



SUBMISSION IN RESPONSE TO THE INDEPENDENT REVIEW OF  
THE IMPACT OF LIQUOR LAW REFORMS, NEW SOUTH WALES

April 2016

## EXECUTIVE SUMMARY

Diageo is the world's leading premium drinks company with market-leading brands such as Johnnie Walker, Smirnoff, Gordon's, Baileys and the iconic Queensland brand, Bundaberg Rum.

As a major supplier to the Australian drinks industry, we believe in the need for Australia's largest city, Sydney, to have both a safe and vibrant night time economy.

We understand the difficult circumstances in which the *Liquor Amendment Act 2014* was introduced and the community concern that led to the Amendment.

However, we are concerned that in the pursuit of creating a safer Sydney, the legislation has helped destroy Sydney's night time economy without addressing the root cause of violence and anti-social behaviour.

The approach taken has been to tar everyone with the same brush, assuming all patrons are capable of violence and that all hoteliers are irresponsible operators, neither of which is true.

We are committed to supporting the NSW Government in implementing targeted, evidence based measures to reduce alcohol related harm in Sydney and across the State. We believe this is the joint responsibility of all those impacted and involved in the night-time economy.

Our submission makes a number of recommendations on how we believe Sydney can have both a safe and a vibrant night time economy and the role we would like to play in shaping this.

We have also submitted a paper by the Responsible Hospitality Institute in the United States which talks about how other global cities are managing their night time economies to enhance vibrancy, assure safety and plan for people.

## 1. ASSAULT RATES

The circumstances in which the *Liquor Amendment Act 2014* was introduced have been well documented. What has sometimes been lost in the debate is the fact that the rate of alcohol related assaults in NSW was already declining significantly in the years prior.

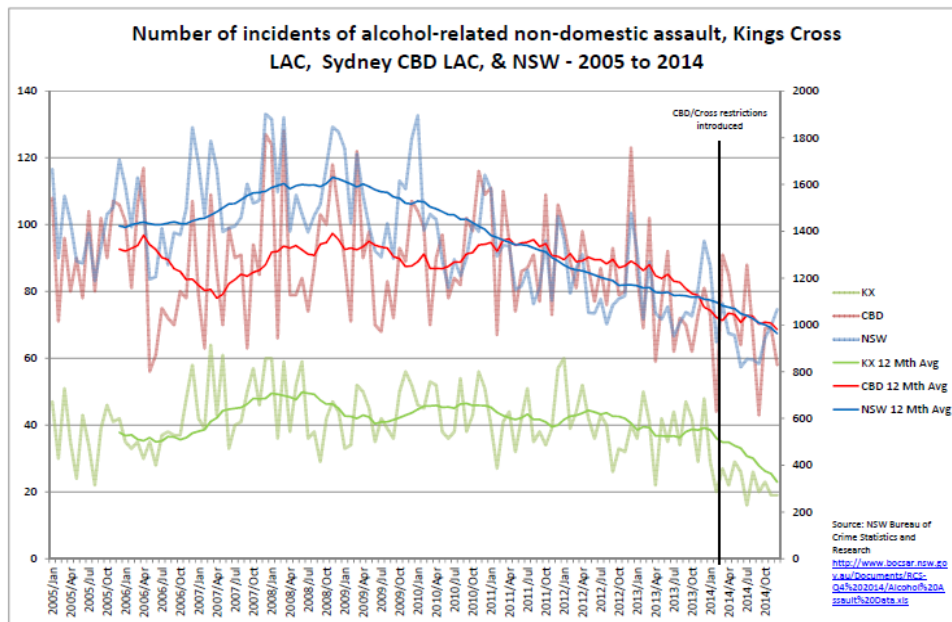
Looking specifically at the Sydney Entertainment Precinct, the number of **alcohol related non-domestic assaults in licensed premises fell on average 8.2% per annum** over the five years to September 2015.

