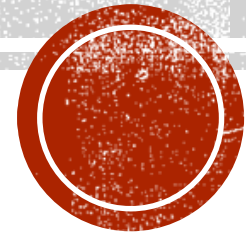


# 3<sup>RD</sup> PARTY STR CODE ENFORCEMENT

Informational Presentation on  
Host Compliance 24-Hour Hotline and Web Form  
Agenda Item No. 13.1  
July 17, 2018



# RECAP OF ASSIGNMENT

- On 6/19/18, BOS and public highlighted the difference between “nuisance STRs” and “unpermitted STRs”.
- Staff understood that the BOS wants RMA to focus on STRs which generate complaints regarding noise, trash and parking, not complaints of unpermitted STRs.
- Staff understood that the BOS requested more information on how the 24-hour hotline, offered by Host Compliance, could be used to address the community’s concern with “nuisance STRs”, as well as the costs involved with implementation.



# POINT OF CLARIFICATION

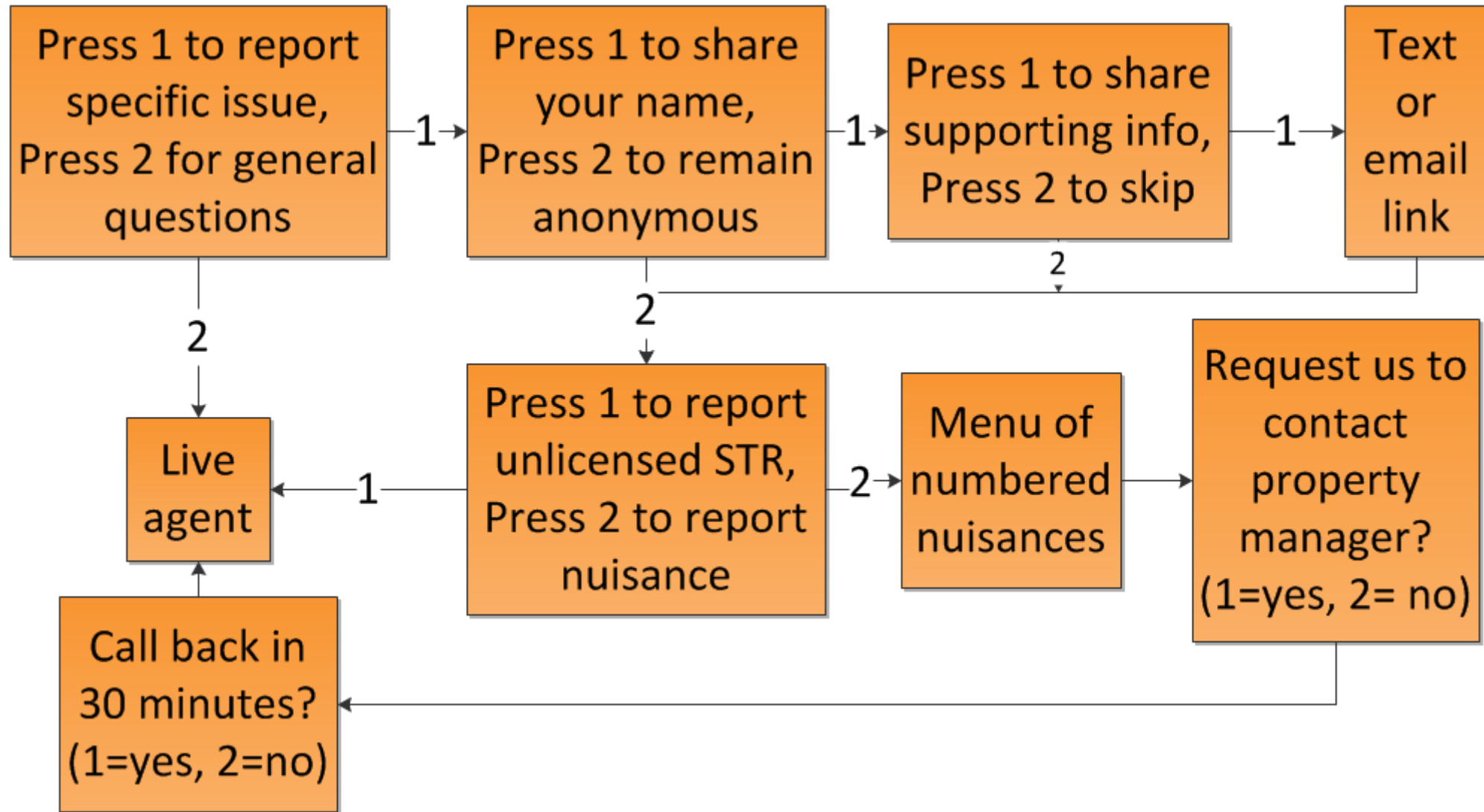
- The 2017 contract with Host Compliance included the hotline.
- The 2018 contract does not include the hotline.
- Cost to add the hotline is \$6,839.



