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Subject: Cielo Noise Complaints
Date: Sunday, March 1, 2026 12:37:19 PM

Good afternoon,

Lt. Hannah, Sgt. Sosoka, Officer Schmidt, and I met with Susan McKinney, Sean Ortega, and their attorney John Pinzl ("Cielo"), at Cielo on Friday, February 27, 2026, to talk about the noise issues that have been created by the music at Cielo on primarily Friday and Saturday nights. We got a tour of the facility to see the setup and talked at length about how the issue could potentially be addressed. Cielo was responsive to the concerns raised and will be actively exploring potential remedies. They were already looking at things the DJ could do to lower the volume and make some adjustments on the bass. Cielo is also going to engage the services of a sound engineer. There will likely not be an immediate fix to the issue, although there may be some relief through the immediate measures the DJ will be taking, as it will take some time to get the report from the sound engineer and evaluate recommendations and potential solutions.

During problem solving this situation, it would be helpful if you would allow City representatives (most likely me and MPD) into your home during the times you are experiencing the most severe noise issues. That is helpful to us in determining whether enforcement action would be appropriate at some point, and helpful in determining where precisely the issue is coming from. When there is noise disturbance from music, it is not always as simple as it seems in terms of how it is traveling and what would be helpful to reduce the effects related to how the music travels.

Cielo was approved by the City for this business and they are not operating outside of the business plan they represented to the City at the time of application. They participated in neighborhood meetings and completed all the necessary steps for obtaining their license. I think it is important to recognize that Cielo's operation is as they represented and not a situation where they represented to the ALRC and Common Council that they were going to operate one way and then once they received their license, pivoted operations.

Cielo wants a harmonious relationship with their neighbors and is working to resolve the noise issues. As I said, it will take some time to find a solution or solutions and there may be some trial and error to get to the resolution that is satisfactory to all parties. I ask for your patience as this moves forward.

Please let me know whether you are open to having me and/or MPD into your home to hear and experience what you are hearing and experiencing from the Cielo music. Thank you for your anticipated patience and cooperation.

Jennifer

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