

Good Neighbor Guide

We are excited to share our beautiful 4 season community with you. While visiting Big Bear Lake and the surrounding Valley, we ask that you respect and care for the mountain and its residents. This guide provides resources to achieve that, be it snow, fire safety, vacation rentals or wildlife.

For a more harmonious relationship with Big Bear Lake and the Valley, the City of Big Bear Lake asks to please review & follow these guidelines. **We appreciate you.**

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Welcome to Big Bear Lake

City of Big Bear Lake | (909) 866-5831 | www.citybigbearlake.com

Good Neighbor Policies

Visit: <https://www.bigbear.com/care-for-big-bear/> for more information

Welcome to the City of Big Bear Lake!

Southern California's Premier 4-Season Resort Community

Thank you for choosing to vacation in Big Bear Lake.

We are pleased to welcome over 1.2 million visitors per year to our beautiful community. Whether you are here to enjoy the abundant natural features and amenities found in our surrounding forest or looking for some rest and relaxation in our quiet and tranquil residential neighborhoods, we trust your experience will be world-class.

While enjoying your time in our mountain community, we'd like to remind you of some important community expectations for guests staying in our residential neighborhoods. We also want to provide some tips that will make your stay more enjoyable and help you vacation like a local. The last thing we want is for your visit to be interrupted by one of our Neighborhood Preservation Officers. We think you and your

family & friends can have an amazing vacation while still being respectful and considerate to the neighbors around you.

Expectations for guest behavior

Sound carries differently at higher elevations (thinner air) and in varying topography than it does on flat land at sea level. Sound in the mountains can carry for miles (listen for the coyotes at night). A normal private conversation between two people on a deck may be clearly heard from many houses away. Amplified music can be heard a mile or more away from the stereo speaker.

For these reasons, we have strict rules about amplified music

and outdoor activities at night. Please help us maintain our quiet neighborhoods and enjoy the amazing stillness and tranquility that the forest provides.

"A private conversation between two people on a deck may be heard clearly from many houses away."

Be a Good Neighbor

A big part of Big Bear Lake's charm is the friendly and helpful residents. If you are fortunate enough to be staying at a home near a full-time resident and see them on their deck or in their yard, introduce yourself! Many of our residents enjoy meeting visitors and providing tips on activities and restaurants.

Signature of Guest

(ID to be verified by Registration Agent)

Guest Name: _____

Guest Primary Address: _____

City, State, Zip: _____

Guest Signature: _____

Date: _____

Please Be a Good Neighbor



Good Neighbor Policies

Community expectations for guests staying in our residential neighborhoods

Visit Like a Local

If you extend your visit beyond the weekend, you will see the large amounts of litter and trash left behind by the weekend visitors. Here are some tips to help you and your family preserve our natural playground for the next generation.

1. Leave no trace

Simply put, whatever you take into the forest, bring back out – including broken sleds.

2. Don't litter

There are dumpsters located at all trailheads and picnic areas. If a bin is full, find another. Animals will tear bags open and spread trash throughout the forest.

3. Pick up after your pet

Please bag your pet's waste and take it to a dumpster. Leaving your pet's waste in a bag on the side of a trail is littering.

4. Keep the peace

If you are going to listen to music while hiking or enjoying the lake, use headphones instead of a Bluetooth speaker.

Rules to Vacation By

Do not exceed the occupancy limit

Do not exceed the stated occupancy at any time during your stay. NO PARTIES ALLOWED.

No parking in street or yard

Parking is only permitted in the driveway, designated parking spaces, and garage. This includes trailers. The maximum number of vehicles permitted is on the exterior sign.

No amplified music 24/7

Amplified music is not permitted to be heard beyond the property line 24/7. Close your windows to avoid music carrying beyond the property line.

Head inside at 10:00 p.m.

Noisy outdoor activities & spa use are prohibited from 10:00 p.m. – 7:00 a.m.

Take your furry friend with you

Take your dog with you so they do not disturb surrounding neighbors. You will find that Big Bear Lake is very dog-friendly!

