

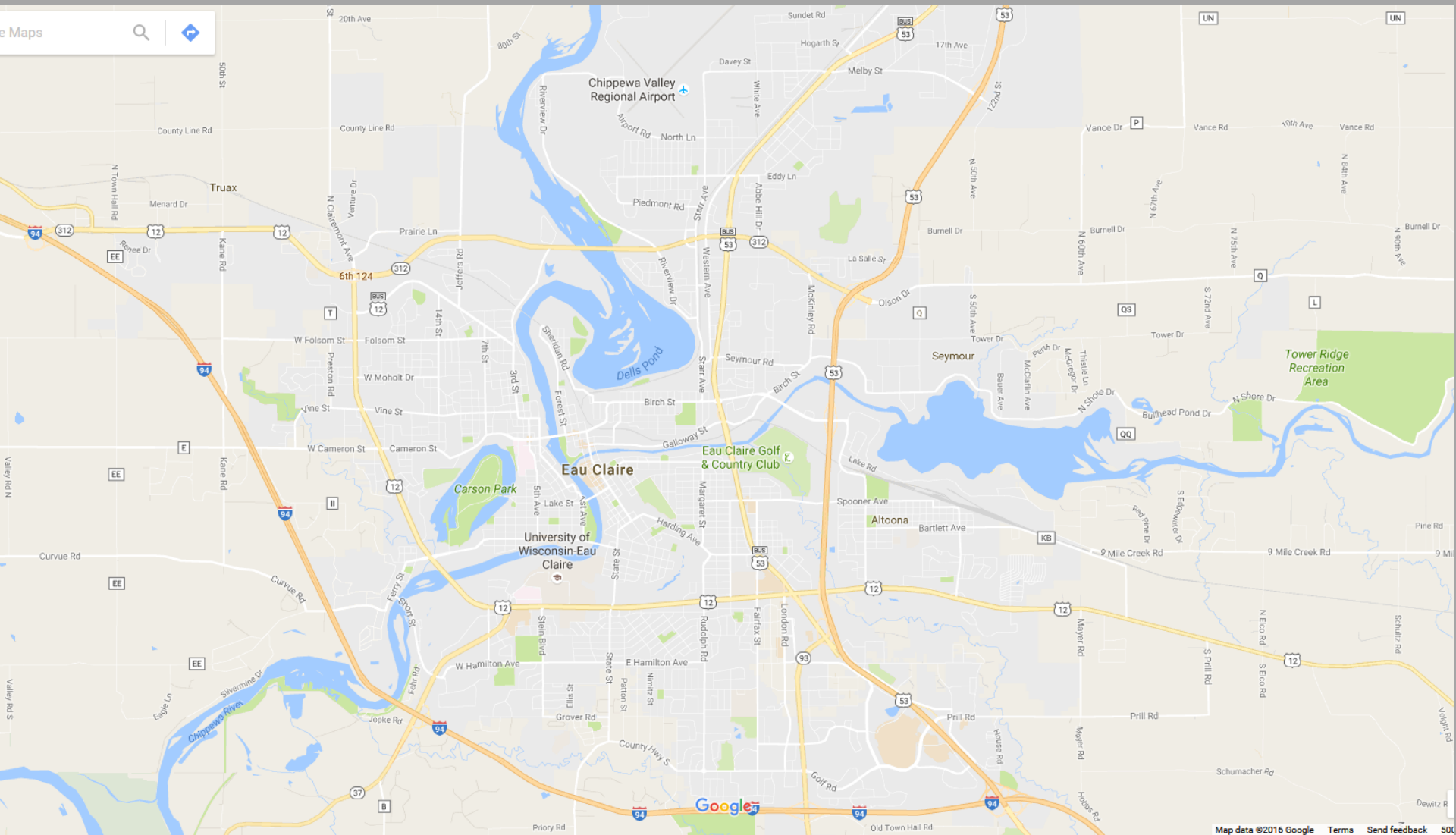
Country Hearth Inn and Suites

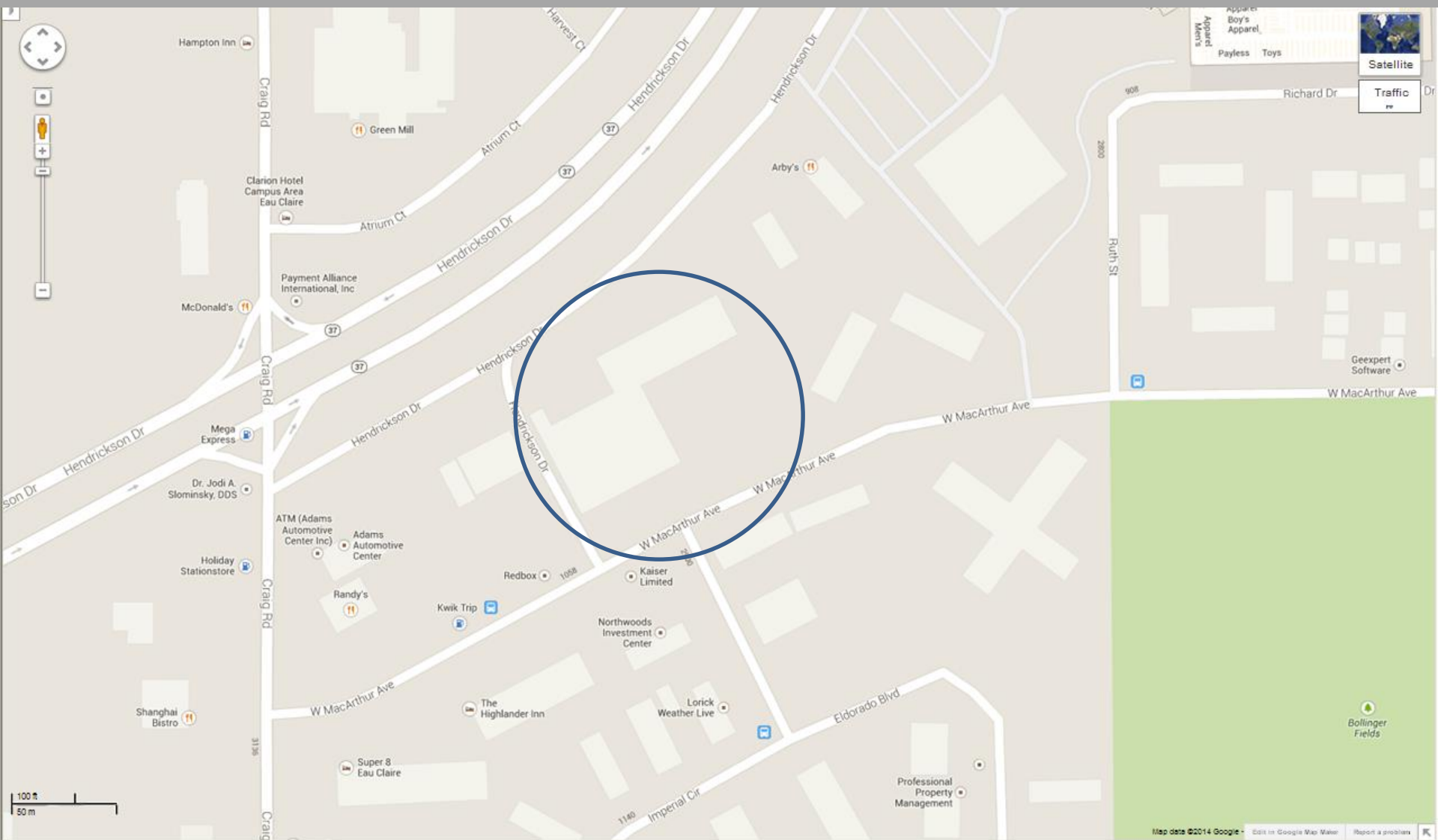
