



New Orleans **Nightlife Business** Best Practice Guide

Developed by the New Orleans Mayor's
Office of Nighttime Economy

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New Orleans is known for its vibrant & eclectic nightlife.

From its world-renowned music venues to its historic bars and clubs, the city's nightlife is both a cultural treasure and a critical driver of tourism and local revenue. Operating a nightlife establishment in New Orleans comes with unique challenges and responsibilities, which this guide aims to address. It offers practical strategies and actionable guidelines to ensure that nightlife businesses operate safely, responsibly, and in harmony with the surrounding community.

The **New Orleans Office of Nighttime Economy** plays a pivotal role in supporting nightlife businesses and, through conversations with local businesses, identified a need for this guide. Established as part of the city's broader effort to create a balanced and thriving nighttime economy, the office acts as a liaison between nightlife establishments and various city departments. Its mission is to streamline processes, provide resources, and mediate issues that arise between nightlife operators and other stakeholders, including residents and city officials. By working closely with business owners, community leaders, and local agencies, the Office of Nighttime Economy ensures that the nightlife industry can flourish while maintaining public safety and minimizing neighborhood disruptions.

This guide is designed to help nightlife operators not only comply with regulations but also thrive in the fast-paced and ever-evolving New Orleans nightlife scene. It covers essential topics such as crime reporting, incident management, licensing, and compliance, and provides tips for violence prevention, staff training, and community engagement. The goal is to equip nightlife establishments with the knowledge and tools necessary to contribute to the city's rich cultural fabric while ensuring a safe and enjoyable experience for patrons, staff, and neighbors alike.



How to Use this Guide

This guide is designed to provide nightlife establishments in New Orleans with a set of best practices for operating safely, responsibly, and in alignment with the community. While these practices offer general guidelines, they should be employed to the degree practicable based on each establishment's specific circumstances, size, and legal obligations.

Every business is encouraged to create its own personalized business guide, tailored to its unique operations and challenges. The resources outlined in this document can serve as a foundation and be adapted to fit your specific needs. Use this guide as a flexible tool to help shape your internal policies on safety, compliance, employee training, and community engagement. You may also incorporate other relevant information, such as local regulations or specialized procedures that address your business's unique aspects.

By building upon the best practices outlined here, you can ensure your venue remains compliant, proactive, and a positive contributor to New Orleans' vibrant nightlife culture.

Please Note: Nothing in this guide is intended to serve as legal advice or to provide a guaranteed outcome. Businesses are encouraged to work with professionals if they have specific questions or need assistance with permitting, legal issues, or communications with the City. A City Agency contact list is included at the end of this document.

Employee & Business Information

Properly managing employee roles, responsibilities, and training is crucial to the smooth and compliant operation of your nightlife establishment. This section outlines key aspects of employee management and maintaining up-to-date business records.

1. Employee Records

- **Record-Keeping:** Maintain accurate and accessible records for each employee, including the following:
 - Accurate contact information
 - Emergency contact information
 - Active certifications (e.g., Responsible Vendor, first aid)
 - Employment contracts
- **Background Checks:** Where applicable, conduct background checks for employees working in security or other sensitive roles.
- Establishments should also have contact information on hand for all individuals and companies contracted to provide services such as vendors, maintenance providers, etc.

2. Employee Training

Training employees properly ensures that they are equipped to handle the responsibilities of their roles, particularly in high-pressure environments like nightlife establishments. Below are key training components:

- **Responsible Vendor Training:** All employees who serve alcohol must complete the Louisiana Responsible Vendor Program and carry their Bar Card while on duty. This ensures compliance with state alcohol service laws and promotes responsible serving practices.
- **Specialized Training:** Security personnel and bartenders should be trained in de-escalation techniques, conflict resolution, and identifying intoxicated patrons. Consider



additional training in areas like Opioid Overdose Response (Narcan) and Stop the Bleed. Contact the Office of Nighttime Economy to schedule a free training for your staff.

- **Regular Training Updates:** Ensure that all staff training certifications are kept up-to-date and documented.

3. Business Records

To ensure compliance with local regulations and maintain operational efficiency, it is critical to keep thorough business records. These include:

- **Licenses and Permits:** Maintain up-to-date copies of all licenses and permits required for your business to operate, including Alcohol Beverage Outlet (ABO) licenses, health permits, and live entertainment permits.
- **Insurance Documents:** Keep current copies of your venue's insurance policies, including liability, workers' compensation, and property insurance. Ensure coverage is adequate and renew policies promptly.
- **Financial Records:** Maintain accurate financial records for auditing and tax purposes, including payroll, sales reports, and expenses. Use a reliable accounting system to track income, payments, and business expenditures.
- **Operational Agreements:** Ensure all vendor contracts, partnership agreements, and maintenance service agreements are clearly documented and stored.

By staying organized with these essential business and employee records, your establishment will be well-prepared for audits, inspections, and day-to-day operations. Keeping thorough records will also help ensure that your staff are properly trained and your business remains compliant with local laws and regulations.

4. Staying Informed

To stay compliant with health and safety regulations, it's critical to stay informed and up-to-date on changes in local laws and industry best practices. Below are some key resources:

- **NOLA Ready:** Sign up for emergency alerts and updates from NOLA Ready to stay informed about severe weather, public health emergencies, and other safety concerns.
- **Louisiana Workforce Commission:** The Louisiana Workforce Commission offers resources for employers on maintaining safe working conditions and workers' compensation. For more information, visit www.laworks.net.
- **Occupational Health and Safety Administration (OSHA):** Stay compliant with OSHA guidelines for your type of business. OSHA provides comprehensive resources on workplace safety standards, from fire safety to first aid kits. Visit www.osha.gov for up-to-date regulations and training resources.

4. Insurance Best Practices

Choosing the right insurance coverage is essential for protecting your nightlife business while managing costs effectively. Insurance premiums vary depending on the type of establishment, the level of risk, and operational practices. Below are best practices to help keep premiums low and secure the most favorable rates.

Factors That Impact Premiums

- High-risk Activities, including...
 - Happy hours, drink specials, or drinking games.
 - Admission of underage patrons (e.g., 18+ events).
- Inadequate Security Measures:
 - No security cameras or posted rules.
 - Use of armed security without clear protocols.
- Operational Risks:
 - Long hours of operation or proximity to universities.
 - Prior insurance claims or a history of incidents.

- Best practices to keep premiums low:
 - Enhance security
 - Install a comprehensive camera system that monitors high-traffic and high-risk areas (e.g., entrances, exits, and bar areas).
 - Train security staff in de-escalation and emergency response, reducing the need for armed security.
 - Post clear rules for patrons, including zero-tolerance policies for unruly behavior or over-intoxication.
 - Use ID scanners to prevent underage drinking.
 - Implement a formal safety plan
 - Develop written protocols for handling intoxicated patrons, unruly behavior, and emergencies.
 - Train staff regularly on these procedures to ensure consistent enforcement.
- Balance alcohol and food sales:
 - If possible, focus on increasing food sales relative to alcohol sales. A balanced revenue model is seen as lower risk by carriers.
- Limit risky promotions:
 - Avoid hosting events or promotions that encourage excessive drinking, such as drinking games or unlimited drink specials.
- Maintain a clean claims history:
 - Address issues proactively to avoid incidents that could lead to claims.
 - Document all incidents in an incident log, even if they don't escalate into claims.

6. Employee Health and Safety Resources

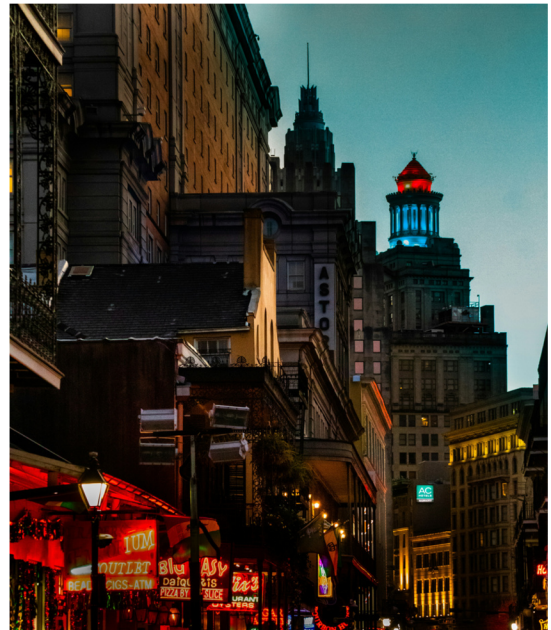
In addition to ensuring workplace safety, employers should provide employees with resources to help them maintain their personal health and wellness.

- **Mental Health Resources:** Nightlife employees often work in high-stress environments. Provide access to local mental health resources, such as counseling services or stress management workshops. In New Orleans, there are several organizations that provide services for hospitality industry workers. See the list at the end of this document for more information.



Community Relations for Nightlife Establishments

Maintaining positive relationships with the surrounding community is essential for the long-term success of nightlife establishments. Engaging with local residents, businesses, and city officials helps build trust, prevent conflicts, and ensure that your venue operates harmoniously within its neighborhood. This section outlines strategies to foster strong community relations, stay informed about local issues, and contribute to the broader well-being of your community. Additionally, the New Orleans Office of Nighttime Economy is a resource for strategies to help your business navigate building and maintaining these critical relationships.



1. Building Relationships with Local Residents and Businesses

- **Open Communication:** Establish regular, open lines of communication with residents and other local businesses. Keeping the community informed about upcoming events or potential disruptions (such as late-night activities or street closures) can prevent misunderstandings and complaints. Some communication strategies to employ include:
 - Verbally inform neighbors about upcoming events and potential disruptions
 - Updates on social media platforms such as Instagram, Nextdoor, or Facebook groups
 - Display important information inside your venue or out front on marquees if applicable
- **Addressing Concerns:** When residents raise concerns about noise, crowds, or other issues related to your business, take these concerns seriously and work toward a resolution. Promptly addressing complaints and finding solutions shows that your establishment is committed to being a good neighbor.
- **Supporting Local Businesses:** Partner with nearby businesses to create a sense of community and mutual support. For example, collaborate on promotions or events that benefit the entire neighborhood, or simply refer patrons to local restaurants, shops, or services.
- **Ask for Support:** The New Orleans Office of Nighttime Economy provides free mediation services through **Mediate NOLA**. Businesses can proactively reach out to request assistance in putting together a meeting with their neighbors to discuss how to have a positive relationship and work together before conflicts arise.

Mediate NOLA

Mediate NOLA is an initiative from the **New Orleans Office of Nighttime Economy** that provides free mediation and conflict resolution services to address neighborhood disputes. Through direct communication and compromise, we can establish respectful and ongoing relationships that help neighbors to peacefully coexist and thrive.

