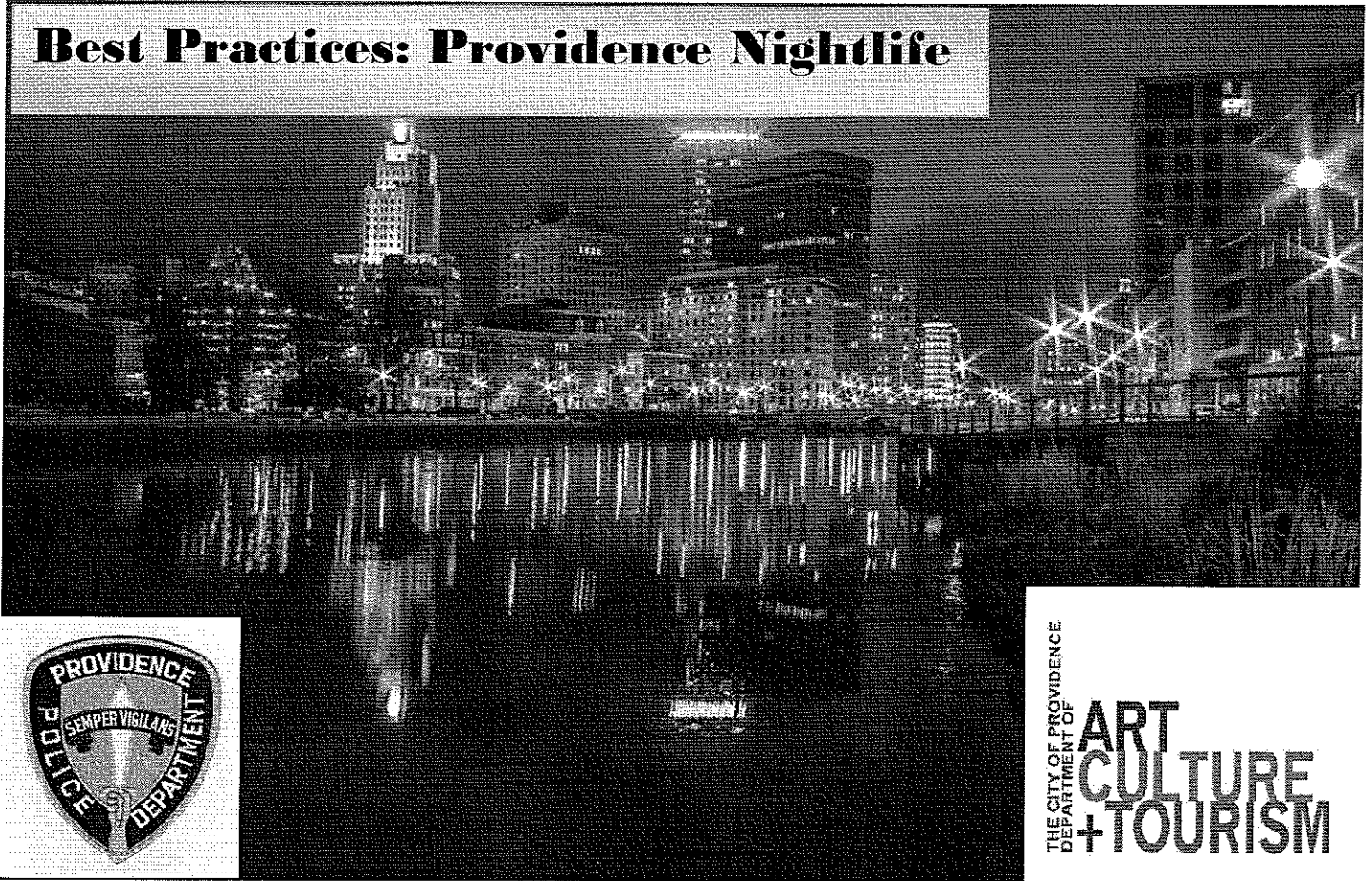


## Best Practices: Providence Nightlife



THE CITY OF PROVIDENCE  
DEPARTMENT OF  
**ART  
CULTURE  
+ TOURISM**

Dear Business Owners,

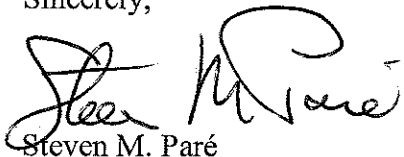
Welcome to Providence!

