



# MEMO

Police Department

DATE: September 21, 2016

TO: Travis Randel, Planning Department

FROM: Jeffrey L. Greer, Deputy Chief - Operations

RE: THE HIDEAWAY, CONDITIONAL USE PERMIT RECOMMENDATION

## Summary:

The Riverside Police Department (RPD) is submitting this memorandum to the Planning Department concerning the operation of The Hideaway Restaurant located at 3700 Main Street, Riverside, California.

## Background:

During 2015 and early 2016, there were numerous incidents at the Hideaway Café that resulted in extraordinary calls for service. The totality of these incidents made it apparent that the City of Riverside needed to step in to reduce the amount of crime occurring at the location. On February 24<sup>th</sup>, 2016, the management of The Hideaway met with officials from the Police Department, Code Enforcement and the Planning Department to see if the problems could be addressed. At the time, the Hideaway was unable to make the necessary changes to fully address staff concerns.

Subsequently, additional illegal activity occurred at the facility. As a result, the Police Department recommended that the Minor Conditional Use Permit be revoked.

## Recommendation:

It was the Riverside Police Department's opinion that in 2015 and the beginning of 2016, The Hideaway Restaurant generated an extraordinary amount of calls for police services. The Hideaway's business practices and failure of management to provide competent security measures at the location created an environment that threatened the safety of patrons and tourists visiting Riverside's historical downtown district. At the time, because of the continuous problems at the facility, the business operation was detrimental to the public health and safety as to constitute a nuisance and as a result, the Police Department recommended revocation of the Minor Conditional Use Permit.

However, since The Hideaway met with city officials and implemented the changes to their business practices and increased their security protocols (listed below), the calls for police services have decreased and it appears The Hideaway is taking the proper steps to be a safe and viable option for patrons to the downtown entertainment district.

After serious consideration, The Hideaway decided to make the following changes to their business practices: (1) They purchased and started using on a nightly basis, the SERVALL PatronScan system which employs ID scanning technology to capture identifying information on patrons; (2) The Hideaway started employing private security officers certified by the State of California and maintained a one security guard for every 30 patrons (1:30) ratio; (3) They installed 21 high definition security cameras both inside and outside the location; (4) They implemented a more stringent weekend (Friday-Saturday) dress code, and finally; (5) They implemented a "no tolerance" policy regarding dress code violations.

It is the police department's opinion that the current operation of the Hideaway no longer constitute a nuisance and recommends that the minor conditional use permit The Hideaway Restaurant currently maintains be modified to reflect the changes in their business practices, including the additional security measures discussed above.