



City of Claremont

Quarterly Hotel/Motel City Interdepartmental Team (CIT) Report

Reporting Period: August 1 through September 30, 2024

Publish Date: February 5, 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

Detective Michael Snyder, Claremont PD

Detective Lauren Haynes, Claremont PD

Joe Caro, Building Official

Jennifer Earl, Community Improvement Coordinator

Wendy Ramallo, Citizen Representative

Updates for August – September 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, 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 the data for August 1 through September 30, 2024.

Hotel Casa 425

- Officer initiated activity (welfare checks) – 0
- Police calls for service – 1
- 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 – 11
- Reported Code or Building violations – 0
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – Graffiti was reported in the adjacent in the shopping center & reports were made by City staff to Caltrans regarding freeway clean-up. Caltrans was contacted two times for this area and the property owner for the shopping center was contacted two times as well to address the graffiti.

DoubleTree by Hilton Hotel Claremont

- Officer initiated activity (welfare checks) – 1
- Police calls for service – 15
- 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) – 28
- Police calls for service – 30 (with 8 prostitution detail arrests on 9/26/24)
- Reported Code or Building violations – Graffiti was reported at property two times, but management addressed same/next day.
- Reports of graffiti and other nuisance activity occurring at or adjacent to property – Graffiti adjacent to Motel 6 was reported at the following locations: Starbucks/Denny's/Zaky's parking lot and trash enclosure (2). Caltrans issues were reported; old Greyhound station (graffiti & trash); flower vendor was contacted on two occasions, and signs posted on City property were removed. Trees were over-trimmed in Denny's parking lot.

Proactive Building & Safety Inspection Program for Hotels/Motels

Now that it is fully staffed, the Building Division plans to resume voluntary inspections through the Proactive Building & Safety Inspection Program in the first quarter of calendar year 2025.

Hotel/Motel Complaint Form Submissions

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

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
- Double Tree by Hilton Hotel Claremont
- Residence Inn (former University Inn/Knights Inn)

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@claremontca.gov 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.

“New” Community Requests

Request 1: Definitions of the “Reported Code or Building Violation” should be revised to include detailed information and status of resolution.

Response 1: Please refer to the “Data Tracking” section of this report. Reports were revised to include a brief description and current status/resolution.

Request 2: CIT Quarterly Reports should contain more information/updates on Residence Inn construction.

Response 2: The Residence Inn is an on-going construction project, which is not in the CIT’s purview; however, updates will be provided periodically in CIT Reports. The owner is working closely with the City’s Planning Division, who is responsible for updating the City’s [dedicated webpage](#) with regular updates. If you have specific questions about the on-going construction, please contact the City’s Planning Division directly at (909) 399-5470. 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.

Request 3: Can future reports specify how many welfare checks or calls for service are related to prostitution?

Response 3: The Claremont Police Department issues press releases when they conduct prostitution enforcement details, and the press releases specify the number of arrests made during each detail. These press releases are posted on the City's website along with the CIT Quarterly Reports. We will continue with this practice and will specify in future CIT Quarterly Reports how these arrests are illustrated in our reported data. Please see Motel 6's "Police calls for service" data point on page 2 of this report, for reference.

Request 4: Are committee members assigned to visit different hotels/motels, or visit as team?

Response 4: Voluntary inspections are coordinated through the Proactive Building & Safety Inspection Program for Hotels/Motels. This involves City Building Division staff scheduling the voluntary visits with hotel/motel operators, conducting the on-site inspection, and then reporting back to the CIT.

Request 5: A CIT committee member should also monitor online reviews. There are reviews which reference the condition of bed linens and bathroom fixtures which do not meet city ordinance standards.

Response 5: The CIT believes that the most effective ways to ensure hotel and motel operators are in compliance with the City's Ordinance are to (1) Respond to specific complaints that are submitted to the City directly (by the use of the online Complaint Form or contacting City Hall); and (2) Maintaining positive relationships with hotel and motel operators so that they will continue to voluntarily participate in the Proactive Building & Safety Inspection Program for Hotels/Motels. When reviews are posted online, the poster's identity is often anonymous (or a screen name is used) and there is no way for a CIT member to verify that the poster actually stayed at the hotel/motel or which room number they stayed in.

Reminders from Previous Reports

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 effort 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.

Annual CIT Report to City Council

Originally, the CIT had tentatively planned on presenting the Annual Hotel/Motel Ordinance Report to City Council on January 28, 2025. Due to CIT member availability, the presentation date has been delayed to February 11, 2025.

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.

- 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 late 2024.

Future Reporting Periods

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

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