

Police Commission Ad Hoc Committee

To: City Council

Subject: Review and Recommendations Regarding the Hotel/Motel Ordinance

Dear City Council Members,

The Police Commission established an Ad Hoc Committee to review the City's Hotel/Motel Ordinance and determine whether any adjustments or recommendations should be presented to the Council. This initiative was prompted by community feedback and concerns related to certain hotels and motels within the city.

The Ad Hoc Committee, comprised of Chair Fung, Commissioner Noble, and Commissioner Tirre Miranda, convened in March to review community input alongside the 2025 Annual Hotel/Motel Report provided by city staff.

Findings:

The current hotel ordinance has contributed positively to improving safety and behavior around hotel and motel properties. However, there has been a noticeable increase in welfare checks and calls for service at some locations. In light of this, the Committee recommends several refinements to the ordinance and a few additional requests to community partners to further enhance public safety.

Recommended Improvements to the Hotel/Motel Ordinance

1. Refine the "Repeat Calls for Service" Trigger

- Establish a clear threshold for action, such as:
 - 3 to 5 police calls within a defined number of days will trigger a formal review.
- Implement a tiered response system:
 - *Tier 1*: Warning and meeting with management
 - *Tier 2*: Mandatory submission of a corrective action plan
 - *Tier 3*: Penalties up to and including permit risk or revocation

Rationale: Clear, objective thresholds ensure consistent enforcement and prevent ambiguity that may allow non-compliant operators to avoid accountability.

2. **Mandatory Crime Prevention Plans for All Hotels/Motels**

Require each property to develop and maintain a Crime Prevention Plan that includes:

- Guest screening procedures
- ID verification standards
- Security staffing and/or surveillance requirements
- Loitering control measures
- Annual review and certification

Rationale: This proactive approach shifts the focus from reactive enforcement to prevention, reducing incidents before they occur.

3. **Define and Enforce “Problem Guest” Policies**

- Maintain a “Do Not Rent” (DNR) list of individuals linked to criminal activity.
- Prohibit renting to guests associated with illegal behavior.
- Require staff training on:
 - Identifying signs of trafficking and drug activity
 - Appropriate escalation and reporting procedures

4. **Environmental Design Enhancements**

Require properties to implement physical improvements including:

- Adequate lighting in parking lots and walkways
- Comprehensive camera coverage of entrances and parking areas

Additional Requests to Community Partners

1. Request that Denny’s reserve a dedicated parking space on its south side for Claremont Police Department vehicles to facilitate officer presence in the area.
2. Collaborate with the city to improve lighting in identified problem areas.
3. Encourage hotels and motels to participate in the Citizen RIMs camera-sharing program and post signage informing guests that property cameras are accessible to Claremont PD.

Conclusion:

The existing hotel ordinance has been effective in enhancing safety; however, these recommendations aim to strengthen enforcement and prevention efforts further. We appreciate your consideration of these proposals to continue fostering a safe and secure environment around the city's hotels and motels.

Respectfully,

Chair Fung

Commissioner Noble

Commissioner Tirre Miranda

Police Commission Ad Hoc Committee

To: Members of the Police Commission Ad Hoc Committee

From: Members of the Hotel/Motel Ordinance City Interdepartmental Team

Subject: Response to Memo titled *Review and Recommendations Regarding the Hotel/Motel Ordinance*

Date: August 4, 2026

Dear Chair Fung, Commissioner Noble, and Commissioner Tirre Miranda,

The City Interdepartmental Team (CIT) appreciates the Police Commission Ad Hoc Committee's thoughtful review of the City's Hotel/Motel Ordinance and its continued commitment to enhancing public safety throughout the community. The existing Hotel/Motel Ordinance was adopted to establish minimum operational standards for hotels and motels, promote public safety, and provide the City with enforcement tools when operators fail to comply with ordinance requirements. Since its adoption, City staff has observed meaningful improvements in communication and collaboration with hotel operators, and the ordinance has provided a structured framework for addressing concerns as they arise. After reviewing the Ad Hoc Committee's memorandum, the CIT offers the following observations and comments.

Repeat Calls for Service

The CIT does not recommend modifying the ordinance to establish fixed call-for-service thresholds. This position is based on the extensive discussions that occurred during the public meetings held while the ordinance was being developed, as well as the recommendation of the Claremont Police Department. Calls for service vary significantly in nature, severity, and whether they are attributable to hotel operations. For example, welfare checks, requests for medical assistance, victim reports, or calls initiated by hotel staff seeking police assistance are fundamentally different from calls resulting from criminal activity or nuisance behavior. Fixed call-for-service thresholds will discourage hotel operators from contacting law enforcement when assistance is needed. If hotel operators will be out of compliance with the ordinance solely based on the number of calls for service their hotel generates, they are much less likely to call for service. The existing ordinance does not prevent the City from taking calls for service data into account when evaluating whether a hotel is a nuisance and provides the City with the flexibility to evaluate operational issues on a case-by-case basis and determine whether corrective action is warranted based on the totality of the circumstances.

