

# *“Best Practices” for Nashville Nightlife Establishments*



*A Partnership between the Metro-Nashville Police  
Dept. and various nightlife business owners/operators*



# *“Best Practices” for Nashville Nightlife Establishments*

## *Developing a Safe Nightlife Atmosphere*

The goal of this cooperative program is to assist owners/managers in maintaining safe bars, lounges and clubs free from illegal activity including: drug sales, underage drinking, over consumption of alcohol, violence, prostitution and sex offenses.

The MNPd together with various Nashville nightlife establishment owners/operators have developed these guidelines as suggested practices to achieve that goal. These practices are meant to be a general road map for owners and managers, not as a list of laws applicable to all establishments and all situations. You are encouraged to use your best judgment while keeping these suggestions in mind and adapting them to your specific establishment.

## *Security:*

1. Pursuant to state law, all persons working as security guards must be properly licensed through the Tennessee Department of Commerce and Insurance.
2. As a general guideline, there should be a minimum of one licensed and trained security guard in every premise when 75 or more patrons are present. For larger premises, there should be one such security guard for every 75 club patrons present. Any full time security supervisor shall be included when counting the total number of security guards employed. Discretion should be used by management to determine the appropriate number of security based on the type of event or expected crowd to ensure safety and lawfulness. Building layout and design should also be considered in determining the appropriate number of security guards.
3. It is recommended that for every five (5) security guards there be one (1) security supervisor to ensure a recommended minimum industry best practices span of control.
4. It is recommended that security guards be distinctively and uniformly attired – very easily identified. This is important not only to assure that the security guards can be readily identified by the patrons but also to assure that any liability for the actions of the guards can be minimized in any ensuing litigation.
5. It is recommended that security guards be on posts or assigned to areas throughout the establishment and not just at the door.
6. Security guards should be trained in techniques to verbally de-escalate potential violent encounters and difficult situations. They should also be trained in the proper Use of Force.



### Security (cont'd):

7. Establishment policy should mandate that security separate and remove all potentially violent patrons in a manner, consistent with the law, which is designed to prevent a continuation of violent activity inside or outside the club. Establishments should call the police for assistance if needed.
8. Perpetrators should be detained by security through lawful means. Witnesses should be encouraged to wait for police to arrive in order that they may assist in the investigation. At a minimum, they should be asked to provide their identifying documents or information so that they may be contacted by the police at a later date. They should also be encouraged to make statements to establishment personnel regarding the incident, if the establishment requests. Establishments should act as complainants in appropriate cases.
9. If a criminal incident occurs, an incident report listing full details should be generated and maintained for three years. Attached is a suggested form which may be used for this purpose.
10. Establishments should safeguard evidence connected with the commission of a crime on the premises and should maintain the integrity of any scene until police arrival.
11. Establishments should encourage employee witnesses to go to court and testify when requested, and pay wages to them for their time.
12. Digital video of any unlawful conduct should be identified and provided to the MNPD when requested.
13. Identifying information on ejected and/or arrested patrons should be retained on a "banned list" database. These patrons should not be allowed subsequent re-entry.
14. It is recommended that properly working and maintained digital cameras be mounted in front of the establishment (both inside and outside), at all entry doors and outside the bathroom doors.
15. Ensure that lighting levels, both inside and outside the establishment, are sufficient for observation by security.
16. All those waiting admission should be placed in a line, not blocking the sidewalk or entrance to neighboring businesses. All individuals on admission lines should be informed that if they are not orderly, they will not be admitted. Individuals who will not be admitted should be encouraged to leave the area.
17. Each establishment should have a search policy and adhere to it. (This may vary from no one is searched, to all bags are searched, to random searches are conducted, to everyone is searched.) This ensures that upon arrival, the police officers will have a basis to know if the occupants have been searched and what, if anything was found.

### Security (cont'd):

18. If metal detectors are used, **every person entering should get checked** in accordance with establishment policy. **VIP's, DJ's, entourages, etc. should not receive special treatment.**
19. At closing, security should ensure orderliness when patrons are exiting the establishment.
20. When an establishment has residential neighbors on the same block, post a sign encouraging patrons to be quiet and sensitive to the neighbors after leaving the club.
21. Management should know and make readily available the telephone number of the local precinct and the names of the detail shift commanders.

