

NOISE COMPLAINT LOGS PROCESS

PURPOSE:

Complaint logs can help inspection staff determine a pattern to the noise so that more effective inspections can be done. Logs can also be used in the enforcement process when the inspector is unable to document the violation.

PROCESS:

Complaint logs are mailed when a complainant calls for the 2nd time on a case or if a previous noise case existed for the address of complaint. The complaint log information sheet, as well as 2 log sheets, are mailed. There are 3 different types of complaint logs to choose from: construction, vehicles, and general.

We accept faxed logs, but the complainant still needs to send in the signed logs so we have the original signature on file.

Once signed logs are received, it is documented in TRACS Comments. "DATE RECEIVED – Complaint logs received from COM dated (1ST OCCURRENCE DATE) to (LAST OCCURRENCE DATE)."

Confidentiality of Logs

When talking with complainants, they need to be made aware that if their signed logs are used for enforcement, their information is no longer confidential.

Details to Put on Logs

If a caller is calling about a specific incident that occurred between 10 p.m. and 7 a.m., (jack hammer at 6 a.m. for example), have them note the specifics of that occurrence on the log, sign, and send in. For example: loud bass, NOT loud noise. Also, the complainant should note where they were when they heard the music (in their house, in the front yard, etc.).

It may be possible to send a violation letter based on the signed log. Do not promise that a violation letter will be sent. The ability to send the violation letter depends on what the complainant documented. If the complainant doesn't mention a specific instance between 10 p.m. and 7 a.m., have the complainant complete a sheet, sign, and send in. There are about 8 entries that can be made per log sheet. It would take about a week to complete a log if the noise is occurring daily. Even if we are unable to send a violation letter based on the signed log, the log may help the inspector see if there is a pattern to when the noise is happening and may increase the likelihood of an inspector being at the location when the noise is occurring. Logs may also be necessary for an inspector to arrange an after hours site visit.

Processing Log Information

Once the logs are returned and documented in TRACS, the district inspector reviews the log to determine if a violation letter is warranted. If a violation letter is appropriate, then one is created and sent.

If a violation letter is not appropriate, then the log is examined to determine if there is a pattern to the noise which could assist the inspector in capturing the noise in the field. By inspecting the site and documenting the noise in the field, this would enable the inspector to determine if a violation exists for a violation letter/citation or if the case could be closed due to lack of violation.

If more information is needed for the logs then the inspector can contact the complainant for what is needed. Additionally, if the logs show that a violation is not existing, then the inspector contacts the complainant so that the complainant is aware that a violation does not exist and logs are no longer needed.