Similarly, the number of alcohol **related non-domestic assaults outside licensed premises fell on average 9.5% per annum** during the same timeframe.<sup>1</sup>

While the rate of decline in assaults increased post February 2014, the fact that assaults were on a significant downward trajectory prior to this must be taken in to account.

At the same time, alcohol related assaults across the entire State have been decreasing since 2008 (as shown in the graph below), well before the legislation.

### Graph showing the decline in alcohol-related non-domestic assaults across NSW – 2005 – 2014



Source: BOCSAR

In a submission to the NSW Government in 2014, the AHA said, “Violence and anti-social behaviour in and around licensed premises are at their lowest levels since 1998, due largely to the co-operation and collaboration between local police and licensees.”<sup>2</sup>

1 [http://www.bocsar.nsw.gov.au/Pages/bocsar\\_pages/Alcohol\\_Related\\_Violence.aspx](http://www.bocsar.nsw.gov.au/Pages/bocsar_pages/Alcohol_Related_Violence.aspx)

Further analysis is needed to understand this significant decrease in assaults across the State over this sustained period and what lessons could be applied to the Sydney Entertainment Precinct.

---

**Recommendation 1** That the independent review undertakes a thorough analysis of the data available to understand what is driving the decline in non-domestic assaults in Sydney to determine a sustainable solution to non-domestic assaults as has been experienced in the rest of NSW.

---

## 2. ECONOMIC IMPACT OF LIQUOR LAW REFORM ACT 2014

Over recent months there have been numerous media articles written about the impact of the *Liquor Law Reform Act 2014* on Sydney's night time economy.

These have referenced data from the City of Sydney which show decreases of up to 80% in foot traffic since lockouts and last drinks were introduced in 2014.<sup>3</sup>

It is difficult to obtain a clear picture of the impact from the data sources available. What we do know, from speaking to customers (i.e. liquor licensees), is that many businesses in the Sydney Entertainment Precinct have been left devastated by the reforms.

We are aware of over 25 licensed venues and restaurants which have had to close, or reduce trading hours, at a cost of more than 500 jobs.

The measures are not just hurting licensed venues but all types of businesses and individuals who operate in the night time economy, including:

- Restaurants and fast food outlets
- Hotels and accommodation
- Convenience stores and other retailers
- Taxi drivers
- DJs, promoters and musicians, and
- Hospitality workers

Feedback from our own customers shows revenue and patronage down as much as 40% in some venues. When asked what they believe is driving the decline in assaults in the Sydney Entertainment Precinct, our customers said assaults are down because fewer people are going out.

The economic and social impact of the *Liquor Amendment Act 2014* on businesses and those operating in the night time economy must be taken into consideration through the independent review.

---

2

[http://www.parliament.nsw.gov.au/Prod/Parlment/committee.nsf/0/33ecc1662c1a83d7ca257d48001ef982/\\$FILE/Submission%20No.%20105%20-%20AHA.pdf](http://www.parliament.nsw.gov.au/Prod/Parlment/committee.nsf/0/33ecc1662c1a83d7ca257d48001ef982/$FILE/Submission%20No.%20105%20-%20AHA.pdf)

3 <http://www.cityofsydney.nsw.gov.au/vision/towards-2030/business-and-economy/sydney-at-night/late-night-research>

---

**Recommendation 2** That the independent review conducts a thorough analysis of the economic and social impact that the Liquor Amendment Act 2014 has had on businesses operating in the night time economy, including the impact declining patronage has had on overall assault numbers

---

### 3. EFFECTIVENESS OF MEASURES TO IMPROVE SAFETY IN THE NIGHT TIME ECONOMY

To date there has been no analysis of the individual impacts of specific measures on alcohol related violence making it difficult to credit one specific measure with a positive impact.

Since 2012, more than 30 additional regulations have been placed on hoteliers in Kings Cross and 21 across the broader CBD.