# HOW IT WORKS: 24/7 HOTLINE

- Half automated, half operator facilitated
- Caller can remain anonymous or give name
- Caller can share photo, video or audio recordings to support the report
- Web form is included at no additional cost





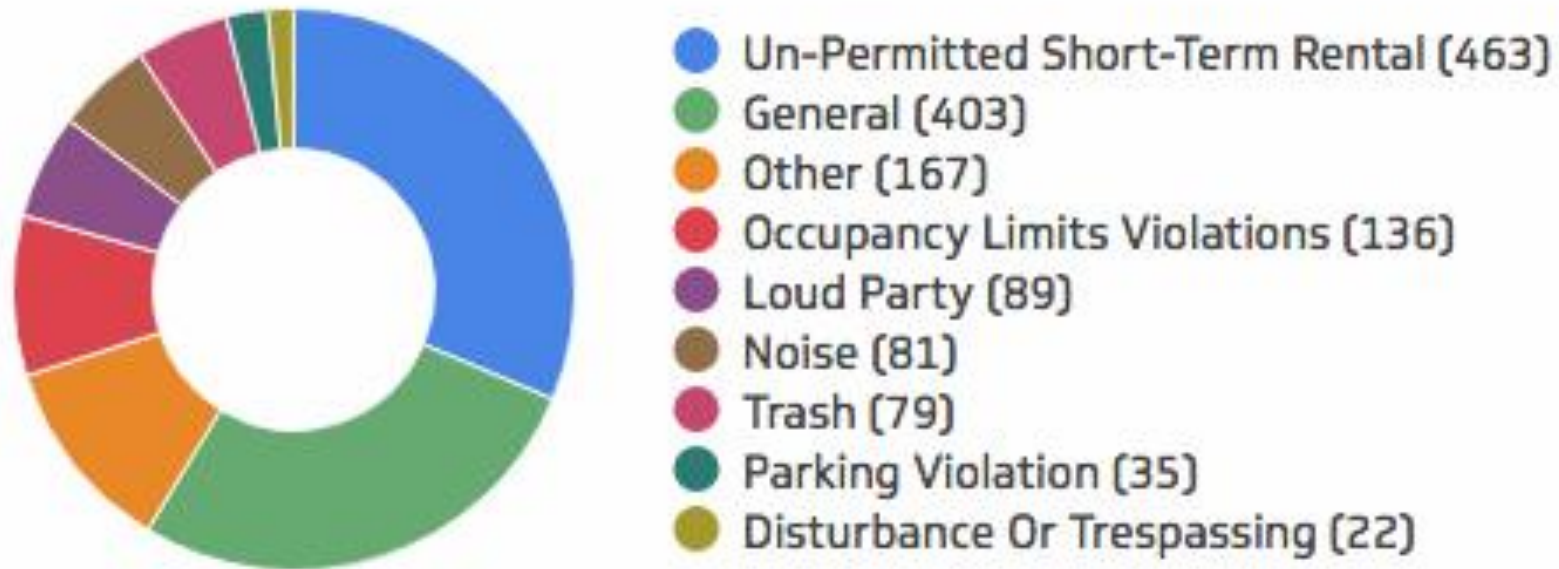
# 24/7 HOTLINE SET UP OPTIONS

- Hotline can send email or text to the Sheriff's Office or other first responder
- Option for call back – automated call with option to be transferred to the local non-emergency number
- Host Compliance can send letters to “nuisance STRs”
  - Will require custom development at approximately \$3,000/year.
  - Current contract only covers letters to “unpermitted STRs”



# INFO ABOUT 24-HOTLINE

## Call Distribution by Complaint Type



# Short-term Rental Hotline



Caller Name (Any) ▼

Caller Callback Phone (Any) ▼

Call Recording (Any) ▼

Reported Address (Any) ▼

Additional filters +

Quick search

Q

Showing 1 to 50 of 1,496 entries

Previous

1

2

3

4

5

...