Mediate NOLA helps address issues in their neighborhood that may include:

- Quality-of-life issues between residents and nighttime economy related businesses
- Neighboring business to business misunderstandings
- Navigation of City permitting and processes for both businesses and residents

By using this process participants can better understand the impact they have on their neighborhoods and how to respond and adapt to mitigate any potential issues.

Want to learn more about Mediate NOLA or request a mediation? Reach out at www.nola.gov/night.

Real-Life Examples: How Mediate NOLA Makes a Difference

Resolving Noise Complaints

A music venue and a nearby resident were at odds over late-night performances. Through mediation, they agreed on adjustments to soundproofing and show timing, reducing complaints while allowing the venue to continue its events.

Business-to-Business Parking Issues

Two restaurants sharing a block struggled over parking space for delivery drivers. Mediate NOLA facilitated a compromise by designating specific times for loading zones, minimizing disruptions for both businesses.

Outdoor Seating Disputes

A bar's patio crowds blocked sidewalks, frustrating a neighboring shop. Mediation led to a seating adjustment and reduced music volumes, improving relations and reducing complaints.

Trash Disputes

A resident was frustrated by overflowing dumpsters near their home, which they attributed to a local café. Through mediation, the café agreed to increase trash pickups, resolving the issue and improving neighborly relations.

Parking Tensions

Patrons at a late-night restaurant were parking in a manner that blocked neighbor's driveways and fire hydrants. Through conversations with Mediate NOLA, the restaurant decided to create signage to direct customers on where to park.



2. Engaging in Community Meetings and Events

- **Host or Attend Community Meetings:** Consider hosting regular meetings with local residents and businesses to discuss any concerns or updates regarding your venue. Inviting key stakeholders to these meetings can foster a sense of transparency and shared responsibility.
- **Participate in Neighborhood Associations:** Join local neighborhood associations or business improvement districts (BIDs). These organizations often provide forums for discussing community issues and can be an invaluable resource for connecting with local leaders and residents. To find out how to join a neighborhood association or BID, contact the **New Orleans Neighborhood Engagement Office**.
- **City Council Meetings:** Stay informed about City Council meetings, particularly when they involve discussions on nightlife policies, zoning changes, or other topics that may affect your business. Engaging with your City Council representative can help ensure your voice is heard on matters that impact the nightlife economy. Find information about New Orleans City Council meetings at council.nola.gov/meetings
- **Business Alliances:** Consider joining a local business alliance that advocates for small businesses and provides resources for success.

3. Utilizing City Resources

- **NOLA Ready:** Stay connected with **NOLA Ready**, the City of New Orleans' emergency preparedness campaign, to receive updates on weather, public safety alerts, and other critical information. In the event of an emergency, such as severe weather or public safety incidents, use NOLA Ready's resources to keep your staff and patrons informed and safe.
- **Other City Resources:** Take advantage of city resources, such as the **New Orleans Office of Nighttime Economy**, the **Mayor's Office of Economic Development**, and local business support services. These resources offer guidance on regulatory changes, emergency planning, and other relevant information that can help your business thrive while remaining compliant with local laws.

4. Contributing to Community Safety and Well-Being

- **Crime Prevention Partnerships:** Collaborate with local law enforcement and neighborhood watch programs to ensure a safe environment around your venue. Establish a relationship with your local precinct and involve them in safety discussions and events. To see what police district you are in, visit www.nola.gov/nopd/districts.
- **Sustainability and Cleanliness:** Contribute to the cleanliness and sustainability of the neighborhood by managing waste effectively, encouraging recycling, and keeping the areas surrounding your venue free of litter. Below are some programs and resources available to New Orleans Businesses:
 - The City's **Adopt a Catch Basin** program enables residents to participate in this effort by adopting a catch basin in their neighborhood. Many residents want to adopt their catch basin to reduce the likelihood of flooding in their neighborhoods.
 - Join **Keep Louisiana Beautiful's Clean Biz Partnership Program** and be publicly recognized as an environmentally responsible business.
 - See the list at the end of this document for more programs and information.

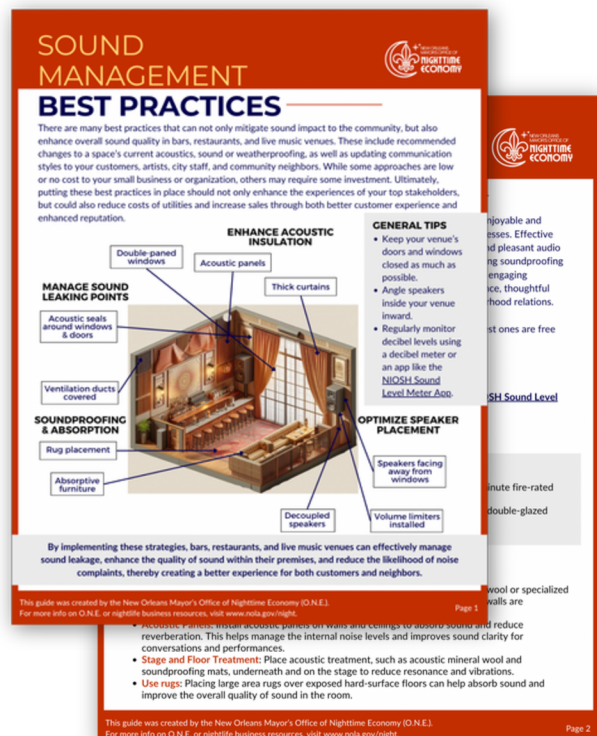
5. Sound Mitigation

Take steps to minimize disturbances to local residents, particularly concerning amplified sound. Even if you operate a small bar, sound can travel far without the right kind of management which can lead to conflicts with neighboring businesses and residences. The Office of Nighttime Economy has created a comprehensive guide to **Sound**

Management Best Practices, but some simple tips include:

- Keep your venue's doors and windows closed as much as possible
- Angle speakers inside your venue inward
- Regularly monitor decibel levels using a decibel meter or an app like the **NIOSH Sound Level Meter App**

Remember that there are different regulations for different parts of the city, such as the French Quarter. Be sure to check the city code or reach out to the **New Orleans Health Department** to ensure you are operating in compliance.




General Health & Safety Practices

In New Orleans, alcohol establishments must adhere to certain rules and regulations to remain compliant and ensure they are operating with public safety and well-being as a priority. Below is a summary of key requirements.

1. Food Safety and Handling

Maintaining high standards in food safety is essential for any nightlife establishment that serves food, as it ensures patron health and regulatory compliance. The **Louisiana Department of Health** goes into detail about specific requirements and guidelines for your business' operations, but below are some basic key practices:

- **Safe Food Handling Practices:** Train staff in proper food storage, handling, and preparation techniques to avoid contamination. Raw and cooked foods should be kept separate to prevent cross-contamination, and all food must be stored at safe temperatures.
- **Employee Certification:** Employees handling food should obtain a **Louisiana Department of Health Food Safety Certificate**, which covers essential practices like personal hygiene, cleaning, and allergen management. Certification ensures that staff are familiar with critical regulations and can prevent common food safety violations.
- **Health Inspections:** Comply with regular health department inspections by keeping up-to-date records of food safety practices and certifications. Routine internal inspections can help your establishment maintain high standards and prepare for official inspections. The Louisiana Department of Health provides guidelines and resources on inspections, which can be accessed through their website at www.dh.la.gov.

Sanitarian Services:

How to Obtain a LDH Food Safety Certificate (with the Gold Seal)
According to the Title 51 Sanitary Code, Part XXIII, Retail Food Establishments, Section 305, food establishments must have a representative who holds a state issued Food Safety Certificate. Some exceptions apply.

Step 1: Take an 8 hour Food Safety Manager Course and Proctored Exam to obtain the prerequisite "Food Safety Manager Certificate" (also known as the "Food Protection Manager Certificate"). For a list of local providers of the class and exam, go to our website, www.eatsafe.la.gov ➡ "Food Safety Certificate Info" to view the LDH Food Safety Certificate Provider List.
OR Choose an ANSI Approved Testing Company below to schedule the course and proctored exam:

1) ServSafe	(www.servsafe.com)	1-800-765-2122
2) National Registry of Food Safety Professionals	(www.nrfsp.com)	1-800-446-0257
3) 360 Training (Learn2Serve)	(www.360training.com)	1-877-881-2235
4) Above Training	(www.statefoodsafety.com)	1-801-494-1416
5) Always Food Safe	(www.alwaysfoodsafety.com)	1-844-312-2011
6) 1 AAA Food Safety	(www.1aafoodhandler.com)	1-714-592-4100
7) EduClasses	(www.educlasses.org)	1-903-893-3717

Step 2: Apply for the LDH Food Safety Manager Certificate (required gold seal certificate) 1 of 2 ways:
A) Apply by mail:

- 1) Fill out the "Paper Application" found on www.eatsafe.la.gov ➡ "Food Safety Certificate Info"
- 2) Provide a \$25.00 company check or money order written out to LDH
- 3) Provide a copy of the Food Safety Manager Certificate from the testing company (also known as the Food Protection Manager Certificate)
- 4) Mail to: Louisiana Department of Health: Attn: Retail Food
P.O. Box 4489 Bin 10 Box 10
Baton Rouge, Louisiana 70821-4489

OR
B) Apply online:

- 1) Go to the www.eatsafe.la.gov homepage ➡ "Food Safety Certificate Information" and click on "Apply Online for Food Safety Certificate":
- <https://la.accessgvm.com/oph/Forms/Page/food-safety-certification/order-form/>
- 2) Select "New" certificate to generate the \$25.00 fee for a new certificate, and fill out the Application
- 3) Upload a PDF copy of the testing certificate

Please allow approximately 7-10 business days for processing once the application is received.
Duplicate certificates may be awarded in the event the applicant no longer holds the original. Apply with a fee of \$12.50.
You may reach our office by calling 225-342-7773 or 225-342-7688.

2. Indoor Air Quality

- **Ventilation Systems:** Regular maintenance of HVAC systems is essential for good indoor air quality. Maintain a schedule to clean or replace filters monthly to reduce airborne contaminants, and schedule annual professional inspections to ensure the system operates efficiently. For older buildings, consider updating ventilation systems to meet current standards, especially if the venue accommodates smoking or cooking indoors.
- **Smoking and Vaping Policies:** Ensuring compliance with indoor air quality standards related to smoking and vaping, with designated smoking areas where applicable.



3. Wastewater and Drainage Management

Proper management of wastewater and drainage is crucial for nightlife businesses in New Orleans, given the city's unique geography and susceptibility to flooding. Implementing these best practices will help protect the environment, maintain public health, and ensure compliance with local regulations.