A case study

















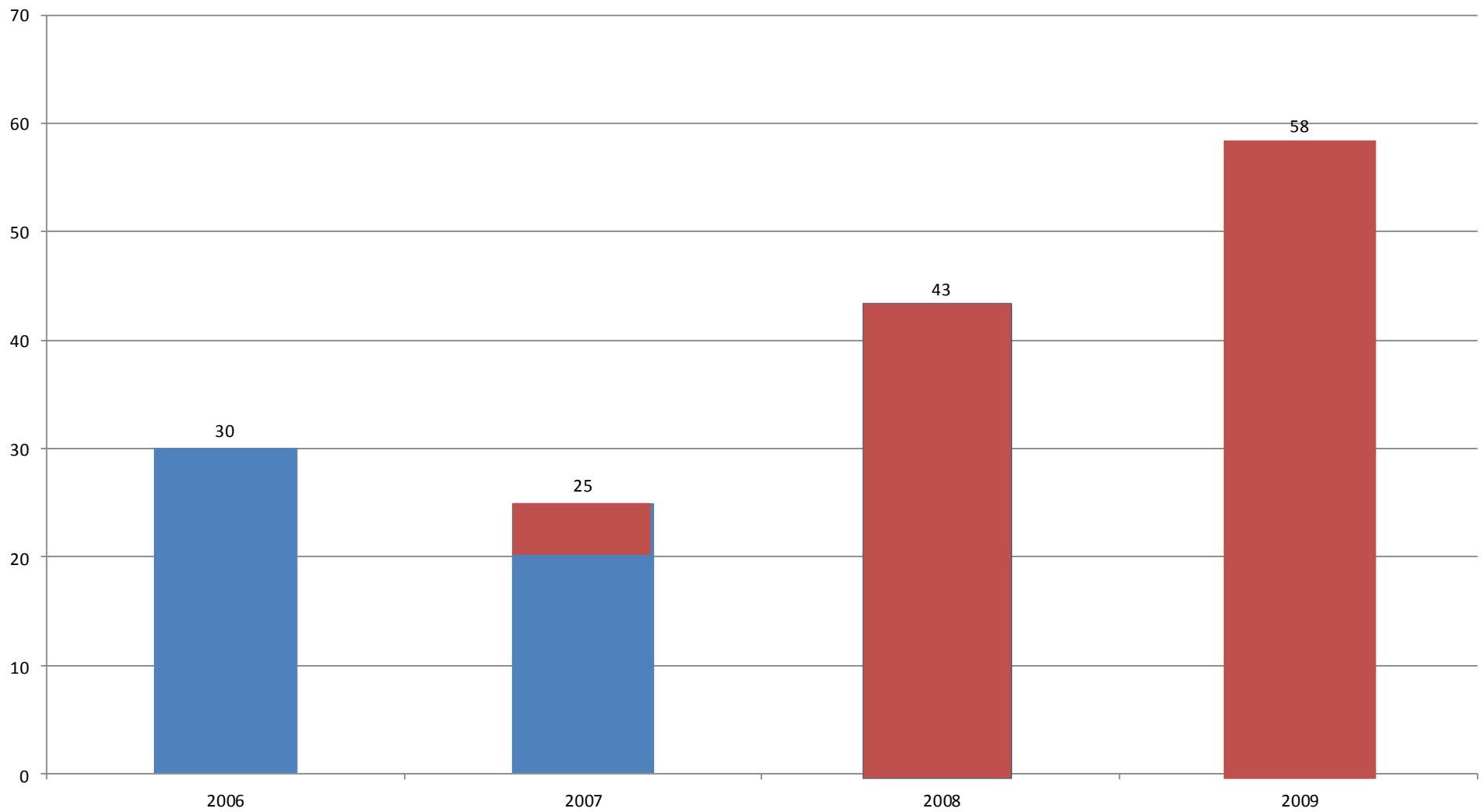
SCANNING

Good cops noticing stuff

What does this stuff mean?