Not only has this put an enormous burden on licensees, it has also made it near impossible to know what has contributed to improved assault rates and what has had a negligible or potentially detrimental impact.

This view was supported by a recent NSW Parliamentary Report which acknowledged the ongoing decrease in alcohol related violence but concluded it was not possible to attribute this trend to any specific policy response or suite of responses.<sup>4</sup>

---

**Recommendation 3** That the NSW Government provide a clear evidence base as to the effectiveness of individual measures to ascertain what has contributed to a reduction in assaults

---

#### EFFECTIVENESS OF LOCKOUTS

The argument for lockouts and last drinks is based on the premise that extended trading hours are directly linked to increases in alcohol related violence and hospital admissions. Such arguments are often predicated on the increase in intoxication and alcohol related incidents after midnight.

- Last drinks address the availability of alcohol by restricting the times at which alcohol can be purchased
- Lockouts are a crowd control measure that does not limit a person's ability to purchase alcohol – lockouts simply limit when a person may enter a venue, but if that person is already in a venue, they have no impact except to prevent that person moving to another venue.

This important distinction is highlighted by Professor Kypros Kypri of the University of Newcastle.

“There is now widespread use of lockouts in Australia and New Zealand where, after a specified time, patrons may leave but not enter premises. These are intended to prevent a mass exodus of patrons upon closing and thereby to help police manage entertainment precincts: however, the evidence base for lockouts is small and the better studies find no effect on assault incidence.”<sup>5</sup>

---

4 NSW Parliamentary Research Services (2015): *Liquor licensing restrictions to address alcohol-related violence in NSW*  
5 <http://onlinelibrary.wiley.com/doi/10.1111/add.12935/full>

A study of 3am lockouts in Surfers Paradise by Griffith University came to a similar conclusion.

“Both police and ambulance data showed that the lockout introduction had no statistically significant impact on rates of crime, violence, head and neck injuries, and intoxication over the 2 years following lockout.”<sup>6</sup>

It is clear that there is little if any evidence to support lockouts or one way door policies as an effective measure in their own right. Diageo believes that irrespective of any decisions or changes to trading hours, 1.30am lockouts should be abolished.

---

**Recommendation 4** That the NSW Government abolish the 1.30am lockout introduced in the Liquor Amendment Act 2014

---

#### **EFFECTIVENESS OF RESTRICTIONS ON THE SALE OF SPIRITS AFTER MIDNIGHT**

While the Kings Cross and Sydney CBD Plans of Management<sup>7</sup> are not within the scope of this review, we believe they should be, given their objective is the same as that of the *Liquor Amendment Act 2014* and they are often referred to within the overall suite of measures introduced to tackle alcohol related violence in NSW.

Diageo’s primary concern regarding the Plan(s) of Management is the restrictions they impose on the sale of spirits after midnight with no clear evidence or justification as to why.

Current restrictions on the sale of spirits include:

- any drink (commonly referred to as a “shot” or a “shooter”) that is designed to be consumed rapidly (includes neat serves of spirits)
- any drink containing more than 50% spirits or liqueur
- any “ready to drink beverage” containing more than 5% alcohol
- any drink prepared on the premises that contains more than 30 mls of spirits or liqueur (eg. “doubles”) with an exemption for cocktails which appear on a cocktail list

In justifying restrictions on spirits, proponents often argue that the frequency of alcohol related violence increases after midnight when many consumers drink spirits, and therefore restrictions on the service of spirits would result in a reduction in violence.

This assumption is fundamentally. Intoxication and risk is determined by how many standard drinks have been consumed and over what time period, not by the type of alcohol consumed.

A coalition of academic and research institutes worldwide, including the Centre for Alcohol Policy Research in Australia (funded by the Foundation for Alcohol Research and Education), studied the link between harm and beverage types in 19 different countries, including Australia.

The study concluded that there is no increased correlation with harm across any specific beverage type.