### Employees:

22. Spot checks of employees should be conducted to ensure compliance with establishment policies and applicable laws and rules, including integrity tests for false ID and underage sales.
23. All employees must have a photo ID on file in the location, with a description of his/her position and contact information.
24. Establishments should also have contact information for all individuals contracted to provide operational services such as DJ's, promoters, and security.
25. There must be a person on site, who is designated to be in charge of the premises. The name and phone number of both the manager and the person in charge, if different, during the hours of operation, must be available to appropriate government agencies.
26. Managers should identify themselves to responding government agencies.
27. Clean-up crews should be designated for both inside and outside the establishment. All flyers, handbills, cups, debris, etc. should be cleaned from in front of the premises throughout the night.
28. Specific employees should be designated to conduct occupancy counts at the doors with both "in" and "out" net totals maintained throughout the evening.

### Age Verification:

29. **The use of ID scanning machines is strongly recommended!** While they do not reject legal ID's being used by another individual nor are they foolproof in rejecting fake ID's, they are extremely helpful in recording who is entering the establishment.

### Age Verification (cont'd):

30. Many scanning machines have the ability to maintain a "Banned List" and also have features to prevent ID pass backs, maintain a VIP list, store entrants & license picture, attendance graphs, etc...
31. Retain ID for 14 day minimum-must be turned over or made available to Police Department on request and in some circumstances the list may be used in defending a charge of serving a minor.
32. Digital video cameras and ID scanners, when used, should be time stamped so that ID scanning information can be compared to video of patrons entering the establishment. The time stamp should be checked from time to time to insure that it corresponds with actual local time.

### Club Policies (Should be clear and well known):

33. An establishment policy handbook should be in the premises at all times and should be distributed to all employees. The handbook should, to the degree practicable, incorporate the guidelines suggested in this document. The handbook should inform all employees how to handle situation that arise frequently and which often lead to problems, i.e.:
  - Illness or injuries
  - Fights
  - Patron refuses search or pat down
  - Disorderly patron
  - False ID
  - Drug use
  - Citizen arrest
  - Recovered weapon
  - Power outage
  - Fire or other hazard
34. The establishment policy handbook should also include:
  - Emergency evacuation plan
  - Exit Plan – gradual staged exit at closing time to ensure orderliness
  - Order maintenance outside club premises
35. A professional looking sign containing a patron Code of Conduct rules should be displayed inside the establishment and near the entry doors.
36. All permits must be kept up to date and properly displayed.
37. Management is to ensure that club policies are adhered to.



### Police - Community Relations:

38. A list of all scheduled events should be sent to the Precinct Commander. In the case of a special event, such as a celebrity performance or party, 72 hours notice, when possible, should be given to the Precinct, and the establishment should ensure that adequate and additional security personnel are employed to meet the specific expected crowd.
39. Representatives of establishments are welcome at Precinct community meetings and are encouraged to attend as many as possible.
40. The Precinct Commander and establishment owners/ managers should meet as necessary in order to discuss with each other operational issues, solutions to common problems, problem locations, etc.
41. The MNPd should develop and implement training to officers who regularly interact with nightlife establishments.

This project is patterned after the New York City Police Department and the New York Nightlife Association, Best Practices for Nightlife Establishments<sup>1</sup>. A special thanks to NYPD Police Commissioner Raymond W. Kelly and Lieutenant Chris Murphy, NYPD Vice for their assistance with this project.

<sup>1</sup>New York City Police Department, *Best Practices for Nightlife Establishments*, October 2007, [http://www.nyc.gov/html/nypd/downloads/pdf/crime\\_prevention/Best\\_Practices\\_For\\_Nightlife\\_Establishments.pdf](http://www.nyc.gov/html/nypd/downloads/pdf/crime_prevention/Best_Practices_For_Nightlife_Establishments.pdf)

# INCIDENT REPORT

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## ESTABLISHMENT INFORMATION

Corporate Name		Doing Business As	
Date of Incident	Time of Incident <input type="checkbox"/> AM <input type="checkbox"/> PM	Location of Incident <input type="checkbox"/> Coat Check <input type="checkbox"/> Dance Floor	<input type="checkbox"/> Bar <input type="checkbox"/> Outside <input type="checkbox"/> Rest Room <input type="checkbox"/> Other (Specify)
Report Prepared By		Signature	Date of Report

## PATRONS INVOLVED OR WITNESSING INCIDENT (Use Additional Form(s) if Necessary)

1. Name		<input type="checkbox"/> Victim <input type="checkbox"/> Aggressor <input type="checkbox"/> Witness	Race <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Amer. Ind.	<input type="checkbox"/> White Hispanic <input type="checkbox"/> Black Hispanic <input type="checkbox"/> Asian/Pacific Isl	<input type="checkbox"/> Other (Specify)	
Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Height	Weight	Eye Color	Hair Color	Date of Birth	ID Source
Address			Apt. No.	City	State	Zip Code
Home Phone No.		Cellphone No.	Business Phone No.		Fax No.	Email Address
Vehicle Make/Model/Color					License Plate or Taxi Medallion No.	
Distinguishing Marks (Describe Any Scars Tattoos etc.)						