ANALYSIS

Total

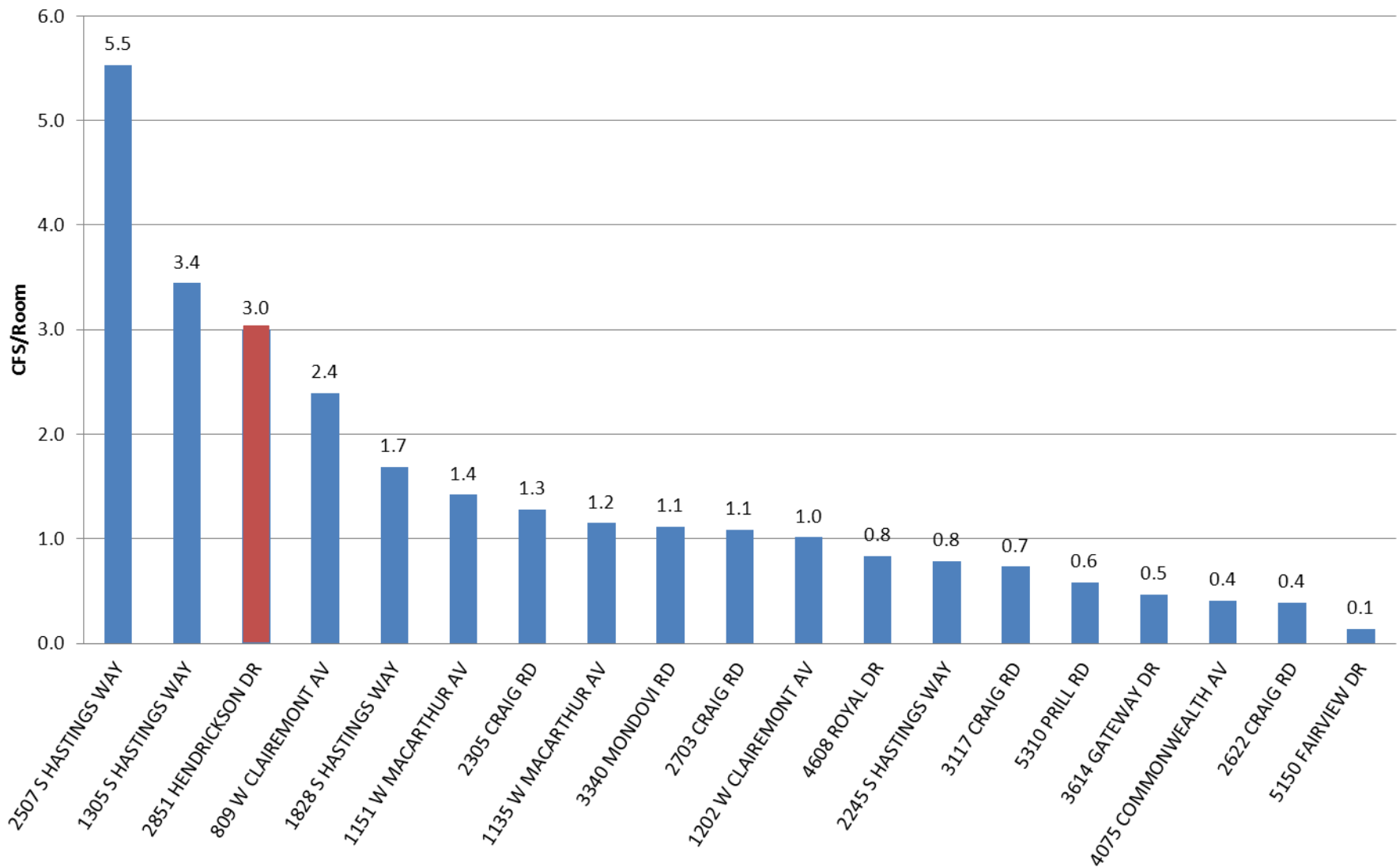


Previous Owners

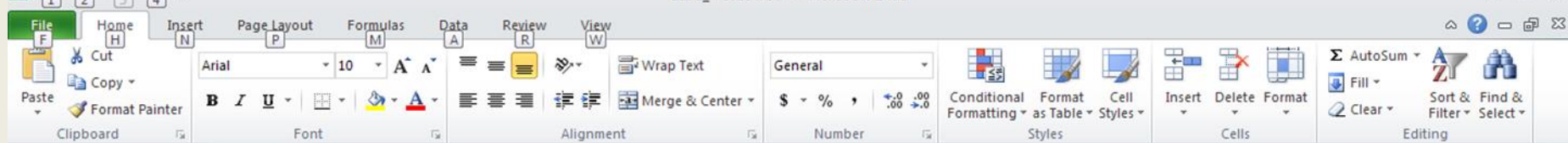


Current Owners

Calls For Service Per Room January 1, 2003 - December 31, 2009



South District Hotels



I230								
	A	B	C	D	E	F	G	H
193	108005041	DISTURBANCE - DISORDERLY CONDUCT	disorderly guests being confrontational with front desk clerk. Owner talked with guests b/4 officers arrived and told officers to disregard.	cmk	PORN	DAYS INN	3/7/2008	2338
194	108005156	DISTURBANCE - DISORDERLY CONDUCT	hotel employees asked that three individuals (being disorderly) in the hotel lot leave (non-guests).	cmk	JAQUISH	DAYS INN	3/9/2008	2011
195	108006646	CHECK - UNDESIREABLE	hotel asked for PD assistance in having a guest leave. Non hotel guest arrested for selling meth to a CI with Meg Unit @ hotel.	cmk	INCE	DAYS INN	3/30/2008	1805
196	108007358	DRUG - METH POSSESSION	Guest of hotel (Nels Bodway) arrested by Meg Unit for selling meth.	cmk	JAQUISH	DAYS INN	4/8/2008	1540
197	108007408	DRUG - METH SELLING	drug investigation, drug items located in hotel dumpster. Turned over to Meg Unit.	cmk	PIEPER	DAYS INN	4/9/2008	1038
198	108007458	DRUG - METH SELLING	hotel reported illegal dumping in their dumpster. They didn't want charges, just wanted garbage removed.	cmk	RUPPERT	DAYS INN	4/9/2008	1627
199	108007803	ORD COMPLAINT - ILLEGAL DUMPING	two subjects arrested for open container in the hotel parking lot.	cmk	LEPPERT	DAYS INN	4/14/2008	1023
200	108007939	ORD COMPLAINT - OPEN INTOX STREET	hotel employees reported a bill skip (defrauding an innkeeper) non-guest arrested for battery and associated charges, after attacking hotel employee.	cmk	JENTZSCH	DAYS INN	4/15/2008	1906
201	108008778	FRAUD - ALL OTHER	injured officer (Porn) report	cmk	LESTER	DAYS INN	4/25/2008	1150
202	108008926	BATTERY - OTHER DANGEROUS WEAPON	Tenant of the motel with 3 other individuals were smoking marijuana inside a room. Anon complaint of the odor.	cmk	PIONKOWSKI	DAYS INN	4/27/2008	320
203	108008932	INJURED OFFICER	Citizen self report of a damaged windshield, no suspects	cmk	MOEN	DAYS INN	4/27/2008	539
204	108009672	DRUG - MARIJUANA POSSESSION	An intoxicated employee and tenant was screaming at other employees.	gl	CHRISTIANSON	DAYS INN	5/5/2008	2228
205	108010108	CRIM DAMAGE - OTHER PROPERTY	hit and run in the lot of the motel.	gl	CITIZEN REPORT	DAYS INN	5/10/2008	2244
206	108012386	DISTURBANCE - DISORDERLY CONDUCT	Sex offense which occurred in the motel parking lot. Not related to the motel.	gl	INCE	DAYS INN	6/6/2008	1903
207	108013731	CRASH - H&R PROPERTY DAMAG	two tenants of the motel were arguing.	gl	LEPPERT	COUNTRY HEARTH INN AND SUITES	6/22/2008	1048