Take Trash to Clean Bear Sites

All trash needs to be taken to one of the City's local trash sites (visitors will be asked to show proof of eligibility such as a rental contract). Or trash must be placed in **Big Bear Disposal** issued trash receptacles located on the property. Do not store trash outside.

Clean Bear Site Trash Locations:



41970 Garstin Drive



39690 Big Bear Blvd

Consequences

Unfortunately, a few of our guests refuse to extend common courtesy and neighborly behavior toward the guests and residents around them. For those guests who have come to party and disrupt the peace and tranquility of the neighborhoods, there are costly and severe consequences.

Fines

The minimum fine for violating the rules stated previously is \$500 per violation. A second offense is \$1000, and the third is \$1500.

Eviction Unruly guests who blatantly disregard the rules & expectations will be evicted without a refund. In addition, costly citations may be issued to the undersigned.



Please Be a Good Neighbor

Winter Services

**KEEP THIS GUIDE
HANDY DURING THE
SNOW SEASON**

Snow Plowing

Before arriving at your destination, please ensure adequate snow removal has occurred. The City plows the City streets, but does not remove snow from driveways. Public Works crews begin plowing public streets when approximately three inches (3") of snow accumulates, and continue plowing throughout each winter storm. Our goal is to meet three (3) basic community safety and welfare needs:

- Maintain access to/for emergency services (Fire, EMS, Law Enforcement)
- Provide reasonably safe driving conditions throughout the winter months
- Maintain access to businesses and services

Every City of Big Bear Lake maintained public street is eventually plowed during heavy snowfall, and we ask that you please be patient during snow removal operations. Our crews work as quickly as they can during inclement weather.

Typically, maintained public streets are plowed in the early morning hours, creating a snow berm at the street edge and across driveways each time a street is plowed. In order to avoid duplication of effort, we recommend delaying driveway shoveling until snow plows have passed, and significant additional snow accumulation is not anticipated. When driveways are shoveled, please deposit snow on the right driveway edge (facing the street). Snow removal on SR 18 (Big Bear Blvd.) is performed by Caltrans, current highway conditions for SR 18, 330, and 38 can be found at:



<https://quickmap.dot.ca.gov/>

Trash Receptacles

To reduce the likelihood of damage, place trash receptacles on private property, a safe distance behind the snow berm, for collection. Receptacles placed close to the street edge may be tipped over or damaged during snow plow operations.

Winter Driving Tips

Winter weather is unpredictable. Expect the worst conditions and be prepared by keeping an emergency kit with ice scraper, shovel, and winter clothing in your vehicle.

Carry chains during the winter months and check local road conditions before traveling. Chains should be in good working order, and the correct size for your tires. Chains must be installed on drive wheels, so you need to know if your vehicle has front or rear wheel drive.

Allow enough time to get to your destination. Traveling in the mountains can take longer during winter, especially in snow conditions or when the roads are icy. Slow down during inclement weather, and buckle up for safety.

Remember to never stop in the road. If driving conditions are unsafe or visibility is too low to drive, pull off the travel way when it is safe to do so.

Snow Play in Designated Areas

Snow play is permitted on public property including the National Forest, City



Please Be Prepared

Winter Services

**24-HOUR SNOW
REMOVAL HOTLINE
(909) 752-2830**

parks, and picnic areas. Being a good neighbor is also about not stopping for snow play on the roadway or in front of private homes. Park in designated parking lots, and don't park on any City streets. There are many opportunities to safely enjoy the snow. Please visit the Visit Big Bear website [here](#) for more information and a list of locations to enjoy.

Regulation, Fines & Citations-No Parking on City Streets Between October 15th and April 15th

When snow conditions exist per [City Ordinance No. 2023-517](#). Although we make every effort to avoid towing, vehicles parked in violation will be towed away and the vehicle owner will be subject to a fine up to \$500. All fines, towing, and impoundment charges are the vehicle owner's responsibility. Snow removed from private driveways or parking lots may not be dumped, deposited or placed or pushed into a city street, sidewalk, or other public right-of-way.

