



City of Claremont

Quarterly Hotel/Motel City Interdepartmental Team (CIT) Report

Reporting Period: January 1 through March 31, 2025

Publish Date: May 8, 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 January – March 2025

Annual Report to City Council

The CIT prepared its second Annual Hotel/Motel Ordinance Report for calendar year 2024 and the report was received and filed by the City Council on February 11, 2025. The full report can be found [here](#).

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 below.

30 days “pre” ordinance adoption – 1/12/25 through 2/11/25

Hotel Casa 425

- Officer initiated activity (welfare checks) – 0
- Police calls for service – 2

Claremont Lodge

- Officer initiated activity (welfare checks) – 5
- Police calls for service – 5

DoubleTree by Hilton Hotel Claremont

- Officer initiated activity (welfare checks) – 0
- Police calls for service – 4

Motel 6

- Officer initiated activity (welfare checks) – 23
- Police calls for service – 28

30 days “post” ordinance adoption – 2/12/25 to date (3/11/25)

Hotel Casa 425

- Officer initiated activity (welfare checks) – 0
- Police calls for service – 1

Claremont Lodge

- Officer initiated activity (welfare checks) – 3
- Police calls for service – 1

DoubleTree by Hilton Hotel Claremont

- Officer initiated activity (welfare checks) – 1
- Police calls for service – 1

Motel 6

- Officer initiated activity (welfare checks) – 22
- Police calls for service – 12

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 January 1 through March 31, 2025. **Please note that since Proactive Building & Safety Program inspections were completed for each hotel/motel during this reporting period, reports of code violations are described in a subsequent section of this report.**

Hotel Casa 425

- Officer initiated activity (welfare checks) – 0
- Police calls for service – 4

Claremont Lodge

- Officer initiated activity (welfare checks) – 10
- Police calls for service – 9

DoubleTree by Hilton Hotel Claremont

- Officer initiated activity (welfare checks) – 3
- Police calls for service – 9

Motel 6

- Officer initiated activity (welfare checks) – 64
- Police calls for service – 50

CIT Meeting of March 12, 2025

Meeting Attendees:

- Katie Wand
- Jennifer Earl

- Joe Caro
- Alisha Patterson
- Wendy Ramallo

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. The goal is to visit 5-10 unoccupied guest rooms and accessible common areas at each of the five hotels/motels in Claremont to ensure that building and safety standards are being met. 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. Below is a summary of inspections during this reporting period.

Hotel Casa 425 was voluntarily inspected on March 17, 2025. Five rooms were inspected during staff's visit. An inspection checklist was provided to Hotel Casa 425 prior to the inspection. Staff found minor issues in some of the rooms and informed Hotel Casa 425 so that corrective action could be taken, but no significant health or safety violations were found. There were no violations of the City's Hotel/Motel Ordinance to report.

Double Tree by Hilton Hotel Claremont was voluntarily inspected on March 18, 2025. Five rooms were inspected during staff's visit. An inspection checklist was provided to Double Tree prior to the inspection. Staff found minor issues in some of the rooms and informed Double Tree so that corrective action could be taken, but no significant health or safety violations were found. There were no violations of the City's Hotel/Motel Ordinance to report.

Claremont Lodge was voluntarily inspected on March 18, 2025. Five rooms were inspected during staff's visit. An inspection checklist was provided to Claremont Lodge prior to the inspection. Staff noted that in all of the rooms inspected, some or all of the bedding (sheets, pillows, and/or mattress/cover) was stained or had holes in it and needed to be replaced. Claremont Lodge Management was informed that the bedding that did not meet the City's Hotel/Motel Ordinance standards needed to be replaced immediately.

Motel 6 was voluntarily inspected on March 18, 2025. Five rooms were inspected during staff's visit. An inspection checklist was provided to Motel 6 prior to the inspection. Staff noted that in four of the rooms inspected, the mattresses needed to be replaced. Motel 6 Management was informed that the mattresses that did not meet the City's Hotel/Motel Ordinance standards needed to be replaced immediately.

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 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.

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 second quarter of calendar year 2025.

Upcoming Reporting Period

Reporting Period (Q2): April 1 through June 30, 2025

Estimated Publish Date: July 31, 2025