208	108014129	SEX OFFENSE - MISDEMEANOR ASSAULT	A homeless male was walking through the motel collecting cigarette butts.	gl	JAQUISH	COUNTRY HEARTH INN AND SUITES	6/26/2008	1937
209	108014641	DISTURBANCE - FAMILY TROUBLE	Damaged squad in lot due to flooding.	gl	HANDRICK	COUNTRY HEARTH INN AND SUITES	7/2/2008	127
210	108014992	CHECK - UNDESIREABLE	Abandoned vehicle in the lot.	gl	MILLER	COUNTRY HEARTH INN AND SUITES	7/5/2008	1309
211	108016347	VEHICLE - ECPD DAMAGED NON CRIMINAL	Standby subject retrieving items from a room	gl	JOHNSON	COUNTRY HEARTH INN AND SUITES	7/19/2008	1907
212	108016524	PARKING - TICKET TO TOW	Standby. Same subject was attempting to gather property after being removed the previous day by police.	gl	SMITH	COUNTRY HEARTH INN AND SUITES	7/21/2008	1853
213	108017322	SUSPICIOUS - PERSON	Assisted Altoona P.D. interviewing female in reference to an altoona case.	gl	KUEHN	COUNTRY HEARTH INN AND SUITES	7/31/2008	1338
214	108017455	CHECK - UNDESIREABLE	A subject staying at the motel had a warrant.	gl	MATHISON	COUNTRY HEARTH INN AND SUITES	8/1/2008	1758
215	108018819	ASSIST - OTHER LAW ENFORCEMENT	Purnell, an employee and tenant was intoxicated and threatening to harm Buchli, also an employee and tenant.	gl	WISE	COUNTRY HEARTH INN AND SUITES	8/17/2008	2021
216	108019215	ARREST - WARRANT PICKUP	Trevor Buchli called to report threats he received over the phone from another employee who was arrested the previous night for beating him up.	gl	LEQUE	COUNTRY HEARTH INN AND SUITES	8/22/2008	1830
217	108025358	DISTURBANCE - DISORDERLY CONDUCT	Subject was cited for public urination.	gl	MIKUNDA	COUNTRY HEARTH INN AND SUITES	11/1/2008	232
218	108025382	THREATS - BY PHONE	A female was angry with a male who was inside the bar at the motel and had vandalized his vehicle which was parked in the lot. She was also arrested for omvvi.	gl	LEPPERT	COUNTRY HEARTH INN AND SUITES	11/1/2008	1147
219	108026995	ORD COMPLAINT - URINATE IN PUBLIC	loud music coming from a band playing at the motel.	gl	ADAMS	COUNTRY HEARTH INN AND SUITES	11/23/2008	31
220	108026996	CRIM DAMAGE - PRIVATE PROPERTY		gl	ADAMS	COUNTRY HEARTH INN AND SUITES	11/23/2008	115
221	108026999	ORD COMPLAINT - OTHER NOISE		gl	PORN	COUNTRY HEARTH INN AND SUITES	11/23/2008	219

PUBLIC STAKEHOLDERS

City/County Health Department

Planning Department

Fire Department

Police Department

City Attorney's Office

GOAL

Protect public health and safety by ensuring that the hotel is in compliance with all building and health codes, as well as investigating and preventing crime and disorder on hotel property.



RESPONSE

What do we do now?