30

Next

Call Time	Caller Name	Caller Callback Phone	Call Recording	Reported Address	Reported Issue	Unit Permit/Registratic Number	Unit Emergency Contact Number	Caller Requested Notification of Unit Emergency Contact	Unit Emergency Contact was Notified	Contact Person Acknowledged Call	Caller Requested Automatic Callback	Caller Indicated Problem Resolved	Caller Transferred to Police	Caller-Provided Evidence	Source
2018-07-01 03:59PM					Un-permitted short-term rental:			No	No		N/A				web form
2018-07-01 03:35AM	ANONYMOUS				General noise issues: 2-3am screaming in hallways as well in pool area. Pool area closes at dusk yet short term lease people were partying and screaming in the pool area.			Yes	No		N/A				web form
2018-06-30 10:12PM					Other types of nuisances: The host is advertising long-term rentals despite being licensed for short term rental. She has pending several reported code violations as well as pending litigation regarding her			No	No		N/A				web form





# COMPLAINT WEB FORM



Please report unpermitted short-term rentals or short-term rental related nuisance issues in the form below!

**1. What is the exact address of the short-term rental that you would like to report? (please enter the address and then move the pin to the center of the particular property) \***



# COMPLAINT WEB FORM

## 3. What best describes the issue you are reporting \*

- ☐ Un-permitted short-term rental
- ☐ Loud party
- ☐ Disturbances or trespassing issues
- ☐ Trash related problems
- ☐ Violations of occupancy limits
- ☐ General noise issues
- ☐ Parking related issues
- ☐ Other types of nuisances

## 4. Please provide additional details on the issue(s) you are reporting

5. If known, please provide the link(s) to the online listing(s) associated with this particular suspected short-term rental



# DASHBOARD FOR NUISANCE STRS

125

Calls In The Past 30 Days

1475

Total Calls

## Call Distribution by Complaint Type



- Un-Permitted Short-Term Rental (463)
- General (403)
- Other (167)
- Occupancy Limits Violations (136)
- Loud Party (89)
- Noise (81)
- Trash (79)
- Parking Violation (35)
- Disturbance Or Trespassing (22)

## Calls By Offending Address

Number Of Calls	Address
16	12345 Main St, New York, NY 10001
13	67890 Elm St, Los Angeles, CA 90001
10	24680 Pine St, Chicago, IL 60601
10	13579 Oak St, Houston, TX 77001
9	98765 Maple St, Phoenix, AZ 85001
9	54321 Birch St, San Antonio, TX 78201
8	32109 Cedar St, San Diego, CA 92101
7	87654 Willow St, Austin, TX 78701

## Calls By Reporting Party

Number of Calls	Number of Addresses	Caller Name	Caller Phone Numbers
786	470	John Doe	Prefer to Stay Anonymous
39	35	Jane Smith	555-123-4567
10	2	Mike Johnson	555-987-6543
9	8	Sarah Brown	555-234-5678
8	1	David Wilson	555-345-6789
6	1	Emily Davis	555-456-7890
6	4	Robert Taylor	555-567-8901
6	3	Lisa Anderson	555-678-9012