---

<sup>6</sup> <http://onlinelibrary.wiley.com/doi/10.1111/dar.12384/abstract>

<sup>7</sup> <https://www.nsw.gov.au/news/cbd-plan-management>

As the research noted:

“There is no general pattern which holds across cultures of more or less trouble being associated with a particular beverage type.

Clearly, the results suggest that there is nothing inherent in wine, beer or spirits which would universally result in one of these, compared with another, producing a greater rate of problems”<sup>8</sup>

There have been some suggestions that the rationale for spirits restrictions is around the ability to consume them rapidly.

If this is indeed the case, then the Plan of Management should specifically focus on drinks designed for rapid consumption as per the South Australian Late Night Code<sup>9</sup> which specifically bans shots and shooters but does not ban the sale of neat serves as is the case in NSW.

Moving to the SA model will avoid some of the situations outlined below which highlight the absurdity of spirits restrictions under the current Plan of Management.

- After midnight a consumer can purchase a bottle of wine (eight standard drinks) or a pint of beer (two standard drinks) but not a neat serve of spirits (one standard drink).
- A premium rum or whisky neat or with ice is not permitted, but if a consumer adds a mixer, such as cola, the drink becomes permitted. However, if the rum and cola is pre-mixed, it is once again not permitted. Diageo notes that all of these drinks contain between 1 – 2 standard drinks.
- A serve of Baileys Irish Cream on ice is currently banned after midnight, despite containing less than half a standard drink (0.4 standard drinks per 30ml serve).
- ‘Doubles’ of spirits with or without a mixer are banned after midnight, despite containing the same amount of alcohol as a pint of beer (two standard drinks).
- A 5.8% ABV beer is permitted after midnight, but a 5.5% ABV pre-mixed drink is banned.

Restrictions on spirits are not supported by scientific evidence and international research, are complex and unworkable, and are highly discriminatory.

We recommend they be removed from the Kings Cross and Sydney CBD Plans of Management or at the very least confined to drinks designed for rapid consumption as per the South Australian model.

Diageo also supports the submission on this matter by the Distilled Spirits Industry Council of Australia (DSICA).

---

**Recommendation 5** That the NSW Government removes restrictions on spirits from the Kings Cross and Sydney Plans of Management

---

---

8 Centre for Alcohol Policy Research (2013) *Differences in trouble per litre of different alcoholic beverages – A global comparison with the GENACIS dataset*

9 <http://www.cbs.sa.gov.au/licensing-and-registration/liquor/codes-of-practice-2/>

#### **4. ALTERNATIVE MEASURES TO IMPROVE SAFETY**

While Diageo does not support restricting the physical and economic availability of alcohol as effective or appropriate policy responses to reducing alcohol related harm, we do support the NSW Government's commitment to reducing alcohol related harm.

There are many positive and sustained trends in Australia in relation to alcohol related harm and alcohol consumption. Consumption per capita is at a 50 year low<sup>10</sup> and the incidents of alcohol related harm, including assaults, are declining across NSW and have been for some time as outlined earlier in this submission.

These are positive trends which reflect the ongoing work and commitments from Governments, the Industry and individuals to reduce alcohol related harm.

Diageo supports a coordinated policy response to reducing alcohol related violence based on the principles outlined below.

#### **ENFORCEMENT AND POLICING**

- An increased police presence acts as a deterrent and allows for rapid intervention and de-escalation of incidents before they result in harm.
- Simpler and clearer liquor licensing requirements that enable licensees and police to focus on their responsibilities.

#### **EDUCATION**

- Enhanced school student education on alcohol & drugs and their effects.
- An example of how this could be implemented is through the Wake-Up Foundation<sup>11</sup>, a peer-based organisation that runs programs in schools, clubs and community groups to educate young people on how to make responsible choices to stay safe on a night out.