- **Grease Trap Maintenance**
 - Keep detailed logs of grease trap maintenance and cleaning schedules
 - Train staff on proper food waste disposal to minimize grease entering the drainage system
 - Clean grease traps at least once every 90 days, or more frequently for high-volume kitchens
 - Consider contracting with a professional grease trap cleaning service for regular maintenance

Sample grease trap cleaning process:

1. Gather proper safety equipment: rubber gloves, protective clothing, nose plug, etc.
2. Turn off connected equipment like sinks and dishwashers.
3. Remove the grease trap lid carefully.
4. Scrape out solidified grease and food particles.
5. Pump out accumulated grease, solids, and wastewater.
6. Thoroughly scrub the interior surfaces, baffles, and lid.
7. Rinse with hot water and a degreasing solution.
8. Inspect components and replace any damaged parts.
9. Reassemble the trap securely.
10. Properly dispose of collected grease and waste.



- **Proper Disposal of Liquids**
 - Never pour fats, oils, or grease (FOG) down sinks or storm drains
 - Use designated containers for FOG disposal and arrange for regular pickup by a licensed waste management company
 - Implement a dry cleanup method for spills using absorbent materials before mopping
 - Install screens on floor drains to catch solid waste and prevent blockages
- **Storm Water Management**
 - Regularly clean and maintain storm drains on your property to help prevent your drainage system from backing up and overflowing. It is the property owner's responsibility to maintain catch basins within 15 feet of their property line.
 - Implement a catch basin cleaning program to remove debris and sediment. For more information on the City's Adopt a Catch Basin program, see the Community Relations for Nightlife Establishments section of this guide.
 - Use permeable pavement in outdoor areas to reduce runoff and improve drainage.
- **Chemical Storage and Disposal**
 - Store cleaning chemicals and other hazardous materials in secure, designated areas away from drains.
 - Properly label all chemical containers and maintain up-to-date Safety Data Sheets (SDS).
 - Dispose of chemicals through authorized waste management services, never down drains or sewers.
- **Staff Training and Education**
 - Ensure that your staff understand your waste and grease management operations.
 - Post clear signage near sinks and drains about proper disposal methods.
 - Implement a system for staff to report drainage issues or spills immediately.

4. Rodent Management and Abatement

Rodent management is crucial for maintaining a clean environment, as rodents can harm health, property, and your business's reputation. New Orleans businesses must take proactive steps to prevent rodent infestations, especially since food and waste in high-traffic nightlife areas can attract pests. This section covers essential practices for effective rodent management, with resources from the **New Orleans Mosquito, Termite, and Rodent Control Board (NOMTRCB)**, the City's agency on integrated pest management.

- **Identifying Rodent Issues**

- **Signs of Infestation:** Regularly inspect your property for signs of rodent activity.

Common indicators include:

- Droppings
- Gnawed wires or furniture
- Nests in dark places like attics or cupboards
- Greasy markings on walls near holes

- **Hotspots:** Focus inspections on areas where food is stored, prepared, or discarded, such as kitchens, waste bins, outdoor garbage areas, and storage rooms, as these are primary attractors for rodents.

- **Preventative Measures**

- **Proper Waste Management:** Store garbage in durable, tightly sealed bins and dispose of it regularly. Avoid leaving waste in bags or open containers outdoors.
- **Food Storage:** Store all food and ingredients in sealed, rodent-proof containers.
- **Structural Maintenance:** Regularly inspect and seal any holes or gaps in walls, floors, and windows. Even small cracks can allow rodents to enter. Use steel wool, caulk, or metal mesh to block entry points.

- **The New Orleans Mosquito, Termite, and Rodent Control Board (NOMTRCB)**

- **NOMTRCB Services:** The NOMTRCB provides education, resources, and services for rodent management. They use an Integrated Pest Management (IPM) approach, which combines preventive measures, structural improvements, and, when necessary, safe chemical controls to manage pests effectively.
- **Rodent Control Requests:** Businesses can request rodent inspections and abatement services by contacting NOMTRCB. For detailed guidelines, training, or assistance, visit the NOMTRCB website.

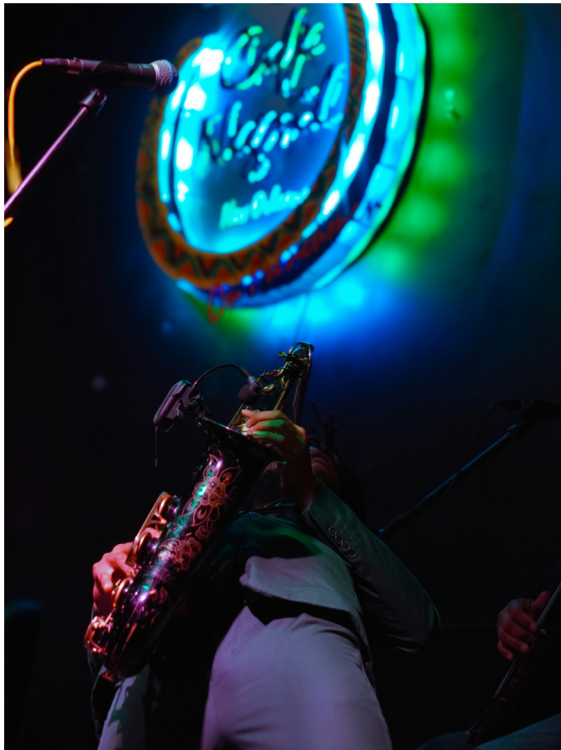
5. Incident Logs

- Establishments must maintain a detailed log of incidents, which can include fights, disturbances, injuries or harm, or any other significant events occurring on the premises.

- The log should include:
 - a. Date, time, and location of the incident
 - b. Names and contact information of those involved, if available
 - c. A brief description of the incident
 - d. Actions taken by staff or security
 - e. Whether law enforcement was contacted, including the officer's name, badge number, and any case number provided
- It is important to keep these logs for a period of time (2 years is recommended), as they may be requested by local authorities or during inspections.
- The Office of Nighttime Economy has created a free incident log template that is available at the end of this guide.

6. Age Verification Procedures

- **Legal Drinking Age:** The legal drinking age in Louisiana is 21. All alcohol-serving establishments are responsible for verifying the age of their patrons.
- **Acceptable Identification:** The following forms of ID are typically accepted:
 - a. State-issued driver's license or ID card
 - b. U.S. passport
 - c. Military ID
 - d. Other government-issued identification with a photo and birth date





- **Electronic Age Verification:** Many businesses use electronic systems to scan IDs and verify that patrons are of legal drinking age. These systems help ensure compliance and maintain records.
- **Training:** Staff should be trained in proper ID verification techniques, including recognizing fake or altered IDs.

7. Security Plans

High-capacity venues, especially those that serve alcohol, should create and adhere to a security plan. An outline for a security plan is included at the end of this document, but generally speaking security plans typically include:

- **Staffing Levels:** Ensure you have an adequate number of security personnel for the size of your venue and expected crowd. Larger events or peak times, such as Mardi Gras or festivals, may require additional staffing.
- **Security Personnel Roles:** Clearly define the roles of your security staff, including patrolling entrances and exits, monitoring crowd behavior, and responding to incidents.
- **Crowd Control Measures:** Implement strategies to manage crowd flow, prevent bottlenecks, and ensure patrons can move safely through the venue. Use barriers or ropes to control entry and exit lines, especially during peak hours.

Crime Reporting Procedures

Ensuring the safety of patrons, staff, and the community is a top priority for any nightlife establishment. Timely and accurate crime reporting not only helps protect the business but also strengthens relationships with local authorities and the surrounding community. Below is an outline of the crime reporting procedures that nightlife establishments in New Orleans should follow.

1. Understanding When to Report a Crime

- **Types of Crimes to Report:** Any criminal activity occurring on or near the premises should be reported to the New Orleans Police Department (NOPD). This includes, but is not limited to:
 - Fights, assaults, or physical altercations
 - Theft (including pickpocketing or stolen property)
 - Drug-related incidents
 - Vandalism or property damage
 - Sexual harassment or misconduct
 - Disturbances involving weapons or threats
- **Non-Emergency Incidents:** For non-emergency crimes, such as minor theft or disturbances without immediate danger, contact the non-emergency line for NOPD (311). Reserve 911 for emergencies where immediate police or medical assistance is required.



2. Incident Documentation

- **Maintain an Incident Log:** Every crime-related incident should be documented in the establishment's incident log. A "Nightlife Incident Report" template is available at the end of this guide.
- **Video Footage:** If the establishment has surveillance cameras, ensure that footage is preserved for law enforcement. Set aside a copy of the relevant footage and note its location in the incident log.

3. Follow-Up with Authorities

- **Cooperate with NOPD:** Once law enforcement arrives, provide full cooperation. Answer their questions, share any documentation (such as the incident log or video footage), and assist with the investigation as needed.
- **Case Number and Officer Details:** Always request and document the case number assigned to the report, as well as the name and contact information of the officer handling the case. This will allow you to follow up if necessary.

4. Communicating with Staff and Patrons

- **Staff Reporting Procedures:** Ensure that all staff, particularly security personnel, are trained in your establishment's crime reporting procedures. They should know how to quickly and accurately assess a situation and report crimes to management and law enforcement.
- **Patron Safety:** In cases where patrons have been victims of a crime, provide assistance in contacting law enforcement or medical services. If appropriate, offer support in gathering information for the police, such as personal belongings or witness statements.

5. Preventative Measures

- **Security Personnel:** Employ trained security personnel who can identify and intervene in potential criminal activity before it escalates.
- **Staff Training:** Regularly train staff in conflict de-escalation, identifying suspicious behavior, and reporting procedures.
- **Surveillance:** Maintain an operational video surveillance system in key areas of the establishment. Ensure that cameras are positioned to cover entrances, exits, and high-traffic areas.

By following these crime reporting procedures, nightlife establishments in New Orleans can ensure they comply with local laws, contribute to a safer environment, and protect their business and patrons from potential harm.

Step-by-Step Crime Reporting Process

1. **Assess the Situation:** First, ensure the safety of patrons, staff, and yourself. If the situation involves immediate danger or violence, take necessary steps to de-escalate, alert security, and move individuals away from harm if possible.
2. **Contact Authorities:**
 - a. **Emergency Situations:** Call 911 if there is an ongoing crime, a medical emergency, or an immediate threat to safety. Provide clear, concise information about the nature of the crime, the number of people involved, and any descriptions of suspects or vehicles.
 - b. **Non-Emergency Situations:** For non-urgent matters, contact the **New Orleans Police Department** via their non-emergency number (311), or report the crime in person at your local precinct after the incident.
3. **Provide Detailed Information:** When contacting the authorities, be ready to provide the following details:
 - a. The nature of the crime and the time it occurred
 - b. Location of the crime within or near the establishment
 - c. Descriptions of the individuals involved (physical appearance, clothing, actions, etc.)
 - d. Whether weapons were involved
 - e. Any injuries that occurred
 - f. Any actions taken by staff or security prior to calling law enforcement
4. **Preserve Evidence:** Preserve any physical evidence from the scene and, if applicable, do not tamper with video surveillance footage. Secure the area where the incident occurred to prevent contamination of evidence until law enforcement arrives.

