



# Hotel Report

## 1<sup>st</sup> Quarter 2021

### Summary of CFS and Crime Data for Village of Schaumburg Hotels

#### Report Notes:

- This report looks at the Calls for Service (CFS) Rate for all Schaumburg hotel in the 1<sup>st</sup> Quarter of 2021 and provides various quarters for comparison and trend analysis. It provides additional detail analysis of the 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.



# Quarterly Comparison

## 1<sup>st</sup> Quarters 2020 vs 2021

# SCHAUMBURG

## POLICE

Hotel Name	Hotel Address	Hotel Rooms	1st Quarter 2020				1st Quarter 2021				% Change
			Citizen Generated Calls	Officer Initiated Calls	1st QTR 2020 Total	1st QTR 2020 CFS Rate	Citizen Generated Calls	Officer Initiated Calls	1st QTR 2021 Total	1st QTR 2021 CFS Rate	
Wingate Inn	50 REMINGTON RD	81	1	25	26	1.23%	23	47	70	28.40%	2200.00%
Hampton Inn	891 PLAZA DR	107	2	28	30	1.87%	13	62	75	12.15%	550.00%
Comfort Inn	1300 E HIGGINS RD	114	4	4	8	3.51%	20	14	34	17.54%	400.00%
Home2 Suites by Hilton	1300 AMERICAN LN	107	4	10	14	3.74%	16	21	37	14.95%	300.00%
Homewood Suites	815 AMERICAN LN	108	3	10	13	2.78%	7	7	14	6.48%	133.33%
Hilton Garden Inn	1191 WOODFIELD RD	166	6	26	32	3.61%	13	19	32	7.83%	116.67%
TownePlace Suites	750 NATIONAL PKWY	108	2	10	12	1.85%	4	7	11	3.70%	100.00%
Wyndham Gardens	1725 E ALGONQUIN RD	200	7	46	53	3.50%	13	33	46	6.50%	85.71%
Days Inn	1730 E HIGGINS RD	126	17	42	59	13.49%	27	41	68	21.43%	58.82%
Residence Inn by Marriott	1610 MCCONNOR PKWY	125	7	18	25	5.60%	11	40	51	8.80%	57.14%
Embassy Suites	1939 N MEACHAM RD	209	11	30	41	5.26%	17	42	59	8.13%	54.55%
Holiday Inn	1998 N ROSELLE RD	137	8	30	38	5.84%	12	27	39	8.76%	50.00%
Hyatt Place	1851 MCCONNOR PKWY	127	4	29	33	3.15%	6	11	17	4.72%	50.00%
Hawthorn Suites	1200 BANK DR	120	7	20	27	5.83%	10	10	20	8.33%	42.86%
Fairfield Inn	700 NATIONAL PKWY	108	5	11	16	4.63%	7	24	31	6.48%	40.00%
Country Inn and Suites	1401 N ROSELLE RD	73	4	24	28	5.48%	5	19	24	6.85%	25.00%
Extended Stay America	2000 N ROSELLE RD	128	23	88	111	17.97%	25	60	85	19.53%	8.70%
Spring Hill Suites	1550 MCCONNOR PKWY	132	2	17	19	1.52%	2	2	4	1.52%	0.00%
Hyatt Regency Woodfield	1800 E GOLF RD	468	12	40	52	2.56%	12	59	71	2.56%	0.00%
Marriott Schaumburg	50 N MARTINGALE RD	400	12	59	71	3.00%	10	30	40	2.50%	-16.67%
DoubleTree	800 NATIONAL PKWY	188	6	21	27	3.19%	5	19	24	2.66%	-16.67%
Extended Stay America	51 STATE PKWY	136	20	91	111	14.71%	16	82	98	11.76%	-20.00%
Extended Stay America	1200 AMERICAN LN	104	28	58	86	26.92%	20	29	49	19.23%	-28.57%
Renaissance Schaumburg	1551 THOREAU DR	500	22	37	59	4.40%	15	58	73	3.00%	-31.82%
Hyatt House	1251 AMERICAN LN	134	13	35	48	9.70%	8	27	35	5.97%	-38.46%
Courtyard by Marriott	1311 AMERICAN LN	162	10	19	29	6.17%	4	26	30	2.47%	-60.00%
Four Points by Sheraton	1100 E HIGGINS RD	95	3	6	9	3.16%	1	7	8	1.05%	-66.67%
Sonesta Suites	901 WOODFIELD OFFICE CT	112	6	1	7	5.36%	1	0	1	0.89%	-83.33%
Quality Inn	600 N MARTINGALE RD	120	17	70	87	14.17%	0	14	14	0.00%	-100.00%
Radisson	1550 N ROSELLE RD	142	0	33	33	0.00%	2	13	15	1.41%	#DIV/0!
<b>Grand Total</b>			266	938	1204		325	850	1175		

