

Noise related to Volcanic Theatre Pub (VTP) indoor productions**Physical solutions (PS):**

- PS.1 Double door
- PS.2 Build a vestibule (double door entry)
- PS.3 Concerns about fire safety with any built entry doors

Acoustical solutions (AS):

- AS.1 Sound proof door on the north side
- AS.2 Pad the room
- AS.3 Sound baffle on the south wall
- AS.4 Sound deadening material on north wall within reasonable cost and effort
- AS.5 Soundproof roof vents and doors similar to Old Mill theater
- AS.6 Directional speakers and acoustics inside venue

Scheduling solutions (SS):

- SS.1 No VTP concerts on Century Center concert nights
- SS.2 Schedule of events for River West Neighborhood Association

Management solutions (MS):

- MS.1 No noise violations off-site
- MS.2 Limit bass

Noise related to GoodLife Brewing Company (GBC) outdoor events**Physical Solutions (PS):**

- PS.1 Move beer garden further
- PS.2 Higher fencing
- PS.3 Screen wall on Commerce Street
- PS.4 Move stage to the North side
- PS.5 Louvers, banners on wall

Acoustical Solutions (AS):

- AS.1 Sound pointing South
- AS.2 Build a sound proof wall
- AS.3 Aim away from residences
- AS.4 Directional speakers
- AS.5 Sound acoustics on North fence
- AS.6 Sound screen
- AS.7 Install sound baffles behind stage
- AS.8 Lower the amplification of sound

Scheduling Solutions (SS):

- SS.1 Send letters to residents of the schedule
- SS.2 Make an event schedule easily accessible to River West residents

Management Solutions (MS):

- MS.1 Free GoodLife Beer
- MS.2 No drums
- MS.3 No more than 10 AMP events in beer garden
- MS.4 Post notices to guests about noise
- MS.5 Close the beer garden after 9PM
- MS.6 Do not apply for noise variances
- MS.7 Bend's dedicated acoustic venue
- MS.8 Good neighbor policy
- MS.9 View quiet times as foundational
- MS.10 Behave like a neighbor
- MS.11 Staff training and accountability
- MS.12 Host a day party for the River West residents
- MS.13 Shorten the duration of events
- MS.14 Free beer to River West neighbors
- MS.15 Provide earplugs for River West neighbors

City Solutions (CS):

- CS.1 Adopt a modified Austin, Texas model
- CS.2 Enforce staying within City code limits
- CS.3 Two big blowouts within limits per year
- CS.4 City grant to move the beer garden

Individual Solutions (IS):

- IS.1 Move yourself and home

Noise related to Century Center (CC) outdoor concerts**Physical Solutions (PS):**

- PS.1 Move concerts to South side of the building
- PS.2 Bigger bike valet
- PS.3 Use of the 'Bachey' (Mt. Bachelor) lot
- PS.4 Move stage to 101' of the residential lot line
- PS.5 Build another wall
- PS.6 Move outdoor concerts to South side of building out of courtyard
- PS.7 Install a backdrop

Acoustical Solutions (AS):

- AS.1 Sound mitigation inside Century Center within reasonable cost and effort
- AS.2 Replace North wall with a sound wall
- AS.3 Install baffles to decrease bounce back
- AS.4 Reduce the bass
- AS.5 Lower the amplification
- AS.6 Limit amplifications

Scheduling Solutions (SS):

- SS.1 Ask River West residents how many events are acceptable
- SS.2 Schedule later sound checks

Management Solutions (MS):

- MS.1 Free concert tickets for River West residents
- MS.2 Limit attendees
- MS.3 Outdoor concerts by tenant businesses only with proper land use approvals for size and frequency
- MS.4 Limit the hours per concert
- MS.5 Figure out what levels of bass disturb River West residents and/or make a good show
- MS.6 Offer discounted ticket prices for River West residents

City Solutions (CS):

- CS.1 No outdoor concerts allowed with temporary occupancy permits
- CS. 2 Limit the number of concert events per season
- CS.3 Limit the decibel levels for concerts
- CS.4 Find Bend Radio Group (BRG) a great venue not so close to residences
- CS.5 Allow two concert events per month during June-September annually
- CS.6 Conduct a sound analysis in the River West neighborhood
- CS.7 Adopt a modified Austin, Texas model

Individual Solutions (IS):

- IS.1 Move to the country and listen to crickets
- IS.2 Explore the outdoors
- IS.3 Use headphones
- IS.4 Turn on own music in house

Complaints related to noise in the River West neighborhood**Process Solutions (PS):**

- PS.1 Steps defined
- PS.2 Track and record number of complaints from individual residents
- PS.3 Complaints need to be tracked and analyzed
- PS.4 Complaints need to be vetted
- PS.5 All complaints funnel through a River West representative
- PS.6 Neighborhood needs a liaison
- PS.7 Dedicated complaint receiver
- PS.8 One River West resident as 'Head of Complaints'
- PS.9 A Century Center catch all complaint phone-email contact to report to River West and business responses to complaints
- PS.10 Neighborhood process for voicing specific voice complaints
- PS.11 All complaints should be documented by police and sent to the City of Bend
- PS.12 A three-complaint system to business owner before going to the City of Bend in letter or meeting form
- PS.13 Frivolous complaints are reprimanded
- PS.14 Identify who the tenant business is causing the issue
- PS.15 Use City police non-emergency line for noise complaints per City request

Informative Solutions (IS):

- IS.1 Dedicated complaint line for all Century Center events
- IS.2 Set up a website to capture complaints
- IS.3 Comply with a good neighbor agreement
- IS.4 Quarterly meeting between River West and Century Center representatives to address complaints
- IS.5 Public information campaign on how to handle noise complaints
- IS.6 Aperiodic public meetings for residents and businesses to be heard by City of Bend representatives
- IS.7 Clear interpretation of City noise policies to help business owners understand why they were targeted
- IS.8 Set up a complain hotline and online system
- IS.9 Zero tolerance for verbal-yelling assaults on business employees
- IS.10 Confrontational behavior from complainer bars person from complaining for one year

Analytic Solutions (AS):

- AS.1 Common language based on standards
- AS.2 Sound analysis
- AS.3 Train and familiarize River West residents on what 65 Db sounds like

City Solutions (CS):

- CS.1 Adopt a modified Austin, Texas model and use of 'noise license' for third party enforcement
- CS.2 City Manager develops a complaint protocol