INSPECTION

Inspection Teams

- Health Inspector
- Building Inspector
- Fire Inspector
- 2 Police Officers



Hotel/Motel Inspection Survey Form

Case number:_____ Date inspected:_____

Hotel/Motel Name:_____ Address:_____

Guest name (Last, First, MI):_____ Date of Birth:_____

Previous Address:_____ Telephone:_____

Room:_____ Driver's license number:_____ State:_____

Vehicle license plate:_____ State:_____

Length of most recent stay?_____

How many weeks in past year?_____

Method of payment of rent?_____ Vouchers of any kind:_____

Do you barter labor for reduced rent?_____ Type of work performed:_____

Do you clean your own room and/or do your own laundry for reduced rent?_____

Have you witnessed or been a victim of criminal activity at this hotel?_____

Have you been disturbed by anything that has happened at this hotel?_____

Did you report these incidents to hotel management?_____ The police?_____

Have you ever been dissuaded by hotel staff from contacting the police or other authorities? _____

Is this guest registered?_____

Does the hotel have the guest's full name, date of birth and address?_____

Does the hotel have a government issued identification card number recorded?_____

Does the hotel have a vehicle license plate number recorded?_____



03/10/2010



03/10/2010



03/10/2010



6x2.72kg (6lb) SACS
POIDS NET 16.33kg (36 lb)
PRODUIT DES É.-U.



