

Office of Community & Civic Life:

Community-Building Tips for Liquor Licensed Businesses

As a Liquor licensed establishment within in the City of Portland, you have a duty to ensure that your place of business and the way you operate ensures a safe and welcoming environment for patrons and your neighbors.

Community-conscious business design will not only lessen the risk of potential legal, health and livability concerns but demonstrate you are committed to the responsible service of alcohol. When you create a great space to gather, you build community, and patrons will want to spend more time at your venue which translates into a thriving business.

Portland business owners, neighbors and City agencies are committed to working together to maintain the livability and vibrancy of our neighborhoods.

Community-Building:

- Develop relationships with your neighbors and other local neighborhood and/or business associations
- Maintain an open and responsive dialogue with your surrounding neighbors and other businesses
- Treat relationships with your neighbors as beneficial and worthwhile
- Provide a free or low-cost meeting space for neighbors and community groups
- Have a strong presence at neighborhood events, encourage your patrons to join you

Community-Conscious Business:

- Prevent and pick up litter around your establishment, even if it's not yours
- Provide incentives for staff to keep their training, certifications, incident log up-to-date
- Practice crowd control around your venue (For example: Make sure your patrons aren't blocking your neighbor's doorway or driveway. Have your security staff help move people along during and after closing.)
- Adopt policies that reduce the risk of criminal activity (For example: A bar can adopt a No In-and-Out without security check rule; use an ID scanning machine; have staff walk around the outdoor space at regular intervals)
- Design your business environment and practices to reduce outside noise (For example: solid exterior doors, have an acoustic review of your location, face speakers to reduce outside volume)



The City of Portland is committed to providing meaningful access. To request translation, interpretation, modifications, accommodations, or other auxiliary aids or services, contact 503-823-4000, Relay: 711.

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Prioritize Prevention:

- Know and follow the rules and regulations for your business
- Post important contact information where staff can easily find it (Police Non-Emergency, Taxi, Uber, etc.)
- Establish a zero-tolerance policy for hostile, threatening or aggressive patron behavior
- Have the right number of well-trained, DPSST-certified security staff on site at all times
- Invest in an effective video surveillance system for inside and outside your business
- Make time for you and your staff to meet your neighborhood police officers
- Report all crime and suspicious activity to the police immediately

Additional Resources:

- Portland Business Alliance- (503) 224-8684
- Resolutions Northwest (neighbor-to-neighbor mediation services offered through the City of Portland)- (503) 595-4890
- City of Portland Noise Control Program- (503) 823-7350
- Portland Police Bureau Neighborhood Response Team- North Precinct (503) 823-5700, Central Precinct (503) 823-0097, East Precinct (503) 823-4800
- Portland Police Bureau Non-Emergency Line- (503) 823-3333
- Oregon Liquor Control Commission- (503) 872-5000
- City of Portland Liquor Licensing Program- (503) 823-4520
- City of Portland Crime Prevention Program- (503) 823-4064