



City of Claremont

Quarterly Hotel/Motel City Interdepartmental Team (CIT) Report

Reporting Period: April 1 through June 30, 2025

Publish Date: July 15, 2025

Contact: Katie Wand, Deputy City Manager – KWand@claremontca.gov 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

Lieutenant David DeMetz, Claremont PD

Detective Lauren Haynes, Claremont PD

Joe Caro, Building Official

Jennifer Earl, Community Improvement Coordinator

Citizen Representative (*Position Currently Vacant*)*

** Effective June 10, 2025, Citizen Representative Wendy Ramallo has resigned from the CIT. Her CIT member colleagues are thankful for the insight and ideas that she provided during her time on the CIT. Anyone interested in serving as the next Citizen Representative, please email Katie Wand (KWand@claremontca.gov) for additional information.*

Updates for April – June 2025

Hotel/Motel Ordinance Exceptions for Wildfire Victims

In response to requests from hotel/motel operators, on February 11, 2025, the Claremont City Council adopted an urgency ordinance that temporarily suspends parts of the City's Hotel/Motel Ordinance that are interfering with the hotels' and motels' ability to rent rooms to individuals and families who were displaced by the LA County wildfires. On April 8, 2025, at the request of City Council, staff provided an update on the ordinance to ensure that criminal and nuisance activity was not increasing post-ordinance adoption. Staff reported that police calls for service had gone down post-ordinance adoption, suggesting that no new criminal or nuisance issues had arisen as a result of the urgency ordinance being adopted.

Since there were no significant issues to report, and at least one hotel still had wildfire victims staying at their location, the City Council amended the [urgency ordinance](#) to automatically terminate on July 1, 2025. Statistics for each hotel/motel can be found in the [2025 Q1 CIT Report](#).

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, including a brief description and current status/resolution.
- Reports of graffiti and other nuisance activity occurring at or adjacent to property, including a brief description and current status/resolution.

Below is data for April 1 through June 30, 2025:

Hotel Casa 425

- Officer initiated activity (welfare checks) – 10
- Police calls for service – 3
- 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) – 12
- Police calls for service – 25
- Reported Code or Building violations – 1 (Weed Abatement. Case was closed as the weeds were addressed and the ground cover was completed.)
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 6

Motel 6 – Case Closed; graffiti was removed

Claremont Lodge - Case was closed; graffiti was removed

820 S. Indian Hill (Denny’s) – Case closed; graffiti was removed

888 S. Indian Hill Blvd – Case closed; graffiti was removed

865 S. Indian Hill Blvd – Case closed; graffiti was removed

740 S. Indian Hill Blvd – Case closed; graffiti was removed

DoubleTree by Hilton Hotel Claremont

- Officer initiated activity (welfare checks) – 10
- Police calls for service – 26
- Reported Code or Building violations – 0
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 0

Motel 6

- Officer initiated activity (welfare checks) – 47
- Police calls for service – 86
- Reported Code or Building violations – 1 (Landscaping issue; case is still open)
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – 6

Motel 6 – Case Closed; graffiti was removed

Claremont Lodge - Case was closed; graffiti was removed

820 S. Indian Hill (Denny's) – Case closed; graffiti was removed

888 S. Indian Hill Blvd – Case closed; graffiti was removed

865 S. Indian Hill Blvd – Case closed; graffiti was removed

740 S. Indian Hill Blvd – Case closed; graffiti was removed

CIT Meeting of June 11, 2025

Meeting Attendees:

- Katie Wand
- Jennifer Earl
- Alisha Patterson
- Lt. David DeMetz
- Det. Lauren Haynes

At this meeting, CIT members discussed the content and updates provided in this report. A meeting agenda with meeting notes were sent to CIT members who were not able to make the meeting.

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. This is a voluntary program and if violations are identified during the inspections, they do not result in punitive action. Courtesy notices are given for educational purposes and to encourage operators to address issues in a timely manner.

Reports on the most recent inspections can be found in the [2025 Q1 CIT Report](#). Since that time, staff has followed up with the two operators who were in violation of the City's Hotel/Motel Ordinance

standards and have visited their establishments on multiple occasions and have been assured all that violations have been addressed. As a reminder, staff cannot enter any room that is occupied by a guest or without express permission from the operator.

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. Additionally, once the hotel is operational, the CIT will monitor the Residence Inn's compliance with the Hotel/Motel Ordinance in the same way it monitors other Claremont hotels/motels.

Hotel/Motel Complaint Form Submissions

No Hotel/Motel Complaint Forms were submitted during this time.

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@claremontca.gov. 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.

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.

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

- 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 the third quarter of calendar year 2025.

Upcoming Reporting Period

Reporting Period (Q3): July 1 through September 30, 2025

Estimated Publish Date: October 30, 2025