Below is contact information for each Police District:

1st District: 504-658-6010, nopd1stdistrict@nola.gov
2nd District: 504-658-6020, nopd2nndistrict@nola.gov
3rd District: 504-658-6030, nopd3rddistrict@nola.gov
4th District: 504-658-6040, nopd4thdistrict@nola.gov
5th District: 504-658-6050, nopd5thdistrict@nola.gov
6th District: 504-658-6060, nopd6thdistrict@nola.gov
7th District: 504-658-6070, nopd7thdistrict@nola.gov
8th District: 504-658-6080, nopd8thdistrict@nola.gov

Businesses are encouraged to know which Police District they are in. You can search your business's address at www.nola.gov/nopd/districts.

Violence Prevention

Preventing violence is critical for maintaining a safe and welcoming environment in nightlife establishments. Effective violence prevention strategies can protect patrons, staff, and the surrounding community while ensuring compliance with local regulations. This section outlines key approaches to violence prevention, including crowd management, gun policies, staff training, and collaboration with law enforcement.

1. Creating a Safe Environment

- **Visible Security Presence:** Maintain a visible security presence both inside and outside the venue to deter violent behavior. Security personnel should be positioned at entrances, near key areas (like restrooms or the bar), and at any exits.
- **Lighting:** Ensure that all areas of the venue, including parking lots and surrounding sidewalks, are well-lit to discourage criminal activity. Poor lighting can create opportunities for violence, vandalism, or other offenses.
- **Safe Egress:** Ensure that patrons can exit the venue quickly and safely in the event of a violent altercation or emergency. Staff should be trained to guide patrons to designated exits and to assist those with disabilities or mobility issues.

2. Crowd Management

- **Capacity Control:** Adhere strictly to occupancy limits set by the City of New Orleans Fire Department and zoning laws to prevent overcrowding, which can lead to frustration, conflicts, and difficulty evacuating in case of emergencies. Clearly post occupancy limits and ensure security and staff monitor crowd size throughout the night.
- **Queue Management:** Establish clear, well-organized entry lines outside the venue to avoid congestion on sidewalks or streets. Use barriers, stanchions, and signage to keep lines orderly, and station security personnel to manage crowd flow and diffuse any disputes between patrons.
- **Flow of Movement Inside the Venue:** Design the interior layout to promote smooth crowd movement and minimize bottlenecks in high-traffic areas such as entrances, exits, and restrooms. Ensure that exit routes remain unobstructed at all times.
- **Control of Large Events and Peak Times:** For large events or busy nights, consider using additional staff and security to manage crowds effectively. Implementing staggered entry times or ticketing can help avoid overcrowding during peak hours.

3. Security and Gun Policies

- **Firearms and Local Laws:** New Orleans and Louisiana have specific regulations on the carrying of firearms, including concealed carry laws. Ensure that your security staff is

aware of these laws and how they apply to your venue. While licensed concealed carry may be legal in certain public spaces, private businesses have the right to prohibit firearms on their premises. Ensure that your establishment's gun policies comply with state law.



- **Weapons Policy:** To prevent firearms or other weapons from entering the venue, establish a strict “no weapons” policy for all patrons and staff. Clearly display signage at all entrances indicating that weapons, including guns and knives, are prohibited. To double-down on your “no weapons” policy, request “Gun Free Zone” signs from the **New Orleans Office of Gun Violence Prevention**.
- **Security Checks:** Some settings may require you to implement thorough security checks at the entrance, including pat-downs, bag checks, and metal detectors if necessary. Train security personnel to follow local laws regarding the handling of patrons found carrying weapons. If a firearm is detected, immediately follow proper protocol, which may include contacting law enforcement.
- **Handling Armed Conflicts:** If an armed altercation occurs inside or near the venue, the priority is to immediately contact law enforcement (911) and evacuate patrons and staff to safety. Train security staff in emergency response procedures for active shooter or armed conflict situations.

4. Collaboration with Local Law Enforcement

- **Relationship with NOPD:** Establish a strong relationship with the New Orleans Police Department (NOPD) precinct in your area. Regular communication with law enforcement can help prevent violence and ensure a rapid response when incidents occur.
- **Off-Duty Police Presence:** Consider hiring off-duty police officers for high-capacity events or during busy times like Mardi Gras, Jazz Fest, and other major festivals. Their presence can deter violent behavior and provide immediate response in case of incidents.

- **Reporting Violent Incidents:** Promptly report any violent altercations to NOPD, whether or not weapons are involved. Provide any available security footage and witness statements to assist with investigations. Proper reporting can help identify and apprehend repeat offenders who may pose a threat to multiple venues.

5. Alcohol Service and Violence Prevention

- **Responsible Alcohol Service:** Train staff to serve alcohol responsibly and recognize when patrons may be reaching unsafe levels of intoxication. Over-serving alcohol can lead to increased aggression, fights, or other violent incidents.
- **Cutting Off Service:** Establish clear guidelines for when and how staff should cut off service to intoxicated patrons. Always involve security in these situations to safely remove patrons who pose a risk to others.

By implementing these violence prevention measures, nightlife establishments can create a safer, more enjoyable environment for patrons and staff alike. Maintaining proactive security, establishing strong relationships with law enforcement, and training staff in conflict de-escalation are all essential components of preventing violence.



De-Escalation & Harm Prevention

Proper training in de-escalation and emergency response is crucial to maintaining a safe and secure environment at nightlife establishments. Below are key elements to include in staff training to reduce the risk of conflicts escalating and to address emergencies such as violence, overdoses, and medical crises.

1. Training in De-Escalation

Ensure all staff, particularly security personnel, are well-versed in conflict resolution and de-escalation techniques. Recognizing potential threats and defusing situations early can prevent conflicts from turning into violent incidents.

- **Signs of Potential Conflict:** Train staff to recognize warning signs of aggression, such as:
 - Heated arguments
 - Raised voices
 - Physical posturing or confrontations
- **Intervention Protocol:** When a conflict arises, security or management should:
 - Intervene calmly and assertively
 - Attempt to separate the individuals involved
 - Provide non-confrontational instructions, like offering a break outside or relocating parties to a different area
 - Offer solutions to defuse the situation, such as resolving misunderstandings or providing assistance in leaving the venue safely

2. Handling Intoxicated Patrons

Excessive alcohol consumption is a common cause of aggression in nightlife settings. Train staff to recognize signs of intoxication and take action to prevent problems before they escalate.

- **Signs of Over-Intoxication:** Slurred speech, difficulty walking, loud or aggressive behavior.
- **Actions to Take:** Once signs are observed, staff should stop serving alcohol to the individual, notify security if needed, and work with the team to remove the patron safely if their behavior becomes disruptive or dangerous.



3. Opioid Overdose Prevention and Response

With the growing opioid crisis, it's important for nightlife establishments to be prepared to handle potential overdose situations. The New Orleans Office of Nighttime Economy, in conjunction with the Health Department, offers free trainings and free Narcan to local businesses. To request a training and/or venue signage like below, visit www.nola.gov/night.

- **Narcan (Naloxone) Availability:** Keep Narcan (a medication that reverses opioid overdoses) on hand at all times and store it in an easily accessible location. Ensure that staff know where it is stored and how to administer it.
- **Staff Training:** Train staff to recognize the signs of an opioid overdose, which may include:
 - Slow or shallow breathing
 - Unresponsiveness or loss of consciousness
 - Blue or pale skin, especially around the lips and fingernails



In the event of a suspected overdose:

1. Call 911 immediately.
2. Administer Narcan following the instructions on the package.
3. Stay with the individual until emergency medical services arrive.
4. Continue to monitor their breathing and provide CPR if trained and necessary.

4. Stop the Bleed Training

Violent altercations or accidents can result in severe bleeding, which requires immediate attention.

- **Stop the Bleed Kits:** Ensure the venue is equipped with a bleeding control kit that includes bandages, tourniquets, and other essential first-aid supplies. Keep it in a known and accessible location.
- **Staff Training:** The **New Orleans Health Department** is a resource for free Stop the Bleed trainings for local businesses and hospitality workers. Reach out to the Health Department to organize a “Stop the Bleed” training program so your staff can:
 - Recognize life-threatening bleeding
 - Apply pressure to wounds to stop or slow bleeding
 - Properly apply a tourniquet or wound dressing
 - Follow appropriate steps to control the situation until professional medical help arrives

5. Emergency Response Training

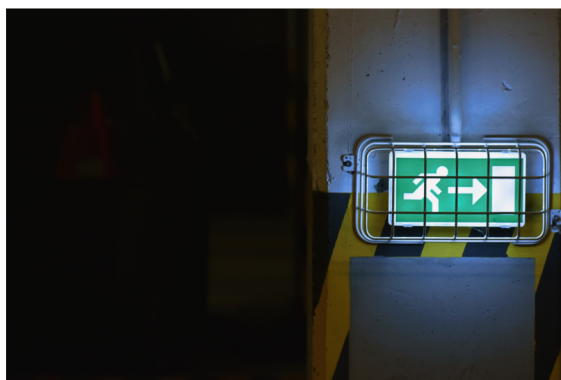
Ideally, all staff should receive comprehensive training in basic emergency response, including how to handle violent incidents, medical emergencies, and evacuations. Regular drills help prepare staff to act quickly and appropriately during emergencies.

- **Medical Emergencies:** Ensure staff are trained in basic first aid and CPR to address common medical issues such as injuries or loss of consciousness.
- **Violent Incidents:** Staff should know how to safely intervene in or avoid escalating violent situations and assist patrons in evacuating the area if needed. For more recommendations, review the Violence Prevention section of this guide.
- **Evacuation Protocol:** Teach staff the venue's evacuation plan and ensure they can guide patrons to safety in case of fire, violence, or other emergencies.

6. Zero Tolerance for Sexual Harassment and Assault

- **Policies Against Harassment:** Establish and enforce a zero-tolerance policy for sexual harassment, assault, or misconduct. Make sure this policy is visible throughout the venue.
- **Responding to Harassment and Assault:** Train staff to recognize and address instances of harassment or assault. This includes:
 - Safely removing offenders
 - Offering assistance to victims, such as contacting law enforcement or arranging safe transportation
 - Documenting incidents and reporting them to management and authorities
- **Partnering with Advocacy Groups:** Collaborate with local advocacy groups to raise awareness and host training sessions focused on harassment prevention and creating safer environments for vulnerable groups.

