.

The following list serves to assist owners/managers in identifying some of the most critical and common issues regarding fire safety in nightclubs.

1. Prior to opening, a designated employee or crowd manager needs to walk all egress paths and exits to ensure they are open and free of obstructions. It is very important to ensure that no exits are blocked or locked during business hours
2. Establishments should ensure the proper inspection, testing and maintenance of the fire alarm, standpipe systems and or sprinkler system and all their components. Establishments should have these records readily available for inspection.
3. Be aware of the status of all exits and keep them free and clear of any obstructions. Keep the front (main) entrance clear and free of obstructions, particularly patrons entering or waiting to enter.
4. Ensure that valet services do not block exits or access to fire hydrants.
5. Ensure all exit signs are illuminated and working and that all emergency lighting is functioning properly. Utilize the test button to ensure its operation.
6. Pay particular attention to fire extinguishers. They should be present, appropriately mounted, and fully charged. Extinguishers should have current tags and be of appropriate size and type. Kitchens need fire extinguishing systems.
7. The occupant load must be known by all staff listed on the occupancy permit and posted near the entrance to each room. It must also be enforced at all times.
8. Be mindful of the placement of valet, vendors, and event set-ups. Make sure they are not placed in such a way that would interfere with emergency and or evacuation procedures.
9. All staff must know and practice the emergency fire evacuation plan. Therefore, establishments must have a fire safety and evacuation plan.
10. Do not delay the notification of any fire incident to the fire department. Call 911 early!
11. Owners and operators must be aware of the fire ratings of interior furnishings and finishes required for the type of protected property they operate. Anything installed or used should be of the proper rating for the premises.
12. Trash and combustibles should be removed from the building on a regular basis to avoid the possibility of ignition. Full trash cans are a ready source for ignition.
13. Be mindful of electrical rooms; they are not permitted to be used as storage rooms.



# LOS ANGELES COUNTY FIRE DEPARTMENT HOW TO USE FIRE EXTINGUISHERS



## Establishment—Law Enforcement Relations

Management should know and make readily available the telephone number of the West Hollywood Sheriff's Station (310-855-8850) and the name of the Captain (Sergio Aloma).

In the case of a special event which requires a C permit, the Sheriff's Department will be aware of the event. Establishments can hire Sheriff's Deputies for security if they wish to do so.

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, the Sheriff's Department will have a basis to know if the occupants have been searched and what, if anything was found.

In case of an evacuation of the establishment, the Sheriff's Department MUST be notified of the reason for the evacuation, the evacuation route, and the assembly area being used.

## **Cooperation with Other Establishments**

Maintain good lines of communication with the Sheriff's Department, 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. A "Good Neighbor Policy" is found in the Addendum to this guide.

## **Criminal Incidents**

These best 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.

### **Post-Incident:**

1. Call 911 immediately.
2. Establishments should make clear to all managers, employees, and private contractors that they are expected to tell the truth to the law enforcement investigators.
3. 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.
4. 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.
5. 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.
6. Immediately identify and preserve financial transaction information for all parties involved or who are believed to be witnesses. This includes debit and credit transactions.
7. Witnesses should be encouraged to wait for Sheriff's Deputies 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 Sheriff's Deputies 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 encourage employee witnesses to go to court and testify when requested, and pay wages to them for their time. Establishments should act as complainants in appropriate cases.
8. If the perpetrators or witnesses leave, a description of the vehicle in which they left (including 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 Sheriff's Deputies.

9. Establishments should know what parking facilities are commonly used by their patrons and provide this information to law enforcement investigators.
10. Video of people inside the club during the evening the crime took place should be preserved for the Sheriff's Department, 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. These digital videos should be recorded, maintained, and provided to the responding police investigators.
11. ID scanner information should be preserved and made available to the responding Sheriff's Deputies.
12. 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. The "Incident Report" is found in the Addendum to this guide.
13. 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. 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 IDs
  - 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 identification of involved parties



## **Tampering with Evidence**

### **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
- 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.

## **Active Shooter Best Practices**

Although the probability of experiencing an active shooter situation is extremely low, it is important that businesses and individuals think in advance about how to respond. An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms. Often, victims are selected at random, the event is unpredictable and evolves quickly, and law enforcement is usually required to end an active shooter situation.

