



## City of Claremont

### Quarterly Hotel/Motel City Interdepartmental Team (CIT) Report

Reporting Period: January 1 through March 31, 2024

Publish Date: May 23, 2024

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#### Purpose of the CIT

The City Interdepartmental Team (CIT) was established to proactively address criminal and nuisance activity at hotels and motels, particularly at freeway motels.

#### Team Members

Katie Wand, Assistant to the City Manager (CIT Team Lead)

Alisha Patterson, City Attorney

Detective Michael Snyder, Claremont PD

Detective William Livingston, Claremont PD

Jennifer Earl, Community Improvement Coordinator

Wendy Ramallo, Citizen Representative

#### Updates for January – March 2024

##### Annual Report to City Council

On January 23, 2024, the City Council received and filed the first Annual Hotel/Motel Ordinance Report, which covered activity that occurred during calendar year 2023. The staff report and PowerPoint presentation are available on the City's [website](#).

##### Data Tracking

Effective Q3 of 2023, members of the CIT compile and track the following data points for each hotel/motel:

- Frequency of police presence (proactive monitoring/not in response to a call for service). These are noted below as “officer initiated activity (welfare checks)” because they are reported as “welfare checks” when reported by officers to dispatch.

- Police calls for service (including criminal and nuisance activity that may be stemming from hotel/motel operations). While these are noted below as “police calls for service,” it is important to know that not all of these calls are associated with problems related to hotel/motel operations. For example, these call numbers include traffic stops/hazards associated with a hotel/motel address. These call numbers also include instances where a hotel/motel operator calls Claremont Police because they see something suspicious, which is something that everyone is encouraged to do.
- Reported Code or Building violations.
- Reports of graffiti and other nuisance activity occurring at or adjacent to property.

Below is the data for this quarter (January – March 2024)

#### **Hotel Casa 425**

- Officer initiated activity (welfare checks) – 0
- Police calls for service – 2
- Reported Code or Building violations – 0
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 0

#### **Claremont Lodge**

- Officer initiated activity (welfare checks) – 11
- Police calls for service – 16
- Reported Code or Building violations – 0
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 1

#### **DoubleTree by Hilton Hotel Claremont**

- Officer initiated activity (welfare checks) – 0
- Police calls for service – 73
- Reported Code or Building violations – 0
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 1

#### **Motel 6**

- Officer initiated activity (welfare checks) – 45
- Police calls for service – 47
- Reported Code or Building violations – 1
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 2

### Year-End Statistics

During the January 23<sup>rd</sup> City Council meeting, staff presented the following chart, which represents an overview of police “welfare checks” and “calls for service” during calendar years 2022 and 2023, respectively. Staff continually encourages hotel/motel operators to contact Claremont PD when there is criminal/nuisance activity occurring at their location.

	<b>Casa 425</b>	<b>Claremont Lodge</b>	<b>Double Tree</b>	<b>Knights Inn/University Inn</b>	<b>Motel 6</b>
2022 Welfare Checks	0	110	8	118	427
2023 Welfare Checks	0	48	6	38	219
2022 Calls for Service	13	94	116	189	359
2023 Calls for Service	18	71	100	53	208

### CIT Meeting of March 21, 2024

#### Meeting Attendees:

- Katie Wand
- Matthew Guerrero
- Jennifer Earl
- Wendy Ramallo
- Alisha Patterson

At the March CIT meeting, attendees discussed the following items:

- Matthew Guerrero’s last day with the City of Claremont as the City’s Community Improvement Coordinator was March 21, 2024, and the Building Official position has remained vacant since Brad Fliehmann’s departure in late 2023. The City’s Community Development Department will work to ensure that the City can maintain voluntary inspections of hotels/motels through our Proactive Building & Safety Inspection Program for Hotels/Motels until the Community Improvement Division is once again fully staffed.
- The former Knights Inn has been demolished. The community will be informed of any developments related to the construction of the Residence Inn.
- Status of Motel 6 landscaping/improvements (more information in next report section).
- Responses received via the City’s Hotel/Motel Feedback Form (i.e., no direct complaints have been made to the City; more information in “Hotel/Motel Complaint Form Submissions” section of this report).

