



## **City of Claremont**

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

Reporting Period: April 1 through July 31, 2024

Publish Date: October 2, 2024

Contact: Katie Wand, Deputy City Manager – [KWand@ci.claremont.ca.us](mailto: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, Deputy City Manager (CIT Team Lead)

Alisha Patterson, City Attorney

Detective Michael Snyder, Claremont PD

Detective William Livingston, Claremont PD

Joe Caro, Building Official

Jennifer Earl, Community Improvement Coordinator

Wendy Ramallo, Citizen Representative

#### **Updates for April – July 2024**

##### **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 April – July 2024.

#### **Hotel Casa 425**

- Officer initiated activity (welfare checks) – 1
- Police calls for service – 4
- 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) – 5
- Police calls for service – 6
- Reported Code or Building violations – 1
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 3

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

- Officer initiated activity (welfare checks) – 2
- Police calls for service – 20
- Reported Code or Building violations – 1
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 0

#### **Motel 6**

- Officer initiated activity (welfare checks) – 74
- Police calls for service – 108
- Reported Code or Building violations – 1
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 2

#### Staffing Updates

As was reported in the previous CIT Quarterly Report, Matthew Guerrero's last day with the City of Claremont as the City's Community Improvement Coordinator was March 21, 2024. We are pleased to announce that Jennifer Earl was promoted to the position of Community Improvement Coordinator effective May 15, 2024. Jennifer was previously the City's Community Improvement Officer. Effective July 15, 2024, Melissa Sanabria was promoted to Community Improvement Officer. Lastly, effective August 22, 2024, Joe Caro was promoted to Building Official, a position that has been vacant since 2023. As a result of these staffing changes, the Community Improvement Division is now fully staffed.

Now that the division is fully staffed, they can effectively maintain voluntary inspections of hotels/motels through our Proactive Building & Safety Inspection Program for Hotels/Motels. In the next CIT Quarterly Report, we will provide a more comprehensive update on the program.

#### Future Residence Inn

The former Knights Inn has been demolished and construction of future Residence Inn is underway. The City has created a [webpage](#) to provide updates on this development.

#### Current Status of Motel 6 Landscaping

Planning Division staff provided an update to the Architectural & Preservation Commission in May regarding the status of Motel 6's lighting and landscaping. That report can be found [here](#). As of August 8, 2024, Motel 6 has completed all work requested by the Planning Commission and upheld by the City Council.

#### Hotel/Motel Complaint Form Submissions

One new submission was received via the online form on April 8, 2024; however, it was not a complaint submitted by guest(s) of hotels/motels in Claremont. The submission was a copy of a review from a hotel/motels guest that was 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.

The CIT had received some questions about the Motel 6's community open house event. The City is not involved in the planning of the event; that is between the Chamber of Commerce and the Motel 6. As soon as we have additional information, we will include it in a CIT Report.

We had also received questions regarding Human Trafficking Notices posted in hotels/motels as required by law. Community Improvement did add a check for a Human Trafficking Model Notice on their inspection checklist, and all hotels/motels had them posted during each last respective visit/inspection.

### **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.

**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 3. 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).
- Hold a CIT meeting in fall 2024.

### **CIT Next Steps**

Future Reporting Periods:

Period 3: August 1 – September 30, 2024

Estimated Publish Date: November 1, 2024

Period 4: October 1, 2024 – December 31, 2024

Estimated Publish Date: January 2025 (Annual Update to City Council)