Plano City of Excellence | Memorandum

Date: October 3, 2023

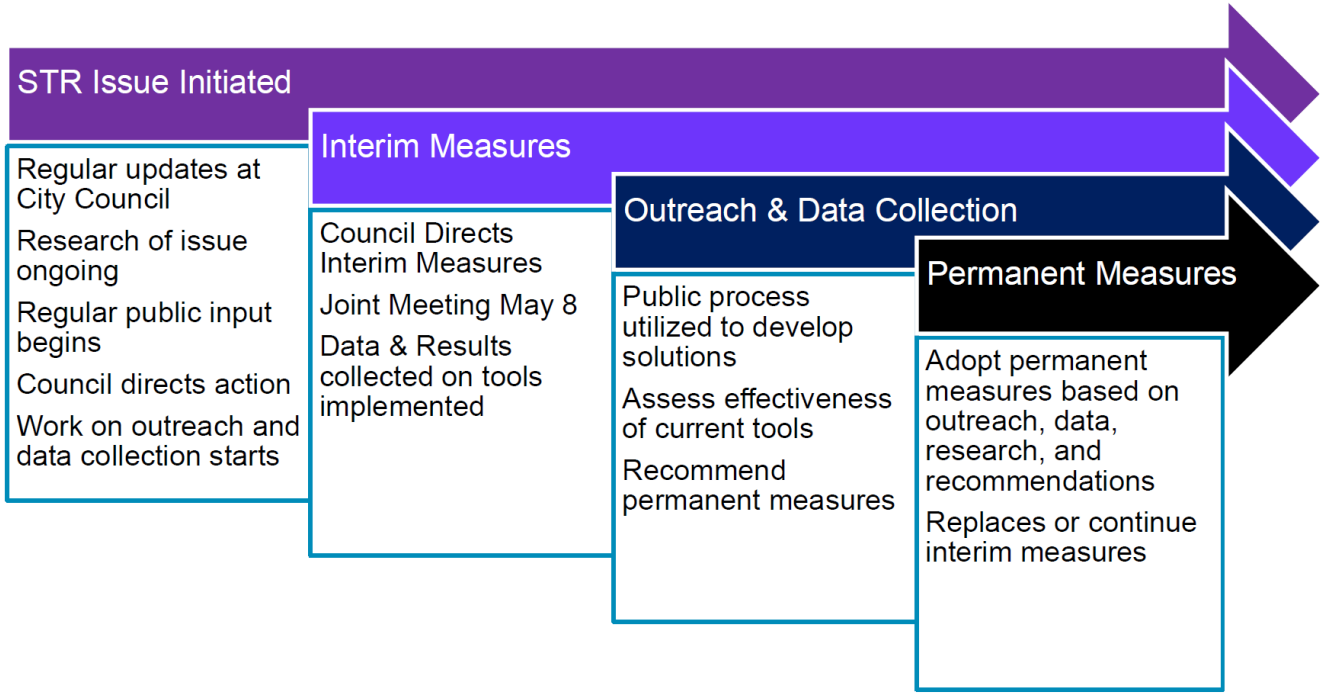
To: City Council

From: Christina D. Day, AICP, Director of Planning

Subject: Short-term Rental Study Phase I Report and Task Force Findings

The topic of short-term rentals (STRs) has been discussed at City Council or the Planning & Zoning Commission (Commission) since 2018. The Commission last received an update on August 21, 2023 (staff report | video).

In November 2022, City Council initiated a Short-term Rental Study. The study includes interim measures (in the form of the interim ban of new STRs adopted in May 2023), two phases of outreach and data collection, and permanent measures expected before the interim ban expires on May 15, 2024.



The following elements began during Phase I of outreach and data collection:

- Plano contracted with Deckard Technologies as a provider of third-party STR data. Deckard monitors STR platforms and cross-references them with publicly available data to identify STRs in the city. This data was then matched to Public Safety Communication's call-for-service data.

- Plano contracted with Gap Strategies as support for a public outreach process. This process included:

    - A community survey, open from April 17 to May 17, 2023, which had over 6,000 responses;

    - An in-person open house, held on August 23, 2023. The open house was also offered virtually at PlanoSTR.com from August 23, 2023, through August 30, 2023. Over 2,000 people participated in the open house, with over 950 giving feedback on questions and 137 providing general comments; and

    - A Council-appointed Short-term Rental Task Force, made up of 22 Plano residents. In Phase I, the Task Force focused on defining the problem, in a series of three meetings where they were presented with data, discussed feedback from the community survey and open house, and asked questions of staff. At the third meeting, the Task Force agreed upon three Findings, and 15 issues and considerations that flow from those Findings.

The Findings are included in the Phase I Report, attached as Exhibit A, along with results from the community survey and open house.

Next Steps

After presentation of the Phase I Report to the Commission and City Council, Phase II will begin. Phase II will focus on potential solutions and consists of additional Task Force meetings and another public Open House planned for February 7, 2024. The Task Force is not charged with crafting ordinance language but will provide recommendations on regulatory concepts and general goals for the ordinances. Any needed ordinance amendments will be presented for consideration by the Commission (as appropriate) and City Council before the expiration of the interim ban on May 15, 2024.

Attachment: Exhibit A – Phase I Report

CITY OF PLANO

SHORT-TERM RENTAL STUDY

PHASE I REPORT

October 2nd, 2023



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- Open House Report

Note: minutes from Task Force Meeting #3 will be considered by the Task Force at the November meeting.

Short-term rentals (STRs) are any portion, or all, of a dwelling unit offered or used for transient lodging in exchange for compensation for less than 30 consecutive days. A vacation rental is the same as an STR. Hotels, motels, and bed and breakfasts are not considered STRs.

INTRODUCTION

In November 2022, Plano City Council initiated a short-term rental study. A major part of the process included outreach and data collection involving a citizen task force. A survey was initiated to provide the community's feedback on the topic. In May of 2023, the Council adopted interim measures and appointed 22 residents to a Short-term Rental Task Force.

After reviewing community survey results and citizen input from in-person and online open house meetings, the Short-Term Rental Task Force worked with city staff to create findings to send to the Planning & Zoning Commission and City Council regarding STRs.

After this initial report of findings, the Short-Term Rental Task Force plans to reconvene in Fall 2023 to discuss the Commission and City Council's feedback and identify potential solutions. An additional open house will be held to obtain public opinions on options and final recommendations will be presented for consideration by the Planning & Zoning Commission and City Council (anticipated in Spring 2024). The Task Force has agreed unanimously that it is ready to present this report and move on to its next phase of work.

EXECUTIVE SUMMARY



The Task Force

The Short-Term Rental Study Task Force is a volunteer task force appointed by City Council. It is comprised of 22 residents of Plano (19 members and 3 alternates).

Paula Boudreaux	Amy Hanson	Scott Palmer	James Skelly *
Mark Bower	Anne Hill	Janet Plotkin	John Skelton
Clara Damti	Laura Jones	Mark Pulliam	Cristi Sliter *
Christy Davidson	Ian Mattingly	Joni Reed	Glen Smith
Phil Dyer, Chair	Lynn McClimon	Kristin Reinaker	Colleen Vlajkovic *
William France	Pat Morgan		

** Alternate Member*

The initial work for the Task Force focused on identifying what problems may exist by reviewing data, seeking public opinion, and developing findings to be reported back to the Planning & Zoning Commission and City Council.

Task Force Meetings

The Task Force met three times during Phase I. The meetings were facilitated by the city's outside consultant, Gap Strategies. Meetings were held on the following dates.

- June 29, 2023
- July 18, 2023
- September 13, 2023

Public Outreach: Community Survey

In the spring of 2023, the City of Plano put a survey into the field to solicit thoughts and opinions from residents on short-term rentals. The survey was available online in multiple languages and in paper copies.

6,109 surveys were received. The results of the community survey are included in the appendix to this report.