By covering these aspects in staff training, nightlife establishments can create a safer environment for patrons, comply with local safety standards, and empower employees to act confidently during emergencies.



Emergency Preparedness

Nightlife establishments in New Orleans must be prepared for natural disasters such as hurricanes and floods. Proactively preparing your business can minimize risks, protect staff and patrons, and increase the likelihood of a quick recovery after an event. Below are best practices and resources to help your venue stay safe and resilient during disasters.

1. Develop a Disaster Plan

- **FEMA's Ready Business Toolkit** is a great resource that provides tools to ensure your business is prepared for a disaster. Access these resources at www.ready.gov.
- **Hurricane-Preparedness Checklist:** The Office of Nighttime Economy has created a hurricane-preparedness checklist for your business to prepare for a hurricane.
- **Risk Assessment:** Identify the specific risks your venue faces from hurricanes or floods, including your location's flood zone. Use FEMA's [Flood Map Service](#) to determine your flood risk level.
- **Emergency Contacts:** Maintain an updated contact list for staff, emergency services, and key city departments. Ensure staff have access to critical contacts both digitally and in hard copy. The Office of Nighttime Economy has created an emergency contact list with contact information for City departments and services that you can print out in case you lose internet.

2. Staff Training and Communication

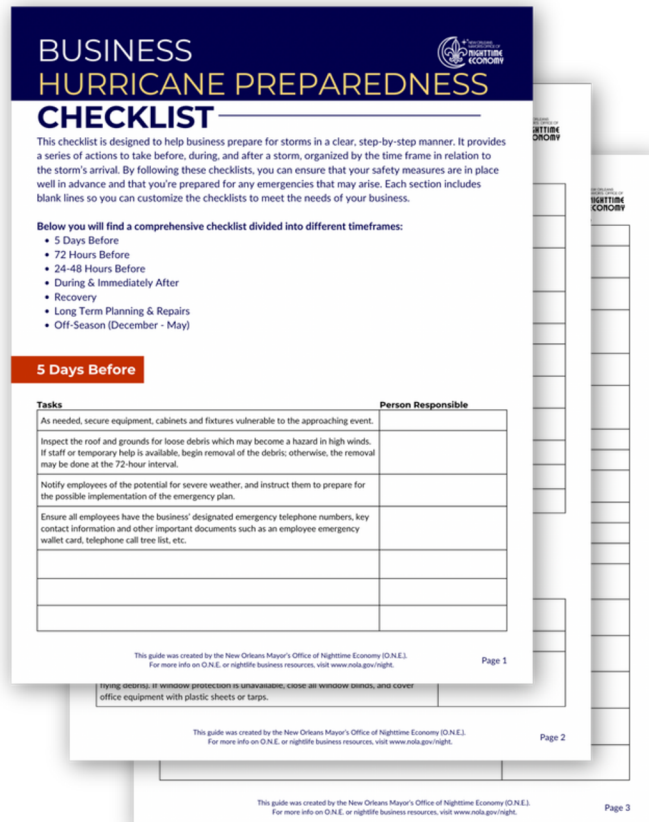
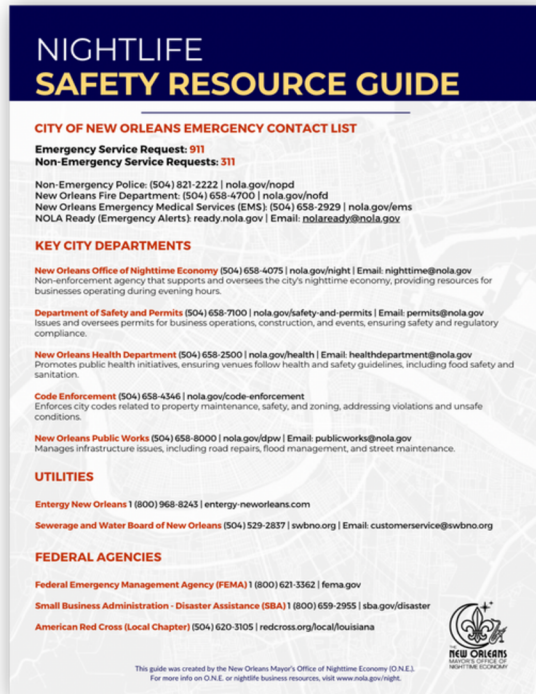
- **Evacuation and Shelter-in-Place Plans:** Train staff on the evacuation plan, including safe routes and assembly points. Ensure everyone knows when to shelter in place and when to evacuate.
- **Emergency Communication:** Implement a reliable method for communicating with staff during disasters (e.g., text alerts, email chains). Sign up for emergency alerts from **NOLA Ready** and the **National Weather Service** for real-time updates.

3. Physical Preparedness

- **Flood Protection:** Install flood barriers or sandbags in flood-prone areas. Ensure that critical equipment and inventory are stored above potential flood levels.
- **Backup Power:** Invest in backup generators to maintain essential operations during power outages.
- **Structural Preparations:** Secure any loose items (e.g., signage, outdoor furniture) to prevent damage from high winds. Reinforce doors and windows to withstand hurricane conditions.

4. Business Continuity

- **Continuity of Operations Plan:** Develop a business continuity plan that outlines how to resume operations after a disaster. This includes alternative locations, staffing strategies, and access to critical business documents (digital backups are essential).
- **Insurance and Financial Preparedness:** Review insurance policies, especially flood insurance, and ensure your coverage is adequate. Keep detailed records of all assets and inventory.



A photograph of a bar interior. The walls are covered in vertical wooden paneling. A long wooden bar counter runs across the middle of the frame. In the foreground, several wooden stools with curved backs are visible. A bright red light source is positioned at the top left, casting a strong red glow over the entire scene. The text "Nightlife Business Resources" is overlaid in the center.

Nightlife Business **Resources**

New Orleans Business Resource Organizations

In addition to the organizations listed below, The Office of Nighttime Economy has created a business resource directory with over 100 local organizations that provide resources for businesses and hospitality workers in New Orleans. The complete directory is available at www.nola.gov/night.

504 Healthy Hospitality: A health and wellness initiative focused on offering free or low-cost healthcare, fitness programs, and support for hospitality workers in New Orleans.

Energy Smart: A utility-funded program helping New Orleans residents and businesses save energy and reduce costs through energy efficiency rebates and services.

Glass Half Full: An environmental initiative recycling glass into sand and glass cullet for sustainable use, addressing waste reduction and coastal restoration in New Orleans.

New Orleans Musicians Clinic: A health clinic dedicated to providing affordable medical and mental health services to musicians, performers, and cultural workers in New Orleans.

ShiftChange: A program promoting sustainable, equitable workplace practices in the service industry through resources, training, and advocacy for workers' rights.

Southern Smoke Foundation: A nonprofit providing emergency relief to food and beverage industry workers facing crises, offering financial assistance and mental health support.

StayLocal: A small business alliance supporting locally-owned businesses in New Orleans through networking, marketing, and advocacy for a stronger local economy.

Sustaining Our Urban Landscape (SOUL): A nonprofit reforesting New Orleans by planting trees to improve urban ecology, reduce flooding, and enhance community resilience.

WeHelp NOLA: A resource hub dedicated to improving the well-being of New Orleans' hospitality workers by connecting them to essential services, training, and community programs.

CRCL's Oyster Shell Recycling Program: A program that collects oyster shells to restore the reefs that help protect Louisiana's eroding coastline



HOW TO OPEN A RESTAURANT IN NEW ORLEANS



**Thank you for choosing to invest in our city's vibrant food culture.
We're excited to have you as part of New Orleans' culinary community!**

Opening a restaurant in New Orleans requires several key permits and approvals. This guide provides a step-by-step overview of the application process, helping you navigate the necessary paperwork and requirements. By following this checklist and completing the outlined steps, you'll be on your way to launching your restaurant successfully.

Before you begin, prepare the following:

- Business name and concept
- Location address
- Menu draft
- Floor plan sketch
- Ownership info and ID (for all owners)
- Basic staffing plan (if hiring)

Complete Checklist

You will need to submit or receive approval for the following:

- ✓ Business Registration with Louisiana Secretary of State (State)
- ✓ Federal EIN (IRS)
- ✓ Business Trade Name (DBA) (Orleans Parish)
- ✓ Occupational License (City)
- ✓ Certificate of Occupancy (City)
- ✓ Louisiana Department of Health Permit & Inspection (State)
- ✓ Fire Marshal Inspection (City)
- ✓ State Sales Tax ID (State)
- ✓ Local Sales Tax ID (City)
- ✓ Litter Abatement Plan (City)
- ✓ Menu & Restaurant Operations Plan
- ✓ ServSafe certifications for food safety
- ✓ Worker's Comp & Business Insurance

Note: Additional uses including Alcoholic Beverage Outlet, Live Entertainment, Sidewalk Cafe, Amusement & Game License, etc require additional use licenses.

Need help? We're here!

For questions about permits and licensing, contact the Department of Safety & Permits at buildingpermits@nola.gov or (504) 658-7125.

Starting from scratch? The Office of Nighttime Economy has created several templates and is also a resource to help you navigate business processes. Contact O.N.E. at nighttime@nola.gov or visit www.nola.gov/night.

Additionally, The City of New Orleans Office of Economic Development Business Services offers free monthly Business Information Sessions to help new and existing business owners navigate permits, licenses, and city services. These are a great way to get your questions answered directly by city staff.

Learn more at www.nola.gov/next/economic-development.

HOW TO OPEN A RESTAURANT IN NEW ORLEANS (CONT.)



Step by Step

1. **Confirm that a restaurant is allowed** at your location at www.property.nola.gov.
2. **Develop a business plan** and concept.
3. **Register your business**
 - a. Register with the LA Secretary of State at.
 - b. Register a DBA with the Orleans Parish Clerk of Court.
 - c. Apply for your EIN through the IRS.
4. **Apply for required licenses and permits.**
 - a. Occupational License through One Stop
 - i. Click "Register" and create an account
 - ii. From the One Stop home page click "Apply"
 - iii. Search "Business License"
 - iv. Click "Start" under the Business License search result and complete the form.
 - b. Certificate of Occupancy through One Stop
 - c. Note: if you plan on serving alcohol at your restaurant, additional licenses and permits are required.
5. **Schedule your inspections**
 - a. Health Inspection and Permit
 - i. Schedule and complete a health inspection through the LA Dept. of Health.
 - b. Fire Marshal Inspection
 - i. Scheduled automatically during your Occupational License review.
6. **Register for taxes**
 - c. Get a state sales tax ID through the LA Dept. of Revenue.
 - d. Your local sales tax ID will be issued when your Occupational License is approved.
7. **Register with Louisiana Workforce Commission.**
8. **Obtain ServSafe certifications** for yourself and your staff.
9. **Obtain business, liability, and workers' comp insurance** through the provider of your choice.

