

Car Alarms	Dispatch a 2-person unit to an alarm report. If the alarm continues after police arrival, both the responding officers and the ECD staff will attempt to locate the owner. The police will generally tow the vehicle if the alarm continues to sound after all attempts have been made to locate the owner. The owner can be cited for an alarm sounding over 10 minutes.
Barking Dog	Dispatch a one-person unit. If a chronic problem is reported by the caller we refer to Animal Control
Festivals	The ECD is notified in advance by the License Commission of Permits, especially over the weekend. Dispatch 2-person unit and notify the on-duty License investigator by page and/or radio.
Construction	Dispatch a one-person unit. For early start of construction, also send an e-mail to Inspectional Services with the CAD Incident details attached
Trucks Idling	Dispatch a one-person unit. The ECD assists in contacting trucking company dispatchers that unknowingly schedule deliveries during the overnight shift.
Special Situations	These involve reports of low flying aircraft (take details and report them to the Director), earth tremors (check with Weston Observatory to determine whether or not an earthquake has occurred), snowplowing (usually a permitted noise), yard work (usually a permitted noise), emergency repairs by utilities (usually a permitted noise), rooftop HVAC units (depending on the situation send an officer and/or refer to Inspectional Services), etc.

2. License Commission Access to ECD Noise Complaints

Since April of 1997, the ECD CAD system has provided the License Commission staff with the ability to print reports on all ECD CAD incidents involving noise in a date range. This facility allows License Commission staff to research an address as well as spot trends or patterns in noise complaints reported to the ECD/Police.

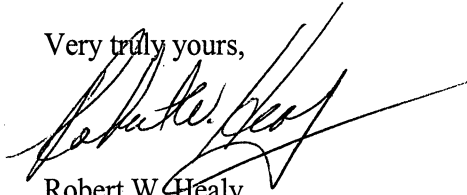
3. License Commission access to ECD Noise Complaints on University Property

The ECD provides information from its CAD system to the License Commission about a variety of events that occur in the City. For many years, the License Commission has had access to searches and reports on the CAD about all police/fire/EMS incidents to any address where there was a licensed establishment. The address list is updated yearly in January. This facility has proved useful to highlight problem locations as well as to document a history of dispatches in support of Commission enforcement efforts against a particular establishment.

In analogous fashion, the ECD is providing the License Commission a facility to identify and find noise related dispatches to selected university property (currently only MIT and Harvard).

With reference to the Noise Ordinance, the City has begun a review however, is not ready to issue an opinion. When the review is completed, I will forward the conclusions to the City Council.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert W. Healy", written over a horizontal line.

Robert W. Healy
City Manager



9.

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager

Richard C. Rossi, Deputy City Manager

September 9, 2002

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 02-75, regarding types of noise complaints, protocol and criteria used to refer the complaints to the License Commission and review of the technical points of the ordinance as it relates to nuisance noise, received from Emergency Communications Director George Fosque.

1. Summary of ECD Protocol for Handling Noise Calls

Callers are requested to use the police non-emergency number (349-3300) to report noise complaints, unless the noise is related to an emergency situation (explosion, gunshots, etc.).

When noise-related calls are received, the call taker questions the caller about the circumstances and specific location of the noise and, if the caller assents, gathers the name and address of the caller so responding officers can pursue further information on-scene if required.

In most cases, the call is entered into the CAD system under a general heading such as Loud Music or Noise and a dispatch of a police unit is made. Typically, the police dispatcher sends a one-person unit, usually a walking officer or a neighborhood Route car, unless the protocol or situation calls for a different response (see below). In the case of regular noise on MIT or Harvard property, the dispatch is made of a university police unit and not of a Cambridge Police unit. Dispatchers and their supervisors use their discretion in dealing with special or extenuating circumstances.

In the first six months of 2002, the ECD staff entered 1455 noise-related events into CAD, about 2.7% of total CAD incidents.

The specific protocol for dealing with noise calls to the ECD is listed by type of noise:

Loud Music	Dispatch one-person unit, 2-person unit if a party/larger gathering
Regular Noise	Dispatch a one-person unit to many different types of "regular" noise complaints involving kids, playgrounds, neighbors, etc.

S-256

Consent Agenda #9

Awaiting Report Item
Number 02-75, regarding a
report on types of noise
complaints, protocol and
criteria used to refer the
complaints to the License
Commission and review of the
technical points of the
ordinance as it relates to
nuisance noise.

In City Council September 9, 2002

**REFERRED BACK TO
HEALTH AND
ENVIRONMENT
COMMITTEE ON MOTION OF
VICE MAYOR DAVIS.**