As Rhode Island's largest city, Providence welcomes thousands of visitors each year. Given the importance of Providence to Rhode Island's hospitality industry, the Providence Department of Public Safety and its partners in law enforcement are continually reminded of the importance of having a safe and vibrant nighttime economy. Our attractions, businesses, restaurants, and nightlife establishments are a great source of pride for the City.

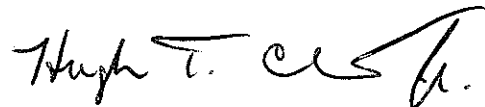
The purpose of this best practices guide is to provide nightlife establishments with the necessary information to maintain a safe atmosphere for club-goers. The Providence Department of Public Safety has created this set of simple guidelines for nightlife establishments to follow. We hope you find it helpful.

Providence is honored to have your businesses in our community and wishes the best of luck to all establishments. We hope these guidelines will positively impact your establishments as we work together as a city to create a safer and more vibrant nightlife for everyone. Thank you for calling Providence your home, and keep up your great work in promoting public safety!

Sincerely,



Steven M. Paré  
Commissioner of Public Safety



Colonel Hugh T. Clements, Jr.  
Chief of Police

# **Best Practices For Nightlife Establishments**

## **Table of Contents**

<b>Safety.....</b>	<b>1.1</b>
<b>Age Verification.....</b>	<b>1.2</b>
<b>Intoxication.....</b>	<b>1.3</b>
<b>Sexual Assault .....</b>	<b>1.4</b>
<b>Security Policies .....</b>	<b>1.5</b>
<b>Security Practices.....</b>	<b>1.6</b>
<b>Security Plan .....</b>	<b>1.7</b>
<b>Pre-Incident Law Enforcement Interaction.....</b>	<b>1.8</b>
<b>Post-Incident Law Enforcement Interaction.....</b>	<b>1.9</b>
<b>Employees.....</b>	<b>2.0</b>
<b>Event Promoters .....</b>	<b>2.1</b>
<b>Community Relations .....</b>	<b>2.2</b>
<b>Mediating Nuisance Noise.....</b>	<b>2.3</b>

### **Night Club – Best Practices**

The goal of this section is to assist the owners of nightlife establishments in maintaining safe and vibrant nightlife by offering suggestions for different types of measures, both indoors and outdoors.

These guidelines were developed in cooperation with Providence Department of Public Safety and the Providence Department of Art, Culture and Tourism, with additional input from the residents and business owners of the City of Providence. We wish to thank the many contributors who offered their experience and advice.

The suggestions listed here are meant as a general road map for operations and not as a list of laws applicable to all establishments or to all situations. Using your best judgment and keeping these suggestions in mind could help decrease the number of potentially violent incidents sometimes associated with the nightlife industry.

## 1.1 Safety

- We recommend daily checks of all fire safety equipment such as all fire extinguishers and all emergency exit doors. Simple checks of fire extinguisher gages and sprinkler systems can prevent potential incidents from occurring.
- Maintaining clear paths of travel throughout your establishment makes for easy exit procedures in the event of an emergency, and can prevent congestion and unnecessary injuries to patrons. Also limiting the amount of furnishings is a great way to maintain clear walkways.
- We suggest assigning employees to do periodical sweeps of the building to pick up cans, cups, and glasses that may have been dropped or spilled throughout the evening.
- Maintaining a well-lit atmosphere within your establishment can help overall safety in number of different aspects:
  1. It can allow security staff to identify weapons and contraband, as well as aid in faster and more efficient ejection of patrons, thereby preventing unwelcome situations from arising.
  2. It can enable patrons to easily maneuver throughout the building preventing accidents and injuries.