Helpful Contacts

OneStop Help Desk

(504) 658-7100 | onestopapp@nola.gov

Department of Safety & Permits

(504) 658-7125 | buildingpermits@nola.gov

Bureau of Revenue

(504) 658-1666 | revenue@nola.gov

Mayor's Office of Nighttime Economy

nighttime@nola.gov | www.nola.gov/night

Office of Economic Development

Business Services

(504) 658-4237 | www.nola.gov

Orleans Parish Clerk of Court

(504) 592-9100 | www.orleanscdc.com

LA Department of Health

(504) 568-7970 | www.ldh.la.gov

LA Department of Revenue

(504) 568-5233 | www.revenue.louisiana.gov

LA Workforce Commission

(866) 783-5567 | www.laworks.net

ADDITIONAL USE LICENSES & PERMITS FOR NIGHTLIFE BUSINESSES IN NEW ORLEANS



When opening your business, your Occupational License is just the start. Depending on your activities, you may need one or more of the following secondary use permits. Each permit has its own application and compliance requirements. Review this list to ensure you're fully in compliance.

	Who needs it	Application Contact
Alcoholic Beverage Outlet (ABO) License	Any business selling or serving alcohol	abo@nola.gov
Live Entertainment Permit	Any business hosting live music, DJs, comedy, theater, or similar performances.	liveentertainment@nola.gov
Amusement & Gaming Permit	Any business with amusement devices (pool tables, arcade games, jukeboxes, video poker, etc.).	businesslicenseinfo@nola.gov
Parklet Permit	Businesses using curbside parking spaces for outdoor seating.	parklets@nola.gov
Sidewalk Cafe Permit	Businesses placing tables, chairs, or A-frames on public sidewalks.	businesslicenseinfo@nola.gov
Tobacco Retail Permit	Businesses selling tobacco products.	businesslicenseinfo@nola.gov
Catering Permit	Businesses providing off-site food/alcohol service.	businesslicenseinfo@nola.gov
Special Event Permit	Temporary events (festivals, pop-ups, block parties, etc.) with food, alcohol, or entertainment.	specialevents@nola.gov

Need help? We're here! For questions about permits and licensing, contact the Department of Safety & Permits at businesslicenseinfo@nola.gov or (504) 658-7125. The Office of Nighttime Economy has created several templates and is also a resource to help you navigate business processes. Contact O.N.E. at nighttime@nola.gov.

GLOSSARY OF TERMS FOR OPENING A NIGHTLIFE BUSINESS IN NEW ORLEANS



Opening a business involves navigating a range of permits, licenses, and regulatory terms. This glossary is designed to help you understand what each requirement means and how it applies to your business in New Orleans.

BUSINESS & TAX REGISTRATION

Secretary of State Registration Officially registers your business name with the State of Louisiana. Required for LLCs, corporations, and partnerships.

EIN (Employer Identification Number) A federal tax ID issued by the IRS. Required to open a business bank account, hire employees, or file taxes.

Occupational License Required by the City of New Orleans to operate legally. It confirms you're approved to conduct your type of business at your location.

Sales Tax ID (City & State) These IDs allow you to collect and remit sales taxes. You'll need both a Louisiana state ID and a City of New Orleans tax ID.

Assumed Business Name / DBA (Doing Business As) If your business operates under a name different from your registered name, it must be filed with the Orleans Parish Clerk of Court.

LOCATION & PERMITS

Certificate of Occupancy Shows your building is safe to operate in and is allowed for your type of business (e.g., restaurant, bar, etc.). Issued by the city after plan reviews and inspections.

Zoning Verification Confirms that your business type is allowed at the address you've chosen. Can be checked on property.nola.gov.

Litter Abatement Plan Required by the city for food and beverage businesses. You must describe how you'll keep the outside of your property clean.

Sign Permit Needed if you want to put up exterior signage for your business.

Sidewalk Café Permit Allows a restaurant or café to place tables and chairs on the public sidewalk directly in front of their business. Requires proof of insurance, a site plan, and compliance with ADA clearance standards. Issued by the City of New Orleans.

Parklet Permit Allows a business to convert adjacent curbside parking spaces into outdoor seating or public space. Typically requires additional review for safety, design, and traffic impact. Often seasonal or pilot-based.

GLOSSARY OF TERMS FOR OPENING A NIGHTLIFE BUSINESS IN NEW ORLEANS



Temporary Use Permit Required for short-term uses like food pop-ups, events, or vendor markets on private or public property. Usually submitted through OneStop.

Mobile Vendor Permit Required for selling food or goods from a truck, cart, or trailer on public streets or private property. Includes location restrictions, health inspection requirements, and sometimes neighborhood-specific rules.

Right-of-Way Use Permit Required if your setup blocks or uses public streets, sidewalks, or neutral grounds (medians). Applies to parklets, food trucks, and some vendor stalls.

HEALTH, FIRE, AND SAFETY

Health Permit Issued by the Louisiana Department of Health. Required for any business that prepares, serves, or sells food or drinks.

Health Inspection Conducted after you apply for your Health Permit. You must pass before opening.

Fire Marshal Inspection Ensures your building complies with safety codes. Required for a Certificate of Occupancy.

ServSafe Certification A food safety certification required by the Louisiana Department of Health for at least one person in your business. Sometimes called a "food handler" or "manager" certification. Covers safe food handling, storage, and sanitation. Available online at www.servsafe.com.

Responsible Vendor Training A mandatory alcohol server training required by the Louisiana ATC. Anyone selling or serving alcohol — including owners, bartenders, and waitstaff — must complete this course. Certificates are issued by ATC-approved vendors, such as www.lrvp.com.

ALCOHOL & LIVE ENTERTAINMENT

ABO Permit (Alcohol Beverage Outlet) Required by the City of New Orleans to sell alcohol. There are different types depending on your hours and operations.

Louisiana ATC Permit State-level alcohol permit from the Louisiana Office of Alcohol and Tobacco Control. Required in addition to your city ABO.

Live Entertainment Permit Required if you plan to host live music, DJs, dancing, or other performances. Apply through OneStop with floor plans showing performance space.

GLOSSARY OF TERMS FOR OPENING A NIGHTLIFE BUSINESS IN NEW ORLEANS



HIRING & INSURANCE

Louisiana Workforce Commission Registration Required if you plan to hire employees. This allows you to handle unemployment insurance and payroll taxes.

Worker's Compensation Insurance Required if you have employees. Protects your business and staff if someone is injured on the job.

General Liability Insurance Highly recommended for any business. Covers accidents, injuries, or property damage.

ONESTOP-SPECIFIC TERMS

OneStop App / Portal The City of New Orleans' online platform to apply for licenses, permits, inspections, and track progress. The OneStop App URL is <https://onestopapp.nola.gov>.

Dashboard Your homepage on the OneStop portal, where you can track your applications, upload documents, and respond to city requests.

Attachments Files you need to upload during your application — like your menu, site plan, ID, or insurance docs. Use PDF format whenever possible.

SAMPLE RESTAURANT BUSINESS PLAN



In today's competitive food and beverage industry, having a clear strategy is what separates those who struggle from those who succeed. A solid business plan is your blueprint. It helps you define your concept, understand your market, set achievable financial goals, and navigate licensing and operational hurdles. Whether you're opening a food truck, café, or full-service restaurant, this plan will help you build a strong foundation and grow your business with confidence.

Think of your business plan as your personal playbook—one that helps you:

- Clarify your restaurant's vision, concept, and menu focus
- Identify startup costs, revenue streams, and growth opportunities
- Present your business to potential investors, landlords, and partners
- Track your progress and adjust as your operations evolve

Restaurant Business Plan Template

I. EXECUTIVE SUMMARY

1. Concept
2. Location
3. Target Market
4. Unique Selling Proposition
5. Financial Projections

II. COMPANY DESCRIPTION

1. Legal Structure (i.e. LLC, Corp., etc.)
2. Mission Statement
3. Ownership (individuals involved)

III. MARKET ANALYSIS

1. Industry Trends
2. Target Demographic (customer ages, income, interests, etc.)
3. Competitors (3-4 similar businesses in the area)

IV. MENU & SERVICE

1. Sample Menu Items
2. Service Style (i.e. casual fine dining, fast food, etc.)

V. MARKETING STRATEGY

1. Social Media (*Instagram behind the scenes content, happy hour promo, etc.*)
2. Local Partnerships (i.e. collaborations with neighboring wine bar for tasting events)
3. PR (*plans for ribbon cuttings, soft opening, media preview, etc.*)

VI. OPERATIONS PLAN

1. Staffing (*number and type of employees and payroll projections*)
2. Suppliers
3. Technology (POS, reservation system, security system, etc.)

VII. FINANCIAL PROJECTIONS

1. Startup Costs
2. Projected Revenue Year 1
3. Break-Even Point

VIII. FUNDING NEEDS

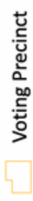
1. Initial Investment Plan
2. Use of Funds (*how much will go towards equipment, lease, etc.*)



New Orleans City Council Districts



District Boundary



Voting Precinct



Park



Water Body



This map was prepared for the City of New Orleans by the City of New Orleans Office of Information Technology. The City of New Orleans Office of Information Technology is not responsible for any errors or omissions on this map. The City of New Orleans Office of Information Technology is not responsible for any damages, including consequential damages, arising from the use of this map. The City of New Orleans Office of Information Technology is not responsible for any damages, including consequential damages, arising from the use of this map.

Map print date:
5/5/2021
Prepared by:
City of New Orleans #208



NIGHTLIFE EMERGENCY CONTACT LIST



Emergency Service Request: 911

Non-Emergency Service Requests: 311

Non-Emergency Police: (504) 821-2222 | nola.gov/nopd

New Orleans Fire Department: (504) 658-4700 | nola.gov/nofd

New Orleans Emergency Medical Services (EMS): (504) 658-2929 | nola.gov/ems

NOLA Ready (Emergency Alerts): ready.nola.gov | Email: nolaready@nola.gov

KEY CITY DEPARTMENTS

New Orleans Office of Nighttime Economy (504) 658-4075 | nola.gov/night | Email: nighttime@nola.gov

Non-enforcement agency that supports and oversees the city's nighttime economy, providing resources for businesses operating during evening hours.