#### **INDUSTRY AND GOVERNMENT COLLABORATION**

- Depending on the size and type of venue, there are a range of potential industry measures, such as increased security, improved training of staff, more practical RSA training, better monitoring of patrons and increased cooperation with police and licensing staff.
- Diageo encourages the NSW Government to work more closely with Industry to ensure a cooperative approach to improving patron safety.
- In the UK, the industry has developed and funded a number of innovative partnerships with local authorities and police to great effect.<sup>12</sup> NSW should look to do the same.

#### **TRANSPORT OPTIONS**

- 24-hour public transport in and around entertainment precincts on peak days.
- Managing taxi shifts to avoid changeovers.

---

10 <http://www.abs.gov.au/AUSSTATS/abs@.nsf/Latestproducts/4307.0.55.001Me>

11 <http://wakeup.org.au/>

12 <http://www.portmangroup.org.uk/docs/default-source/alcohol-and-local-areas/-local-alcohol-partnerships-.pdf?sfvrsn=2>



## **GLOBAL EXPERIENCE**

- In addition to the measures outlined above, Diageo refers to a paper from the Responsible Hospitality Institute in the United States (Appendix 1) which outlines a number of measures which have been adopted in other major cities to better manage the night time economy.
- We support the consideration of these measures as a means to rejuvenating Sydney's night time economy.

## **5. CONCLUSION**

In conclusion, Diageo welcomes the opportunity to respond to the review and is encouraged by the range of stakeholders the Government has sought to engage on this issue.

While the review should focus on the measures introduced to date to tackle alcohol related violence, it is imperative that in doing so it also looks closely at:

- The circumstances which led to the introduction of the the Liquor Amendment Act 2014
- The decline in non-domestic assaults in NSW over a sustained period since 2008 and what has driven this decline
- The impact that various measures have had on the vibrancy of Sydney's night time economy including the social and economic impact on both businesses and Sydneysiders
- Alternative measures to improve safety while at the same time ensuring Sydney can once again become both a vibrant and sociable city.

**Contact:**            **Elizabeth Greene, Head of Communications, Diageo Australia**  
Email: [REDACTED]    Phone: [REDACTED]

# THE SOCIABLE CITY

Enhance Vibrancy, Assure Safety, Plan for People

Jim Peters

President

Responsible Hospitality Institute

[www.rhiweb.org](http://www.rhiweb.org)

All Rights Reserved

Sociability is an economic engine driving the development of cities throughout the world. As more people seek a more urban lifestyle, there is increased demand for places to eat, drink, and listen to music and dance. More people brings more vibrancy, though may also place additional burdens on public safety resources and impact the quality of life for residents not part of the night time economy, or as we refer to it, the “other 9 to 5”.

Sydney, along with other Australian cities, is attempting to maintain the balance between an enhanced social experience for residents, visitors and the broader community, with the inherent risks association with late night activity in and around social venues.

‘Lockout laws’ are a focal point, and a contentious debate exists about the effectiveness of reducing late-night disorder and harm with the lost economic potential of a nighttime hospitality zone or entertainment district.

This paper seeks to present alternatives to achieving similar safety and quality of life outcomes without impeding the prosperity of those dedicated to creating places for people to socialize.

## **Revitalizing City Centres and Creating Places to Socialize**

For the past 30 years there has been a dramatic transformation, a shift from suburban development to greater investment of public and private resources in city districts where people both live and work.

Housing is denser, public transportation more widespread and efficient, and pedestrians and cyclists enjoy revamped landscape and streetscapes. In essence, many city centres, or central business districts as they’re commonly referred to in Australia, are seeing dramatic changes and sweeping improvements.

Dining and entertainment venues are expanding rapidly to meet the growing and diverse needs of residents and visitors. And while lifestyles with later hours are integrated into residential areas, there is and needs to be an increased focus on planning for people. Anticipating people’s need for social interaction at different times of the day and night is critical for success in a mixed-use community.

Hospitality and nightlife constitute one of the strongest and most sustainable local industries, creating jobs and supporting other locally based businesses including musicians, artists, local media, and service companies.

