

**Transportation Division**

**Local 329**

**Boone, Iowa**

Please see the corresponding comments below referenced on the lodging inspection form.

**Comment #1:** There is no elevator available at the hotel. Owners are currently remodeling rooms and hallways.

**Comment #2:** Owners are extremely professional, helpful and friendly.

**Comment #3:** Parking lot is not well lit and not safe due the undesirable people that are in the area.

**Comment #4:** There is no elevator available and stairway is narrow.

**Comment #5:** Two of the outside entrance doors do not lock and one outside door on the west side of the building does not have a door handle or lock.

**Comment #6:** All rooms we inspected were clean, although we have received multiple complaints of dirty rooms, bed bugs and issues with the room phones not functioning. Room 200 was reported for a broken phone connection and three (3) days later it was still not fixed.

**Comments #7:** The Council Bluffs rail yard and multiple truck stops adjacent to the hotel. Train horns, trucks coming/going and idling 24/7 are easily heard in the rooms. Room doors do not seal to prevent light and sound from hallway. Noise level is unacceptable.

**Comment #8:** Temperature control has been reported being difficult. Was mentioned this could be due to lack of proper insulation.

**Comment #9:** None of the rooms inspected were equipped with required room darkening curtains.

**Comments #10:** No inspected rooms were equipped with bathroom vent fans. The rooms with double-handle faucets ran rusty water 5-10 seconds prior to clear water. Rooms with single-handle faucets ran clear water when turned on.

**Comment #11:** King rooms are very comfortable. Double queen rooms are very cramped with less comfortability.

**Comment #12:** Due to the unsafe surrounding area created by the undesirable people the accessibility to food is unacceptable.

**Comment #13:** Extremely poor! Surrounding area is not safe due to the transients/homeless/prostitutes/pimps approaching and harassing employees as they walk to the food facilities.

**Comment #14:** If you are going on duty or tying up in Council Bluffs, the location is acceptable. However, the majority of our trains originate or terminate in Fremont, NE making the location unacceptable. Another unacceptable issue is undependable crew transportation. Since the move to this location, crew transportation wait times have increased dramatically. Winter weather will continue to have a negative impact on this issue.

**Comment #15:** Not applicable due to COVID-19 restrictions set forth by the Best Western franchise.

**Comment #16:** Crew/locker room is more of a junk room. It is not clean or organized. Union Pacific supplied computer does not work. There are no lockers at all in this room.

**Comment #17:** Due to the surrounding area and conditions being extremely unsafe/dangerous to walk around, we cannot approve of this hotel’s use. Numerous complaints have been received from members who have been approached and harassed by vagrants/homeless/prostitutes/pimps making them feel threatened. In addition, there have been multiple reports of vehicle break-ins at this property, as well as people sleeping outside on the grounds.

**Comment #18:** I have stayed at the hotel but did not stay during this inspection.