Department of Safety and Permits (504) 658-7100 | nola.gov/safety-and-permits | Email: permits@nola.gov

Issues and oversees permits for business operations, construction, and events, ensuring safety and regulatory compliance.

New Orleans Health Department (504) 658-2500 | nola.gov/health | Email: healthdepartment@nola.gov

Promotes public health initiatives, ensuring venues follow health and safety guidelines, including food safety and sanitation.

Code Enforcement (504) 658-4346 | nola.gov/code-enforcement

Enforces city codes related to property maintenance, safety, and zoning, addressing violations and unsafe conditions.

New Orleans Public Works (504) 658-8000 | nola.gov/dpw | Email: publicworks@nola.gov

Manages infrastructure issues, including road repairs, flood management, and street maintenance.

UTILITIES

Entergy New Orleans 1 (800) 968-8243 | entergy-neworleans.com

Sewerage and Water Board of New Orleans (504) 529-2837 | swbno.org | Email: customerservice@swbno.org

FEDERAL AGENCIES

Federal Emergency Management Agency (FEMA) 1 (800) 621-3362 | fema.gov

Small Business Administration - Disaster Assistance (SBA) 1 (800) 659-2955 | sba.gov/disaster

American Red Cross (Local Chapter) (504) 620-3105 | redcross.org/local/louisiana

NIGHTLIFE INCIDENT REPORT



Reported by: _____

Title/role: _____

Contact: _____

Date of report: _____

Incident number: _____

.....

Incident type: _____

Date & time of incident: _____

Location (include address and location on property):

Incident description (include individuals involved, injuries, & any follow-up actions taken):

Sample Security Plan for a Nightlife Establishment



I. PURPOSE & OVERVIEW

Objective: Outline the purpose of the security plan, which is to ensure the safety of patrons, staff, and the surrounding community.

Venue Details: Include basic information about the venue (name, address, capacity, type of events hosted) and the primary security challenges the venue faces.

II. ROLES & RESPONSIBILITIES

Head of Security: Designate a head of security responsible for overseeing the implementation of the security plan, managing staff, and coordinating with local authorities.

Personnel: Define roles for all staff, including:

- Entrance security
- Floor security
- Roving patrols
- Emergency response team
- Bartenders
- Waitstaff
- On-duty managers

Staff Training: Outline the training requirements for security personnel, such as de-escalation techniques, crowd control, ID verification, and emergency response.

III. ENTRY & EXIT PROCEDURES

Entrance Screening: Describe protocols for patron entry, including bag checks, pat-downs, metal detectors, and ID verification.

Age Verification: Specify acceptable forms of identification and procedures for verifying age to prevent underage drinking.

Occupancy Monitoring: Explain how the establishment will track occupancy levels to ensure compliance with fire safety and local regulations.

Exit Protocol: Outline procedures for managing exits, including controlling re-entry, handling intoxicated patrons, and ensuring exits remain clear.

IV. INCIDENT PREVENTION & RESPONSE

Conflict De-escalation: Provide guidelines on identifying and defusing conflicts before they escalate.

Sample Security Plan for a Nightlife Establishment



Alcohol Monitoring: Describe strategies to monitor and limit alcohol consumption, including when to cut off patrons and how to handle visibly intoxicated individuals.

Incident Documentation: Detail procedures for documenting incidents, including fights, medical emergencies, and other disruptions. Documentation should include the time, date, individuals involved, actions taken, and witness statements. Maintain an incident log.

V. CROWD MANAGEMENT & CONTROL

Crowd Flow: Outline measures to control patron flow within the venue, especially in high-traffic areas like bars, bathrooms, and entrances.

Peak Hours and Special Events: Plan for handling increased crowds during peak times or special events. This may include additional security staffing and adjusting security protocols.

Emergency Exits and Evacuation Routes: Ensure that all exits and evacuation routes are clearly marked, unobstructed, and that security staff know how to direct patrons in an emergency. Include a detailed evacuation plan, with designated roles for security staff to guide patrons and coordinate with emergency responders.

Venue Map: Provide a map of where exits are and how the crowd should flow in the event of an emergency.

VI. SURVEILLANCE & MONITORING

Camera Coverage: Describe the placement of security cameras throughout the venue, including entrances, exits, and high-traffic areas.

Monitoring Station: Detail any live monitoring setups, such as a security room where personnel can observe camera feeds during operational hours.

Retention Policy: Specify how long surveillance footage will be retained and the protocol for sharing footage with law enforcement if needed.

VII. EMERGENCY PREPAREDNESS & RESPONSE

Medical Emergencies: Describe the location of first aid kits, AEDs, and protocols for responding to medical emergencies, including overdose response.

Coordination with Local Authorities: Outline when and how to involve local authorities, such as the police or fire department, during emergencies.

Sample Security Plan for a **Nightlife Establishment**



VIII. COMMUNICATION PROTOCOLS

Internal Communication: Describe how security staff will communicate during operational hours, including the use of radios, hand signals, or mobile apps.

External Communication: Include protocols for notifying management, emergency services, and (if necessary) media or public about incidents.

Post-Incident Communication: Outline how staff should follow up on incidents with patrons or employees, if appropriate.

IX. REGULAR REVIEW & UPDATES

Periodic Training: Schedule regular training sessions for security staff to stay updated on best practices, policies, and emergency protocols.

Plan Review: Review and revise the security plan annually or after major incidents to improve procedures and ensure continued compliance with local regulations.

BUSINESS HURRICANE PREPAREDNESS CHECKLIST

This checklist is designed to help business prepare for storms in a clear, step-by-step manner. It provides a series of actions to take before, during, and after a storm, organized by the time frame in relation to the storm's arrival. By following these checklists, you can ensure that your safety measures are in place well in advance and that you're prepared for any emergencies that may arise. Each section includes blank lines so you can customize the checklists to meet the needs of your business.

Below you will find a comprehensive checklist divided into different timeframes:

- 5 Days Before
- 72 Hours Before
- 24-48 Hours Before
- During & Immediately After
- Recovery
- Long Term Planning & Repairs
- Off-Season (December - May)

5 Days Before

Tasks	Person Responsible
As needed, secure equipment, cabinets and fixtures vulnerable to the approaching event.	
Inspect the roof and grounds for loose debris which may become a hazard in high winds. If staff or temporary help is available, begin removal of the debris; otherwise, the removal may be done at the 72-hour interval.	
Notify employees of the potential for severe weather, and instruct them to prepare for the possible implementation of the emergency plan.	
Ensure all employees have the business' designated emergency telephone numbers, key contact information and other important documents such as an employee emergency wallet card, telephone call tree list, etc.	

72 Hours Before

Tasks	Person Responsible
Check that all roof equipment (air conditioners, fan housing, satellite dishes, antennas and signs) mounts are secure against damage during heavy winds.	
Inspect and repair roof edge flashing. Clear roof drains, gutters and downspouts of debris to prevent water backup.	
Remove or secure all loose ground items, including landscaping that may become windborne debris. Secure garbage cans, outdoor furniture, signs, awnings, flags and flagpoles, and tools.	
Clean out all debris from outdoor perimeter drains, especially in areas where water may collect such as shipping and receiving areas where the ground slopes toward the building.	
Ensure fire protection systems are in proper working order.	
Fill emergency generators with fuel and contact fuel suppliers with anticipated needs for post-storm deliveries.	
Review message templates for business' website, telephone recording, employee communications, intranet, etc.	
Advise employees to sign up for updates from NOLA Ready and monitor citywide emergency communications.	

24-48 Hours Before

Tasks	Person Responsible
Make decision on when to close the business and to excuse employees so they have sufficient time to prepare their homes and families.	
Notify key customers, suppliers and partners that the business is closing.	
For hurricanes and other high-wind events, install window protection (e.g., permanent shutters or plywood panels; tape should never be used to protect against pressures and flying debris). If window protection is unavailable, close all window blinds, and cover office equipment with plastic sheets or tarps.	

Tasks	Person Responsible
Disconnect all electrical equipment and unplug from power source.	
If building has the potential of being exposed to flooding or storm surge, seal all water entry points (i.e., utility penetrations into the building) and install flood protection.	
Raise equipment and furniture above expected flood level heights, and elevate or relocate critical records, computers and equipment to an alternate site, if possible.	
If employees are to remain on site, make sure a safe and secure area is designated in advance. If conditions permit, instruct them on how to monitor, document, and minimize leaks and water infiltration in critical areas with vital equipment.	
If expecting any deliveries, contact sender/shipper to inform them of the business closure.	
Make sure employees with "call tree" responsibilities have the most updated version of the company telephone call list and that they have it in multiple formats (hard copy, electronically, etc.).	
Update the business website and social media to reflect closure.	
Advise employees how often to check on status of re-opening.	
Place a "closed" notice on business main entrance (including instructions on how to find out more information online or by phone).	
Conduct full or partial shutdown procedures.	
Close and lock all business doors.	
Remove cash from business if possible.	

During & Immediately After

Tasks	Person Responsible
While building cannot be occupied, if alarm system loses power, arrange alternate security.	
Activate the company telephone call tree process to contact all employees regarding the status of the business.	
Update social media and business website with posts on the status of the business' operations.	

Recovery

Tasks	Person Responsible
When it is deemed safe, authorize employees with assigned start-up responsibilities to begin the documented start-up procedures.	
Take an overall inventory, including photos of all damaged property, and report damage and related expenses to your insurance company.	
Where possible or necessary, protect building, equipment and furniture from further damage.	
Instruct employees returning to the building to examine their work area, test all equipment and report findings.	
Notify key customers, suppliers and partners of business reopening and any necessary property or operational changes resulting from storm damage.	

Long Term Planning & Repairs

Tasks	Person Responsible
Hold a debrief meeting noting successes and failures, compile a log of actions to be taken, and incorporate improvements into plan.	

