



Memorandum

TO: RULES AND OPEN
GOVERNMENT COMMITTEE

FROM: Joseph Horwedel

SUBJECT: ROYAL COACH TOURS

DATE: February 5, 2007

Approved

Date

2/6/07

RECOMMENDATION

Acceptance of staff's recommendation that, due to site improvements, the Royal Coach Tours facility, located at 690 Stockton Avenue, does not constitute a public nuisance.

BACKGROUND

On October 25, 2006, in response to complaints from neighborhood residents regarding automobile, truck and bus horn honking, upon entering and exiting the Royal Coach Tours facility, located at 690 Stockton Avenue, the Rules Committee requested that City staff determine whether the horn honking was causing a public nuisance necessitating an adverse impact action.

ANALYSIS

On November 7, 2006, staff from the Department of Planning, Building and Code Enforcement and the Department of Transportation visited the subject property to assess the level of noise associated with buses and vehicles entering or leaving the property. In addition, City staff met with a representative of Royal Coach Tour to identify modest site improvements that would eliminate the need for the honking of bus horns and/or passenger vehicle horns as they exit onto Stockton Avenue. Royal Coach Tours expressed a willingness to install site improvements, such as mirrors and signage, which would reduce the need for horns to be honked as automobiles, trucks and buses exited the property.

On December 5, 2006, Code Enforcement revisited the site in an effort to determine when the site improvements to reduce bus/vehicle honking would occur. Code Enforcement was provided a letter addressed to Royal Coach Tours employee's that stated the following:

"...we are removing the sign and requesting that you (referring to the employee's) do not honk while exiting. Please stop at the gate and look both directions and proceed with caution. Please be alert with the surroundings of our Company."

RULES AND OPEN GOVERNMENT COMMITTEE

Subject: Royal Coach Tours

February 5, 2007

Page 2

The letter was distributed to all Royal Coach Tours employees on December 1, 2006. The sign referenced in the letter, which has been removed, was located on the fence and instructed the drivers of exiting buses/vehicles to honk for pedestrian/vehicle safety.

Code Enforcement conducted surveillance of the Royal Coach Tours premises on three separate occasions (December 7, 12, and 14, 2006) to determine whether employees were adhering to this company policy. (Attached) Code Enforcement noted that no automobiles, trucks or buses honked their horns as they exited the property.

CONCLUSION

Code Enforcement has spoken to the neighborhood resident and has confirmed that the honking of horns by automobiles/trucks/horns has ceased. The resident was appreciative of staff's efforts.

A handwritten signature in black ink, appearing to read "Joseph Horwedel", with a large, stylized flourish at the end.

Joseph Horwedel, Director
Planning, Building and Code Enforcement

For questions please contact Michael Hannon, Deputy Director, at (408) 277-4703.

Attachment

Royal Coach Tours
630 Stockton Avenue
Inspection Survey

December 7, 2006

Observations by Code Enforcement Inspector Roger Beaudoin:

14:50 arrived at site

14:53 two privately owned vehicles entered; no horn

15:00 Responsible Party came out and took pictures of me on the street in my vehicle

15:17 bus exited; no horn

15:21 bus entered; no horn

15:22 bus entered; no horn

15:22 four privately owned vehicles entered; no horn

15:26 bus entered; no horn

15:27 bus entered; no horn

15:29 bus exited; no horn

15:33 bus exited; no horn

15:34 a privately owned vehicle entered; no horn

15:39 two privately owned vehicles exited; no horn

15:40 a privately owned vehicle entered; no horn

15:40 a privately owned vehicle exited; no horn

15:41 a privately owned vehicle exited; no horn

15:44 a privately owned vehicle entered; no horn

15:50 departed site

December 12, 2006

Observations by Code Enforcement Inspector John Hernandez:

09:15 privately owned vehicle exited; no horn
09:30 Mission Laundry truck entered; no horn
09:35 privately owned vehicle exited; no horn
09:38 privately owned vehicle entered; no horn
09:40 privately owned truck entered; no horn
09:50 Mission Laundry truck exited; no horn
09:57 privately owned vehicle entered; no horn
10:07 privately owned vehicle entered; no horn
10:10 departed site

December 14, 2006

Observations by Code Enforcement Inspector John Hernandez:

15:10 arrived at site
15:16 bus exited; no horn
15:20 privately owned vehicle entered; no horn
15:25 privately owned vehicle exited; no horn
15:28 bus entered; no horn
15:35 bus entered; no horn
15:38 two busses entered; no horn
15:54 bus exited; no horn
16:07 privately owned entered; no horn

Approached by owner; identified myself, explained my actions, gave my card, left the premises at 16:10 hours.