

Subject:	Noise Complaints	
Effective:	8/6/2018	Procedure
Update:		
Reference:		

PURPOSE

To standardize call interrogation and CAD entry of noise complaints.

PROCEDURE

1. Determine the address where the noise is coming from and use that for the address of the call. If the caller does not know, you can use the caller's address or an intersection and enter written directions to the noise.
2. You must ask if the caller is willing to sign a complaint for the violation. The verbiage that should be used is: ***"If they are not in violation of the County Noise Ordinance, are you willing to sign a citizen's arrest form for disturbing the peace?"*** The only exception to this is complaints of barking dogs. Animals cannot be cited for 415 PC.
 - a. If the caller asks for clarification (i.e. "what does that mean?"), the verbiage that should be used is: ***"A deputy will issue the offending party a citation on your behalf that you are making a complaint of 415 of the Penal Code. A future court date will be set that you will be required to attend where a judge will determine if the noise was unreasonable."***
 - b. If the caller does not ask for clarification, you are not required to explain what "signing a citizen's arrest form" entails.
3. If the caller is willing to sign a citizen's arrest/complaint, you are required to obtain the caller's name, address and phone number to include in the event entry. "WTS" (willing to sign) should be entered in the CAD white box as well as in the comments section.
4. If the caller is not willing to sign a citizen's arrest/complaint, let them know that response to the call is at the discretion of the deputy. Enter "N-WTS" in the CAD white box as well as in the comments section. If the caller thinks it is a violation of 40-2, notate that in the comments section of the call. Obtain reporting party information, if possible.
5. For complaints of parties or music, the call type should be MUSIC. A complaint of loud talking, loud TV, or something similar would be 415N or MISC depending on how close the noise is to the reporting party.

6. Complaints of barking dogs are referred to animal control and/or online reporting unless the complaint is that the barking is suspicious, rather than a nuisance. If the barking is suspicious, enter the call as 019.