## 1.2 Age Verification

- **Owner Be Aware:** if underage persons within your establishment are consuming alcohol, there may be serious consequences such as suspension or loss of your liquor license. **It is against the law to have people who are under 21 consuming alcohol in your establishment – it is a top priority for the City to ensure that underage drinking is not taking place, and to that end the law will be strongly enforced.**
- **Age Verification & ID Policy:** When ID scanners are used, nightclubs have far fewer issues with the use of fake IDs and other criminal activity. Also, some ID scanners can retain the ID information electronically for up to 14 days, which is extremely helpful to law enforcement and owners after an incident has occurred.
- All door staff should be aware of procedures such as how to spot acceptable IDs vs. unacceptable IDs, and what to do when encountering a fake ID. Be aware that as of June 2009, U.S. passport cards are an acceptable form of identification for purchasing alcohol or tobacco.
- Policies should be clear, consistent, and strictly enforced. To keep the line moving as smoothly as possible, ensure that a problem solver is always near the door to deal with these types of issues.

## 1.3 Intoxication

- **Over-Service:** Liability for over-service of alcohol rests on the business owner. All employees, as stated in Rhode Island General Law § 3-7-6.1, must comply with the Alcohol Server Training Regulations, as promulgated by the Rhode Island Department of Business Regulation. Never hesitate to call 9-1-1 to report suspected drunk drivers.

If you have a recurring over-service problem, consider new policies like:

1. Limiting the number of drinks an individual can purchase as closing time approaches;
  2. Eliminating late-night sales of shots or straight alcohol;
  3. Offering incentives to servers and security staff for identifying over-intoxicated patrons;
  4. Consider offering 'free cover' coupons to angry patrons who are cut-off;
  5. Instead of announcing last call, simply stop serving alcohol when closing time nears.
- **Title 3 Section 3-7-26:** Prohibits the purchase of more than one drink at a time by reducing the costs, increasing the volume of alcohol contained in any alcoholic beverage while proportionately increasing the cost, happy hours, open bars, two for one drink specials, etc.
  - **Alternative Beverages:** A selection of quality alternative beverages such as bottled mineral water, tea, coffee, and juice drinks for designated drivers or for people wanting to switch from alcoholic to non-alcoholic beverages during the evening helps to mitigate over-consumption.

## 1.4 Sexual Assault

- Sexual Assaults are becoming more prevalent in and around nightlife establishments. Although a sexual assault may not occur within your establishment, management and employees can aid in preventing their premises from being exploited by sexual predators who prey on vulnerable patrons. Alcohol consumption is usually a strong contributing factor to sexual assaults. See Section 1.2 for an overview of how to prevent over-service.
- In nightlife establishments certain patrons, especially young females, are vulnerable to potential sexual predators. These predators usually present themselves as charismatic, offering to buy drinks and engage in conversation. The most common scenario is for a predator to initiate an interaction with the victim and persuade or invite the victim to leave with him. Employees such as doormen should be well versed in spotting this type of behavior, especially if the victim is intoxicated and appears to be impaired.
- Personnel should be aware of patrons leaving the establishment with possible predators. It is recommended that personnel make note of the circumstances and an identifying piece of clothing or any other information that could become relevant at a later date.