Public Outreach: Open House

On August 23, the City of Plano hosted an open house event in downtown Plano at event1013. The open house continued online at PlanoSTR.com from August 23 to August 30.

The event provided residents an opportunity to learn about the Short-Term Rental Study and to give city leaders their thoughts and opinions on STRs in Plano. Attendees were able to review information about the study, ask questions about the process, learn how the citizen-led STR Task Force operates, and provide feedback to help shape the city's response to short-term rentals.

Findings: Identifying Problems and Related issues

Following hours of discussion among themselves, questions of staff, and a public open house, at the conclusion of the third Task Force meeting, all 16 members present agreed to forward this report to the Planning & Zoning Commission and City Council for consideration and to begin the next phase of work. Though the decision to move forward was unanimous, several members expressed reservations about one or more individual Findings. Notably, some members felt that the Task Force started with a predisposition against STRs and, as a result, did not feel that the process was fair.

Finding 1

"*STRs do affect the quality of life in Plano and this effect is mostly negative.*"

Task Force members found that the presence of STRs in the City is significant enough to affect the quality of life for many Plano residents. A supermajority of Task Force members also found this effect to be "mostly negative." However, several members expressed opposition to the idea that the effects are "mostly negative," arguing that while there are problems that need to be addressed, the impact of STRs, on the whole, is a mix of positives and negatives and should not be presented as "mostly" negative.
13 members voiced support for this Finding and three disagreed.



Finding 2

"There could be appropriate places for STRs in Plano, under certain circumstances."

This Finding was unanimously agreed to among the 16 members present for the meeting. Members found that there could be appropriate places for STRs in Plano's future, depending on circumstances.

Finding 3

"The City should develop comprehensive, permanent regulations to govern STRs in Plano."

All Task Force members, including those who see STRs as mostly negative and those who see more benefit to STRs, agreed that comprehensive regulation is needed for the benefit of both the public and STR operators. This Finding was supported unanimously.

Related Critical Issues

In addition to the three main Findings, the Task Force identified a series of "critical issues," directly related to these Findings, that could help inform city staff and focus the next phase of work for the Task Force.

Critical Issues that Flow from Findings 1 and 3

Finding 1: STRs do affect the quality of life in Plano and this effect is mostly negative.
Finding 3: the City should develop comprehensive, permanent regulations to govern STRs in Plano.

For these purposes, Findings 1 and 3 were grouped together. The Task Force identified eight critical issues that flow from these Findings.

While there was consensus on many of these critical issues, there was some disagreement about nuance and what some members felt was an overly broad negative characterization of STRs, particularly the idea that STRs are difficult to reconcile with the community fabric of single family neighborhoods. The Task Force agreed with these issues, with the exception of Issue H, noted below.

A. Inconsiderate owners, users, and guests currently take advantage of lack of regulations.

B. Lack of strong management / lack of on-site management can make neighbor-to-neighbor discussions challenging at best.

C. Effect on neighborhood character, including unknown people coming in and out of neighborhoods, frequent vacancies and turnover.



D. Unsafe conditions and/or overcrowding of the property and obnoxious uses, such as late-night parties (noise).

E. Incidences of unsafe use of firearms and use of properties for illegal activities, even if relatively rare, contribute to broader concerns and fears for neighborhood safety and character.

F. Lack of a registration program limits enforcement.

G. Community fabric is a core value for the City of Plano.

H. There is broad concern that STRs in single-family neighborhoods are difficult to reconcile with the value of community fabric.

Issues A - G were agreed to unanimously. Three Task Force members disagreed with Issue H.

Considerations that flow from and inform Finding 2

Finding 2: There could be appropriate places for STRs in Plano, under certain circumstances.

The Task Force found seven critical considerations that flow from Finding 2. These considerations were agreed to unanimously

A. The strongest concerns and problems voiced at the Task Force meetings and at the Open House focused on residential neighborhoods, particularly single-family neighborhoods.

B. A small number of STRs appear to be responsible for a disproportionate number of complaints.

C. Responsible local owners and operators appear supportive of regulation.

D. Some local families and businesses derive significant income from STRs.

E. STRs provide options for lodging that some visitors and local residents find useful for tourism or hosting out of town family and friends.

F. STRs generate local HOT revenue and sales tax, though the net economic effects of STRs is debatable and hard to reflect precisely.

G. Some Plano residents see regulations, especially a ban without exception, as infringements on property rights and personal liberty.

Next Steps

This first phase of work for the Task Force was designed to review data, consider the impact of STRs in the community, and identify whether problems exist — and if they do, what types of problems are preeminent.

Current plans are for the Task Force to use these Findings, and the related Critical Issues and Considerations that flow from these Findings, to focus deliberations in the next phase, when the Task Force will consider solutions. The Task Force is not charged with crafting ordinance language, nor with identifying specific regulatory language.



Rather, in its next phase, beginning later this fall, the Task Force will consider what regulatory concepts and general goals should guide City staff as staff prepares detailed drafts of ordinance language and/or zoning changes to lay before the Planning & Zoning Commission and City Council. Task Force work in this next, solution-oriented phase will be further focused by any additional directives from City Council after its review of this report.

This tentative schedule has been identified for the next phase of work:

- Nov 15, 2023 - Task Force Meeting #4
- Jan 17, 2024 - Task Force Meeting #5
- Feb 7, 2024 - Open House #2
- Feb 28, 2024 - Final Task Force Meeting
- Mar 18, 2024 - Task Force Report to P&Z
- Mar 25, 2024 - Task Force Report to Council



APPENDIX

Appendix A-1

Plano STR Study Task Force Meeting #1 Presentation - June 29, 2023

Appendix A-2

Plano STR Study Task Force Meeting #1 Meeting Minutes - June 29, 2023

Appendix B-1

Plano STR Study Task Force Meeting #2 Presentation - July 18, 2023

Appendix B-2

Plano STR Study Task Force Meeting #2 Meeting Minutes - July 18, 2023

Appendix C

Plano STR Study Task Force Meeting #3 Presentation - September 13, 2023

Appendix D

Community Survey Report - June 12, 2023

Appendix E

Open House Report - September 13, 2023

APPENDIX A

Appendix A-1

Plano STR Study Task Force Meeting #1 Presentation

June 29, 2023

Appendix A-2

Plano STR Study Task Force Meeting #1 Meeting Minutes

June 29, 2023



CITY OF PLANO

SHORT-TERM RENTAL STUDY

Task Force Meeting #1
Thursday, June 29, 2023

WELCOME TO MEETING #1

A message from
Plano City Council Member Rick Smith



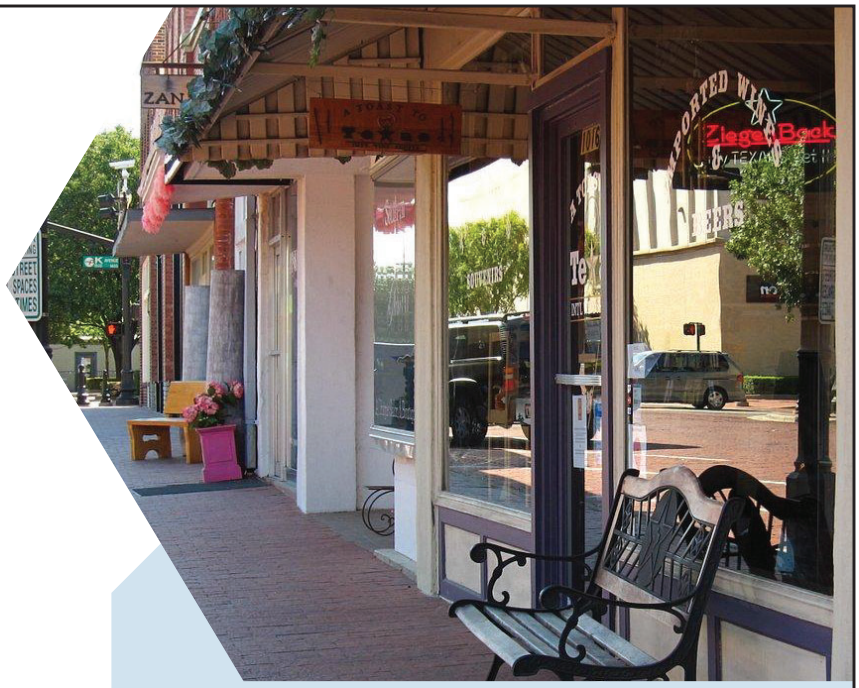
OPENING COMMENTS

A message from
Task Force Chair Phil Dyer



INTRODUCTIONS + GOALS

Introduction of consultant team, staff, and Task Force members



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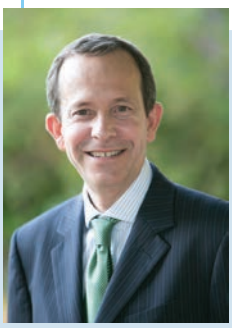
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THE GAP STRATEGIES TEAM

