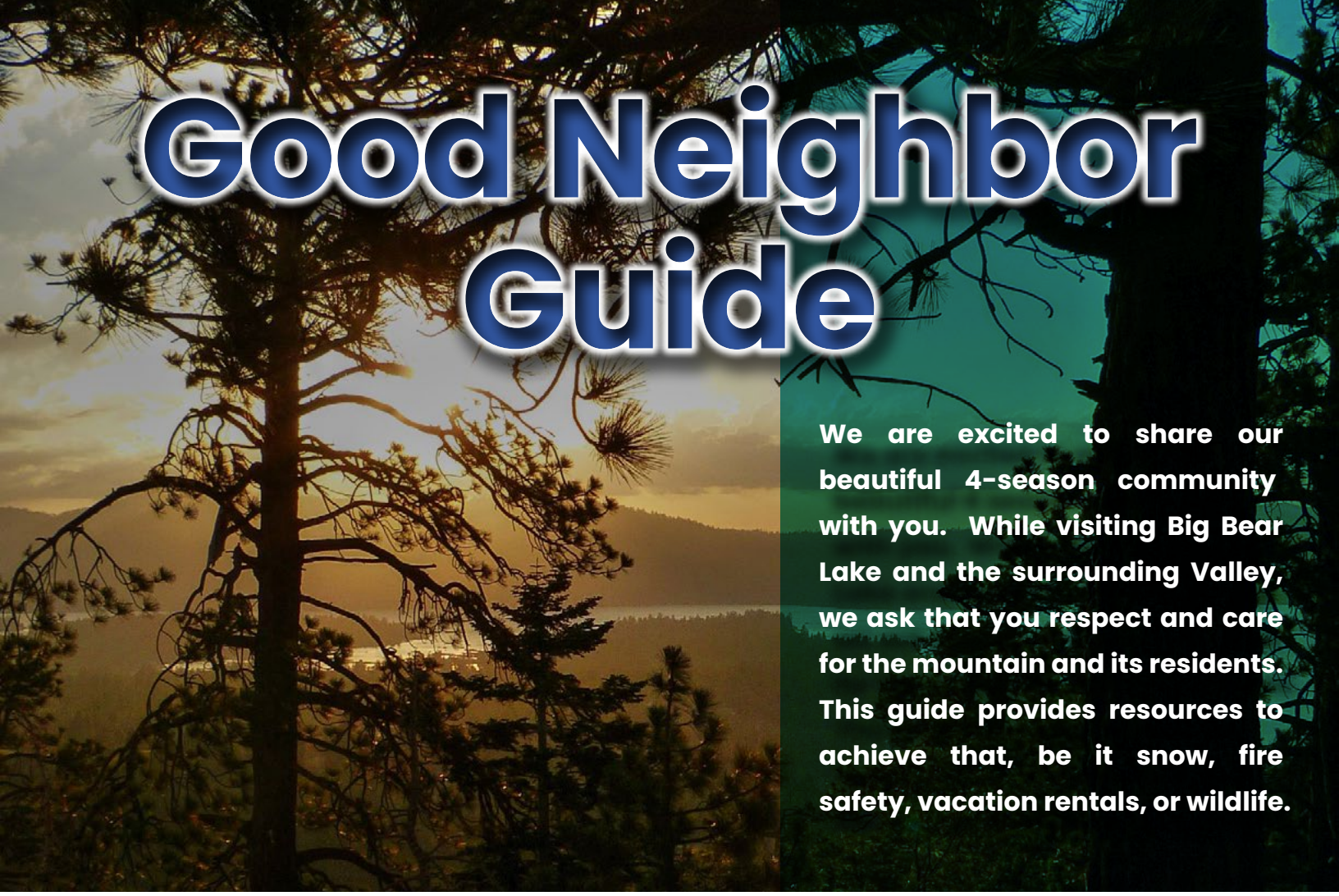

Good Neighbor Guide

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 you 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 Policy

Keep this guide nearby to make the most of your stay!

Welcome & thank you for choosing to vacation in Big Bear Lake!

Southern California's Premier 4-Season Resort Community!

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. We want you, your family, and friends to have an amazing vacation, while still being respectful and considerate to the neighbors around you.

Expectations for guest behavior

Sound carries differently at higher elevation than it does on flat land at sea level, due to higher elevations and varying topography. Sound in the mountains can carry for miles. A normal private conversation on a deck can be heard from many houses away. Amplified music can be heard a mile or more away from the speaker.

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.

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 visitors. Here are some tips to help you and your family preserve our natural playground for the next generation.

Leave no trace

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

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.

Keep our community pet-friendly

Please remember to keep your dog leashed and always bag your pet's waste, placing it in a dumpster. Leaving your pet's waste in a bag on the side of a trail is littering.

Keep the peace

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

Residential Firepit & BBQ

Open fire pit permits are not permissible at short term rental properties. Gas/propane, charcoal, and wood pellet barbecues are permissible with proper briquette disposal.

Please Be a Good Neighbor

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

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Good Neighbor Policy

Community expectations for guests staying in our residential neighborhoods

Rules to Vacation By:

Do not exceed the stated occupancy limit

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

Do not exceed the vehicle limit

The maximum number of vehicles permitted to be at the property at any time, including temporary visitors, is on the exterior sign.

No parking in street or yard

Parking is only permitted in the driveway, designated parking spaces, and garage. This includes trailers and recreational vehicles.

No music or other sound amplification 24/7

Amplified sound and music is not permitted to be heard beyond the property line 24/7. Sound amplification is permitted indoors, as long as the sound cannot be heard from neighboring properties. Close your windows and doors to avoid noise carrying beyond the property line.

