



**Monday, April 1, 2024**

**Re: Music Festival – Portola**

**Saturday September 28<sup>th</sup> 1:00PM – 11:00PM & Sunday September 29<sup>th</sup> 1:00PM – 11:00PM**

**[www.portolamusicfestival.com](http://www.portolamusicfestival.com)**

Dear Neighbor,

Goldenvoice is very excited to present the third year of **Portola Music Festival** at Pier 80. Portola is a multi-genre music festival bringing together world renowned artists, metaverse pop stars, and legendary names on the same weekend, which will also feature local food and beverage offerings, art installations and more.

**Portola** is a two-day festival with special lineups each day. This event is scheduled on Saturday September 28<sup>th</sup> 1:00PM – 11:00PM and Sunday September 29<sup>th</sup> 1:00PM – 11:00PM, with all outdoor music on Sunday ending by 10:45PM. Sound checks will occur September 25<sup>th</sup> – 27<sup>th</sup> sporadically between 12:00PM – 10:00PM and September 28<sup>th</sup> & 29<sup>th</sup> sporadically between 9:00AM – 12:00PM. We will continue to monitor audio levels at strategic locations in and around the site, including Alameda County.

We are committed to making this event even better than last year for not only the patrons but the neighborhood and the city as a whole. Understanding that sound was a factor that had an impact on the community, we will continue focusing a significant amount of energy and resources in creating better solutions this year.

We welcome and encourage feedback from the community as it helps us understand the positive and negative impacts from last year, which will allow us to continue doing what worked and develop solutions for what didn't. Please reach out directly to the contacts at the bottom of this page to submit any feedback.

For your convenience, Goldenvoice will have a **Community Hotline** number again for use **on show days** during these events. This number will also be published on our website. For all things **non-community related** such as ticketing or event specific inquiries, please email us at [info.portola@goldenvoice.com](mailto:info.portola@goldenvoice.com).

The application for our One Time Outdoor Event Permit for this year will be heard by the San Francisco Entertainment Commission on Tuesday, April 16, 2024 at San Francisco City Hall, Room 416, and via Zoom. The meeting agenda and instructions on how to attend will be posted by the Thursday prior to the meeting at <https://sf.gov/departments/entertainment-commission>. We are required to abide by the Entertainment Commission's permit conditions which include the Entertainment Commission's Good Neighbor Policy, available at <https://sf.gov/information/good-neighbor-policy>. If you have any questions, please feel free to contact me, or you may contact the Entertainment Commission directly: [entertainment.commission@sfgov.org](mailto:entertainment.commission@sfgov.org) or 628-652-6030.

On behalf of the Goldenvoice team, thank you for your patience and understanding.

Sincerely,

Darren Carroll  
Community Relations Manager  
[darren@goldenvoice.com](mailto:darren@goldenvoice.com)  
**310 200-5839**

Erin Bilbo  
Regional Director of Operations  
[erin@goldenvoice.com](mailto:erin@goldenvoice.com)  
**415-916-9613**



# Good Neighbor Policy

1. While hosting entertainment, permit holder shall always have a staff member on site who is able to provide proof of permit, is trained in every aspect of venue operation, and is aware of all permit conditions.
2. Permit holder is responsible for the safety and security of venue patrons and the surrounding neighborhood. The Commission approved security plan shall be followed, and permit holder shall secure the sidewalk for a 100-foot radius in all directions around the premises of the business to prevent injury to persons and/or damage to property.<sup>1</sup> Security staff shall be placed at all entrances and exits during the period from 10:00pm to such time past closing that all patrons have left the vicinity.
3. Permit holder shall post easily visible signs outside each entrance and exit instructing patrons to:
  - a) Respect the neighborhood by keeping voices low,
  - b) Follow City & County of SF smoking regulations<sup>2</sup>, and
  - c) Obey City & County of SF anti-loitering regulations.<sup>3</sup>All signs and walkways shall be well lit. Sidewalks shall be kept clear for pedestrians. Cars shall not be double parked.
4. Permit holder shall provide a phone number to all interested neighbors for immediate contact with a staff member on site who has direct authority over the premises, knowledge of all permit conditions, and shall respond in a timely manner to address concerns.
5. Permit holder shall maintain, and be prepared to verify, records at the premises of current L.E.A.D certification<sup>4</sup> for all persons working at the premises.
6. Permit holder shall maintain all entrances and exits to the building and all sidewalks within 100 feet of the premises in a clean and sanitary condition. At some point between 30 minutes after closing and 8:00am, permit holder shall walk the area within 100 feet of the property and dispose of any litter that may have been left by patrons.
7. Permit holder shall take measures to reduce the amount of sound that escapes the venue. All doors and windows must be kept closed while hosting entertainment, unless otherwise conditioned on the permit. Permit holder shall be familiar with, and abide by, sound ordinances enforced by the Entertainment Commission, including but not limited to, the following:
  - a) Regulation of Noise - Noise Limits
    - 1) Commercial & Industrial Property<sup>5</sup>
    - 2) Public Property<sup>6</sup>
  - b) Outdoor Amplified Sound Regulations<sup>7</sup>
  - c) Unnecessary Noise<sup>8</sup>
8. Within 24 hours of any violent incident, or any time SFPD responds to a call for service at the premises, permit holder shall complete and send an incident report<sup>9</sup> to (1) their SFPD District Station Permit Officer and (2) the Entertainment Commission.

<sup>1</sup> SF Municipal Police Code Article 15.1 “security plan” definition

<sup>2</sup> SF Health Code Article 19F SEC. 1009.22(i)(1)

<sup>3</sup> SF Municipal Police Code Article 2 Section 121(b)

<sup>4</sup> [https://www.abc.ca.gov/programs/LEAD/Online\\_LEAD\\_Training.html](https://www.abc.ca.gov/programs/LEAD/Online_LEAD_Training.html)

<sup>5</sup> SF Municipal Police Code Article 29 Section 2909(b)

<sup>6</sup> SF Municipal Police Code Article 29 Section 2909(c)

<sup>7</sup> SF Municipal Police Code Article 15.1 Section 1060.16(b)(3)

<sup>8</sup> SF Municipal Police Code Article 1 Section 49(b)

<sup>9</sup> [https://sfgov.org/entertainment/sites/default/files/Incident\\_Report.pdf](https://sfgov.org/entertainment/sites/default/files/Incident_Report.pdf)