



**CONCLUDED
PROBLEM REPORT
PS-1**

Problem ID: 66

Reporting Division tNORTH

District: KERNOHAN

Neighbourhood :

Address : 134 AVENUE/CLAREVIEW ROAD

Reg	Rank	Last Name	First Name
1605	CST	COOPER	R.
1698	CST	GURNEY	J.

Key Description : NOISE COMPLAINT

Problem Description :

What was once a neighbourhood pub/pizza shop evolved into a full-fledged night club. Seemingly overnight Clareview Steak and Pizza underwent some renovation and expansion to emerge The The Edge Night Club.

Located in the corner of a neighbourhood strip mall, directly across the street from a large townhouse development, The Edge began to spawn a stream of noise complaints. In addition to loud music, there were the goings on associated to a major drinking establishment, and the noise of party-goers emptying a parking lot between 3 and 4 AM.

Neighbouring residents banded together to lobby various levels of government. Because the noise complaint also mentioned "stunting and speeding vehicles" and "disturbances" the matter was instinctively forwarded to police.

Problem solving strategies and results :

In examining this problem, it immediately became apparent that a major contributing factor was the clubs location. Were it in a more suitable location, such as a commercial zone away from residential housing, noise would not be a concern. To gain an understanding of the clubs quality of management, an investigation was conducted on a number of fronts. A standing drug enforcement team was unseccussfut in purchasing any narcotics. The impaired driver program (TADD) targetted this location for weekends on end without a single charge. Two police members attended "undercover" and actually witnessed intoxicated persons being refused service and served coffee instead. While it would be naive to believe this establishment was free of all the things that plague so many other licensed premises, it nevertheless was clear that management was on site, and on balance were exercising good control.

A meeting was set up with management and a set of four action steps were agreed upon:

1. The double doorways to the club would be kept closed and attended to contain the music from within. The past practice, particularly in the summer, had been to leave them propped open to allow for ventilation and a case of access back and forth from the parking lot
2. A sign would be posted near the doorway reminding patrons of this unique location and urging them to respect the neighbours in their conduct around the exterior.
3. Bar supervisors would venture beyond their doors to ensure a more orderly departure from the parking tot at closing time.
4. A technician would be hired to "balance" the speaker system to reduce noise and vibration.

For the most part, management complied with this action plan and noise was reduced. Point #4 lost some credibility when the technician commented the only "balancing" that could be done would be with the volume control knob.

While one can empathize with the frustration of area residents over housing such a major establishment in their "own back yard", it was ultimately shown with a decibel meter that the traffic noise from Victoria Trail for outweighed the constant drone from the club. A very lackluster survey response from townhouse tenants seemed to confirm that noise alone was no longer an issue.

The final question to be answered was how did a major establishment arise in an area it was never zoned for. It is felt **there was a bureaucratic break-down between zoning, licensing and building inspection during The Edge renovation and expansion phase. Officials agreed it should "never have happened" and it is understood this is under review. How**

this is to be resolved falls outside of the police mandate. Through Cst. Cooper's and Gumeys efforts, the excessive noise complaint has been resolved. We can also say that the other side of the issue falls under the domain of other City departments.