## 1.5 Security Policies

- Keep permits, licenses and registrations up to date and readily available. Posting them in public places is often required by law and makes it easy for staff to refer to them.
- **Line Queues:** If you regularly have line queues for entry into your establishment, designating security staff to walk and patrol the line is an effective deterrent against disruptive and/or illegal activity. Line security assess intoxication, reviews dress codes, ensure line queues are not encroaching on other properties or businesses, monitor smokers, noise & litter, maintains the 5 feet sidewalk clearance required by the Americans with Disabilities Act (ADA), and monitors line mixing between cars and patrons. Patrons who fail to meet dress code, violate the code of conduct, appear intoxicated or have a history of prior incidents should be removed from the line, allowing you to avoid problems before they start.
- **VIP Line Queues:** VIP lines and special entry privileges can create problems and are generally discouraged by law enforcement entities. If you decide to grant VIP entry privileges, it is essential to keep lines moving quickly and to ensure VIPs do not impede the progress of your general admission line. It is a good idea to have a staff member readily available at the VIP door to avoid conflict and ensure that ID policies are strictly enforced.
- **Dress Code:** If there is a dress code for the club, post it clearly at the entrance and ensure that it is strictly enforced. Door staff should be well versed in dress code and be able to articulate requirements if you choose not to post it outside the door. Patrons who will not be admitted due to dress code violations should be intercepted and informed of the policy as soon as possible before they reach the door.
- **Code of Conduct:** Post a code of conduct prominently inside and outside your club. Ensure that your staff knows the code and enforces it consistently, without exception. Patrons who violate the code should be removed immediately. If patrons resist or situations escalate, security staff should call for PPD assistance immediately. Contacting the PPD for assistance will not be held against the club and is strongly encouraged.
- **Re-Entry Policy:** Allowing re-entry without strict monitoring can lead to problems such as over-occupancy and over-consumption. For these and other reasons, re-entry is discouraged. If you allow exiting for smoking, consider designating a secured or controlled area for this purpose. If re-entry is allowed, it is critical to require that every patron be re-screened as if entering for the first time. Many incidents can be avoided if patron re-screening is maintained consistently and thoroughly. Remember, you are still responsible for an intoxicated person on your premises, even if they became intoxicated elsewhere. This includes intoxicated minors on your premises during all-ages events regardless of where that minor consumed alcohol.
- **Alternative Transportation:** Establish procedures for arranging alternative transportation and work with local taxi companies to set a designated location during closing time where people can wait for a cab. Have a list of transportation phone numbers available.

## 1.5 Security Policies (Continued)

- **Occupancy Limits:** Have a clear policy on counting patrons and be sure to enforce it consistently. At a minimum, establishments regularly reaching their occupancy capacity should use both inside and outside clickers. For example, you must decide how to consistently count smokers who exit and re-enter. The best practice would be a “no re-entry” policy or possibly charging a re-entry fee for patrons who insist on exiting the premises. It is in the best interest of public safety to keep people inside patronizing the business, which limits access to any weapons or contraband that may be kept in vehicles.
- **Outdoor Seating:** By law, any area where alcohol is being consumed must be staffed. In addition, noise restrictions apply to outdoor seating and deck areas. It is your responsibility to monitor noise from patrons outside, as well as noise from music being played inside.
- **Emergency Plans:** Be sure that all employees are trained and aware of emergency exits and procedures. Institute a procedure by which to return bankcards, coats, and other personal property to patrons in the event of evacuation, a fire or other emergencies. If a fire or police incident is occurring in the immediate area of your establishment, either use alternate exits to protect patrons from dangerous situations or keep patrons inside until you can confirm it is safe for them to exit. Consult with the Providence Fire Department and Providence of Emergency Management Agency if you are unsure of how to implement an emergency plan for your establishment.
- **Soft Closing:** Establishments meeting certain criteria are eligible to participate in the soft closing program. Participating establishments are asked to turn their lights up and their music down during the extended hour. Participants are not allowed to admit patrons after 1AM and are not allowed to serve alcohol after 2 AM, but patrons are allowed to finish their drinks during the extended hour. **Participating establishments are not permitted to advertise the extended hour, nor are they allowed to advertise “open until 3 AM”.**
- **Conflict Management:** Clear policies and training on conflict management are imperative to your security plan. Institute an “Ask, Tell, Make” policy (Ask them to correct their behavior; Tell them to correct their behavior; Make them comply). Explain it at every step and be sure it is enforced consistently. If patrons refuse to comply or become combative, staff should immediately call the PPD. Calls for PPD assistance made in good faith and for the protection of patrons and neighbors alike will not be used against the establishment. Likewise, if you fail to call 911 to report a public safety incident, you may be liable for any injuries or losses that occur.
- **Responsibility for Patrons Outside of the Premises:** Per the RI Supreme Court, establishments are responsible for patrons *outside* of their facility as well as inside of their facility. RIGL § 3-5-23 requires that a licensee assume an obligation to affirmatively and efficiently supervise the conduct of his patrons both within and without the premises to such an extent as is necessary to maintain order. *Cesaroni v. Smith*, 98 R.I. 377; 202 A.2d 292 (1964).

