



2020 Hotel Report

Summary of CFS and crime data for
Village of Schaumburg Hotels

Report Notes:

- This report looks at the Calls for Service (CFS) Rate for the Top 20 hotels in Schaumburg and provides a detailed look at the three Extended Stay hotels.
- **CFS Rate** is the number of Citizen Generated Calls divided by a hotel's number of guest rooms, forming a percentage.
- Throughout the report, the category of calls are placed into two groups: Officer-initiated and Citizen Generated. This is based on the likelihood of the call's origin and acknowledges not all calls actually originated within that category. In an example, battery reports are categorized as citizen-generated because someone is likely to call 911, however an officer at the hotel may have viewed that incident on scene.



Top 20 CFS Rate Comparison

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Hotel Name	Hotel Address	Hotel Rooms	2019				2020				% Change: CFS Rate
			Citizen Generated Calls	Officer Initiated Calls	2019 Total	2019 CFS Rate	Citizen Generated Calls	Officer Initiated Calls	2020 Total	2020 CFS Rate	
Residence Inn by Marriott	1610 McConnor Pkwy	125	21	47	68	16.80%	56	103	159	44.80%	166.67%
Country Inn and Suites	1401 N Roselle Rd	73	6	34	40	8.22%	14	77	91	19.18%	133.33%
Homewood Suites	815 American Ln	108	14	29	43	12.96%	28	38	66	25.93%	100.00%
Days Inn	1730 E Higgins Rd	126	67	56	123	53.17%	110	157	267	87.30%	64.18%
Wingate Inn	50 Remington Rd	81	10	65	75	12.35%	16	168	184	19.75%	60.00%
AmericanInn Hotel	1300 E Higgins Rd	114	20	19	39	17.54%	32	37	69	28.07%	60.00%
Sonesta Suites	901 Woodfield Office Ct	112	12	8	20	10.71%	18	13	31	16.07%	50.00%
Hyatt House	1251 American Ln	134	34	120	154	25.37%	51	102	153	38.06%	50.00%
Fairfield Inn	700 National Pkwy	108	24	66	90	22.22%	32	63	95	29.63%	33.33%
Hawthorn Suites	1200 Bank Dr	120	34	19	53	28.33%	45	68	113	37.50%	32.35%
Radisson	1998 N Roselle Rd	137	28	103	131	20.44%	35	125	160	25.55%	25.00%
Extended Stay America	2000 N Roselle Rd	128	91	125	216	71.09%	111	294	405	86.72%	21.98%
Quality Inn	600 N Martingale Rd	120	40	77	117	33.33%	44	148	192	36.67%	10.00%
Hampton Inn	891 Plaza Rd	107	11	122	133	10.28%	12	153	165	11.21%	9.09%
Extended Stay America	1200 American Ln	104	80	80	160	76.92%	84	206	290	80.77%	5.00%
Home2 Suites by Hilton	1300 American Ln	107	27	28	55	25.23%	28	51	79	26.17%	3.70%
Courtyard by Marriott	1311 American Ln	162	25	34	59	15.43%	23	105	128	14.20%	-8.00%
Extended Stay America	51 State Pkwy	136	121	114	235	88.97%	106	294	400	77.94%	-12.40%
Spring Hill Suites	1550 McConnor Pkwy	132	12	28	40	9.09%	10	51	61	7.58%	-16.67%
Embassy Suites	1939 N Meacham Rd	209	54	86	140	25.84%	44	152	196	21.05%	-18.52%

Summary:

- In 2020, nearly half of hotels experienced a drop in citizen-generated calls for service (CFS). Hotels with a high count of citizen-generated calls are **highlighted**.
- The Extended Stay at 2000 N Roselle Rd had a 22% increase in the CFS rate. The Extended Stay at 51 State Pkwy had a -12.4% decrease.
- Of the Top 20 hotels, Days Inn had the highest increase in citizen-generated calls and the 4th highest increase in the CFS Rate. Residence Inn had the highest increase in CFS Rate and the 2nd highest increase in citizen-generated calls.
- Wingate Inn had a 60% increase in the CFS Rate, but the actual count of Citizen-generated calls only increased from ten to sixteen.
- The Renaissance Hotel did not make the Top 20 list, ranking at the bottom. While it had the 2nd highest citizen-generated call volume in 2019 (116), the same call volume in 2020 was only 42 calls, totaling a -63.79% change in the CFS rate.



2019 to 2020 Comparison

All Hotels

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Category	January-June 2019	July-December 2019	January - June 2020	July-December 2020	Grand Total	2019	2020	% Change
[-] Citizen Generated Calls	555	651	497	646	2349	1206	1143	-5.22%
Battery/Assault	9	7	5	6	27	16	11	-31.25%
BTMV/Theft	24	30	14	21	89	54	35	-35.19%
Burglary	2	2	0	0	4	4	0	-100.00%
Criminal Damage to Property/Vehicle	9	18	14	19	60	27	33	22.22%
Criminal Sexual Assault	3	2	3	3	11	5	6	20.00%
Customer/Management Dispute	40	34	24	33	131	74	57	-22.97%
Domestic-Related	55	55	77	81	268	110	158	43.64%
Drug-Related	0	2	2	10	14	2	12	500.00%
Fraud/Deception	7	7	9	7	30	14	16	14.29%
MV Theft	1	3	4	5	13	4	9	125.00%
Noise Complaint/Juvenile Nuisance	9	22	35	34	100	31	69	122.58%
Other Sex Offenses	0	0	1	1	2	0	2	#DIV/0!
Robbery	1	3	0	3	7	4	3	-25.00%
Suspicious Activity	81	104	95	79	359	185	174	-5.95%
Unwanted Subject	44	58	25	63	190	102	88	-13.73%
All Other	270	304	189	281	1044	574	470	-18.12%
[-] Officer Initiated Calls	1087	1006	1655	1784	5532	2093	3439	64.31%
Building/Hotel Check	1020	909	1602	1670	5201	1929	3272	69.62%
Drug-Related	23	22	15	22	82	45	37	-17.78%
Prostitution Related	10	25	21	44	100	35	65	85.71%
All Other	34	50	17	48	149	84	65	-22.62%
Grand Total	1642	1657	2152	2430	7881	3299	4582	38.89%

Summary:

- There was a large increase in noise complaints and domestic-related incidents. A drop in officer-initiated drug and prostitution-related incidents in early 2020 was due to pandemic related staffing changes. There was a significant decrease in theft and car break-in reports. The large increase in citizen-generated calls for drug-related incidents were due to a single individual who repeatedly overdosed while staying at a hotel.