JEFF BARTON
AICP



Project Manager
Gap Strategies

RON WHITEHEAD
MPA



Deputy Project Manager
Gap Strategies

CALEB ROBERTS
MSCRP



Planning Manager
Gap Strategies

KARA BISHOP BUFFINGTON



Public Engagement
Gap Strategies

CITY LEADS + RESOURCES

- Planning Department
- Neighborhood Services
- Office of the City Attorney
- Other departments and resources

TASK FORCE INTRODUCTIONS

Take a minute to introduce yourself

1. Your name
2. What area of town you live/work in, and how long you have lived in Plano
3. Group(s) you're representing, if any
4. What brought you to Task Force, your interest in and perspective on STRs

GROUND RULES

Expectations and process for the Task Force meetings



PHASE 1 GROUND RULES + EXPECTATIONS

BINDERS
A workbook for agendas, data, and your notes

TASK FORCE MEMBERS
The role of the chair, members, and alternates

PROCESS + GOALS
Task Force meeting form and content

DECISIONS
How decisions are made by the Task Force

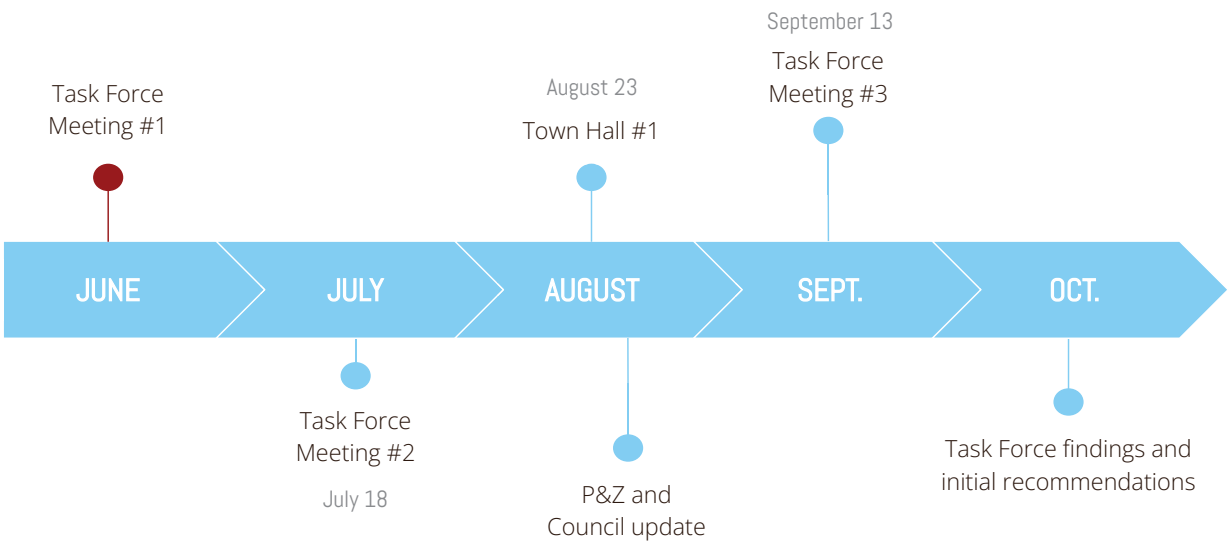
DELIVER REPORT
Final findings and report to Council / P&Z

SCHEDULE OVERVIEW

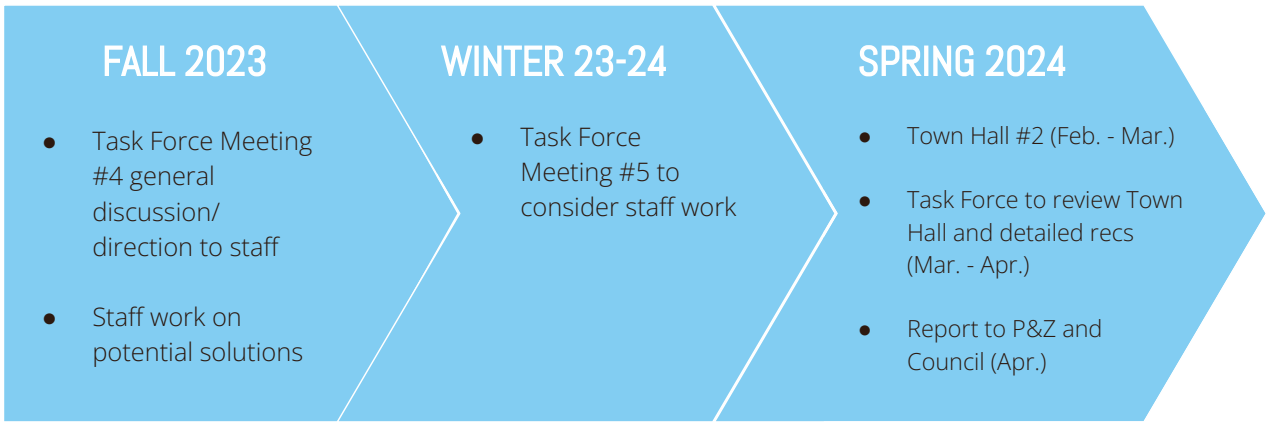
Timeline and critical milestones



TIMELINE: PHASE 1



TIMELINE: PHASE 2



SHORT-TERM RENTAL OVERVIEW

Presentation by
Deputy City Attorney Michelle D'Andrea



Plano
City of Excellence

SHORT TERM RENTAL REGULATION LEGAL ISSUES

Michelle D'Andrea, Deputy City Attorney
June 2023

State of the Law on Short-Term Rentals

- Law is still evolving – Fort Worth was just sued for their ordinance.
- Texas legislature reviewed various bills in past sessions; the proposed rules generally favored STRs; none adopted.
- But HB 929 changed amortization and nonconforming use- more $$
- Texas courts and Attorney General Paxton have strongly supported the “right to lease.”
- Texas courts have limited cities’ ability to regulate STRs - but the Texas Supreme Court has not examined any cities’ STR regulations.
- Different cities have taken different approaches; range is from complete ban to unregulated.

State of the Law on Short-Term Rentals

- Just because another city adopted an ordinance, doesn’t mean that ordinance will survive a legal challenge – some city councils are deciding to accept legal risk.
- Just because another city survived a legal challenge, doesn’t mean that all the provisions of the ordinance were considered by the court.
- Sometimes cities are successful in defending STR regulation based on legal technicalities, such as standing, we would not necessarily have the same advantage.
- Some cities banned STRs before they adopted the most recent regulations – if they were already banned, then they don’t need to grandfather the current uses.

What do Courts allow Cities to do?