WENDY'S
POMMES DE TERRE FRITES
HUILE VÉGÉTALE



03/10/2010



03/10/2010

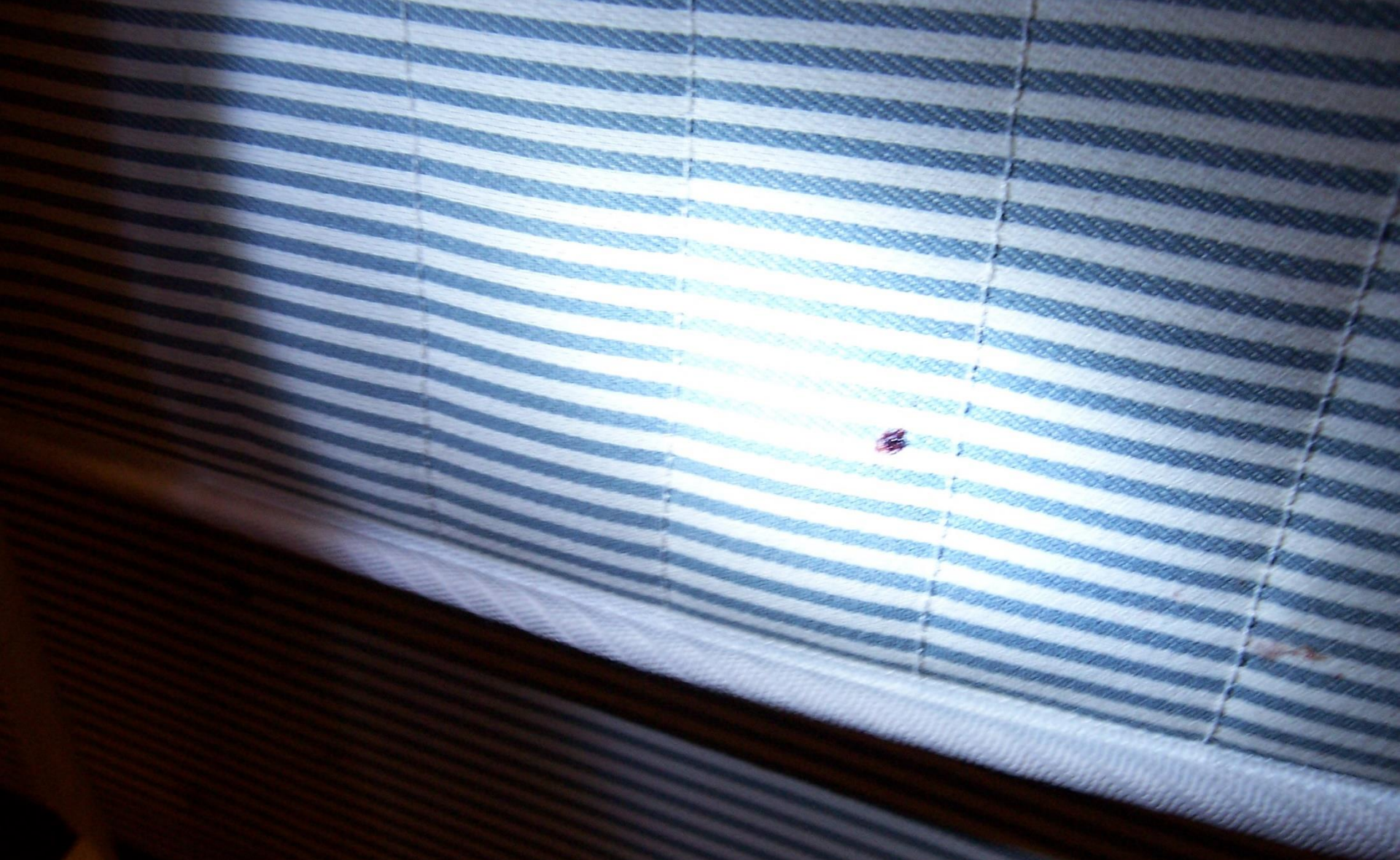


03/10/2010



PERISHABLE
PROTECT FROM HEAT

03/10/2010



03/10/2010



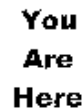
03/10/2010



03/10/2010



03/10/2010





**Eau Claire City - County
Health Department**
720 Second Avenue, Eau Claire, WI 54703-5497

715-839-4718

Fax: 715-839-1674

www.eauclairewi.gov/health

Hotel/Motel or Tourist Rooming House Complaint Inspection Report

Name of Establishment: Country Hearth Inn and Suites – ATRIUM INN	Operator Name: Suprus Inc.
Establishment Address: 2651 Herdicksen Drive	City: Eau Claire, WI 54701

ID No: 33-22778	Date: 3/16/2010	License Type: otel/Motel - D
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Violation Categories – DHS 195

Plumbing	Linens
No./Cold Water 195.10	X Clean 195.11