“Even though the responsibility may be onerous, a licensee agrees to accept such an obligation by its acceptance of the license.” *Shillers, Inc. v. Pastore*, 419 A.2d 859 (R.I. 1980).

Please be cognizant of this law and establish your security policies accordingly, as the City of Providence will prosecute establishments for violations that occur outside the nightclub facility itself.

## 1.6 Security Practices

- **Two-way Radios:** Internal radio usage is the choice of the establishment. It is highly recommended, particularly if crowds consistently reach occupancy limits. Security staff and management should be in constant contact and ready to resolve problems before they escalate. In addition, it is important to be in contact with other neighboring clubs to let them know when an unruly patron has been removed from your establishment.
- **CCTV:** While there are no requirements for security camera monitoring, taking this measure protects you as much as it protects your patrons and assists law enforcement. Establishing a pattern of good practice is important: consider cameras to monitor entrances, exits, and any other sensitive or problem areas you may identify (like nearby parking lots). CCTV systems should have at least one week to a month of footage before they overwrite. Any footage that exists should immediately be given to law enforcement if requested for an incident investigation.

- **Lighting:** Bringing up the lighting levels inside your establishment can help with crowd control issues. Consider raising lighting levels on the dance floor, in lounge areas, restrooms and entryways. Assuring proper lighting at entrance(s) and areas you control provides easy observation of all activity. If needed, ask your landlord to install additional lighting around the building's perimeter.
- **Party buses:** The City of Providence strongly discourages nightlife establishments from permitting patrons from party buses due to a high level of intoxication of the patrons and past security issues. If an establishment must accept patrons from a party bus, the City requires that the bus register with the club ahead of time and deal directly with an owner/manager of the club. The City requires that the owner/manager maintains; 1) contact information for the driver, 2) information re: where the bus is coming from, 3) that every single passenger possesses a valid ID, and 4) that no patron from the bus who is obviously intoxicated be allowed into the establishment.

## 1.6 Security Practices (Continued)

- **Theft:** Theft is one of the most reported incidents by patrons of nightlife establishments. A well secured and staffed coat check can be helpful. Control and order must be maintained in the coat check area at all times, especially at closing. Keeping records of reported thefts in your club can protect both you and your patrons.
- **Outdoor Monitoring:** If your outdoor areas are a problem or if you deal with repeated incidents outside your establishment, installing outdoor monitoring systems and extra lighting can help. Posting signs clearly stating that patrons are being monitored in those areas may deter such activity.
- **Parking Lots:** If you have a parking lot, it is considered part of your premises. Your parking lot should be monitored by personnel or by CCTV at all times when patrons are present. Sufficient lighting should be in place to assist security in monitoring these areas. In particular, it is essential to monitor parking areas to prevent patrons from drinking in or around their vehicles prior to entry or re-entry.