- Use our nuisance ordinances. Apply them evenly to STRs and other properties.
- Require registration
  - Registration requirements that are permissible include:
    - Requiring a point of contact for emergencies and nuisances
    - Basic safety, e.g. fire alarms, carbon monoxide detectors
- Closely tailor ordinances to fit a city's demonstrated needs based on data.

How can we adopt a smart STR Ordinance that is more likely to survive a legal challenge?

- Do engage in data gathering before adopting an ordinance – look at the numbers, GPS mapping, police calls for service, code complaints, etc.; make sure the data supports regulation.
- Build a good record by having hearings, deliberating based on facts, and tailoring to our specific needs.
- Create prospective ordinances, not retroactive ordinances.

How can we adopt a smart STR Ordinance that is more likely to survive a legal challenge?

- Remember private property ownership is a fundamental right. (City of Grapevine and City of Austin cases)
- Do not try to retrofit existing definitions/regulations to ban STRs. (Tarr and City of Grapevine cases)
- Do not make a distinction between owner-occupied and investor owned, 5th Circuit ruled this unconstitutional. But the court specifically did not consider on-site hosts.
- Tailor your policy to demonstrated needs and follow the standard zoning process, P&Z review, notice, public hearing.

Safe Tools to Consider for STRs

- Encourage reporting by neighbors, ask for a focus on enforcement - use the ordinances already in place.
- Create stricter standards across the board for noise levels, amplification at night, parking,etc.
- Ask the City to seek injunctions against the worst STRs.
- Create incentives for good behavior, e.g. lowering STR registration fees for those who prohibit and enforce the prohibition on gatherings at their STR property.

State of the Law - Plano

- Plano did not ban STRs until the recent temporary ban was adopted.
- On May 8th, Plano adopted an interim ban on short-term rentals in all zoning districts.
- The ban expires on May 15, 2024.
- Council will take up a registration ordinance in August.
- The City has adopted a noise ordinance, parking regulations, and regulations regarding trash and litter.

Getting answers as we move forward

- I will answer your specific legal questions if you send them to me in writing.
- The answers will be provided to everyone on the task force and the staff involved with the task force in memo format.
- The memos will be confidential and attorney/client privileged.
- Individual task force members, and even the full task force, do not hold the attorney/client privilege and cannot waive it.
- My email is: michelled@plano.gov

Plano
City of Excellence

Thank you

Michelle D'Andrea, Deputy City Attorney for Development Services
michelled@plano.gov

COMMUNITY SURVEY RESULTS

Overview of survey results, and our process



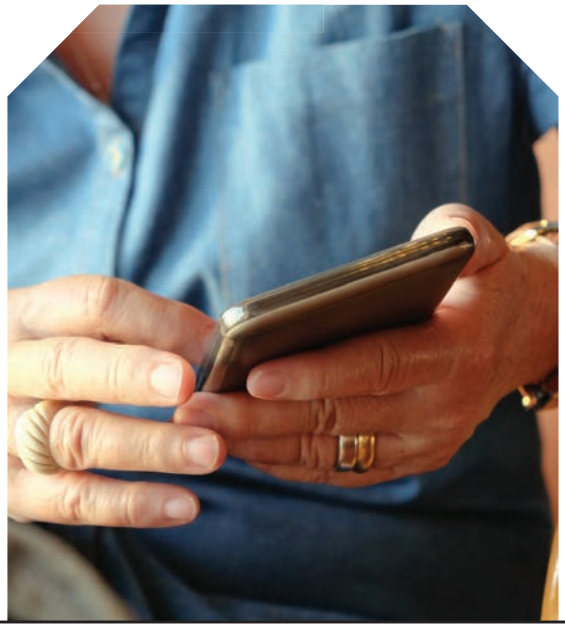
SURVEY DISTRIBUTION + OUTREACH

SURVEY TIMING

The survey was available to the public from April 17 - May 17

ACCESSIBILITY

Designed for those who require assistive technologies such as screen-reading software



DATA COLLECTION

Primarily on PlanoSTR.com with paper copies available

MULTI-LINGUAL

Available in Spanish, as well as 131 other languages via Google Translate

DATA RELIABILITY + FRAUD DETECTION

SPEED DETECTION

Software checked for "speeders" and filtered them

BOT DETECTION

Software looked for duplicate responses and potential bots

IP TRACKING

Tracked IP addresses and where they're located

DATA RELIABILITY + FRAUD DETECTION

RANDOMIZED QUESTIONS

Questions were randomized to help prevent bias

FINAL RESULT

A high degree of confidence in the integrity of the data

COMMUNITY SURVEY: TOP LINE RESULTS

6,109 unique participants

COMMUNITY SURVEY: TOP LINE RESULTS

6,109 unique participants

COMMUNITY SURVEY: TOP LINE RESULTS

64% of respondents report they would be "very uncomfortable" having an STR on their block

10% more reported they would be moderately uncomfortable

COMMUNITY SURVEY: TOP LINE RESULTS

31% of respondents believe they live near an STR

44% are unsure if they live near an STR

26% report that they do not live near an STR

COMMUNITY SURVEY: TOP LINE RESULTS

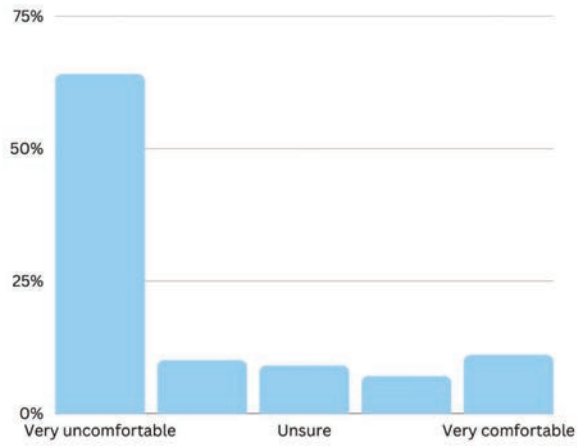
78% of respondents say they have not personally experienced or witnessed any benefits with STRs in Plano

79% believe that living next to an STR decreases property values.

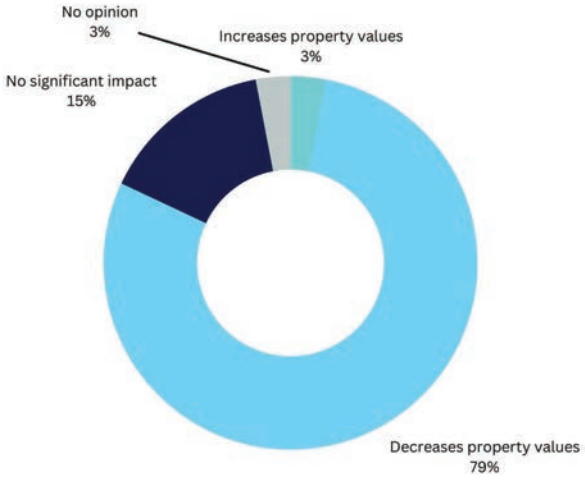
Question 1: When you're traveling, do you use short-term rentals?



Question 2: How would you feel having a short-term rental(s) on your block?

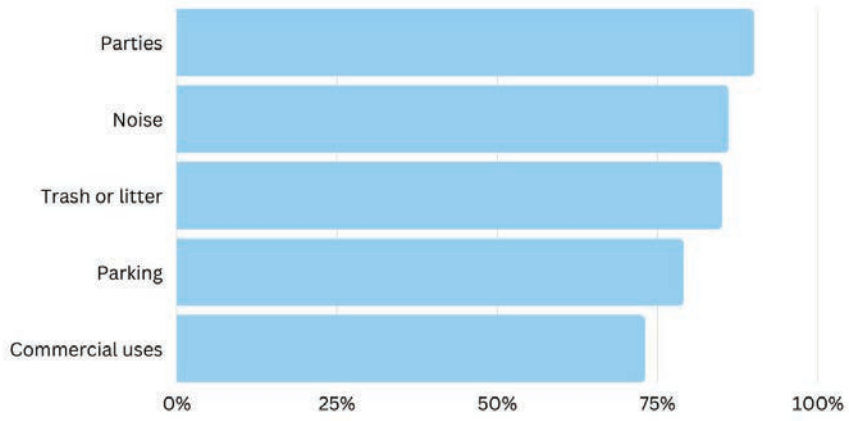


Question 3: How do you think living next to or near an STR affects property values?