When an active shooter is in your vicinity, the Department of Homeland Security recommends that you:

1. Run: Have an escape route in mind, leave your belongings behind, and keep your hands visible.
2. Hide: Hide in an area out of the shooter’s view, block entry to your hiding place and lock the doors, and silence your cell phone.
3. Fight: As a last resort and only when your life is in imminent danger, attempt to incapacitate the shooter by acting with physical aggression and/or throwing items at the active shooter.

Call 911 when it is safe to do so. Information you should provide to law enforcement or the 911 operator:

- Location of active shooter
- Number of shooters
- Physical description of shooter(s)
- Number and type of weapons held by shooter(s)
- Number of potential victims at the location
- When law enforcement arrives:
- Remain calm and follow instructions.
- Put down any items in your hands (bags, jackets, etc.).
- Keep hands visible at all times.
- Avoid quick movements toward officers, such as holding on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating

## Counterterrorism Best Practices

This section is intended to provide information on counterterrorism planning to nightlife businesses. It is not intended to alarm or frighten, but rather to help the City of West Hollywood's vibrant nightlife community achieve both safety and hospitality for its customers.



Effective counterterrorism measures can only be achieved through cooperation. To achieve the goal of a safe City of West Hollywood nightlife, operators of nightlife establishments will have to work cooperatively with law enforcement, nightlife industry associations, their landlords, their neighbors, and even their competitors. The following is a starting point for nightlife businesses to create an effective counterterrorism plan. In creating such a plan, nightlife businesses are encouraged to consult with the Los Angeles County Sheriff's Department, as well as private security and nightlife management consultants.

### Terrorist Strategy

Terrorism is a criminal act designed to manipulate an audience beyond the immediate victims. Terrorists seek to commit acts of violence that draw local, national, and international attention to their cause. Terrorists plan their attacks to obtain the greatest publicity and choose targets that symbolize the ideologies they oppose.

### **Terrorist Target Selection**

Terrorists typically use a very organized program of hostile surveillance to select targets and learn how to best attack them. Target selection criteria often include: ability to inflict mass casualties; economic impact; critical infrastructure; political, religious or historical symbolism; and vulnerability. Terrorists have demonstrated a preference for “soft targets,” which are not protected by an effective counterterrorism plan. The process of making an entity more resistant to terrorist attacks, and therefore a more undesirable target, is therefore known as “target hardening.”

### **Characteristics of Terrorist Attacks**

Terrorist attacks typically involve:

- Careful planning
- The smallest number of participants possible
- Extensive “hostile surveillance,” that is, extensive surveillance and intelligence gathering of the potential target by the terrorists
- The use of secondary explosions which are designed to inflict mass casualties and death on fleeing victims of the initial explosion, and on emergency personnel who respond to the initial explosion

### **Counterterrorism Security Planning for Nightlife Establishments**

In all situations, part of the counterterrorism security plan should be to encourage all security and establishment staff to trust their gut feelings.

If they feel suspicious or uneasy about an individual or group of people they should bring that suspicion to the attention of a security supervisor with responsibility for counterterrorism security.

Terrorists are not confined to one ethnic or racial group. There have been documented terrorist attacks by individuals of a wide variety of backgrounds. It is important to stress the need to be vigilant and observe all people; do not exclude individuals from suspicion because of their appearance. Personnel should be mindful of the increased participation of females in terrorist activity.

Responsibility for counterterrorism security planning should be assigned to one senior managerial employee, usually the same person responsible for other types of security. This individual should have sufficient resources and authority to accomplish this responsibility.

