

Police Department

City of Arts & Innovation

DATE: December 17, 2025

TO: Edgardo Caldera
Principal Planner

FROM: Captain Chad Milby

RE: Downtown Experiment – 3601 University Ave

The Riverside Police Department (RPD) is submitting this memorandum to the City of Riverside's Planning Department concerning the operation of Downtown Experiment located at 3601 University Avenue in the City and County of Riverside.

It is the RPD's opinion that Downtown Experiment has generated an extraordinary number of calls for police services. This memorandum outlines the calls for service since Downtown Experiment opened in August of 2020. A total of 504 calls for service and 99 police reports were generated over the five-year period from January 1, 2020, through October 28, 2025. Riverside Police Department records indicate the business began generating calls for service on August 26, 2020, which explains the absence of data prior to this date and suggests the business opened around that time.

2020 - Riverside Police Department Reports. (1 report)

200031981 – Physical fight within the business.

2021 – Riverside Police Department Reports. (25 reports)

210002700 – VICE unit observed a live band at the business and people inside the business after closing time.

210002995 – Physical fight inside the business.

210007201 – Excessive loud music and

25631 BPC sell, give, or deliver alcoholic beverages between 2:00 a.m. & 6:00 a.m.

210009208 – Intoxicated customer.

210011487 – Intoxicated customer and physical altercation with employees.

210014021 – Two customers involved in a physical altercation.

210015498 – Customer battered another customer within the business.

210016742 – Customer and security involved in a physical altercation.

210017072 – Customer intoxicated and unable to care for self.

210018420 – Intoxicated customer attempting to fight security.

210019715 – Customer intoxicated and refusing to leave.

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210020955 – Physical altercation to the front of the business.
 210023237 - Physical altercation to the front of the business.
 210025793 – An intoxicated customer was escorted out of the business by staff. Police were requested to assist in moving the individual along. The customer was subsequently arrested for public intoxication.
 210025840 – Customers involved in physical altercation with one another.
 210026033 – VICE unit observed business providing sushi to customers along with a taco cart. Business is not permitted to serve food.
 210026474 – Customer battered by another customer within the business.
 210027619 – Customer under the influence and possible “roofied”.
 210029971 – Customer under the influence and possibly overserved.
 210032561 – Customers involved in a physical altercation and attacked police.
 210035242 – Customer intoxicated and fought with security guards at the business.
 210035657 – Customer and security guards involved in a physical altercation with one another.
 210032561 – Customer removed from business and fought with law enforcement. Camera footage wasn't available for PD to review.
 210035242 – Intoxicated customer involved in a physical altercation with security guards.
 210035657 – Customer and security guards involved in a physical altercation with one another.

2022- Riverside Police Department Reports. (24 police reports)

220000080 - Customers involved in physical altercation.
 220000082 -Customers involved in physical altercation.
 220000434 – Intoxicated and aggressive customer.
 220001191 – Intoxicated male unable to care for himself.
 220002128 – Aggravated battery. Security guards employed by the business (Men in Black – M.I.B) provokingly caused significant bodily injuries to a customer. Captured on camera footage.
 220003357 – Customer intoxicated and found unconscious to the front of the business.
 220003766 – Intoxicated person found within the business and arrested for trespassing.
 220004482 – Customers involved in a physical altercation.
 220007432 – Customer advised she was raped by a promotor employed by the business.
 220008654 – Customer battered another customer.
 220009612 – Customer battered another customer.
 220010990 – Customer fought with security for the business along with law enforcement personnel.
 220012604 – Customer physical altercation and intoxicated.
 220014071 – Customer involved in physical altercation with security.
 220015751 – Customer shot by another customer after a physical altercation occurred in the business. The shooting took place in the alleyway located behind the business.
 220015754 – Customers involved in a physical altercation with one another.
 220016258 – Customer alleged their alcoholic beverage was spiked inside the business.
 220021136 – Customer under the influence of alcohol and refusing to leave the business.