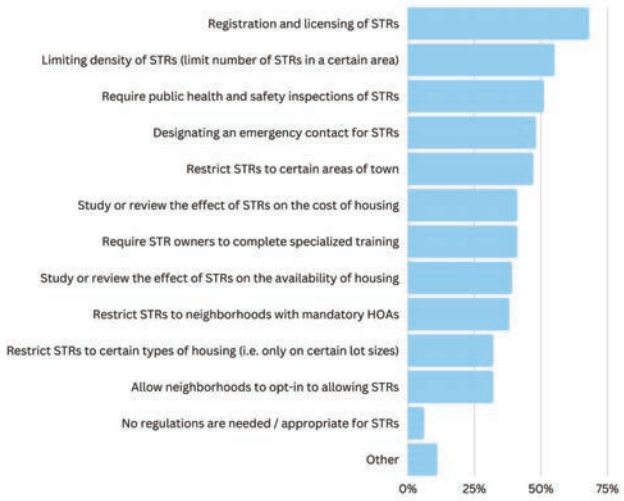
Question 4: Nuisances at STRs would be treated the same as all other types of housing. With that in mind, should the City further address the following concerns?

** Respondents were allowed to select more than one answer*

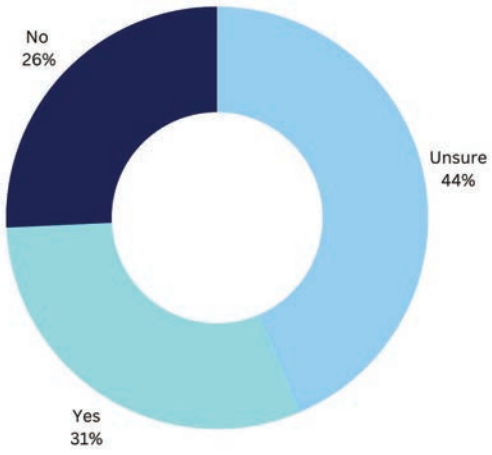


Question 5: Which of the following do you think would be beneficial?

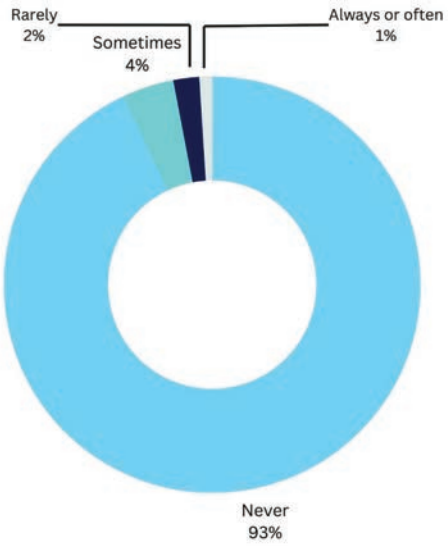
** Respondents were allowed to select more than one answer*



Question 6: Do you currently live near a short-term rental?

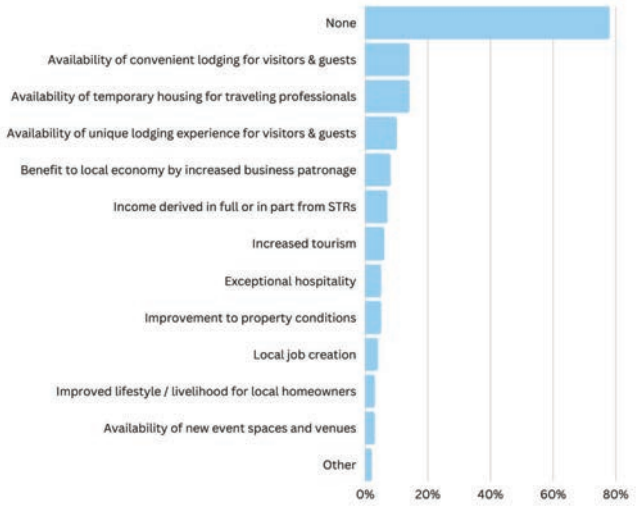


Question 7: Do you advertise property for short-term rentals?



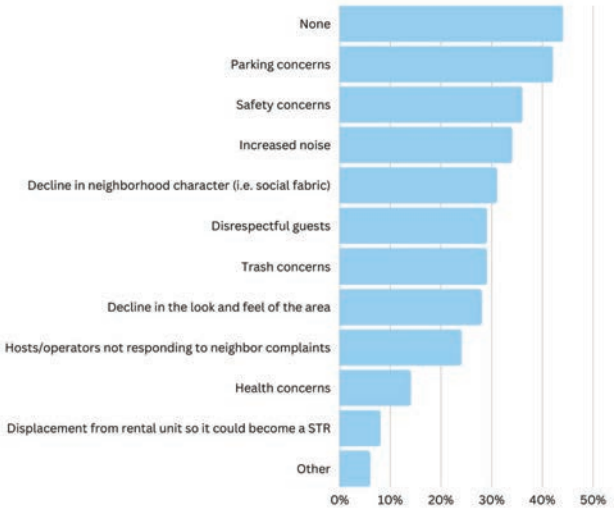
Question 8: Have you personally experienced or witnessed any of the following benefits associated with STRs in Plano?

** Respondents were allowed to select more than one answer*



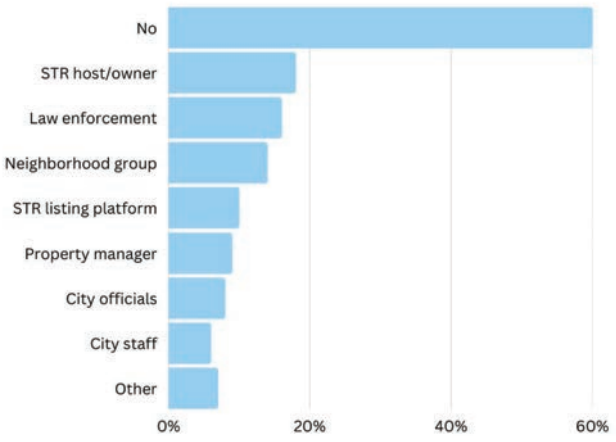
Question 9: Have you experienced any of the following challenges that you attribute to STRs in Plano?

** Respondents were allowed to select more than one answer*



Question 10: If you personally experienced issues with an STR in Plano, did you seek resolution from any of the following sources?