Off-Season (December - May)

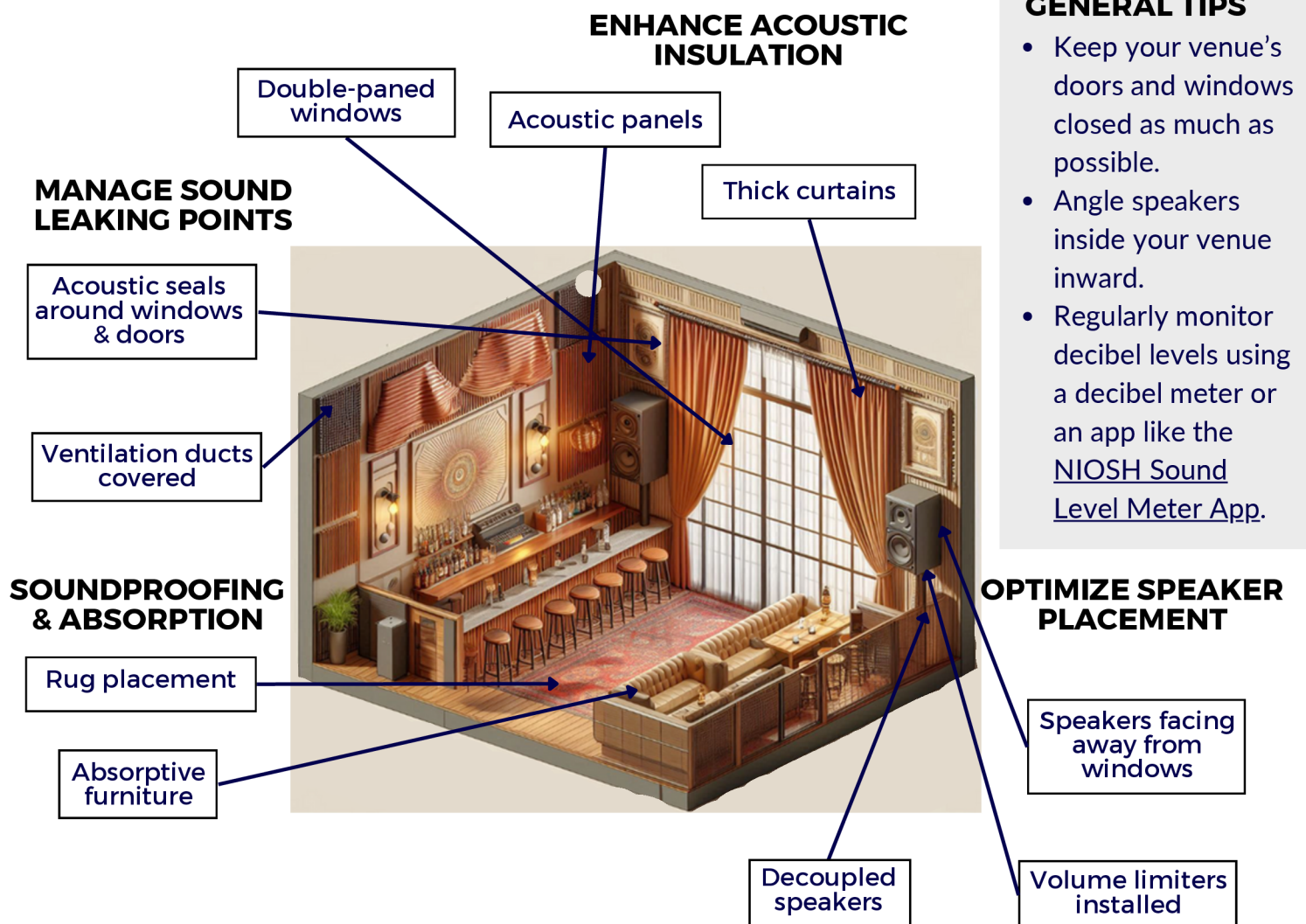
Tasks	Person Responsible
Create emergency response teams, including a chain of command, a current list of telephone numbers and contacts for emergency plan team members, local police and fire departments, utilities, contractors, HVAC contractor, electrician, plumber, building owner, if applicable, etc.	
Create checklists for all employees, specifically for those who have assigned responsibilities. Be sure to assign primary and alternates for each action/task.	
Designate a knowledgeable person who will be responsible for monitoring the news and weather, and for disseminating weather updates.	
Assemble needed supplies for an emergency supply kit and first aid kit. If employees are to remain on site in safe conditions, ensure proper supplies such as food, bedding and life safety equipment are included. Be sure to reinspect and replenish supplies annually or after an actual emergency.	
Create emergency shutdown and start-up procedures with appropriate personnel for components such as computer systems, special equipment, refrigeration systems, etc., and for building systems such as electric systems, gas and/or other utility systems, HVAC and boilers. Review procedures annually.	
Establish a relationship in advance (thereafter, revisit relationship) with local, reliable contractors that will be available for post-storm building repairs.	
Inspect the building envelope (roof cover, flashing, windows, walls, warehouse doors) and conduct repairs.	

Tasks	Person Responsible
If located in a flood or storm surge zone, determine water entry points and document flood protection techniques.	
Inspect and conduct repairs of surrounding grounds to ensure proper site drainage, including ground drains and gutters to facilitate water runoff.	
If backup power such as a diesel generator is to be used, test the system and establish proper contracts with fuel suppliers for emergency fuel deliveries.	
Maintain fire sprinkler systems, fire extinguishers and smoke detectors. Consider a fire protection system that is monitored so the fire department is immediately notified when the sprinklers are activated.	
Inspect and replenish critical spare parts inventory.	
Consider replacement contingencies (i.e., equipment leases) for critical business equipment that can cause a bottleneck in business operations or may take extensive time to replace.	
Create a system to communicate after an emergency such as message templates for the business' website, telephone recording, social media sites, company intranet, employee communications, etc. Maintain a list of local radio and TV stations in the event the business needs to broadcast information on closings/reopenings.	
Create and disseminate a payroll policy in the event of office closings due to an emergency.	
Consider how documents, records and reports (both hard copies and electronic copies) will be safeguarded including storing in fire-rated cabinets, relocating records above ground level, bolting cabinets in earthquake areas, transferring to an off-site location, backing up at a distant location, etc.	
Create procedures on how employees are to report emergencies (fire alarm, dialing 911, calling an internal emergency number, etc.).	
Create medical emergency procedures (who can perform them and to what extent, or whether your business will rely on the fire department or ambulatory services to provide these services).	
Create shelter-in-place procedures (what actions employees should take before and while sheltering).	
Create life safety equipment maintenance procedures (AED, personal protection equipment, etc.).	

SOUND MANAGEMENT

BEST PRACTICES

There are many best practices that can not only mitigate sound impact to the community, but also enhance overall sound quality in bars, restaurants, and live music venues. These include recommended changes to a space's current acoustics, sound or weatherproofing, as well as updating communication styles to your customers, artists, city staff, and community neighbors. While some approaches are low or no cost to your small business or organization, others may require some investment. Ultimately, putting these best practices in place should not only enhance the experiences of your top stakeholders, but could also reduce costs of utilities and increase sales through both better customer experience and enhanced reputation.



GENERAL TIPS

- Keep your venue's doors and windows closed as much as possible.
- Angle speakers inside your venue inward.
- Regularly monitor decibel levels using a decibel meter or an app like the [NIOSH Sound Level Meter App](#).

By implementing these strategies, bars, restaurants, and live music venues can effectively manage sound leakage, enhance the quality of sound within their premises, and reduce the likelihood of noise complaints, thereby creating a better experience for both customers and neighbors.

SOUND MANAGEMENT



BEST PRACTICES

Managing sound is crucial for bars, restaurants, and live music venues to create an enjoyable and comfortable atmosphere while minimizing disruptions to nearby residents and businesses. Effective sound management not only enhances the customer experience by ensuring clear and pleasant audio but also helps avoid noise complaints and potential regulatory issues. By implementing soundproofing measures and optimizing acoustic design, establishments can maintain a vibrant and engaging environment without compromising their relationships with the community. In essence, thoughtful sound management is key to balancing lively entertainment with respectful neighborhood relations.

Different strategies have varying levels of cost and time-intensiveness, but the easiest ones are free and can be implemented instantly. These include:

- **Keeping your venue's doors and windows closed as much as possible.**
- **Angling speakers inside your venue inward**
- **Regularly monitoring decibel levels using a decibel meter or an app like the [NIOSH Sound Level Meter App](#)**

For a deeper dive, here is a comprehensive list of recommended practices:

1. Enhance Acoustic Insulation

- **Upgrade doors:** Use solid core doors with high soundproofing ratings (e.g., 60-minute fire-rated doors).
- **Use secondary glazing on windows:** For windows, add secondary glazing or use double-glazed windows with a large air gap between panes to improve sound insulation.
- **Install curtains:** Install curtains made from a thick material over windows.

2. Soundproofing and Absorption

- **Soundproof walls and ceilings:** Use heavy, dense materials like acoustic mineral wool or specialized soundproofing mats on walls and ceilings to reduce sound transmission. Ensure walls are constructed with materials like brick or concrete for better sound blocking.
- **Acoustic Panels:** Install acoustic panels on walls and ceilings to absorb sound and reduce reverberation. This helps manage the internal noise levels and improves sound clarity for conversations and performances.
- **Stage and Floor Treatment:** Place acoustic treatment, such as acoustic mineral wool and soundproofing mats, underneath and on the stage to reduce resonance and vibrations.
- **Use rugs:** Placing large area rugs over exposed hard-surface floors can help absorb sound and improve the overall quality of sound in the room.

SOUND MANAGEMENT BEST PRACTICES



3. Manage Sound Leakage Points

- **Seal ductwork:** Use acoustic baffles or boxes lined with acoustic foam for ventilation ducts to minimize sound leakage while allowing airflow.
- **Cover holes:** Seal any holes or gaps in walls, ceilings, and ductwork with acoustic sealant to prevent sound from escaping through these points.
- **Install acoustic seals:** Use high-quality acoustic seals around doors and windows to prevent sound leakage. Ensure the seals cover gaps around the doorframe, sides, top, and bottom.

4. Optimize Speaker Placement and Sound Management

- **Install volume limiters:** Use sound limiters on amplifiers to control and restrict the maximum volume levels, helping to manage noise output and maintain compliance with noise regulations.
- **Decouple speakers:** Place speakers on stands or vibration isolation pads to reduce vibration and improve overall sound quality.
- **Add bass traps:** Placing bass traps inside a venue will reduce the amount of low frequency sound that leaves your venue and causes vibration in neighboring buildings.

5. Design Considerations

- **Acoustic design:** Incorporate acoustic design principles in venue layouts, including the strategic placement of absorbing materials and managing the flow of sound within the space.
- **Lobby design:** For venues with high foot traffic or frequent door use, build a lobby or double-door entry system to act as a buffer between the interior and exterior environments.

6. Customer and Regulatory Considerations

- **Communication with authorities:** Keep open lines of communication with local City department representatives, such as the Office of Nighttime Economy and the Health Department. Demonstrate that you are taking proactive steps to manage noise and address any complaints.
- **Customer experience:** Design the acoustic environment to enhance the customer experience, ensuring that music and conversation levels are comfortable and enjoyable without disturbing nearby residents or businesses. It's a good idea to keep ear plugs on-hand for customers or staff members that request them.

In addition to implementing sound mitigation strategies, it is critical to understand requirements and regulations that are specific to where your business is located. For example, different locations have different rules about speaker distance from the door and decibel limits at certain times of the day and night. Be sure to refer to relevant ordinances to ensure that you remain in compliance.