220024550 – Security battered a customer inside the business.
 220026123 – Customers involved in a physical altercation with one another.
 220028454 – Unknown person entered the business after staff failed to secure the front door, Female was observed with vodka alcoholic beverages.
 220031369 – Intoxicated employee for the business (not working) was escorted out of the business by a security guard and alleged a battery against the security guard.
 220033955 – Intoxicated customer asked to leave business after groping a female employee. Customer was battered by unknown person/persons. Security escorted the male out of the business and claimed to not have known as to how the victim sustained injuries.
 220034235 – Security guard placed hand on customer's shoulder. Customer removed the security guard's hand. Several security guards tore victims clothing and subsequently battered them.

2023- Riverside Police Department Reports. (20 police reports)

230002129 – Female customer had her cellphone stolen from her back pocket while inside the business.
 230002179 – Female customer had her cellphone stolen from inside of her purse while inside the business.
 230006994 – Customers were attacked by a group outside the business for no apparent reason.
 230008285 – Customer had her cellphone stolen while inside the business. Cellphone was located inside her purse.
 230008872 – Female customer had her purse stolen while inside the business.
 230011339 – Female customer had her cellphone stolen while inside of the business.
 230017739 – Female customer was transported to the emergency room and believed to have had her alcoholic beverage spiked by an unknown person. The female was vomiting and seizing having consumed an alcoholic beverage. While at the hospital she was given NARCAN.
 230017753 – Male customer admitted to bottle service inside the business and was heavily intoxicated. Male tried to fight members of the public and law enforcement.
 230019186 – Female customer left her wallet inside the business after it had closed. Upon retrieving her property, the next day her debit card was missing. The victim had several charges on her card which she did not authorize. She never recovered from her debit card.
 230019864 – Report of security guard battering a female customer. No one onsite knew how to use the camera system.
 230020041 – Male customer was arguing with security and was removed from the business. The male being removed from the business returned and caused a large-scale physical altercation with other members of the public. One male was knocked unconscious. Several people fled from Officers on scene but were detained nearby. Officers asked for camera footage from the location, but employees were uncooperative with the Officers' request.
 230020175 – Female customer had her cellphone stolen from her pant pocket.

230023536 – Intoxicated customer attempted to fight law enforcement personnel and was arrested for being drunk in public.
 230026105 – Two female customers had their cellphones stolen while inside the business.
 230026621 – Female customer had her cellphone stolen while inside the business.
 230029399 – Customer attacked another customer in an unprovoked attack at the front of the business.
 230029822 – Customer was upset at being charged a reentry fee to the business. A security guard at the location battered the customer in an unprovoked attack.
 230030723 – Customer was battered by a security guard inside the business after being told to leave the premises.
 230032560 – Female customers stating they had their cellphones stolen while inside the business. Advised security refused to assist them.
 230035092 – Customer stated he was battered by another customer in an unprovoked attack while inside the business.

2024 – Riverside Police Department Reports. (14 police reports)

240003933 – Female customer was battered inside the business by a male customer.
 240004276 – Female customers cellphone was stolen while she was inside the business.
 240005168 – Female customer advised her cellphone was stolen from her back pocket while inside the business. Female also advised several other people had their cellphones stolen while inside the business.
 240006240 – Customer assisted in picking up a female's purse as she had dropped it. As he recovered the purse from the ground he was battered by several unknown males.
 240011194 – A security guard instigated the incident by grabbing a customer, who then grabbed the guard back. Both fell to the ground, causing the customer to hit his head on a barstool and suffer facial injuries.
 2400014673 – Intoxicated customer was arguing with the manager at closing time. RPD responded and the male customer was arrested for public intoxication.
 240017954 – Intoxicated male began swinging around barriers belonging to the business. The male refused and was involved in a physical altercation. RPD arrested the male for public intoxication.
 240021779 – Several female customers had their cellphones stolen while inside the business.
 240022412 – Female customer had her cellphone stolen from inside her purse while inside the business.
 240025587 – Female customer had her cellphone stolen from inside her purse while inside the business.
 240027317 – Male customer had his cellphone stolen from his pocket while inside the business.
 240029484 – Approximately ten people were involved in a physical altercation to the front of the business.
 240030252 – Officers responded to The Downtown Experiment regarding reports of shots fired. Security had detained the suspect. A witness stated the male pointed a handgun at him after a verbal dispute, leading to a struggle during which the gun discharged, striking another person.
 240031579 – Female customer had her cellphone stolen from inside of her purse while inside the business.