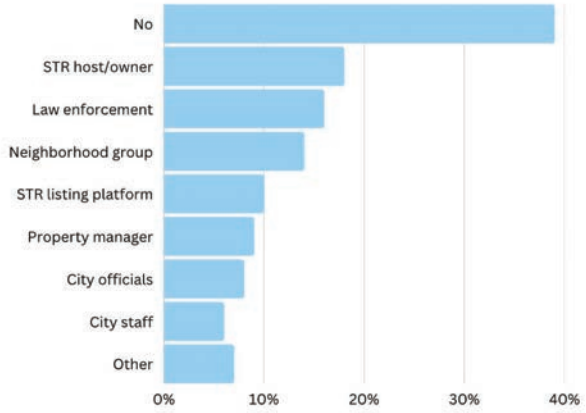
** Respondents were allowed to select more than one answer*



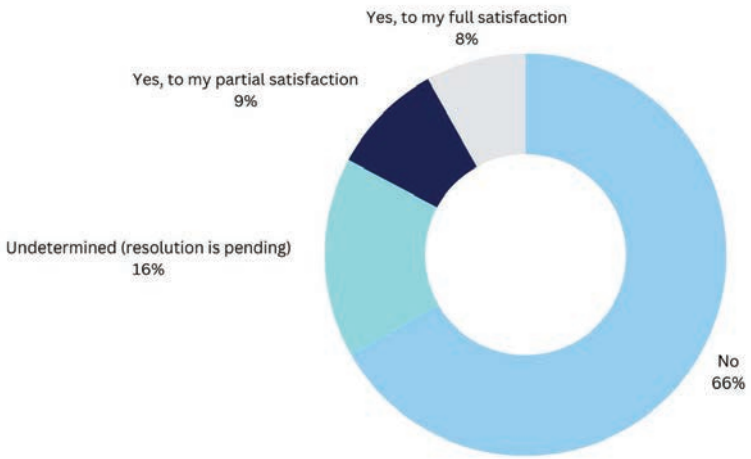
Deep Dive on Question 10: Seeking resolution

This is an adjusted graph of the question 10 responses; we have removed all respondents who answered "none" on question 9 (have you experienced any challenges...) to give a more nuanced view of the data

** Respondents were allowed to select more than one answer*

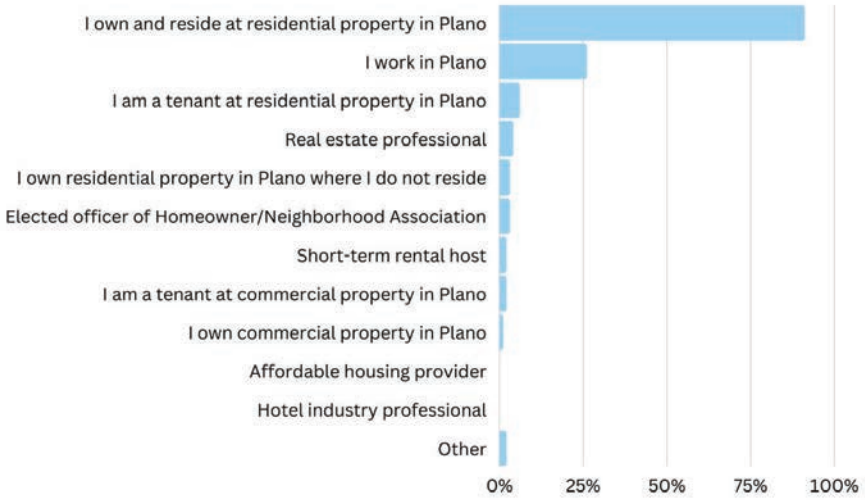


Question 11: If you've personally experienced issues with an STR and you sought resolution, was it resolved?

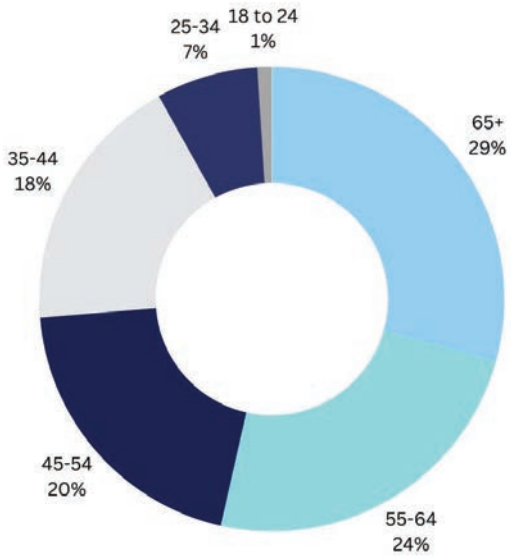


Question 12: How would you describe yourself?

** Respondents were allowed to select more than one answer*



Question 13: What is your age range?



Deep Dive on Question 13: Comparing populations

This table compares the universe of survey respondents with the population of the City of Plano.

Age Range	STR Study Survey Respondents	City of Plano Population
65+	29%	13%
55-64	24%	13%
45-54	20%	14%
35-44	18%	15%
25-34	7%	14%
18-24	1%	8%
0-18	0%	23%

Data source: 2021 ACS

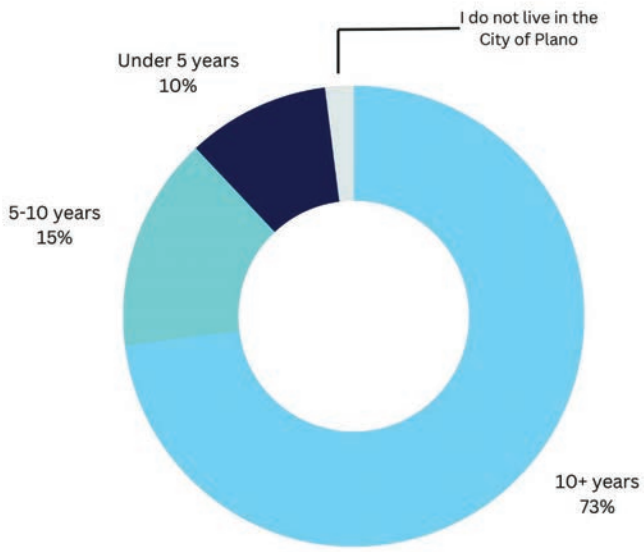
Deeper Dive on Question 13: Younger people and STRs

We cross-tabulated the data to see how different age groups view STRs. Below is what we found.

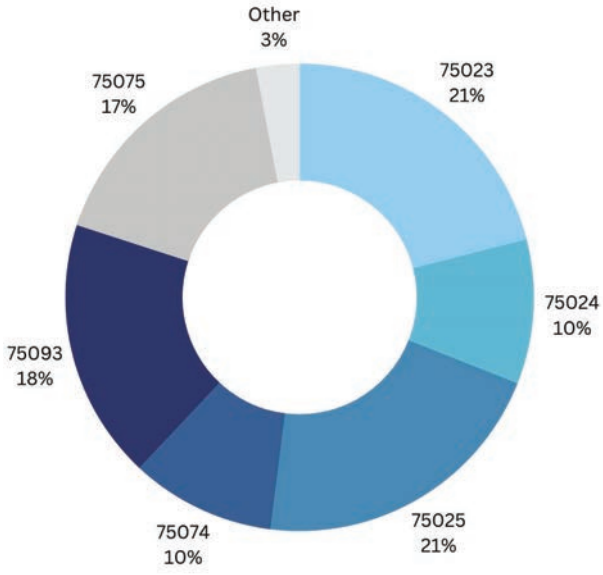
The 25-34 year old age group are nearly 2x as likely to say they have not personally seen any challenges related to short-term rentals in Plano.

Those in the 18-24 year old age group are nearly 3x as likely.

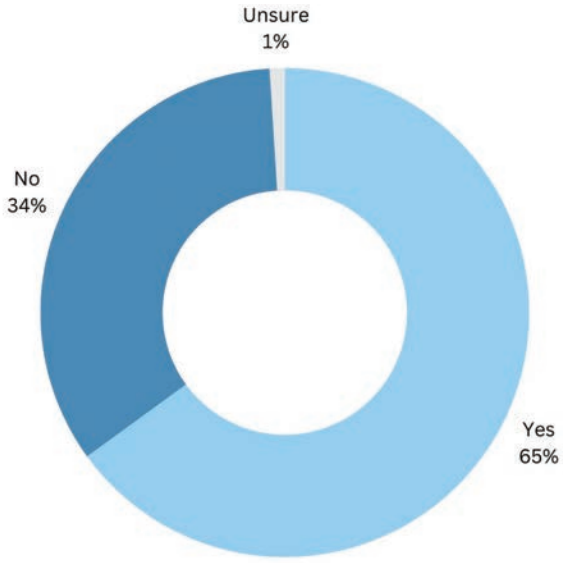
Question 14: How long have you lived in Plano?



Question 15: What ZIP code do you live in?