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

1. Details of the security measures to be implemented, including personnel assigned to carry them out, with designated back-up personnel assignments.
2. How to respond to a threat, such as a bomb threat or threat of attack delivered by telephone or in person. A “Bomb Threat Checklist” is found in the Addendum to this guide.
3. How to respond to the discovery of a suspicious device.
4. A search plan. Searches should be conducted daily, before, during and after hours of operation.
5. An evacuation plan.
6. A communications and media strategy, which includes liaison with law enforcement and other emergency services, communication with the media, and inquiries from concerned family members.

The security plan should also include the “Seven Key Instructions,” which are applicable to most incidents:

1. Notify the police immediately.
2. Do not touch the suspicious items.
3. Move everyone away to a safe distance. Remain behind hard cover.
4. Prevent others from approaching the suspicious item.
5. Communicate with staff and patrons in a manner designed not to create alarm.
6. Do not use radios and cellular phones in the immediate vicinity of the suspicious item.
7. Ensure that witnesses – whoever found the item or witnessed the incident – remain present to talk to the police.

All staff should be trained on the counterterrorism security plan so that they understand their responsibilities under the plan, and also have a general understanding of sound counterterrorism 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 Sheriff’s Department and senior management. Management should be notified whenever staff notices anything unusual or suspicious in any way. The Sheriff’s Department should be notified any time a possible threat exists. Call 911 for emergencies and crimes occurring or about to occur. For example, call 911 if an employee believes the establishment is currently being subject to hostile terrorist surveillance. Call the Los Angeles Police Department Terrorist Threat Hotline 1-877-284-7328 if possible terrorist related activity has occurred in the past. For example, you should call the hot line if an employee recalls seeing activity in the past that may have been indicative of terrorist hostile surveillance. Call 311 to report non-emergency and quality of life conditions.

## **Use of Physical Security in Counterterrorism Efforts**

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. The establishment should be searched routinely before, during, and after hours of operation.

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.

Anti-shatter glass should be installed in the location wherever practical. Many injuries from explosive devices are caused by shattering glass. Anti-shatter film may be applied to glass already in place.

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.

Good maintenance and housekeeping practices keep an establishment attractive to patrons and also reduces the opportunity for the hiding of suspicious devices. Maintenance staff should be included in counterterrorism planning and training. Their vigilance is important to detect suspicious devices and events, such as disabled access control systems.

## **Searching Establishments in Counterterrorism Efforts**

Establishments should create a search checklist. The checklist should be completed each time the establishment is searched. Searches should be conducted daily, before, during and after hours of operations. Searches can be incorporated as part of the routine cleaning and maintenance of the establishment.

The search should also be performed when accompanying the Sheriff's Deputies in response to a specific threat against an establishment, such as a telephone bomb threat. In these cases it is much more effective to have the responding Sheriff's Deputies accompanied by employees who routinely search the establishment. It will be easier for these employees to recognize out of place, unusual, or suspicious items than it would be for Sheriff's Deputies who may have never seen the establishment before.

## **Door Supervision in Counterterrorism Efforts**

Counterterrorism plans should include the following instructions for door supervisors:

- Careful planning
- Be alert to what is going on outside of the establishment as well as at the door
- Understand and be able to identify hostile surveillance
- Understand and be able to identify indications of suicide bombers and vehicle borne improvised explosive devices (VBIEDs)
- 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 and counterterrorism 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 Sheriff's Deputies.

## **Evacuation Plan in Counterterrorism Efforts**

All establishments should have a written evacuation plan, as previously explained. When designing evacuation plans, it should be remembered that secondary explosives are used by terrorists to inflict casualties on people fleeing an initial attack. The evacuation plan should therefore include alternate assembly areas. This will make the use of a secondary device at the assembly area more difficult for the terrorists.