## 1.7 Security Plan

It is imperative that all security personnel be thoroughly trained by a certified organization. City Ordinance 14-14 requires licensing of persons working as floor hosts to include training and background checks. Equally as imperative is your detailed security plan and ensuring that every employee is aware of the security policies. Develop a detailed security plan and consult with police, fire, and other appropriate agencies to ensure it meets their needs. Such a plan could include, but not be limited to:

- **Security Staffing:** In addition to entry security procedures (ID checks, weapon checks, re-entry and occupancy monitoring, line queues, etc.), it is crucial to have sufficient security staff monitoring your patrons at all times. For high volume nightclubs, consider a ratio of 1 security staffer per 50 patrons as a starting point. Keep in mind, however, that there is no magic number. Assure that you have an appropriate number of trained security staff to meet the needs of the crowd size, age of customers, type of entertainment, and length of entertainment. As with all of your employees, it is important to know who you hire. Be sure to perform your own background and reference checks on employees, particularly those in charge of securing your premises.
- **Incident Response:** Document a hierarchy of procedures when an incident occurs that may create a risk to the safety of patrons, staff, or the surrounding community including when to call police and emergency services, what to do until they arrive and procedures for working with them when they are on the scene.
- **Staff Uniforms:** Whether it is a shirt, jacket, nametag, or other requirements, consistency in attire for club employees, security, and door staff is imperative to customer service and crowd control. Ensure that your staff is aware of each position's responsibilities and provide clear and concise job descriptions. Particularly, security staff should be easily identifiable in shirts or jackets marked "security". If you choose to employ plain-clothes security, they should not take action unless identifiable security staff is present or if there is an emergency. In such instances, they should clearly identify themselves as security before engaging patrons or physically touching them.
- **Floor Roamers:** Assign dedicated employees to roam the club, bathrooms, VIP areas, etc. Experienced, well-

trained security staff can mediate and diffuse situations before they escalate.

- **Incident Log:** Establish procedures for recording all relevant incidents in and around your establishment and procedures taken to manage them. Increasingly, establishments are relying upon video recording for this purpose.
- **Lessons Learned/Loss Prevention:** When there is a major incident, immediately review the incident in a meeting with all staff involved and, if warranted, invite police to debrief and review what was done correctly and what improvements could be made. Document the results of the meeting in the incident log.
- **Weapons/Contraband Screening:** Clearly post “Weapons and Firearms Prohibited”. Whether you decide to use wands, pat-downs, purse checks, or another form of screening, be sure there is no confusion about your policy. Maintaining clear, consistent enforcement is imperative. Weapons have no place in your business.

## 1.7 Security Plan (Continued)

Establishments have a duty to call 911 when weapons are discovered, in the case of injuries and medical emergencies, or when any criminal activity is discovered. You may be liable for any criminal activity that occurs as a result of failure to report. Whether or not these instances are reported to police, an internal record should be kept.

- **PPD Trespass Agreement:** You can request that the PPD remove any problem offenders from your premises if you maintain a signed Trespass Agreement with the Providence Police Department. This allows criminal charges to be filed when reported by you if they return.
- **Major Events:** Invest in your patrons’ safety; hire additional outside security when you plan major events involving larger than normal crowds. Also, report large-scale events to PPD ahead of time and/or request more frequent patrols if you anticipate the need for increased crowd control outside your establishment.
- **PPD Relations:** Meet with PPD district representatives as often as necessary to discuss operational issues, solutions to common problems, neighborhood trends, security concerns, etc. Invite periodic walk-throughs by officers and cooperate with other government enforcement and regulatory agencies.
- **Patron Removal Records (also called a “Bad Actors” List):** When at all possible, keep a record of patrons who are removed from your establishment. This record should include photographs and other identifying information.
- **Communication:** Develop and regularly update a nightlife establishment call list to provide notification about customers creating a disturbance or who have been refused entry into your establishment.
- **Security Staff Equipment:** Special consideration should be given to the equipment your security staff will use. Maintain strict policies on the use of force and ensure that your security staff is trained properly to reduce the potential for harm:

1. **Flashlights:** Security staff should carry relatively small, lightweight, high-powered flashlights instead of the Mag-Light style flashlights. Mag-light style flashlights are heavier and might be used as a weapon or turned against security personnel.