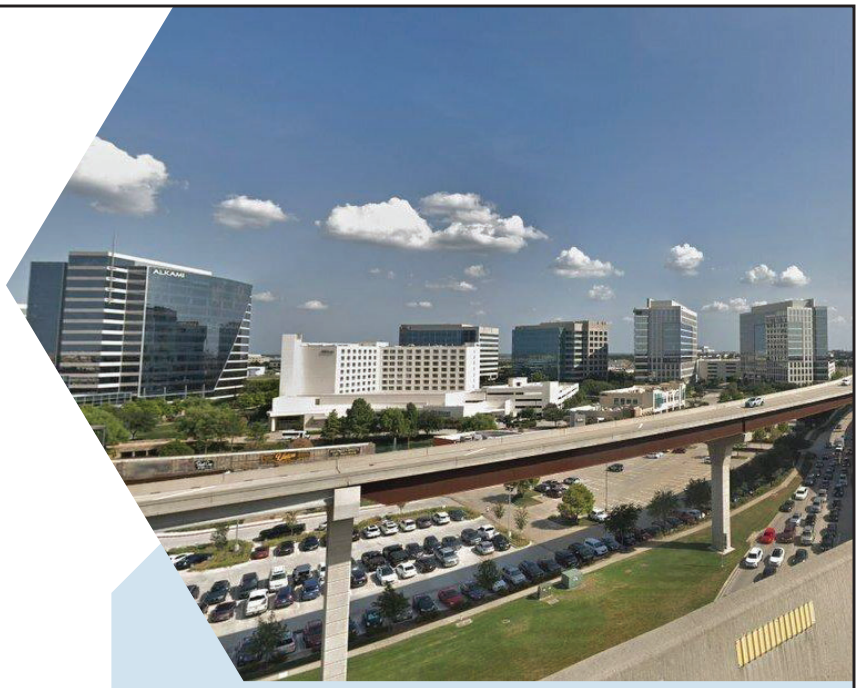


Question 16: Do you live in a mandatory HOA?



NEXT STEPS

Preview of next agenda, questions and comments



TASK FORCE NEXT STEPS

- Meet again July 18 at the Nature and Retreat Center at Oak Point Park
- Meeting 2 Goals
  - Briefly review City data on STRs
  - Facilitated discussion among Task Force members focused on 4 key questions and related findings
  - Review plans for August Town Hall (August 23)

ORGANIZING ISSUES FOR THE TASK FORCE

The 4 Questions

#1 Do short-term rentals affect the quality of life of Plano Residents?

#2 Are there appropriate places for STRs in Plano?

#3 What is the future of STRs in Plano?

#4 Does the City need to address STRs?

QUESTION #1

Do short-term rentals affect the quality of life of Plano Residents?

QUESTION #1

A. If so, is it a negative or positive effect?

B. What evidence is there of this effect on residents?
(Ex: anecdotal, police records, etc.)

QUESTION #2

Are there appropriate places for STRs in Plano?

QUESTION #2

A. How many STRs are currently operating in Plano?

B. Are there certain land uses that are more compatible with STRs than others?
(Ex: multi-family, commercial)

QUESTION #3

What is the future of STRs in Plano?

QUESTION #3

A. What is the long-term effect of STR's on local housing stock and affordability? On safety and neighborhood character?

B. Are there any challenges/opportunities that STRs could provide Plano in the future as the industry matures and changes?

C. New tech or trends to be concerned about?

QUESTION #4

Does the City need additional action or policies to address STRs?

QUESTION #4

A. If the City does regulate STRs, are there broad types of regulation that should be considered?

B. Should the City move forward with Phase 2 of this study, exploring specific ways to regulate STRs, including a staff-crafted ordinance?

THANK YOU

Questions? Don't hesitate to ask!

Jeff Barton, AICP
jeff@gapstrategies.com

Gap Strategies

SHORT-TERM RENTAL TASK FORCE
June 29, 2023

TASK FORCE MEMBERS PRESENT
Phil Dyer, Chair
Mark Bower
Paula Boudreaux
Clara Damti
Christy Davidson
Bill France
Amy Hanson
Anne Hill
Laura Jones
Ian Mattingly
Lynn McClimon
Pat Morgan
Scott Palmer
Janet Plotkin
Mark Pulliam
John Skelton
Glen Smith
Joni Reed
Kristin Reinaker
James Skelly, Alternate
Cristi Sliter, Alternate

TASK FORCE MEMBERS ABSENT
Andrew Homan
Colleen Vlajkovic, Alternate

COUNCIL LIAISONS PRESENT
Julie Holmer
Rick Smith

STAFF PRESENT
Michelle D'Andrea, Deputy City Attorney
Christina Day, Director of Planning
Christina Sebastian, Land Records Planning Manager
Melissa Kleineck, Lead Planner
Michele Will, Senior Administrative Assistant

GAP STRATEGIES CONSULTANTS PRESENT
Jeff Barton, Partner
Kara Bishop Buffington, Partner
Ron Whitehead, Senior Project Manager
Caleb Roberts, Senior Planner

Chair Dyer called the Short-Term Rental Task Force meeting to order on Thursday, June 29, 2023, at 6:03 p.m. at event1013, 1013 E 15th Street. Nineteen members and two alternates were present.

ITEMS FOR DISCUSSION

1) **Welcome** – Councilmember Rick Smith and Chair Dyer presented opening remarks welcoming the Task Force, staff, and consultants at 6:07 p.m.

2) **Introductions and Goals for the Evening –** Mr. Barton presented an overview of the goals for the evening and kicked off an introduction of Gap Strategies staff, City resources and Task Force members.

3) **Ground Rules** – Mr. Barton presented the ground rules to be followed during the Short-Term Rental Task Force meetings.
   - The Chair is the leader of the Task Force and, as such, can facilitate, manage, or stop the discussion.
   - The Task Force is comprised of members and alternates. Alternates are encouraged to attend all meetings and participate in Task Force discussions. When voting is necessary, if a member is not present, an alternate may vote in their place and will be selected from a list, with an attempt to replace members with alternates in similar roles.
   - The Task Force is to proceed in a deliberative and fact-based manner throughout the scheduled meetings.

4) **Schedules –** Mr. Barton presented the schedule for upcoming meetings and indicated that the process is to take place over the next year with the following meetings currently scheduled:

   - Meeting #2: July 18, 2023
   - Public Town Hall: August 23, 2023
   - Meeting #3: September 13, 2023

   Some questions were asked, and discussion was held.

5) **STR Overview –** Ms. D'Andrea presented the current law regarding short-term rentals including the bills presented in the most recent legislative session and what other cities in the surrounding area have done regarding short-term rentals. Some questions were asked, and discussion was held.

6) **Community Survey –** Mr. Barton presented an overview of the Short-term Rental Community Survey, which was available from April 17, 2023, to May 17, 2023. Some questions were asked, and discussion was held.

7) **Close and Next Steps** – Mr. Barton provided an overview of next steps for the Task Force.

With no further discussion, Chair Dyer adjourned the meeting at 8:34 p.m.