Properly planned and managed hospitality zones where people gather to socialize can be a prosperous investment, combining and centralizing attractions and services. Adversely, unplanned hospitality zones can be costly, lead to conflicts, and produce an excessive burden on police and demands for appointed and elected officials to manage safety and quality-of-life impacts.

“Sociable Cities” plan for people’s need for socializing by enhancing vibrancy in public and private spaces, assuring safety and managing impacts on quality of life from an active nighttime economy.

### **What is the Nighttime Economy Worth?**

Cities from New York to San Francisco, and London to Sydney have conducted economic impact studies of the nighttime economy. While still in the early stages of consistency for comparison, these preliminary efforts highlight the importance of the “other 9 to 5” and need for reallocation of resources and services to match current and future needs.

New York’s nightlife industry generated an estimated \$9.7 billion in economic activity in 2004 and 95,500 jobs in New York City. The nightlife industry contributed an estimated \$391 million in city tax revenues and an additional \$321 million to New York State. Annual attendance at nightlife venues totaled an estimated 65,445,000 admissions – more than three times the attendance of all New York City’s sports team events combined.<sup>1</sup>

In addition to spending in nightlife venues, direct spending by New York City residents for pre-nightlife activities (wardrobe, hair, etc.) and transportation amounted to an estimated \$908 million, significantly supporting daytime retail businesses.<sup>1</sup>

In comparison to the New York City study of nightlife venues, San Francisco expanded the study to include restaurants, theatres and bars. The study concluded that nightlife generated a total of \$4.2 billion in revenue, employing 48,000 people, and importantly \$670 million on “local” foods, \$580 million on “local” beverages and \$370 million on performers and other “local” businesses and services.<sup>2</sup>

With nightlife proving to be a significant contributor to the overall economy, the City of San Francisco has created a new position of Business Development Manager (Nightlife & Entertainment Sector in the Office of Economic and Workforce Development). The city also commissioned the “Other 9 to 5 Transportation Study” to evaluate the needs of night workers in the hospitality industry, as well as in office maintenance, health care and delivery services.<sup>2</sup>

### **Planning for People in a Concentrated Hospitality Zone: A Reorientation of Planning Philosophy**

Understanding the complexities of people gathering in groups in greater numbers in mixed use districts, and subsequently seeking space conducive to their lifestyle, requires thoughtful and informed planning and zoning. In addition to the critical details of physical planning of a community’s core, it is also necessary to plan for social interaction. Whether dealing with public spaces such as parks and plazas or commercial venues that provide dining and entertainment, policymakers and planners need to carefully consider the demographics and social needs of both residents and visitors.

Smart planning for a concentrated hospitality zone requires involvement of many diverse and often adversarial stakeholders. These include business owners, residents, police, fire personnel, and staff who regulate alcohol sales, public works, planning, health, and more. Increases in late night activity, and specifically, later weekend hours, necessitate the adaptation of such local government services as rubbish removal, transportation, traffic and parking control, and safety compliance inspections.

In recent years, a growing number of cities have institutionalized a formal planning process, assuming either an advisory or policy purpose.

- **San Francisco Entertainment Commission:** Established almost a decade ago to streamline the permitting process for events and venues offering entertainment, the Commission is heralded as a contemporary model for planning nightlife. Seven members are appointed by the mayor and commission to serve. Any venue or event planner has to go through a process with the Commission, presenting a detail business plan that outlines safety, security, alcohol management and sound management, as well as demonstrated outreach to neighbors about the nature of the business and plan.

Recently, the commission's role was extended with a regulation that now requires residential developers to present a sound management plan when building near an existing nightlife venue or district.

