

Melendez-Hagedorn, Yadira

From: Cooney, Jim
Sent: Tuesday, July 26, 2022 5:22 PM
To: Melendez-Hagedorn, Yadira
Subject: FW: Rodeway
Attachments: City Of Milwaukee.docx

Can you add this please?

From: Spiker, Scott <Scott.Spiker@milwaukee.gov>
Sent: Monday, July 25, 2022 8:38 AM
To: Cooney, Jim <Jim.Cooney@milwaukee.gov>
Cc: Quality Suites <qualitysuiteswi209@gmail.com>
Subject: FW: Rodeway

Jim: Can we have the email below and especially the attachment added to the file for Rodeway Inn for Thursday's special?

Can we make the attachment part of the plan of operation for the Rodeway Inn?

Hetal and Arpit: Is that your intention, to make your responses to the questions in the attachment part of your plan of operation?

Thanks.

Alderman Scott Spiker
City of Milwaukee
District 13, The Garden District
Desk: 414.286.8537
Cell: 414.708.1884
Scott.Spiker@milwaukee.gov

From: Quality Suites <qualitysuiteswi209@gmail.com>
Sent: Friday, July 22, 2022 11:55 PM
To: Spiker, Scott <Scott.Spiker@milwaukee.gov>
Subject: Rodeway

Hello Mr. Spiker, I appreciate your call a lot, right after our call I called Officer Garcia and Officer Ward and they came to the Hotel right away and we went through all the issues. They are always very helpful. Sorry I have sent you so many emails, attach you will find pics and steps taken for improvement. Please let me know if you have any questions. I take this matter very seriously. I run my business the right way and when things happen it bothers me a lot. I always change policies if I need to and take necessary steps to have a safe environment for everyone. I am against drugs and prostitution if i find out I will ask the guest to leave with full refund I dont need that kind of money. We have a lot of hospital and corporate guests, and they always talk about how friendly and helpful my staff is. That kind of compliments I will take rather than complaints that I have drug addicts.

I am going out of the country tomorrow and will be back on wednesday July 27th. I will attend the meeting on Thursday with my brother. Please look at the attachment and let me know if I need to change anything. I will have my phone working and I will be checking my emails regularly.

Thank you for all your help!

Hetal Patel
Quality Suites Milwaukee Airport
4488 S 27th Street,
Milwaukee, WI 53221
Tel:- 414-282-8800
Fax:-414-431-0589

) Any training that staff at the check-in desk have been given or will receive in the future to recognize potential domestic violence issues among your guests (see items 22, 28, and 32). **Talked with Officer Garcia and Ward about the training on sex trafficking and on domestic violence. I will look into this, I and my employees will get trained. When we see domestic violence we give verbal warning and if things gets escalated than we call 911. lot of time guest gets very upset and show threats to the employees if they interfere. But that guest will be asked to leave and we put them into do not rent list to avoid future disturbance. Regarding no.28 call she is not a registered guest of Rodeway Inn cannot find her in the system. If I would have more info like room number or her driver license it would have been more helpful.**

2) What steps you take to identify guests who may have criminal intent during their stay at the hotel (see items 24, 26, and 28). Do you maintain a digital DNR (do not rent) list and do you share lists with other area hotels? Do you CCAP individuals to see whether they have a recent history of drug possession with intent to distribute, prostitution, or a warrant out for their arrest? **We do have do not rent list and we maintain that all the times. We do check on CCAP only if we find suspicious it is very hard to check on each and every guest. After taking precaution if things happens Hotel staff is always cooperative to the Milwaukee police we have very good relationship with district 6 and our camera system helps a lot too always available for the officers if they need to look at.**

3) Do you accept extended stay guests and/or provide weekly discounts that lower your room rate substantially for long-term guests? **Yes we do have extended stay. We have policy list that guest sign upon check in. If they have visitors or any illegal activities found they will be asked to leave the premises and would not be allowed in the future. (Policy attached refer no 5,7,10,11,13,14,15) we also have 28 days policy where guest have to check out for a day and next day they can check in again in different room.**

4) What steps have been taken since the guest drowned in the hotel pool to improve safety? **Pool is been closed since July 1st 2022 and will no longer available until management decides to fill up the pool to 5 feet. This will stop lot of locals, and that will stop lot of issues. Quality suites have already stopped taking local guests since May 2022. Boiler room at Rodeway is locked and we check every other day to make sure that remains locked. (pic attached) Officer Garcia and Ward suggested to put a check list on the door which we will follow. Boiler room was locked all the time. Maintenance would go and check only quarterly or if needed. During winter months they never checked and lock was broken and person went in and died.**

Important steps have been taken for 2022

We have security guard on property for weekends (Fri, Sat) for both the hotels since April 2022. They patrol hallways and parking lot (10pm-6am). That have stopped lot of disturbance.

Front desk at Rodeway have been moved from outside to inside to stop threats to front desk and to prevent theft (that have helped a lot as well) Planning to put bullet proof glass for more safety. Pic attached.

We have increased deposit from \$50 to \$100 to prevent smoking, damage and vilolence. Strict policy is posted at the front desk if any of the rules are violated than deposit will not be refunded.

Cameras are always working and have good resolution also employees are always cooperative with district 6 officers. Exit doors are always locked from outside. We follow our policy very strictly to avoid disturbance. We try very hard to create a friendly atmosphere and safe environment for the employees and for the guests.