SNOW REMOVAL AND BERM REDUCTION ISSUES
(909) 866-7521

CITY CODE COMPLIANCE HOTLINE
(24 HOUR) (909)-866-2633

EMERGENCIES 911

SHERIFF'S DEPT. (NON-EMERGENCY)
(909) 866-0100

BIG BEAR FIRE DEPARTMENT
(NON-EMERGENCY) (909) 866-7566

BEAR VALLEY ELECTRIC SERVICE
(909) 866-4678

BEAR VALLEY COMMUNITY HOSPITAL
(909) 866-6501

BIG BEAR LAKE PUBLIC WORKS DEPT.
(909) 866-7521

SOUTHWEST GAS
(877) 860-6020

DEPARTMENT OF WATER & POWER
(909) 866-5050

CALTRANS Road Conditions
1-(800) 427-ROAD (7623)

1. Travel Wisely

Choose environmentally-friendly modes of transportation whenever possible. Walk, bike, use public transportation, or carpool with other mountain-lovers to reach your destination.

2. Support Sustainable Practices

Support businesses and outfitters with a commitment to protecting the environment.

3. Be Respectful

Remember to be aware of the impact your tourism has on the local community. Treat the area as though it were your own backyard!

4. Leave No Trace

If you pack it in, remember to pack it out. Pick up trash left behind by others whenever possible and leave the mountains better than you found them.

5. Reduce, Reuse, Recycle & Upcycle

Make conscious buying decisions, frequent second-hand retailers, and share gear and resources to reduce the footprint of your outdoor adventures.

6. Spread the Word

Tell the world about your commitment to the 6 ways and let the movement grow!

Please be Prepared and Responsible

City of Big Bear Lake | (909) 866-5831 | www.citybigbearlake.com



Wildfire Prevention

Stay Informed at
www.bigbearfire.org

Wildfire Prevention

Firepit, BBQ & Outdoor Fireplaces

For San Bernardino National Forest areas, there are increased fire restrictions.

See the Current Fire Restrictions and Related Prohibitions for information on any fires, stoves, and BBQ in Forest/Campground areas.

Residential and Business Firepit and BBQ Info

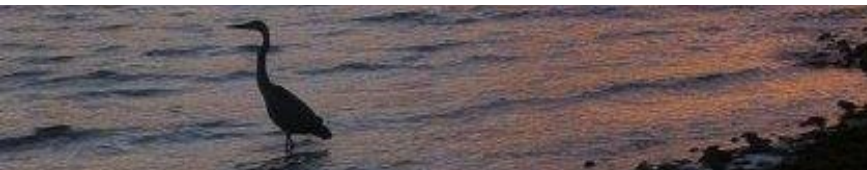
Open fire pit permits are not permissible at short term rental properties. Gas/Propane, Charcoal, & Wood Pellet Barbeques are permissible on Residential Properties with proper briquette disposal. [Learn More Here.](#)

Big Bear Fire Department
Headquarters
(909) 866-7566
Website [Here](#)

Current Fire Restrictions and Related Prohibitions

Visit the Forest Service for details [Here.](#)

EMERGENCIES 911



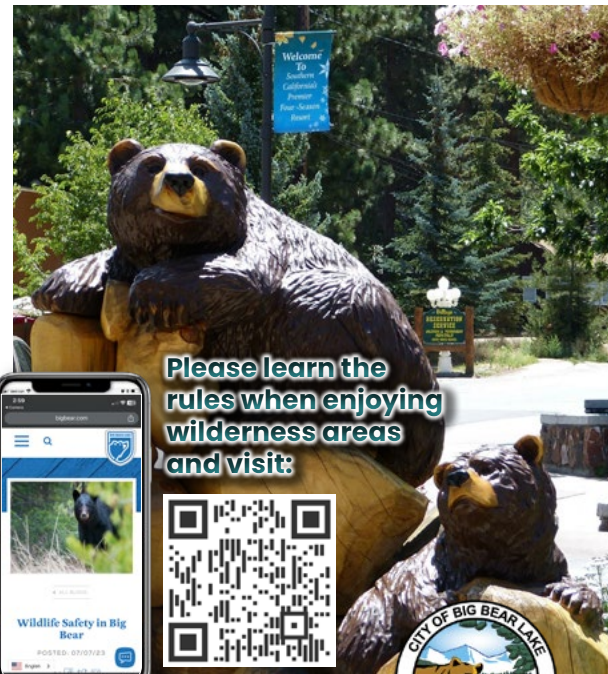
Bears & Wildlife

Big Bear is home to many wildlife species and we share our wilderness with them.