- To date, applications have not been received from Motel 6 or the Claremont Lodge for CUP exceptions.
- Claremont Lodge repaired monument sign that had been damaged when a vehicle crashed into it.

#### Current Status of Motel 6 Landscaping

A status report on the Motel 6 improvements as directed by the Architectural Commission and upheld by the City Council can be found [here](#). To date, including landscaping, lighting, and other improvements (electrical, stucco, painting, and parking lot repairs), Motel 6 reports that they have spent over \$786,000. Motel 6 plans to hold a Grand Re-Opening Ceremony in 2024, and the community will be invited to attend.

#### Hotel/Motel Complaint Form Submissions

As of March 2024, 25 new submissions were received via the online form; however, none of them were complaints submitted by guest(s) of hotels/motels in Claremont. All submissions were copies of reviews from hotel/motels guests that were publicly posted online. Hotel/motel operators have previously advised that they independently monitor online review sites and address complaint(s) as they arise.

#### Hotel/Motel Ordinance CUP Process

The City offered an expedited CUP process and a flat rate (\$1,250) for hotels/motel operators who applied for a conditional use permit (CUP) seeking certain Hotel/Motel Ordinance exceptions before October 27, 2023. The following operators were granted CUPs from the Planning Commission for certain exceptions:

Hotel Casa 425 – Staff Reports ([Part I](#) and [Part II](#)) and Meeting Minutes ([Part I](#) and [Part II](#))

Double Tree by Hilton Hotel Claremont – [Staff Report](#) and [Meeting Minutes](#)

Residence Inn (former University Inn/Knights Inn) – [Staff Report](#) and [Meeting Minutes](#)

To date, applications have not been received from Motel 6 or the Claremont Lodge for CUP exceptions; however, at the City Council meeting of January 23, 2024, the City Council extended the expedited CUP process and flat rate conditions for Motel 6 and the Claremont Lodge through December 31, 2024.

#### Community Feedback and Participation

Members of the CIT request that if community members have feedback on this report (i.e., format, content, etc.); please let us know by emailing Katie Wand [kwand@ci.claremont.ca.us](mailto:kwand@ci.claremont.ca.us) or informing citizen representative, Wendy Ramallo. Members of the CIT want to ensure that interested residents are receiving information by way of these quarterly reports that is useful and relevant.

#### **Status of Goals for Current Reporting Period**

**Goal # 1 – COMPLETED** Establish CIT meeting schedule. Please reference the [July 2023 CIT Quarterly Report](#) for additional information.

**Goal # 2 – COMPLETED** Establish [comment form](#) on the City's website (to allow members of the public to provide feedback on hotels and motels).

**Goal # 3 – ON-GOING** Determine the most effective way to document relevant calls for service at hotels/motels (specifically, criminal and nuisance activity that may be stemming from hotel/motel operations) so that this information can be shared in future reports.

- See “Data Tracking” update on Pages 1-2.
- See “Year-End Statistics” on Page 3.

**Goal # 4 – ON-GOING** Continue to conduct outreach and offer support to all hotels/motels regarding the requirements imposed by the new Ordinance.

- See “Hotel/Motel Ordinance CUP Process” on Page 4. Should the Motel 6 and/or the Claremont Lodge submit applications for CUP amendments, staff will provide support throughout the process.
- Copies of Quarterly CIT Reports will continue to be sent via email to hotel/motel operators.

**Goal # 5 – COMPLETED** Assist interested hotels/motels with the streamlined CUP process.

**Goal # 6 – ON-GOING** Identify ways to contact “hard to reach” residents (i.e., those who have been impacted by criminal/nuisance activity but have not attended City/community meetings) as well as nearby businesses who live/operate near the freeway motels and may have useful feedback for staff/neighboring motel operators.

#### Goals for Next Reporting Period

- Continue work on Goals 3, 4, and 6 (listed above).

#### CIT Next Steps

Next Reporting Period: April 1 – June 30, 2024

Estimated Publish Date for Next Report: August 1, 2024