Conditional Formatting Legend	
<b>Citizen-Generated Calls</b>	<b>% Change</b>
# > 15 Calls	##% > 50% Change
<b>CFS Rate</b>	<b>##% &gt; -50% Change</b>
##% > 15% CFS Rate	

### Summary

- Hotels that experienced a significant rise in citizen-generated calls compared to the 1<sup>st</sup> Quarter of 2020 were Wingate Inn, Embassy Suites, Comfort Inn, and Home2 Suites.
- Days Inn and all three Extended Stays retained a high citizen-generated CFS count between both quarters.



# Quarterly Trend

## 4<sup>th</sup> Quarter 2020 to 1<sup>st</sup> Quarter 2021

# SCHAUMBURG

# POLICE

Hotel Name	Hotel Address	Hotel Rooms	4th Quarter 2020				1st Quarter 2021				% Change
			Citizen Generated Calls	Officer Initiated Calls	4th QTR 2020 Total	4th QTR 2020 CFS Rate	Citizen Generated Calls	Officer Initiated Calls	1st QTR 2021 Total	1st QTR 2021 CFS Rate	
Hampton Inn	891 PLAZA DR	107	3	41	44	2.80%	13	62	75	12.15%	333.33%
TownePlace Suites	750 NATIONAL PKWY	108	1	3	4	0.93%	4	7	11	3.70%	300.00%
Wingate Inn	50 REMINGTON RD	81	8	42	50	9.88%	23	47	70	28.40%	187.50%
Renaissance Schaumburg	1551 THOREAU DR	500	6	44	50	1.20%	15	58	73	3.00%	150.00%
Hilton Garden Inn	1191 WOODFIELD RD	166	6	10	16	3.61%	13	19	32	7.83%	116.67%
Comfort Inn	1300 E HIGGINS RD	114	10	10	20	8.77%	20	14	34	17.54%	100.00%
Home2 Suites by Hilton	1300 AMERICAN LN	107	9	13	22	8.41%	16	21	37	14.95%	77.78%
Holiday Inn	1998 N ROSELLE RD	137	8	35	43	5.84%	12	27	39	8.76%	50.00%
Hawthorn Suites	1200 BANK DR	120	7	12	19	5.83%	10	10	20	8.33%	42.86%
Embassy Suites	1939 N MEACHAM RD	209	16	42	58	7.66%	17	42	59	8.13%	6.25%
Marriott Schaumburg	50 N MARTINGALE RD	400	10	52	62	2.50%	10	30	40	2.50%	0.00%
Country Inn and Suites	1401 N ROSELLE RD	73	5	16	21	6.85%	5	19	24	6.85%	0.00%
Extended Stay America	1200 AMERICAN LN	104	20	38	58	19.23%	20	29	49	19.23%	0.00%
Hyatt Regency Woodfield	1800 E GOLF RD	468	13	22	35	2.78%	12	59	71	2.56%	-7.69%
Wyndham Gardens	1725 E ALGONQUIN RD	200	15	66	81	7.50%	13	33	46	6.50%	-13.33%
Residence Inn by Marriott	1610 MCCONNOR PKWY	125	13	33	46	10.40%	11	40	51	8.80%	-15.38%
DoubleTree	800 NATIONAL PKWY	188	6	12	18	3.19%	5	19	24	2.66%	-16.67%
Hyatt House	1251 AMERICAN LN	134	10	23	33	7.46%	8	27	35	5.97%	-20.00%
Courtyard by Marriott	1311 AMERICAN LN	162	5	38	43	3.09%	4	26	30	2.47%	-20.00%
Fairfield Inn	700 NATIONAL PKWY	108	9	19	28	8.33%	7	24	31	6.48%	-22.22%
Extended Stay America	2000 N ROSELLE RD	128	35	66	101	27.34%	25	60	85	19.53%	-28.57%
Days Inn	1730 E HIGGINS RD	126	40	43	83	31.75%	27	41	68	21.43%	-32.50%
Homewood Suites	815 AMERICAN LN	108	11	6	17	10.19%	7	7	14	6.48%	-36.36%
Hyatt Place	1851 MCCONNOR PKWY	127	11	15	26	8.66%	6	11	17	4.72%	-45.45%
Extended Stay America	51 STATE PKWY	136	31	62	93	22.79%	16	82	98	11.76%	-48.39%
Spring Hill Suites	1550 MCCONNOR PKWY	132	5	13	18	3.79%	2	2	4	1.52%	-60.00%
Four Points by Sheraton	1100 E HIGGINS RD	95	3	8	11	3.16%	1	7	8	1.05%	-66.67%
Sonesta Suites	901 WOODFIELD OFFICE CT	112	4	5	9	3.57%	1	0	1	0.89%	-75.00%
Quality Inn	600 N MARTINGALE RD	120	11	23	34	9.17%	0	14	14	0.00%	-100.00%
Radisson	1550 N ROSELLE RD	142	0	21	21	0.00%	2	13	15	1.41%	#DIV/0!
<b>Grand Total</b>			<b>331</b>	<b>833</b>	<b>1164</b>		<b>325</b>	<b>850</b>	<b>1175</b>		