## **Communications Strategy in Counterterrorism Efforts**

Part of an effective counterterrorism plan is to ensure that an effective communications strategy is in place. The communications strategy must be multilayered. It is important to maintain ongoing communication on counterterrorism issues with groups, including employees and vendors who are routinely present in your establishment. It is also important to have a plan for communication with law enforcement, neighboring premises, and possibly the media.

The communications plan must include emergency communications during an incident. Patrons, staff, law enforcement, 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.

## **Recognizing Hostile Surveillance**

Terrorists use hostile surveillance as part of the target selection process and to learn as much as possible about their targets before an attack. These actions can occur weeks to years before a terrorist attack.

Hostile surveillance is usually conducted in a covert manner, with the terrorists conducting the surveillance pretending to be tourists, students, or customers. It is often characterized by activities such as photography, videography, sketching or drawing, and note taking. Often the person or persons conducting the hostile surveillance will take particular interest in the outside of a potential target, paying particular attention to the doors, alarm systems, CCTV system, parking lots, security personnel and security plans. Sometimes these individuals may engage employees and ask questions about the establishment's operations and its security plans.

An increase in bomb threats and unattended packages is an indicator of potential hostile surveillance. These threats may be used as an opportunity for the terrorists to observe police and security responses to these incidents.

Door supervisors and staff should also be aware of new characters on the streetscape surrounding the establishment. These could include vendors, panhandlers, and loiterers.

All of the activities mentioned above should be reported to management, who should make a determination whether the incident is serious enough to bring to the attention of the Sheriff's Department.

## **Identification of Suicide Bombers**

Counterterrorism security plans should include training for all staff in the detection of possible suicide bombers. There are many factors which may create suspicion of this activity:

- Careful planning
- Inappropriate clothing for the season, time, place or circumstance
- Protrusions from the clothing
- Concealment of the hands
- Visible wires or tape
- Two or more people communicating and trying not to be observed
- A suspect whose presence or behavior is inconsistent with the time or place
- Individuals who are obviously disguised
- Individuals with obvious signs of extreme stress or nervousness, such as bulging veins in the neck, profuse sweating, shaking hands, touching the face continuously, involuntary motions, apathy, distant stare or unfocused gazing, feeling the body continuously
- Individuals whose speech includes stuttering, mumbling or chanting, or are hesitant or unresponsive

Suspicious luggage or packages on an individual should also be noted:

- Individuals who are obviously disguised
- Individuals holding luggage which is incompatible with the surroundings
- Holding a bag very close to the body or not releasing it when appropriate
- Weight of bag is obviously great
- Identical bags carried by several individuals
- Bags with obvious irregularities

A “Bomb Threat Checklist,” found in the Addendum, is a useful guide.

### **Vehicle Borne Improvised Explosive Devices (VBIEDs)**

Terrorists have often employed explosive devices hidden inside cars or other vehicles. The use of bollards or other physical barriers to vehicles may be considered, but their use must be consistent with local traffic and other City regulations and permit requirements. Counterterrorism training should stress to staff that all vehicles are to be scrutinized for irregular operation or suspicious activity, including luxury vehicles, limousines, taxicabs, and vehicles purportedly carrying VIPs. Suspicious activity or irregular or unusual operation by any vehicle should be reported to the the Sheriff’s department.

### **Counterterrorism Recommendations**

1. *Learn*

Stay informed of world and local events, and any ongoing threats.

2. *Communicate and Cooperate*

Maintain good lines of communication with law enforcement, 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. Terrorism is a societal problem which no single entity can address alone. To have effective counterterrorism planning, we must all work together, and communicate effectively.

3. *Plan*

Every business should have a counterterrorism plan. The execution of this plan should be the responsibility of a senior, management-level employee. The plan should be written with specific assignments for staff members. The plan should include back-up assignments to account for staff absenteeism, days off, and terminations. The plan should also include initial training and periodic retraining and drills.

4. *Be Vigilant*

The culture of your organization must stress vigilance on counterterrorism and safety issues. Cultural change in organizations starts at the top, with ownership and senior management. All people involved in your organization must understand the focus that is to be placed on looking for suspicious activities and reporting them. Your counterterrorism plan must give specific directions as to when and how to notify the police and establishment management.