2025 – Riverside Police Department Reports. (15 police reports)

250002220 - An employee overdosed while working inside the business and was revived through the administration of NARCAN. Employees on scene stated the male had fallen down the stairs when interviewed. Officers requested security footage; however, they were advised that an individual named Daisy from Beaumont could assist with the request, though she was not present at the time. When interviewed, the victim stated he had consumed a drink provided by a customer and later became dizzy and lost consciousness, which contradicted the statements given by other employees on scene.

250003594 – Female customer had her cellphone stolen from her person while dancing inside the business.

250004084 – Male customer was verbally arguing with security and was arrested for being publicly intoxicated.

250005138 – Female customer stated her cellphone was stolen from inside of her purse while inside the business.

250007801 – Female customer had her cellphone stolen from inside of her purse while dancing inside the business.

250013582 – Customers involved in a physical altercation at the front of the business.

250017464 – Female customer stated she was sexually assaulted while inside the restroom of the business.

250019485 – Female customer had her cellphone stolen while inside the business.

250019533 – Female customer had her cellphone stolen while inside the business.

250019552 – Customers waiting outside the business were attacked for no reason by a group of males. The victim was punched and fell backwards striking his head on a metal railing belonging to the business and lost consciousness.

250020839 – Female customer had her cellphone stolen from inside of her purse while inside the business.

250022749 – Female customer had her cellphone stolen while inside of the business.

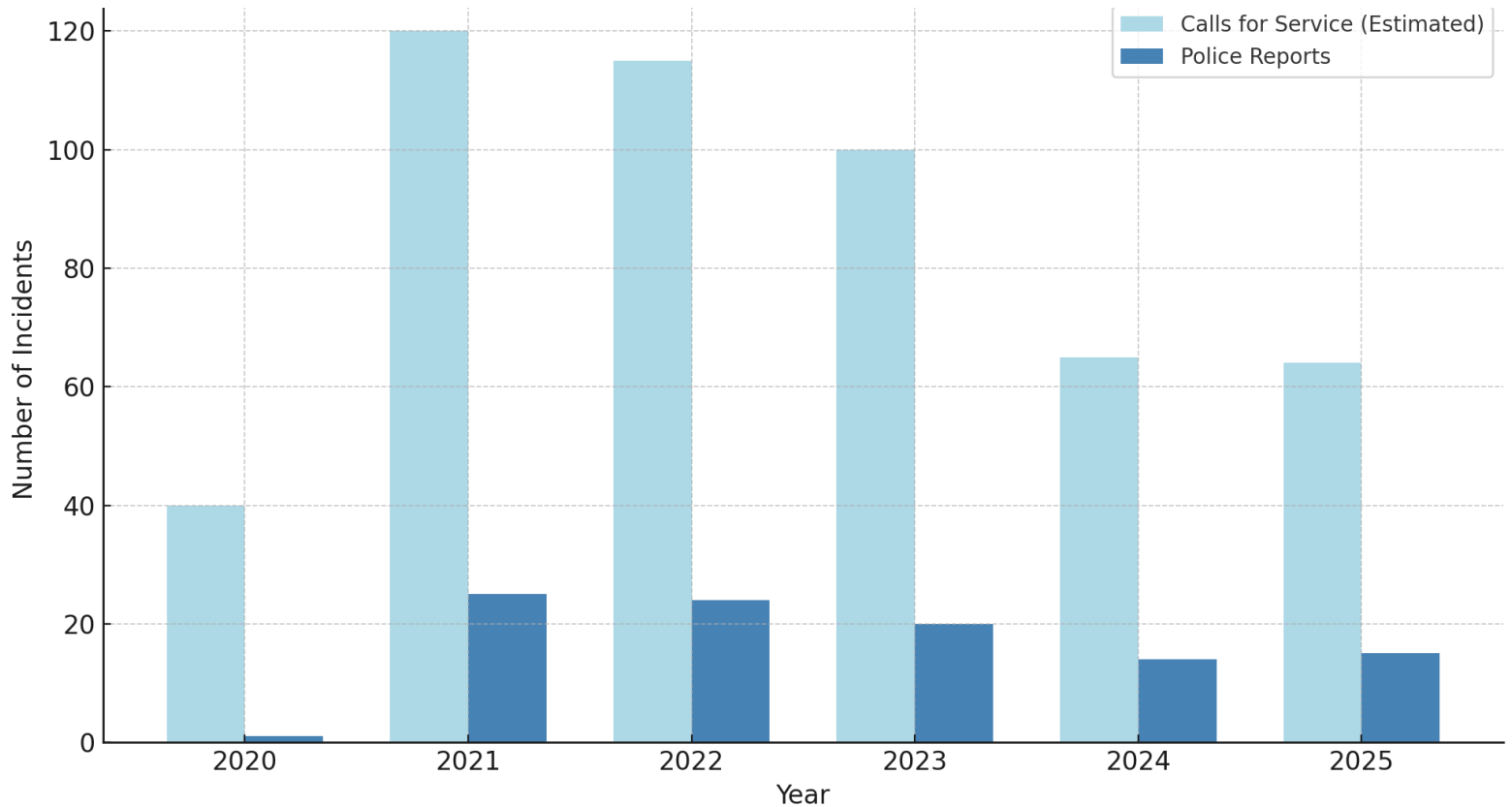
250023976 – Male customer battered a female customer after she rejected his advances.