Quiet hours between 10 p.m - 7 a.m.

Noisy indoor and outdoor activity, including use of the spa/pool, is strictly prohibited after 10 p.m. and before 7 a.m. Remember to close your windows and doors to avoid noise carrying beyond the property line.

Respectful Pet Management

Be courteous to the neighbors: If your dog is prone to excessive barking, take them with you when you leave your rental. When in public, please make sure your dog is leashed and under control at all times. You will find that Big Bear Lake is very dog friendly!

Take Trash to Clean Bear Sites

All trash need 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 a Big Bear Disposal issued trash receptacle located on the property. Do not store trash outside.

Clean Bear Site Trash Locations:

41970 Garstin Dr.

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. Second offense is $1,000, & third is $1,500.

Eviction

Unruly guests who blatantly disregard the rules and expectations may be subject to eviction without a refund. In addition, costly citations may be issued to the undersigned.

Support your local stargazer

Please conserve energy and reduce light pollution at night. Please turn off all exterior lights when not actively in use, such as when you are away from the rental, when sleeping, or when checking out. Take some time during the evenings to turn out the lights and gaze upon the stars!

Signature of Guest Acknowledging Good Neighbor Policy (ID to be verified by Registration Agent)

Guest Name: _____

Guest Primary Address: _____

City, State, Zip: _____

Guest Signature: _____

Date: _____

Please Be a Good Neighbor

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

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Winter Services

Everything you need to tackle winter like a neighbor

Snow Plowing

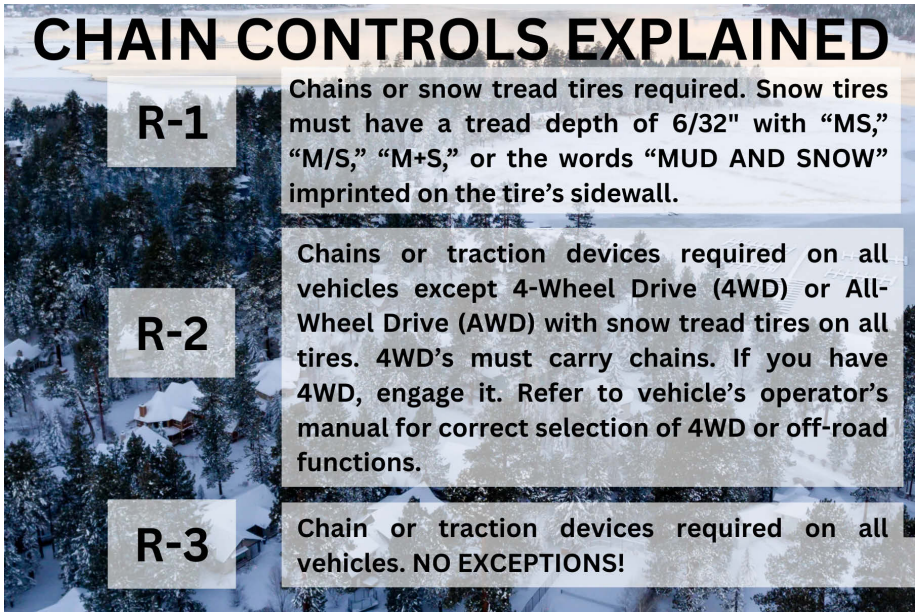
Before arriving at your destination, please ensure adequate snow removal has occurred. The City plows the City streets, but does not remove snow from driveways. Public Works begins plowing public streets when three inches of snow accumulates, and continues plowing throughout each winter storm. Our goal is to meet three basic community safety & 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 & 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 efforts, 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, & 38 can be found at:

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



Winter Driving Tips

Winter weather is unpredictable. Expect the worst conditions and be prepared by keeping an emergency kit with an 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 the 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.

Please Be Prepared

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

Winter Services

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

Snow Play in Designated Areas

Snow play is permitted on public property, including the National Forest, City parks & 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 street. There are many opportunities to safely enjoy the snow. Please visit the **Visit Big Bear website** for more information and a list of locations to enjoy.

Regulation, Fines & Citations

No Parking on City Streets Between October 15th & April 15th

When snow conditions exist, per City Ordinance No. 2023-517, there is no parking on any City streets. 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 & impound charges are the vehicle owner's responsibility. Snow removed from private driveways or parking lots may not be dumped, deposited, placed, or pushed into a City street, sidewalk, or other public right-of-way.

EMERGENCIES 911

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

BIG BEAR LAKE CODE COMPLIANCE
(24 HOUR) (909)866-2633

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

BEAR VALLEY COMMUNITY HOSPITAL
(909) 866-6501

BEAR VALLEY ELECTRIC SERVICE
(909) 866-4678

CALTRANS ROAD CONDITIONS
1(800)427-ROAD (7623)

DEPARTMENT OF WATER & POWER
(909) 866-5050

SHERIFF'S DEPARTMENT
(NON-EMERGENCY) (909) 866-0100

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

SOUTHWEST GAS
(877) 860-6020

Friendly Travel Reminders:

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.

Support Sustainable Practices

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

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!

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.

Reduce, Reuse, Recycle & Upcycle

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

Please Be Prepared & 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, & 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.

Big Bear Fire Department Headquarters
(909) 866-7566

Current Fire Restrictions & Related Prohibitions

Visit the Forest Service website for more details.

EMERGENCIES 911

To learn more, visit the Big Bear Fire Department's website.

Bears & Wildlife

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

During your stay in Big Bear Lake 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!

Wildlife Safety in Big Bear

Please Be Careful

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

Visit the Care for Big Bear Website

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

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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