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# Loud and Unreasonable Noise - Response Procedure

## 419.1 PURPOSE AND SCOPE

Red Bluff Police Officers receive numerous calls and/or complaints involving loud parties, loud music, barking dogs, and various other disturbances annually. Frequently, the responsible party does not comply with the request to abate the noise problem. This results in additional police response to the location to resolve the problem. Repeated police response to a noise problem leaves police personnel unable to perform other duties and delays response to other calls for service.

Therefore, the Red Bluff Police Department will participate in a cost recovery program for second and subsequent (within 12 hours) police responses to loud and unreasonable noise complaints.

## 419.2 POLICY

It is the policy of the Red Bluff Police Department to seek a cost recovery fee for actual police personnel and equipment costs through City of Red Bluff, City Ordinance #827 for a second or subsequent police response to a noise complaint. The cost recovery fee is established by the City of Red Bluff and is a flat fee indicated on the Notice of Loud and Unreasonable Noise Violation form.

## 419.3 PROCEDURE

### A. First (1st) Response Procedure

#### 1. Officer Responsibility

- (a) Upon arriving at the location/premises of the disturbance, the officer should independently note the elements of the offense and verify the complaint is valid.
  1. If the complaint is unfounded, the provisions of this policy do not apply.
- (b) When valid, obtain the responsible party's name, date of birth, address, and phone number
- (c) If the responsible party is a juvenile, attempt to contact a parent or guardian.
  1. Advise the parent or guardian that they are responsible for the Loud and Unreasonable Noise violation of the juvenile.
- (d) Issue a "1st Response" warning citation utilizing the Red Bluff Police Department's 'Notice of Loud and Unreasonable Noise Violation' form.
  1. Mark the box at the top of the notice form "Warning for First Response - No Service Fee Charged."

# Red Bluff Police Department

Red Bluff PD Policy Manual

## *Loud and Unreasonable Noise - Response Procedure*

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2. Complete all applicable identification information
  3. Mark the 1st Response box at the bottom of the notice form
  4. Advise the the responsible party this is a noise warning only and
    - (a) A 2nd or subsequent response within 12 hours for similar or continuing disturbances will incur a special security service fee
    - (b) In addition to the service fee, additional civil and/or criminal actions against the responsible party may be taken
  - (e) For a 1st response, the incident number may be used instead of a case number.
    1. A written report is not required for a 1st response
  - (f) Have the responsible party read and sign the "Notice of Loud and Unreasonable Noise Violation" form.
    1. If the responsible party refuses to sign write "Refused to Sign" on the signature line.
    2. Provide the pink copy to the responsible party
    3. Retain the yellow and white (original) copies for supervisor review
    4. Advise Dispatch a 1st Response warning notice was issued and the responsible party was advised of the service fee.
    5. Turn the completed Notice of Loud and Unreasonable Noise Violation notice in to a supervisor for review
  - (g) This process applies to the cost recovery fee portion of the loud and unreasonable noise disturbance call.
    1. It does not preclude the officer from taking appropriate action on any criminal violations.
    2. If an arrest or citation for a criminal violation is issued, standard procedures apply.
- B. Second (2nd) and/or Subsequent Response
1. Dispatch and Officer Responsibility
    - (a) Dispatch and/or the officer will confirm the call is a second or subsequent noise complaint response within 12 hours of the original first response.
    - (b) The officer will verify the noise complaint is valid and independently note the elements of the noise violation.
      1. If the complaint is unfounded, the provisions of this policy do not apply and no fees will be charged.
    - (c) When valid, the officer will contact the responsible party and complete a 2nd "Notice of Loud and Unreasonable Noise Violation" form.

# Red Bluff Police Department

Red Bluff PD Policy Manual

## *Loud and Unreasonable Noise - Response Procedure*

---

1. Mark the box at the top of the notice form "Notice of Subsequent Response - Service Fee Charged."
  2. Complete all applicable identification information.
    - (a) Obtain a case number for a written report
  3. Mark the 2nd Response box at the bottom of the notice form
  4. Advise the responsible party that
    - (a) A police response cost recovery service fee will be billed to him/her for the actual police personnel and equipment costs expended
    - (b) Further responses within this 12 hour period will also be subject to a police response service fee
    - (c) In addition, civil or criminal action may be taken to abate the noise complaint
  5. Have the responsible party read and sign the completed "Notice of Loud and Unreasonable Noise Violation" form.
    - (a) If the responsible party refuses to sign write "Refused to Sign" on the signature line.
    - (b) Provide the pink copy to the responsible party
    - (c) Retain the yellow and white (original) copies for supervisor review
    - (d) Advise Dispatch a 2nd or subsequent notice was issued and a report was taken
  6. An offense report must be written to document the 2nd or subsequent police response complaint.
    - (a) Ensure the case number was entered on the notice form as indicated
    - (b) Complete the Written Report and turn in all related documents for review.
- C. Supervisor Responsibility
1. Respond to any loud noise or disturbance call, as appropriate
  2. Ensure the Notice of Loud and Unreasonable Noise Violation form is properly utilized
  3. Ensure the notice form, reports, and all other applicable documents are approved and forwarded to Dispatch for processing
- D. Dispatch Responsibility
1. Scan the "Notice of Loud and Unreasonable Noise Violation" form into the incident/case file in RIMS.

# Red Bluff Police Department

## Red Bluff PD Policy Manual

### *Loud and Unreasonable Noise - Response Procedure*

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2. Forward the notice form and any applicable documents to Records for processing
- E. Records / Administrative Responsibility
1. Records will ensure all related notices and documents are scanned into the incident/case file in RIMS.
  2. Records will forward the white original copy and yellow copy of the notice form to the Executive Assistant for processing
  3. The Executive Assistant will complete the billing invoice for all 2nd and subsequent notices as follows:
    - (a) Mail billing invoice to responsible party
    - (b) Forward a copy of the billing invoice to City Finance Department and scan the billing invoice and/or associated documents into the case report in RIMS.
      1. City Finance Department will follow up on the fees owed by the responsible party
      2. City Finance will return a Paid Invoice copy to the Executive Assistant which will be scanned into the case file in RIMS
    - (c) All 1st, 2nd, and Subsequent Response notices will be confirmed as scanned into the incident/case file in RIMS and purged
  4. The Operations Division Commander is responsible for oversight of the Notice of Loud and Unreasonable Noise Violation review and cost recovery process.