



City of Claremont

Quarterly Hotel/Motel City Interdepartmental Team (CIT) Report

Reporting Period: October 1 through December 31, 2023

Publish Date: January 18, 2024

Contact: Katie Wand, Assistant to the City Manager – KWand@ci.claremont.ca.us or 909-399-5454

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

Matthew Guerrero, Community Improvement Coordinator

Jennifer Earl, Community Improvement Officer

Wendy Ramallo, Citizen Representative

Updates for October – December 2023

Prostitution Enforcement Detail

On October 13, 2023, the Claremont Police Department along with the Glendora Police Department, Upland Police Department, the Los Angeles County District Attorney's Office Bureau of Investigation, and with the assistance of Claremont Motel 6 conducted an undercover prostitution detail in the area of Indian Hill Boulevard and the IS-10 freeway. During the operation, five undercover officers posed as prostitutes and solicited subjects ("Johns") who sought to engage in commercial sexual acts. After the undercover officers were solicited for sex acts, the "Johns" were arrested by additional undercover officers in the area. During the enforcement detail, 12 subjects were arrested for soliciting a "prostitute" for sexual acts.

CIT Meeting of December 2023

Meeting Attendees:

- Katie Wand
- Alisha Patterson
- William Livingston
- Matthew Guerrero
- Jennifer Earl

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

- Community feedback that was received on the October Quarterly Report.
- The January 2024 Quarterly Report (for activity occurring in the last quarter of calendar year 2023) and the corresponding update that will be presented at the January 18, 2023 City Council meeting.
- Community Improvement staff provided an update on the second hotel/motel voluntary inspections that were conducted and reported that all operators are currently in compliance (with the exception of Motel 6's completion of their landscape plan, as described below).
- A citation was issued to Motel 6 on November 28, 2023 for failing to meet deadlines relating to the completion of their landscaping work, outdoor lighting installation, and completion of their trash enclosure relocation. As of December 2023, Motel 6 has completed all of these items with the exception of installing lighting fixtures around the newly landscaped area.

Current Status of Motel 6 Landscaping

As of January 18, 2024, Motel 6 is experiencing delays with their vendor in receiving the light fixtures that they ordered in late 2023. The Motel 6 is hopeful that the light fixtures will arrive in February 2024 and will be installed shortly thereafter. Once the lighting fixtures are installed, City staff will do its final site visit to ensure compliance with the direction provided by the Architectural Commission and the City Council. 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 January 2024, 26 new submissions were received via the online form. All submissions were copies of reviews from hotel/motels guests that were publicly posted online. It should also be noted that not all review were negative in nature. Of the 26 total received, 14 were generally positive or "good" comments/feedback and 12 reflected negative experiences/reviews.

Data Tracking

Members of the CIT have discussed compiling and tracking the following 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 (October – December, 2023)

Hotel Casa 425

- Officer initiated activity (welfare checks) – 0
- Police calls for service – 3
- Reported Code or Building violations – 0
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 2

DoubleTree by Hilton Hotel Claremont

- Officer initiated activity (welfare checks) – 0
- Police calls for service – 35
- 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) – 33
- Police calls for service – 51
- Reported Code or Building violations – 1 (citation issued as described above)
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 1

Claremont Lodge

- Officer initiated activity (welfare checks) – 4
- Police calls for service – 20
- Reported Code or Building violations – 0
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 1

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.

Proactive Building & Safety Inspection Program for Hotels/Motels

To ensure the safety and satisfaction of those who are visiting our Claremont hotels and motels, the Claremont Building Division initiated a proactive building and safety inspection program, which consists of periodic inspections of all hotels and motels by Building Inspection and Community Improvement staff. Initial inspections were conducted at all five hotels/motels in January 2023, and Building Division/Community Improvement staff conducted an additional round of voluntary inspections in September-October 2023. The inspections covered common areas as well as random units (guest rooms), based on vacancy/availability.

- Hotel Casa 425 – Three units were inspected.
- Double Tree by Hilton Hotel Claremont – One unit was inspected.
- Motel 6 – Four units were inspected.
- Claremont Lodge – Three units were inspected.

The goal of secondary inspections was to ensure that hotel/motels are in compliance with required operational changes set forth in the Hotel/Motel Ordinance. As noted earlier in this report, Community Improvement staff reported that all operators are currently in compliance (with the exception of Motel 6's completion of their landscape plan, as described below).

The City is appreciative of this opportunity to work with all hotels and motels to improve our community and further support a vibrant local economy.

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 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 2-3.
- In January 2023, it was reported that Claremont Police Officers have responded to over 3,000 calls for service in the geographic area between the 10 freeway and American, and Indian Hill and Drake in the past two years, resulting in over 245 arrests. These calls for service include officer-initiated activity, like welfare checks. 2023 year-end statistics will be available in late January 2024, and will be published in the April 2024 CIT Quarterly Report.
- Moving forward, the CIT will explore comparing year-to-year calls/reports for service to monitor the effectiveness of the Hotel/Motel Ordinance and the perception of safety in the areas nearby hotels/motels.

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

- See “Proactive Building & Safety Inspection Program for Hotels/Motels” Section on Page 4.
- Copies of Quarterly CIT Reports are 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: January 1 – March 31, 2024

Estimated Publish Date for Next Report: April 30, 2024