## 1.8 Pre-Incident Law Enforcement Interaction

- All establishments should maintain a list of all employees, vendors, and independent contractors (DJ’s, promoters and other entertainers) who are present on any given night. Contact information for these employees should be maintained in the event of an incident for post-incident investigations.



## 1.9 Post-Incident Law Enforcement Interaction

- **Call 911 immediately.**
- All establishments should make it clear to managers, employees, and private contractors that they are expected to tell the truth to law enforcement officials.
- **Crime Scene Evidence:** Safeguard any evidence that may be connected to criminal activity and maintain the integrity of any crime scene. This may be accomplished by blocking off the area with velvet ropes, furniture, plants, or yellow caution tape. It is a **FELONY** to tamper with or destroy evidence or to interfere with the investigation of a crime.
- Involved parties or witnesses should be kept within the establishment if possible. This may be accomplished by:
  - a. Asking them to stay;
  - b. Offering them free admission or some form of gratuity for a later date;
  - c. Asking for and retaining their IDs until police arrive so that they can be given to the authorities.
- **Security Video:** Audio, video or photos of any unlawful conduct should be identified and provided to law enforcement when requested.

## 2.0 Employees

- Perform background and reference checks on all employees. At a minimum, you can obtain a simple criminal conviction background check via the Providence Police Department for a fee. Requests can be made by contacting the Providence Police Department at (401) 272-3121.
- Ensure that staff members are trained to maintain functioning smoke detectors and fire extinguishers, clear stairways, exit routes, and aisles at all times.
- Makeshift managers and/or supervisors responsible for checking all emergency exits at the beginning of a shift AND for ensuring that all exits remain clear and unlocked for the duration of the shift.
- Train security staff to complete incident reports or log entries for every security, police, injury, use of force, or other public safety incident that occurs in or around your immediate premises. When the PPD or another official law enforcement agency is involved, obtain the relevant incident number and report.
- An establishment policy handbook should be kept on the premises at all times and should be distributed to all employees. The handbook should inform employees how to handle situations that arise frequently and which situations often lead to problems, including:
  - Illnesses or injuries
  - Fights
  - Patrons refusing searches or pat downs
  - Disorderly patrons
  - False IDs
  - Drug use
  - Citizen arrests
- Maintain strict policies on checking identification of all patrons and provide ongoing monitoring and supervision of staff members.
- Reduce the risk of intoxication by using standard measures for drinks, maintaining a limit on the number of drinks a person can consume and intervening when anyone's behavior is inappropriate, regardless of whether or not they are intoxicated.

## 2.1 Event Promoters

- Hiring event promoters with a valid business license and professional references is in your best interest. Be sure to check their references and observe other events they may be promoting in your area. Ask them about previous events and all public safety incidents that may have occurred. Ask them about how they handle them as well as verification of the measures taken. You place your business at risk by turning it over to an unlicensed, inexperienced, or unscrupulous promoter, so be sure you do your research.
- Be aware of how and where events will be advertised.
- Always require a written, fully executed contract with your event promoter. **The business owner is liable for security issues. Without a contract and a clear agreement with promoters, you could suffer losses.** Keep your investment safe by maintaining control at all times.
- Never allow a promoter or their staff to control ID checking at the door, the clicker, the bar, or the collection of cover charges. While it is a promoter's job to get as many people through your door as possible, **you are liable for occupancy limits, contraband, weapons, levels of intoxication, etc.**
- Be aware of "pub crawls" and "party busses" both of these bring an extremely large group into your establishment at once. In many cases there patrons are extremely intoxicated.

## 2.2 Community Relations

It is extremely important as a business owner to make an effort to be a part of the community in which your establishment is located. Make an effort to meet your neighbors.