In addition, the Commission organizes an annual Summit to convene venue operators with representatives of city, county and state agencies, as well as the Nitey Awards recognizing venues, operators, promoters and staff in a celebration of nightlife. <sup>2</sup>

- **Responsible Hospitality Edmonton (RHE), Edmonton, Alberta, Canada:** An operating function within the city to develop and manage resources to enhance nightlife districts and promote safety and patron responsibility. <sup>3</sup>

Among the components overseen by the RHE are:

- **Public Safety Compliance Team:** An interagency task force staffed by the RHE to unite representatives from police, fire, bylaw and alcohol regulatory to centralize data, identify risk, and coordinate education and outreach for early assistance or increase enforcement when required.
- **Dedicated Police Unit:** Officers are selected and attend a three-day specialized training to work in Edmonton's nightlife districts.
- **Street as a Venue:** Dedicated RHE staff in districts to monitor and coordinate resources to improve traffic, late-night transportation, improve access to public facilities and sidewalk maintenance.
- **Social Marketing:** Specialized marketing promoting patron responsibility, including *Be a Lover, Not a Fighter* to reduce male-on-male violence, *Don't be That Guy* to reduce sexual assault, and *Save the Party* to promote responsibility in reducing sound impacts.

## **The Night Manager – Night Mayor Becomes an Official Role in Government**

The creation of this focused attention may require staff dedicated exclusively to managing the nighttime economy. Among those North American cities that have established “nighttime coordinator” or “night managers” are: Seattle, Washington; San Jose and San Francisco, California; Pittsburgh, Pennsylvania; and Edmonton, Alberta, Canada. These cities have hired nighttime/nightlife coordinators/managers to serve as a liaison among key stakeholders, identify gaps in service, resolve conflicts, and settle proactive schedules for planning.

Similarly, European countries are seeing a growth in interest in the “night mayor” concept, with the Night Mayor of Amsterdam (Mirik Milan) on a speaking circuit throughout Europe and North America, linking similar staff roles from Berlin and other European cities into a Night Mayor Summit planned for April 2016.

## **The Components and Core Elements of Hospitality Zone Development**

Once there is a formal leadership team with staff support, initiatives can be undertaken to create a more organized and efficient nighttime economy plan. This could include but not be limited to the following:

- **Business Plan Licensing:** The process of licensing businesses to serve alcoholic beverages is continually evolving. Whether it is the transition from a “tied house system” to one adapting to changing demographics and lifestyles, some cities are moving from a focus on alcohol to a focus on the business plan of the applicant. Compliance can then be monitored by adherence to the business plan. For instance, the following are examples of how this process can work:
  - **Primary Purpose:** What is the primary purpose of the business? Dining, drinking, entertainment? Who are the expected patrons? Price points?
  - **Hours of Operation:** What are the expected hours? Will the business change use by time of day? Day and early evening dining transitioning to night and late-night entertainment? Live music or DJ? Dance floor?
  - **Venue:** Is the venue suitable for the proposed use? Is there sufficient sidewalk space if there will be people waiting to enter? Where will delivery trucks stop? How will rubbish be stored? Are there residents in close proximity? What are the neighboring businesses? How does the business plan and venue use fit into the current mix of uses?
  - **Security Plan:** How will the operator assure safety in the venue? Will security staff be trained to match the risk? How will security staff be selected and matched to time of day and operational risk? What technology will be used? CCTV? ID Scanners?
  - **Alcohol Management:** Will there be alcohol service? How will service staff be trained? What policy will be provided to staff? What incentives are there for age identification? Intervention with an intoxicated person?

- **Sound Management:** Will there be amplified entertainment? What sound impact analysis was done to set limits? What is the strategy for minimizing sound complaints? Resolving conflicts with neighbors?
- **Community Engagement:** What steps have been taken to engage residents in the community to be informed about the business? What alliances exist with business associations? How will conflicts be mediated and resolved as they occur?
- **Late Night Transportation:** Mobility management hubs provide a variety of public and private transportation modes can be utilized in hospitality zones, including taxis, buses, trains, transport network companies (Uber, GoCatch) and light-rail. Integrating these modes into central hubs streamlines access for both the user and provider, reduces congestion and increases pedestrian and traffic safety. Central transport hubs also create higher visibility and use. Staffing the hub with an expediter at peak hours can help facilitate flow.