5. *Become a Hard Target*

The goal of a successful counterterrorism plan is to make your establishment a “hard target,” one that is not perceived by terrorists as desirable to attack. Many factors lead to becoming a hard target, including: increased security, regular searches, counterterrorism drills with staff, visible CCTV cameras, counterterrorism planning, training of staff, and a culture of vigilance.



# 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):	Complaint Report Taken? <input type="checkbox"/> Yes <input type="checkbox"/> No	Complaint No.
SPRINT 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)

## Bomb Threat Checklist

CALL 911

Remain calm and try to keep caller on the line.

CALL 911

EXACT WORDS OF CALLER:

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Questions to ask the caller:

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb right now? \_\_\_\_\_
3. What does the bomb look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause the bomb to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_ Why? \_\_\_\_\_
7. Where are you? \_\_\_\_\_
8. What is your name? \_\_\_\_\_
9. What organization do you represent? \_\_\_\_\_

### VOICE

Loud   
Soft   
Intoxicated   
High Pitched   
Deep   
Accent

### MANNER

Calm   
Coherent   
Angry   
Emotional   
Laughing   
Other

### BACKGROUND NOISE

Street   
Bar/Restaurant   
Factory   
Subway   
Office   
Other

Was caller male or female? \_\_\_\_\_

Was caller's voice familiar? \_\_\_\_\_

Did caller read a prepared statement? \_\_\_\_\_

Was caller well spoken? \_\_\_\_\_

What was approximate age of caller? \_\_\_\_\_

Telephone number where call was received? \_\_\_\_\_

Time call received: \_\_\_\_\_ Date call received: \_\_\_\_\_

Your name: \_\_\_\_\_ Your position: \_\_\_\_\_

Your telephone number: \_\_\_\_\_

## Suspect Identification Form

### DESCRIPTION OF FACE

EYES / COLOR: \_\_\_\_\_

GLASSES / STYLE: \_\_\_\_\_

NOSE: \_\_\_\_\_

MUSTACHE / SIDE BURNS: \_\_\_\_\_

BEARD: \_\_\_\_\_

CHIN: \_\_\_\_\_

EARS / EARRING: \_\_\_\_\_

HANDS / ARMS: \_\_\_\_\_

VOICE: \_\_\_\_\_

### CLOTHES

HAT: \_\_\_\_\_

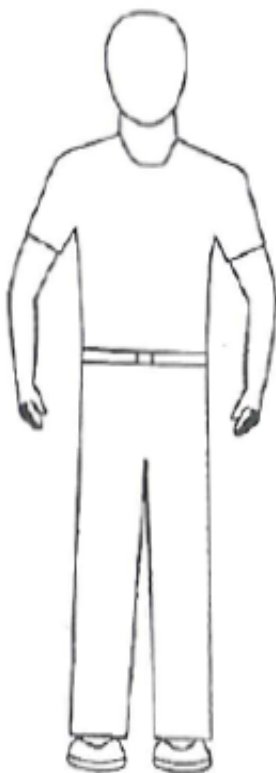
SHIRT: \_\_\_\_\_

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: \_\_\_\_\_

## **Good Neighbor Policies for Nighttime Entertainment Activities**

Where nighttime entertainment activities occur, there should be procedures in place that ensure that the quiet, safety and cleanliness of the premises and vicinity are maintained. Such conditions include, but are 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 ensure 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. Absolutely no sound from the establishment shall be audible inside any surrounding residences or businesses that violates the City of West Hollywood Municipal Code 9.08.050.
9. The establishment shall implement other conditions and/or management practices necessary to ensure 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. The establishment shall take all reasonable measures to ensure 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. The establishment 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. The establishment 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 law enforcement and emergency personnel or other City personnel to contact that person concerning incidents.