- Communicate with your neighbors and work with them to resolve noise issues.
- **Visual cues:** Provide clear visible reminders – through both interior and exterior signage in front of your establishment - that your establishment is part of a neighborhood and that patrons are expected to respect their needs. Through signage, encourage your patrons to respect your neighbors by refraining from:
  - 1) Loud conversations when waiting in line outside, exiting the establishment, or when taking smoke breaks;
  - 2) Hanging out in the street or in adjacent parking lots after closing time;
  - 3) Playing loud music over car stereos.
- **Staff role:** Ask your staff to promote your "good neighbor" efforts by walking along outside lines in order to discourage disruptive behavior. If individuals do not refrain from disruptive behavior, bar their admittance. Have staff remind patrons that they are leaving your establishment but entering a neighborhood.

## 2.3 Mediating Nuisance Noise

Noise is typically the biggest complaint that neighbors have with nightlife establishments. When considering opening an establishment, owners should take into account surrounding land uses and the condition of their building. Club owners should test their equipment with neighbors present to predict and adjust noise levels. Older buildings (and some newer ones as well) typically do not have noise mitigation measures in place and may not have door vestibules, triple-glazed windows, or air conditioning. Nightlife establishments should work to mitigate the amplified sound and crowd-related noise they create.

There are a number of ways in which a nightlife establishment can make improvements to better control amplified sound that escapes from within and to better control noise from patrons as they enter or exit the establishment. As noise mitigation measures can be expensive, a full understanding of the building's construction and the surrounding land should be fully considered prior to opening an establishment. Talk with your landlord and neighbors about improvements that can be made. The following improvements may not be applicable to all establishments or be feasible to implement, but are intended to provide guidance on how to better understand noise and how to reduce noise issues or prevent those issues from arising.

## Improvements:

- **Monitor and set maximum sound levels:** Be sure to understand how much amplified sound your establishment is producing. A sound level meter is useful to measure interior sound within your establishment in order to understand how loud it is at different times and with different types of music playing. Measure exterior sound levels while your music is playing and while other exterior noises such as busses, sirens, etc. are at a minimum. Quality sound equipment will enable you to produce better sound at lower levels.

**Doors and Windows:** A relatively simple step is to keep all doors and windows closed as much as possible (including kitchen and service doors), or to install a vestibule or double doors.

- **Expert advice:** If you are having amplified sound issues, consider seeking advice from a sound expert. Such an expert can make recommendations for minimizing undesirable sound transmissions and reducing reverberant interior sound levels.
- **Air conditioning:** Eliminate the need for opening windows by installing air conditioning or mechanical ventilation. This improvement can be expensive but may be necessary if you are having persistent issues with amplified sound escaping your establishment.
- **Exterior walls and windows:** While also expensive, insulating exterior walls and replacing single pane windows with insulated units or other sound control windows can reduce amplified sound transmissions (expert advice may be needed on specifics). Keep windows closed as much as possible.

## Resource Directory CITY OF PROVIDENCE

### CITY CLERK'S OFFICE

City Hall, 3rd Floor  
25 Dorrance Street  
Providence, RI 02903  
(401) 421-7740 ext 248 or 249  
<http://www.providenceri.com/CityClerk>

### DEPT OF ART, CULTURE + TOURISM

City Hall, 3<sup>rd</sup> Floor  
444 Westminster Street  
Providence, RI 02903  
(401) 680-5770  
<http://cityof.providenceri.com/ArtCultureTourism>

### PROVIDENCE FIRE DEPARTMENT

325 Washington Street  
Providence RI 02903  
(401) 274-3348  
<http://cityof.providenceri.com/fire>

### DEPT. OF PLANNING & DEVELOPMENT

444 Westminster Street  
Providence, RI 02903  
(401) 680-8400  
[www.providenceri.com/planning](http://www.providenceri.com/planning)

### PROVIDENCE POLICE DEPARTMENT

325 Washington Street  
Providence RI 02903  
(401) 272-3121  
<http://cityof.providenceri.com/police>

### BOARD OF LICENSES

25 Dorrance Street, Room 104  
Providence RI 02903  
(401) 421-7740 Ext: 206, 207  
<http://cityof.providenceri.com/license>