250024175 – Female customer had her cellphone stolen while inside of the business.

250027467 - A physical altercation occurred inside Downtown Experiment and an unknown male was removed by security. After arguing outside the front of the location, the suspect and a group of males left the area. Shortly after, a victim returned bleeding, stating he'd been stabbed.

Downtown Experiment

Annual Calls for Service and Police Reports (2020–2025)



Camera Footage

On multiple occasions, requests for camera footage from the business have been unnecessarily complicated. Staff and management have repeatedly directed officers to contact the business attorney and claimed that the system cannot be accessed on-site. However, during a separate Human Trafficking investigation, I was able to access the system directly and found it to be user-friendly. Despite this, several “blind spots” were observed within the premises, which are counterproductive to maintaining adequate surveillance coverage. The quality of the footage also appeared outdated and did not meet current technological standards.

Staff have inconsistently stated that the system only provides live feed yet also acknowledged that copies of footage can be made (an internal contradiction). On several occasions, staff advised that the I.T. department would need to retrieve footage, while security personnel claimed that no cameras inside the bar would have captured the incident.

It was also reported that only the General Manager has access to the system, and employees were unaware of his work schedule, further hindering timely access to video evidence.

In one case involving a shooting inside the bar, staff instructed officers to obtain footage through the business's attorney. Staff have also claimed knowledge of camera blind spots, despite previously asserting that they had no access to or familiarity with the system, another clear inconsistency. During an active criminal investigation (Case #230020041), staff refused to provide access to police. In several other instances, staff have provided the names of other employees to officers as points of contact for footage requests, even when those individuals were not present.

Additionally, footage has routinely been reported as unavailable for several business days following incidents, and staff have frequently asserted that no camera coverage exists for key areas. These repeated inconsistencies and delays demonstrate a pattern of noncooperation and obstruction that undermines law enforcement efforts and does not reflect a willingness to work collaboratively with the police department.