Charleston, South Carolina confronted with increasing congestion, especially at closing time, implemented the following transportation management system:

- Dedicated taxi stands on the main street in the entertainment districts in strategic locations.
- Citations for stopping to let passengers out or pick passengers up after midnight
- Dedicated areas for TNC's (i.e. Uber, GoCatch) to let passengers out or pick passengers up
- Venue staff training with maps to locations

Pittsburgh, Pennsylvania South Side district evolved from a retail shopping district serving the surrounding residential area to a nightlife destination, with 20,000 or more patrons leaving venues at 2 am. A comprehensive transportation plan is being implemented to include:

- **Parking Enhancement District:** Parking meter fees are extended until midnight in the district, generating a projected \$300,000 per year to be allocated to improved maintenance and a dedicated police unit with officers trained and assigned to the district.
- **Taxi, TNC and Valet Stands:** Strategic locations to facilitate easy access and egress at closing time. Uber is sponsoring a breath test station for people to measure intoxication level and avoid impaired driving.
- **Parking Shuttle:** A business sponsored circulator shuttle to remote parking areas to provide safe areas for venue staff and patrons to park, reducing traffic congestion and intrusion into residential areas reducing sound complaints and crime.
- **Public Safety and Policing Nightlife Districts:** A common closing time is one of the most frequent causes of conflict and increased risk. Regardless of the time, forced mass exodus generates tension and when poorly managed, can result in push back and aggressive behavior.

Sydney's 'Lockout and Last Drinks' policy was created as a strategy to limit potential aggression often associated with the large crowds gathering at closing time. An outcome certainly has removed people from the street, particularly between 1:30 am and 3:00 am, but an empty street does not establish the appearance of vibrancy.

Recent analysis of Lockout Laws in Surfers Paradise and other areas demonstrates limited or no impact on aggression and crime.<sup>4</sup> What hasn't been formally analyzed is at what cost to businesses meeting the social needs of consumers or reputation of the city as a "sociable city" and a place to visit or live.

Cities are beginning to develop a more strategic dedicated public safety team, with dedicated officers working in entertainment districts. An example is the Chicago Entertainment Venue Team.<sup>5</sup>

- **The 18<sup>th</sup> District:** An area with five separate entertainment districts, 1,000 venues serving 100,000 or more on weekends.
- **The Team:** 35 officers, three sergeants and a night commander assigned to patrol the five districts with a combination of bike, plain clothes, foot and motorized.
- **Community Policing:** Monthly meetings organized by hospitality businesses in each district with police and other regulatory agency collaborating on problem solving, planning for upcoming events and presenting training resources.

## Conclusion

Young adults socializing, availability of alcohol and late-night activity in social venues come with inherent risk. Removing alcohol availability, restricting places for young adults to meet and interact and establishing the lifestyle standards of the traditional "9 to 5" may reduce risk. However, it can also become the suburbanization of the urban experience draining it of diversity, energy and the economic engine of flexible sociability that new generations seek.

## Source

<sup>1</sup> New York City Hospitality Alliance: [www.thenycalliance.org](http://www.thenycalliance.org)

<sup>2</sup> San Francisco Entertainment Commission: [www.sfgov.org/entertainment](http://www.sfgov.org/entertainment)

<sup>3</sup> Responsible Hospitality Edmonton: [www.responsiblehospitalityedmonton.ca](http://www.responsiblehospitalityedmonton.ca)

<sup>4</sup> Dominique De Andrade, Ross Homel & Michael Townsley, "Trouble in paradise: The crime and health outcomes of the Surfers Paradise licensed venue lockout", Drug and Alcohol Review (2016), In Press.

<sup>5</sup> Ralph Egan, Chicago Police Department, presentation, Pittsburgh Police Department, May, 2014