Conditional Formatting Legend	
<b>Citizen-Generated Calls</b>	<b>% Change</b>
# > 15 Calls	##% > 50% Change
<b>CFS Rate</b>	<b>##% &gt; -50% Change</b>
##% > 15% CFS Rate	

### Summary

- Hotels that experienced a significant trend rise in citizen-generated calls compared to the 4<sup>th</sup> Quarter of 2020 were Wingate Inn, Comfort Inn, Home2 Suites
- Embassy Suites and all three Extended Stays retained a high citizen-generated CFS count between both quarters. Days Inn reduced their citizen calls and CFS rate.



## All Hotels Comparison of 1<sup>st</sup> Quarters 2019 - 2021

# SCHAUMBURG POLICE

Category	1st QTR 2019	1st QTR 2020	1st QTR 2021	Average of 1st QTR 2019-2020	Difference between average and 1st QTR 2021
<b>☐ Citizen Generated Calls</b>	<b>267</b>	<b>266</b>	<b>325</b>	<b>266.5</b>	<b>58.5</b>
Battery/Assault	4	3	8	3.5	4.5
BTMV/Theft	9	7	19	8	11
Burglary	0	0	1	0	1
Criminal Damage to Property/Vehicle	4	5	4	4.5	-0.5
Criminal Sexual Assault	2	2	2	2	0
Customer/Management Dispute	18	15	27	16.5	10.5
Domestic-Related	31	36	42	33.5	8.5
Drug-Related	0	0	3	0	3
Fraud/Deception	1	4	5	2.5	2.5
MV Theft	1	1	1	1	0
Noise Complaint/Juvenile Nuisance	8	15	11	11.5	-0.5
Other Sex Offenses	0	1	0	0.5	-0.5
Robbery	0	0	1	0	1
Suspicious Activity	37	56	43	46.5	-3.5
Unwanted Subject	20	14	21	17	4
All Other	132	107	137	119.5	17.5
<b>☐ Officer Initiated Calls</b>	<b>530</b>	<b>938</b>	<b>850</b>	<b>734</b>	<b>116</b>
Building/Hotel Check	503	898	786	700.5	85.5
Drug-Related	4	14	8	9	-1
Prostitution Related	6	17	30	11.5	18.5
All Other	17	9	26	13	-39
<b>Grand Total</b>	<b>797</b>	<b>1204</b>	<b>1175</b>	<b>1000.5</b>	

### Summary:

- Extended Stays saw significant increases in theft and car break-ins reports.
- These hotels saw significant drops in noise complaints and suspicious activity.