Refer to the following police reports for documentation of the issues: 210032561, 210002995, 210015498, 210032561, 210027619, 220007432, 220015754, 220026123, 220015751, 220035122, 230020041, 230019864, 240030252, 250002220, and 250016114.

It should be noted that the Riverside Police Department VICE Team, in conjunction with the Bureau of Security and Investigative Services (B.S.I.S.), has conducted security guard license compliance checks at this location. During these inspections, unlicensed security guards were found working on behalf of the business. There have also been reported incidents of customers being assaulted by these unlicensed guards. Despite these findings, The Downtown Experiment continues to utilize their services.

A screenshot of the B.S.I.S. license verification page is attached, which shows the company's secondary status listed as "Administrative Fine" issued by B.S.I.S. because of their practices. See below image:



BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

LICENSING DETAILS FOR:

121550

NAME: MIB SECURITY GROUP INC.

LICENSE TYPE: PRIVATE PATROL OPERATOR

PRIMARY STATUS: CURRENT

SECONDARY STATUS: ADMINISTRATIVE FINE

ADDRESS OF RECORD

3410 LA SIERRA AVE # F534
RIVERSIDE CA 92503-5270
RIVERSIDE COUNTY
[MAP](#)

ISSUANCE DATE

AUGUST 19, 2022

EXPIRATION DATE

search.dca.ca.gov

Detectives from the Riverside Police Department VICE Unit have observed hookah products being provided to customers at the business without proper licensing. During a recent license compliance check, detectives observed a vendor operating on the outdoor patio area offering customers vape-style hookahs. The vendor initially stated that the hookah product was tobacco-free; however, upon request to view the original packaging, detectives confirmed the product contained 5% tobacco.

This product requires the vendor to possess both a California Department of Tax and Fee Administration (CDTFA) Tobacco License and a Tobacco Retail Establishment Permit issued by the Riverside Police Department. To date, no application for either license has been received. Officers assigned to the Downtown Entertainment District (DED) have confirmed the vendor continues to operate without the required licenses despite being previously warned.

Management Conduct and Cooperation

Officers and detectives have repeatedly documented poor cooperation from DTE management and staff. Requests for camera footage have frequently been denied or ignored. In numerous cases, employees provided conflicting statements or refused to identify parties involved. Despite repeated warnings and educating them on their CUP from the VICE Unit, the business continues to violate its Conditional Use Permit (CUP) by operating beyond permitted hours, maintaining amplified music with doors and windows open, and hosting unpermitted street events.

Community Impact

The persistent criminal activity and disorder associated with DTE have negatively impacted neighboring businesses, residents, and the overall perception of safety in the Downtown Entertainment District. The business has become synonymous with public nuisance within the downtown area, creating an unsafe environment that undermines revitalization efforts and public confidence.

Conclusion

Captain B. Crawford, former NPC Lieutenant in charge of the Downtown Entertainment District (DED), summarized the Downtown Experiment as a busy nightclub that occasionally attracts an unruly crowd. Management provides varying levels of cooperation, and the business regularly exceeds the limits of its CUP, operating outside authorized hours and projecting amplified music into the downtown area. DED officers have attempted to enforce compliance with limited success. The business has previously shut down streets for unpermitted events, creating additional hazards. DED officers routinely monitor the area outside DTE every Thursday, Friday, and Saturday from midnight to 2:30 a.m. to address recurring assaults. There are ongoing reports of illegal activity inside the business, though not fully substantiated. Over a year ago, two tourists were shot after leaving DTE, illustrating the potential risks associated with this location.

DTE has become a documented hotspot for criminal activity and public safety concerns. Female patrons have been targeted in ongoing thefts, have suffered sexual assaults, and have been subject to drink spiking. Visitors have sustained serious physical injuries from violent altercations involving overserved or intoxicated people. The unruliness of crowds further increases the threat toward law enforcement personnel and the risk of injury to officers, especially in large crowd situations. The use of unlicensed security guards who have been heavy-handed with customers further exacerbates these risks.