

## Recap of Meeting with Lodging Establishment Owners/Managers

When: Wednesday, December 18, 2013

Where: City of Costa Mesa, Emergency Operations Center

What: This meeting was hosted by Mayor James M. Righeimer and City staff in order to answer any questions lodging establishment owners or managers may have about any of the City's recent business items, and for various lodging establishments to share different management practices to help each other better manage their properties.

Agenda:

1. Introduction – Mayor James M. Righeimer
2. Sharing Ideas and Best Practices
3. Q&A Session

Summary of Meeting:

### Mayor James M. Righeimer's comments:

- The Mayor does not want the citizens to have to continue to subsidize for the extraordinary amounts of public safety costs incurred by various lodging establishments in the City.
- The Mayor believes lodging establishment owners and managers must take ownership of their property. However, the Mayor cannot tell the owners and managers what to do and how to do it.
- There are lodging establishments within the City that serve all different types of demographics that are able to keep nuisance calls for service at a minimum, so it is possible.

### Concerns and problems lodging establishment owners and managers face:

- Some motel owners/managers believe the City is misinterpreting the motel business. Motels do not want problem guests.
- Some motel owners/managers do not think they should be held to the same standards as hotels because their demographics and clientele are sometimes completely different. The screening process and tenant privacy policies are some of the areas where motels differ from other types of lodging establishments.

### Best practices and suggestions:

- In order to better screen patrons, a credit card should be requested or a cash deposit.
- Policies should be put in place where guests are notified that motel staff would be able to check/enter the room every other day. This both enhances the safety for guests and allows lodging establishments to protect its assets.
- Adding security cameras or private security.
- Posting a sign that says the lodging establishment works closely with the Costa Mesa Police Department.
- Keeping a "don't rent" list.
- Improve management by having an increased presence/walking around the property more often.
- Better refine the lodging establishment's eviction guidelines and process.