X Drains Function 195.10	X Good Condition 195.11
X General Repair 195.10	X Mattress Pad Present 195.11
Utensil Sanitation	
X Cups wrapped or in a dispenser 195.11	
Furnishings	Directions for Escape
X Cleanliness 195.11	Posted 195.14
X General Repair 195.11	X Orientation and Direction 195.14
Door Locks	Screens and Windows
X Proper Functioning 195.14	X General Repair 195.14
Fire Protection/Smoke Detectors	Ventilation (Toilet Room)
X Functional Detectors 195.14	X Proper Functioning 195.14
X Fire Hazards 195.14	X General Repair 195.14
Insect/Rodent Infestation	General Maintenance
X 195.15	X Floors 195.15
	X Walls 195.15
Room Size / Occupant No's.	X Ceilings 195.15
X 195.14	X Electrical 195.14

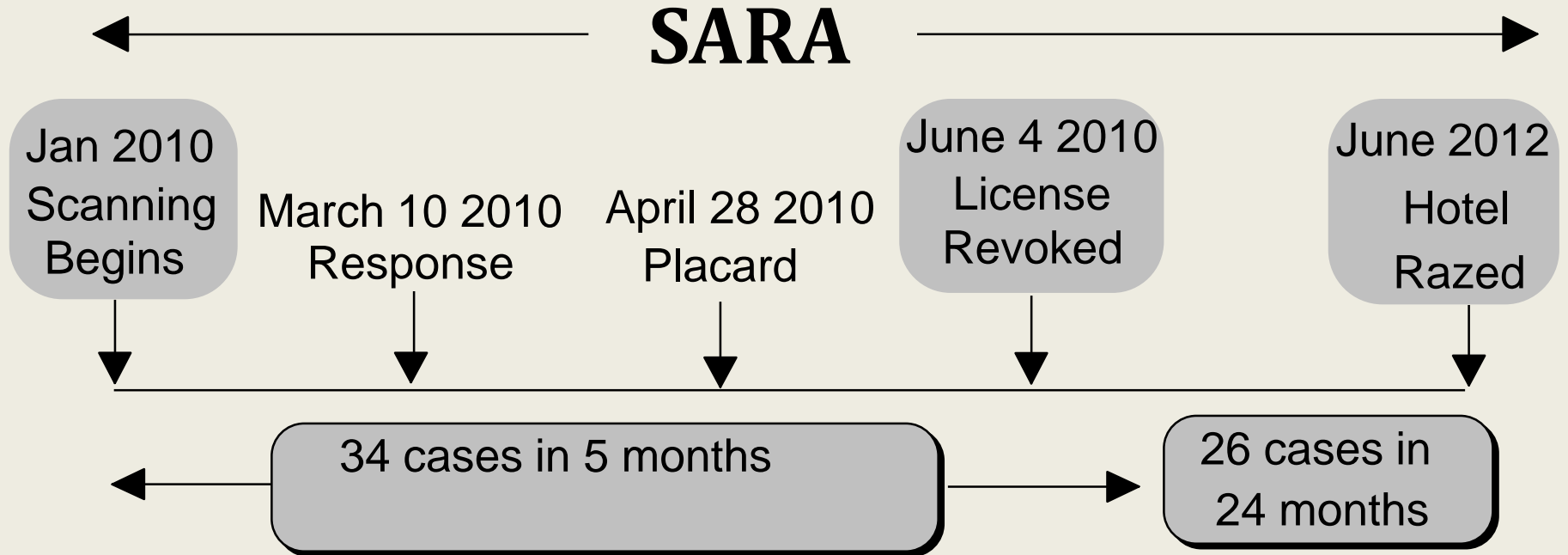
Areas Inspected: Hotel Registration, Arcade, Rooms, General Corridors, Exercise and laundry