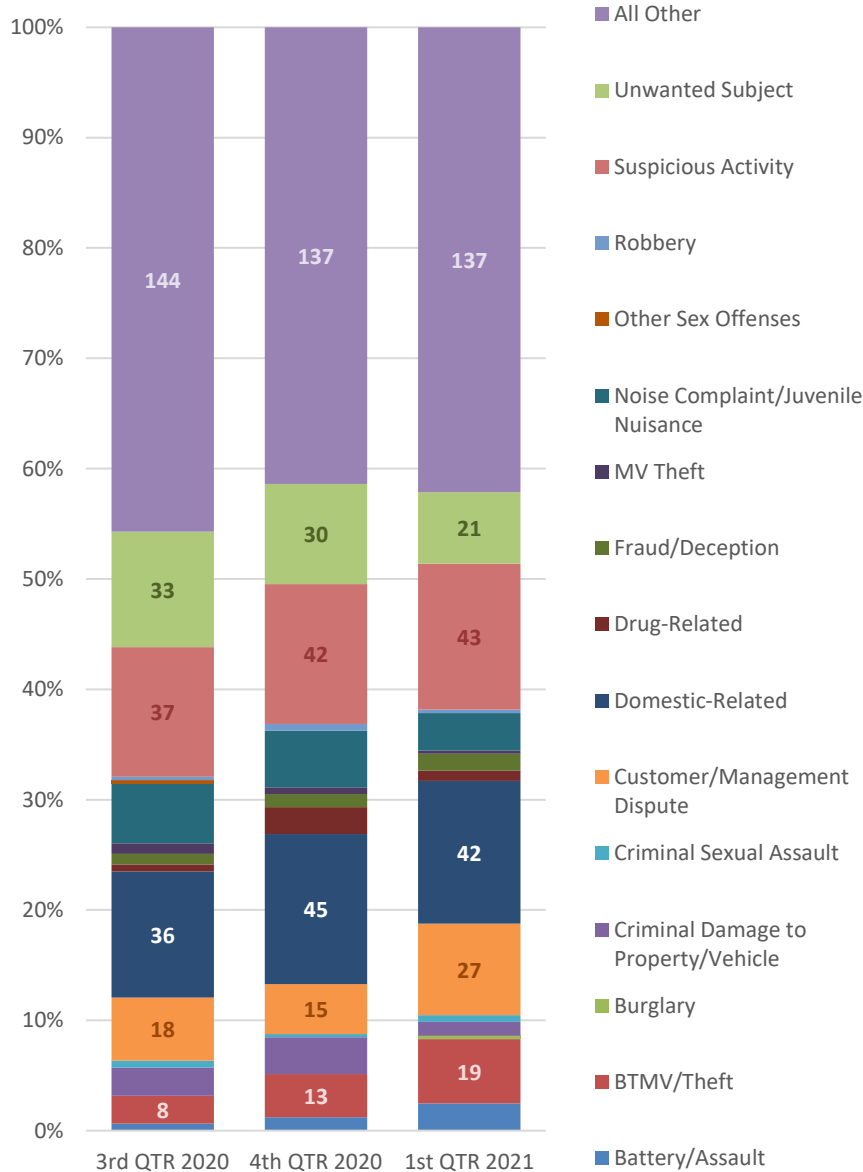
Citizen-Generated CFS Conditional Formatting Legend	
#	Increase ≥ 5 incidents
#	Decrease ≥ 5 incidents



# All Hotels

## Last Three-Quarter Trend

# SCHAUMBURG POLICE



Category	3rd QTR 2020	4th QTR 2020	1st QTR 2021
<b>Citizen Generated Calls</b>	<b>315</b>	<b>331</b>	<b>325</b>
Battery/Assault	2	4	8
BTMV/Theft	8	13	19
Burglary	0	0	1
Criminal Damage to Property/Vehicle	8	11	4
Criminal Sexual Assault	2	1	2
Customer/Management Dispute	18	15	27
Domestic-Related	36	45	42
Drug-Related	2	8	3
Fraud/Deception	3	4	5
MV Theft	3	2	1
Noise Complaint/Juvenile Nuisance	17	17	11
Other Sex Offenses	1	0	0
Robbery	1	2	1
Suspicious Activity	37	42	43
Unwanted Subject	33	30	21
All Other	144	137	137
<b>Officer Initiated Calls</b>	<b>951</b>	<b>833</b>	<b>850</b>
Building/Hotel Check	900	770	786
Drug-Related	9	13	8
Prostitution Related	23	21	30
All Other	19	29	26
<b>Grand Total</b>	<b>1266</b>	<b>1164</b>	<b>1175</b>