# DASHBOARD FOR UNPERMITTED STRS

674

STR Rental Units in or near Jurisdiction

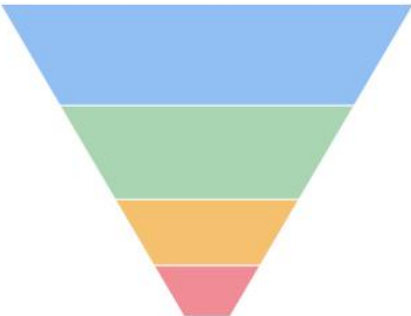
24

STR Rental Units Added Last Month

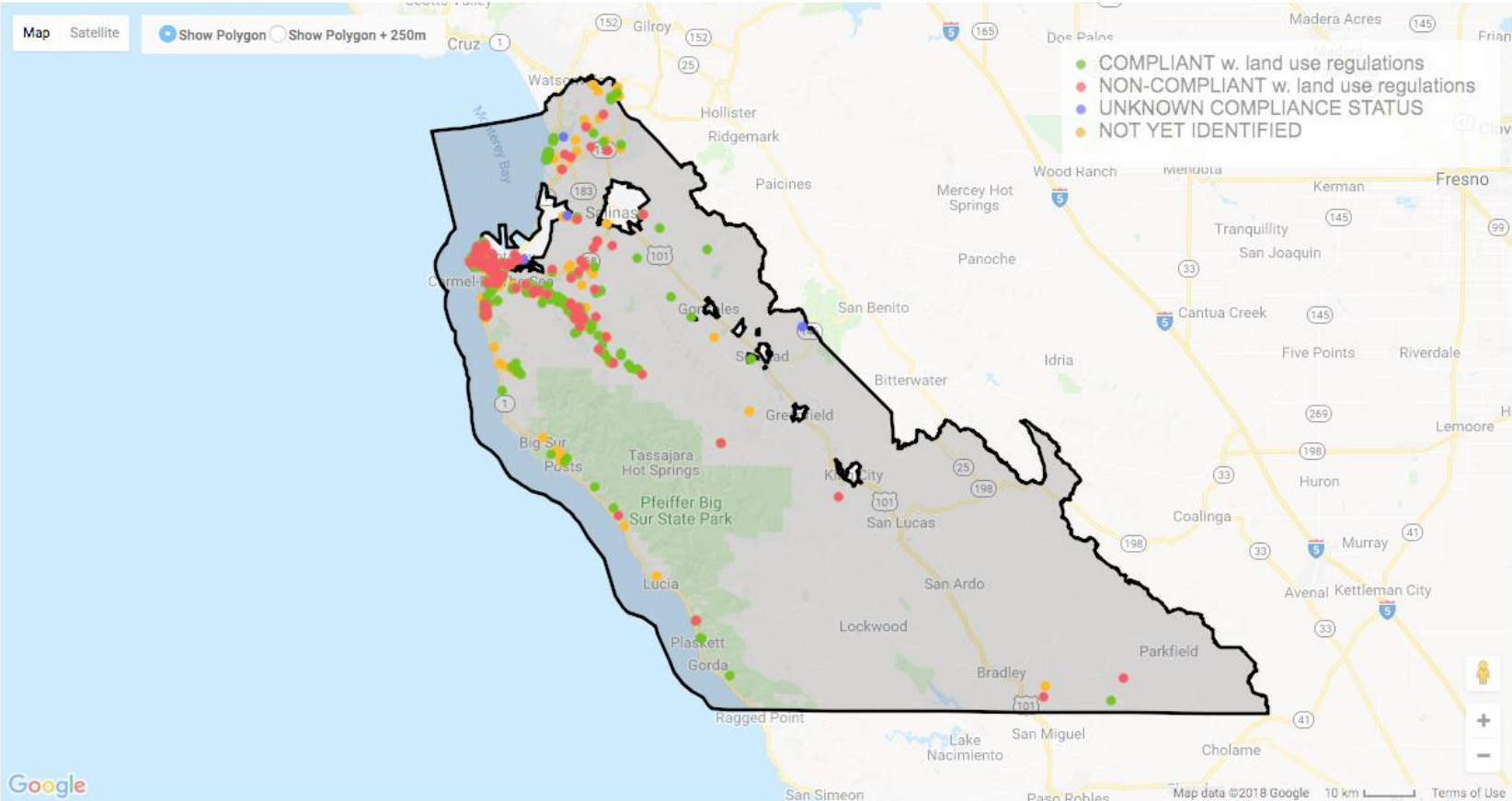
77.4%

STR Rental Units with Street Address Identified

Listings Funnel



- Total Listings in or near Jurisdiction (1,037)
- STR Listings in or near Jurisdiction (959)
- STR Rental Units in or near Jurisdiction (674)
- Identified STR Rental Units in Jurisdiction (522)



Listing types

Listings / Week



# NEXT STEPS

- Publicize the hotline
  - Press release
  - Social media
- Collect and analyze the complaint data



# COSTS OF IMPLEMENTATION

- Private security firm
  - \$245.23 per response
  - *Does not include the cost of contract management*
- RMA Code Compliance Inspector
  - \$303.46 per response
  - Plus \$16,641.30 per year to cover cost of “on-call pay”
- Sheriff’s Deputy
  - \$356.97 per response
- Hotline addition to contract
  - \$6,839 per year
- Host Compliance letters to “nuisance STRs”
  - Requires custom development at \$3000/yr
- Cost recovery at \$180/hour is possible *if* violation is found