STAKEHOLDERS

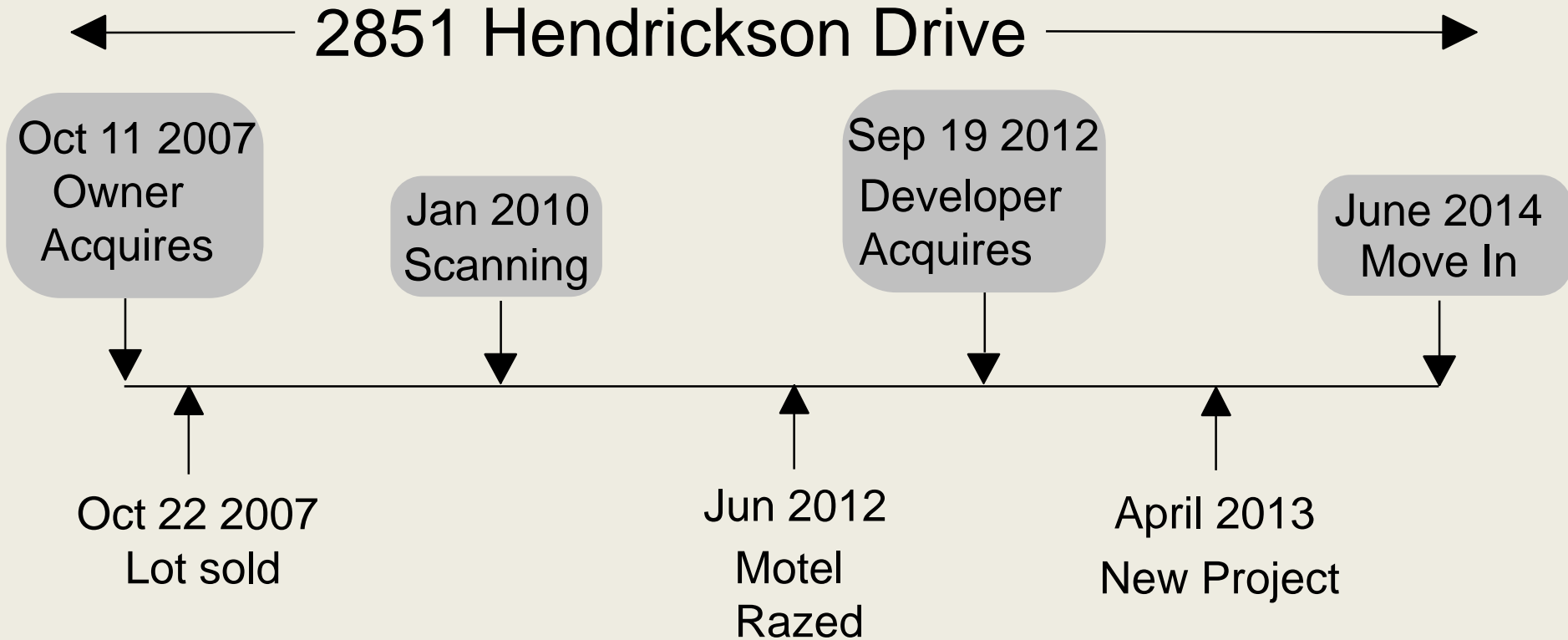
Private Sector

- Eau Claire Express
- Catholic Charities
- Salvation Army
- American Enterprise Bank
- Hotel Franchiser
- U-Haul Franchiser

Project Time Line



Property Time Line



Did it work?

ASSESSMENT









2009

- 7 cases per month
- 2.7 cases per capita
- 40 residents
- Assessed at \$1.3M
- Paid \$25k in taxes

2016

- .74 cases per month
- .0257 cases per capita
- 350 residents
- Assessed at \$9.9M
- Paid \$208k in taxes



- ✓ 89% decrease
- ✓ 99% decrease
- ✓ 875% increase
- ✓ 760% increase
- ✓ 833% increase



2851 Hendrickson Drive
Then & Now

LESSONS LEARNED



Thank you.

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@EauClairePD