During your stay in Big Bear or out on the trails, you may spot critters like squirrels, chipmunks, and rabbits who pose little to no threat and are quick to scamper off at the sight of us humans. Rarely, you may spot larger wildlife like bears, mountain lions, and rattlesnakes who are equally averse to humans but can pose a real danger if threatened or afraid.

Remember these rules when enjoying wilderness areas: Do Not Feed Wild Animals, Do Not Approach Wild Animals, Do Not Leave Children and Pets Unattended, Do Not Hike/Bike/Camp Alone, Be Aware Of Your Surroundings At All Times, Know Where You're Hiking/ Camping and Let Others Know Where You Are

Spend some time learning about safe protocols when encountering wildlife in the forest!



Please learn the rules when enjoying wilderness areas and visit:



Please Be Careful

Wildlife Safety in Big Bear

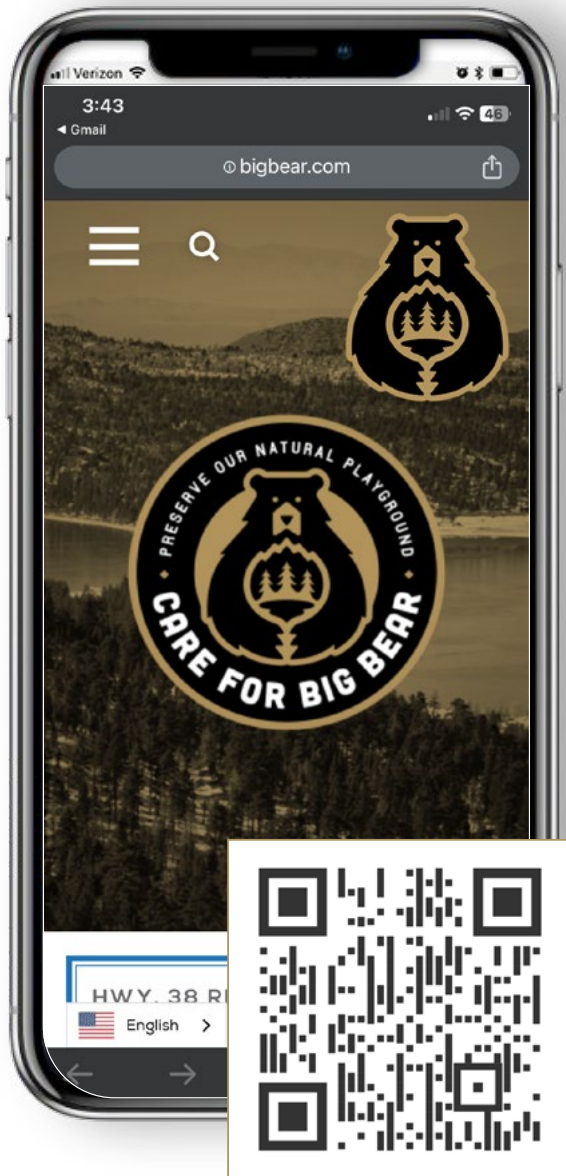
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Visit the Care for Big Bear Website

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Visit

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Care For Big Bear

Big Bear has about 12,000 full-time residents throughout the valley. On average, 3,000,000 guests visit our destination each year. Your vacation puts food on our tables and a roof over our heads. There's virtually no business in Big Bear Lake that isn't impacted by tourism spending. For that, we thank you for your trip to our slice of paradise!

While you're here, please help us Care For Big Bear by following our Best Practices and Principals and considering one of the many ways you can volunteer or donate to Preserve Our Natural Playground.

Visit the Care for Big Bear Website

www.bigbear.com/care-for-big-bear

(909) 866-7000

For More Information, visit BigBear.com:



follow us on social



Please Be Thoughtful

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