Was Patron Asked To Leave Premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Patron Escorted From Premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, How Was Patron Escorted From Premises		
Did Patron Resist?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Describe			Was Intoxication Noticeable Before Or After The Incident?	<input type="checkbox"/> Yes <input type="checkbox"/> No

2. Name		<input type="checkbox"/> Victim <input type="checkbox"/> Aggressor <input type="checkbox"/> Witness	Race <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Amer. Ind.	<input type="checkbox"/> White Hispanic <input type="checkbox"/> Black Hispanic <input type="checkbox"/> Asian/Pacific Isl	<input type="checkbox"/> Other (Specify)	
Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Height	Weight	Eye Color	Hair Color	Date of Birth	ID Source
Address			Apt. No.	City	State	Zip Code
Home Phone No.		Cellphone No.	Business Phone No.		Fax No.	Email Address
Vehicle Make/Model/Color					License Plate or Taxi Medallion No.	
Distinguishing Marks (Describe Any Scars Tattoos etc.)						

Was Patron Asked To Leave Premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Patron Escorted From Premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, How Was Patron Escorted From Premises		
Did Patron Resist?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Describe			Was Intoxication Noticeable Before Or After The Incident?	<input type="checkbox"/> Yes <input type="checkbox"/> No

3. Name		<input type="checkbox"/> Victim <input type="checkbox"/> Aggressor <input type="checkbox"/> Witness	Race <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Amer. Ind.	<input type="checkbox"/> White Hispanic <input type="checkbox"/> Black Hispanic <input type="checkbox"/> Asian/Pacific Isl	<input type="checkbox"/> Other (Specify)	
Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Height	Weight	Eye Color	Hair Color	Date of Birth	ID Source
Address			Apt. No.	City	State	Zip Code
Home Phone No.		Cellphone No.	Business Phone No.		Fax No.	Email Address
Vehicle Make/Model/Color					License Plate or Taxi Medallion No.	
Distinguishing Marks (Describe Any Scars Tattoos etc.)						

Was Patron Asked To Leave Premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Patron Escorted From Premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, How Was Patron Escorted From Premises		
Did Patron Resist?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Describe			Was Intoxication Noticeable Before Or After The Incident?	<input type="checkbox"/> Yes <input type="checkbox"/> No

## INCIDENT REPORT

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### POLICE INFORMATION

Were Police Called? <input type="checkbox"/> Yes <input type="checkbox"/> No	Responding Officer ( <i>Rank, Name</i> )	Officer's Shield No.
Visible Injuries to Patron(s):	Complaint Report Taken? <input type="checkbox"/> Yes <input type="checkbox"/> No	Complaint No.
SPRINT No.: (Can be obtained from Responding Officer)		

Were Medical Services Offered? <input type="checkbox"/> Yes <input type="checkbox"/> No	Were Medical Services Refused? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did EMS/Ambulance Service Respond? <input type="checkbox"/> Yes <input type="checkbox"/> No	Patron(s) Removed? <input type="checkbox"/> Yes <input type="checkbox"/> No
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### INCIDENT INFORMATION

Employees Involved (*Describe How Below*)

Name \_\_\_\_\_ Home Phone No. \_\_\_\_\_ Cell Phone No. \_\_\_\_\_

Name \_\_\_\_\_ Home Phone No. \_\_\_\_\_ Cell Phone No. \_\_\_\_\_

Name \_\_\_\_\_ Home Phone No. \_\_\_\_\_ Cell Phone No. \_\_\_\_\_

Employees Witnessing Incident

Name \_\_\_\_\_ Home Phone No. \_\_\_\_\_ Cell Phone No. \_\_\_\_\_

Name \_\_\_\_\_ Home Phone No. \_\_\_\_\_ Cell Phone No. \_\_\_\_\_

Name \_\_\_\_\_ Home Phone No. \_\_\_\_\_ Cell Phone No. \_\_\_\_\_

Is There Video Surveillance of Premises? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was Incident Captured on Video? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was ID Scanned Upon Entry? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Not, Was Record Made of ID? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Was Any Physical Evidence Recovered? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Describe Evidence
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DESCRIBE INCIDENT (*Use Additional Form if Necessary*)



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