



CITY OF

PORTLAND, OREGON

OFFICE OF NEIGHBORHOOD INVOLVEMENT

CHLOE EUDALY, COMMISSIONER
Suk Rhee, Bureau Director

Noise Control Program
1221 SW 4th Avenue, Room 110
Portland, Oregon 97204

Promoting a culture of civic engagement

Thank you for taking the first step to create a quieter community by accessing the services of Portland's Noise Control Office. The Noise Office has identified that many noise problems throughout the community go unresolved primarily because enforcement authorities have a difficult time verifying the existence of noise problems. The attached has been designed to help solve neighborhood noise problems that have not been witnessed directly by city officers or inspectors.

Complaint logs allow complainants to collect information to assist in building a case against a violator. The Noise Office works to verify violations and maintains the complainant as a confidential party in the investigation. Once a log is submitted, you are no longer a confidential party since the violator has the right to know who the person is that is accusing him/her of a violation of City Code.

If the log is submitted in a complete fashion and indicates a clear violation of Title 18, the Noise Office can exercise three primary options:

Issue a Noise Citation

Noise citations start at \$150 for residential violations and \$300 for commercial or industrial violations. Fines increase for repeat violations and can reach as high as \$5000. **Citations for citizens' logs are most effective for noises after 10 PM.** Title 18 includes specific language prohibiting amplified sound audible in a home after 10 PM.

Issue a Notice of Violation

The violation letter instructs a responsible party to resolve a noise violation within (30) days before the City begins assessing monthly penalties. If the violations continue three months from the date of the initial violation letter, the monthly penalties will double.

Take the Case to Code Hearing

The third option is taking the case before the Code Hearings Officer. The Noise Office uses this option on cases that are reoccurring without resolution. Citizens who submit noise complaint logs may be required to attend the hearing. If the Noise Control Office goes to a hearing based on a citizen's log sheets, it is likely that the Code Hearings Officer will weigh in favor of the noise maker if citizens are not present to answer questions and to testify. The Code Hearings process is a quasi-judicial process.

When noise continues past 10:00 PM, you can also call Police Non-Emergency Dispatch at **503-823-3333**. Responding officers may be able to provide immediate resolution. Include the responding officer's name if possible and the Noise Office will work with police to obtain special reports to assist in resolving ongoing issues.



Noise Program Complaint Log

Page: ___/___

Location of Noise (Address): _____

Date	Time or time range (e.g.: 8 PM – 10 PM)	Type (e.g.: stereo, band, other)	Description of noise & action taken *

* **Description** should include distance noise can be heard or if noise can be heard in your house with doors & windows closed, etc.

* **Action taken** should include if police were called, if police responded, responding officer's name/badge number, if you spoke with the responsible party, etc.

Name: _____ Signature: _____ Date: _____

Address: _____

Phone: _____ Email: _____

If you have any questions regarding completion of the Complaint Log, please call Noise Control at 503-823-7350. Return completed log to:

Noise Control
Office of Neighborhood Involvement
1221 SW 4th Avenue, Suite 110
Portland, OR 97201

NOTE: THIS DOCUMENT MAY BE SUBMITTED TO THE CODE HEARINGS OFFICE OR BE USED FOR MONTHLY ENFORCEMENT PENALTIES. AT SUCH TIME, NAMES OF COMPLAINANTS WILL BE MADE PART OF PUBLIC RECORD.