Crime Prevention Plans

The CIT supports continued collaboration with hotel operators regarding crime prevention best practices; however, the CIT would need more direction on which operational requirements would be both appropriate and reasonably enforceable. Several elements identified by the Ad Hoc Committee, including guest identification procedures and surveillance requirements, are already addressed in the Hotel/Motel Ordinance. Other recommendations, such as "loitering control measures," would need additional clarification regarding the intended expectations and how compliance would be evaluated. The CIT also notes that crime prevention strategies are often most effective when developed collaboratively between individual operators and the Claremont Police Department based on the unique characteristics of each property, rather than through a single standardized plan applicable to every hotel and motel.

Problem Guest Policies

The CIT notes that many hotel operators may already maintain internal guest restriction lists for operational purposes. There are challenges associated with the City mandating and enforcing such a requirement. Prohibiting rentals to individuals associated with criminal activity would present both practical and legal challenges. Hotel operators generally have no reliable means of determining whether a prospective guest has been associated with illegal activity unless that information is known through prior interactions at their own property or obtained through lawful means. If hotel operators rely on speculation (or stereotyping) to assess whether a potential guest is associated with illegal activity, it could result in unlawful discrimination. The CIT strongly supports continued employee training regarding the identification of suspicious activity, human trafficking indicators, and appropriate reporting procedures. These efforts are best accomplished through ongoing partnerships between the Claremont Police Department/City staff, the CIT, and hotel operators rather than through additional regulatory requirements. Hotel employees should continue to be encouraged to promptly notify the Claremont Police Department whenever they observe suspected criminal activity.

Environmental Design Enhancements

The CIT recognizes the important role that environmental design can play in deterring criminal activity and enhancing guest safety. However, several of the Committee's recommendations are already addressed, at least in part, through the City's existing Hotel/Motel Ordinance. For example, the ordinance already requires hotels and motels to maintain a closed-circuit television (CCTV) system that meets specified operational standards, including camera coverage of designated areas, minimum image retention

requirements, and the ability to make recordings available to law enforcement as required by the ordinance. These provisions were intentionally incorporated into the ordinance to support investigations and enhance public safety. The CIT agrees that adequate site lighting is an important public safety consideration. However, lighting needs can vary significantly depending on a property's layout, surrounding land uses, and existing site conditions. Rather than establishing additional prescriptive ordinance requirements, staff believes lighting improvements are best evaluated on a property-specific basis through existing development review processes, code enforcement activities, and ongoing collaboration with property owners. Overall, the CIT believes the existing ordinance provides a strong foundation for environmental security and recommends continuing to work collaboratively with hotel operators to identify site-specific improvements where appropriate, rather than imposing additional blanket requirements.

Police Parking at Denny's

The Claremont Police Department has advised that it is not necessary for Denny's to reserve a dedicated parking space for police vehicles. Officers routinely utilize available parking spaces as needed while conducting proactive patrols or responding to calls for service.

Lighting Improvements

The recommendation references improving lighting in "identified problem areas." Before additional improvements are considered, the CIT recommends identifying specific locations where lighting deficiencies have been documented and determining whether operational or infrastructure improvements are warranted. Currently, members of the CIT, including representatives from the Claremont Police Department, are not aware of any such locations.

Camera Sharing

The Claremont Police Department advises that this recommendation does not currently present an operational need. The Department already has the ability to obtain camera footage from participating properties through existing procedures when necessary.

The CIT appreciates the Police Commission Ad Hoc Committee's careful review of the Hotel/Motel Ordinance and its ongoing commitment to public safety. Overall, the CIT believes the existing ordinance continues to provide an effective framework for promoting responsible hotel operations while allowing flexibility to address concerns based on the specific circumstances presented. Many of the Committee's recommendations - including

continued collaboration with hotel operators, crime prevention education, and environmental design improvements - are consistent with practices already employed by City staff and the Claremont Police Department.

The CIT looks forward to continuing to work collaboratively to further strengthen partnerships with hotel operators and promote public safety throughout the community. Please let us know if you would like to discuss any of these comments in greater detail.

Respectfully,

Katie Wand, Deputy City Manager

Alisha Patterson, City Attorney

Sergeant Garrett Earl, Claremont PD

Joe Caro, Building Official

Jennifer Earl, Community Improvement Coordinator

Cynthia Guerra, Citizen Representative