Phil Dyer, Chair

APPENDIX B

Appendix B-1

Plano STR Study Task Force Meeting #2 Presentation
July 18, 2023

Appendix B-2

Plano STR Study Task Force Meeting #2 Meeting Minutes
July 18, 2023



CITY OF PLANO

SHORT-TERM RENTAL STUDY

Task Force Meeting #2
Tuesday, July 18, 2023

WELCOME TO MEETING #2

Opening comments from
Task Force Chair Phil Dyer



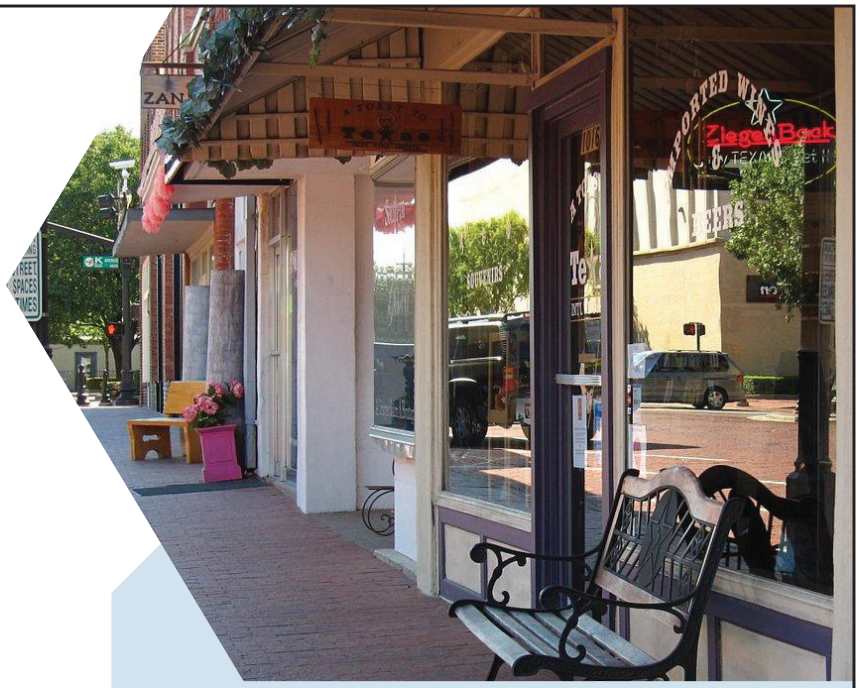
APPROVAL OF MINUTES

Approve the minutes from our last meeting on June 29, 2023.



AGENDA + GOALS

Our schedule and goals for this meeting



AGENDA

WELCOME
Opening comments from Chair Phil Dyer

01

PREVIOUS MEETING
Approve minutes from Meeting #1

02

AGENDA + GOALS
Our schedule and goals for this meeting

03

LEGAL UPDATE
Presentation by Deputy City Attorney

04

AGENDA

BASELINE STR DATA
Presentation and review from City Staff

05

FACILITATED DISCUSSION
The role of short-term rentals in Plano

06

TOWN HALL #1
Review and consider town hall program

07

CLOSING REMARKS
Discussion of next steps and remarks by Chair Dyer

08

GOALS FOR TONIGHT

DATA
City presentation of baseline STR data

DISCUSSION
Conversation around the "4 Questions" previewed at our last meeting

TOWN HALL
Town Hall meeting preview and decisions

LEGAL UPDATE

A presentation by Michelle D'Andrea, Deputy City Attorney for Development Services



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ATTORNEY ROLE AND STR TASK FORCE ETHICS

Attorney Ethical Obligations

Represent the City as a whole

Willing to provide legal feedback and answer questions to the extent possible considering various professional obligations

May decide it is not appropriate to answer some questions

Task Force Ethical Obligations

Misuse of Official Information

Statute prohibits officials from disclosing non-public information for purpose of obtaining a benefit.

Third degree felony- Penal Code 39.06

City Code of Conduct also prohibits disclosure of confidential information

Moving Forward

Will answer questions verbally, publicly, on the spot, to the extent possible

Will schedule executive sessions for confidential information as necessary

May provide written answers, if requested

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Thank you

Michelle D'Andrea, Deputy City Attorney for Development Services
michelled@plano.gov 972.941.7462

BASELINE STR DATA

Presentation and review from City of Plano staff



Plano
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Baseline STR Data Overview

Presented by: Christina Sebastian, AICP, Land Records Planning Manager

Deckard Technologies

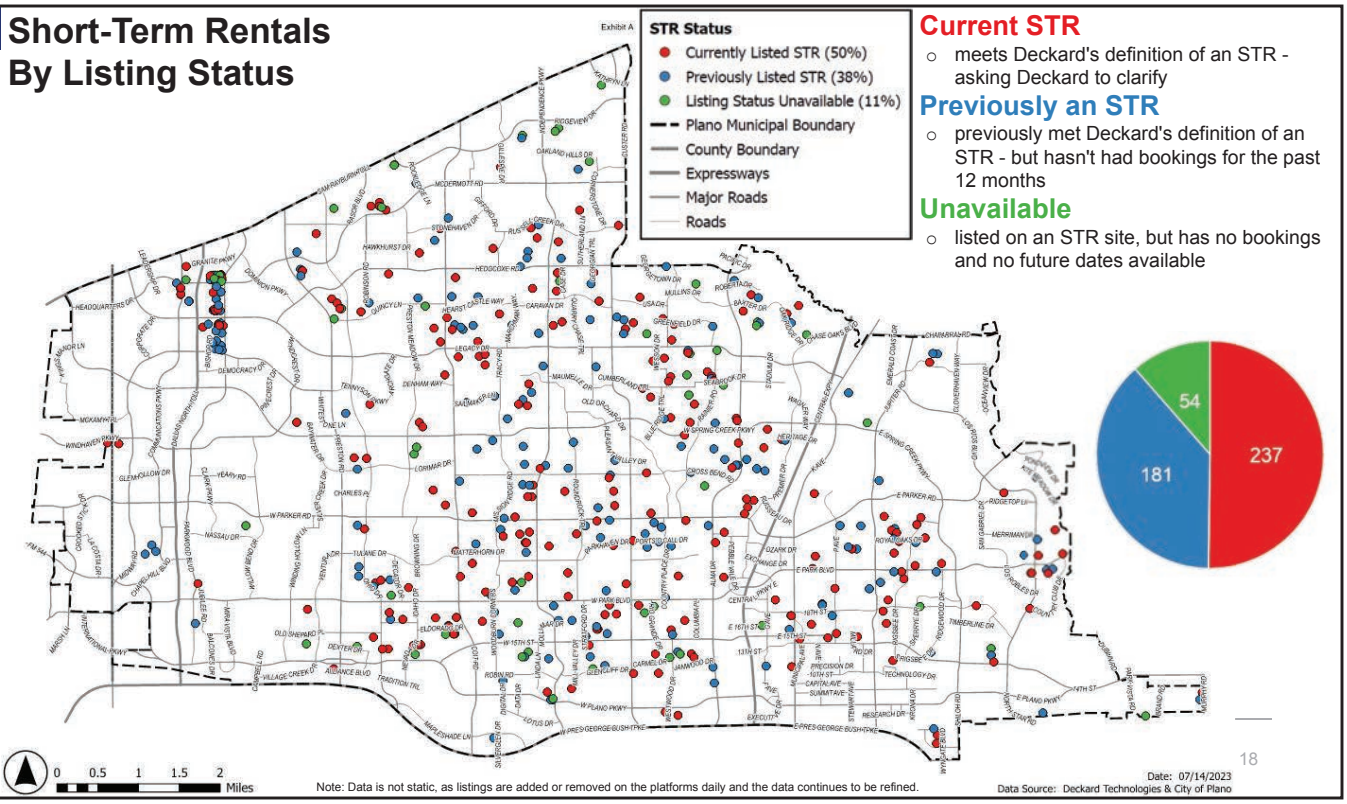
- Monitors short-term rental listing platforms daily
  - Cross-references with publicly-available data
  - Tracks bookings and other changes to information
  - Responsive to corrections from staff
- Data will continue to change as:
  - Listings are added or removed
  - Corrections are made
  - Final identification occurs

Data Sources and Assumptions

- Deckard Technologies
- Plano Planning Department
- Plano Neighborhood Services Department
- Plano Computer Aided Dispatch
- Plano PD Record Management System
- County Appraisal Districts
- American Community Survey 1- or 5-year Estimates (U.S. Census Bureau)

- Number of STRs is not static as data is refined
- Datasets are different between general STR and Call-for-Service data
- Data sources vary based on the question
  - e.g., Plano housing units do not exactly match Census housing units

Short-Term Rentals By Listing Status

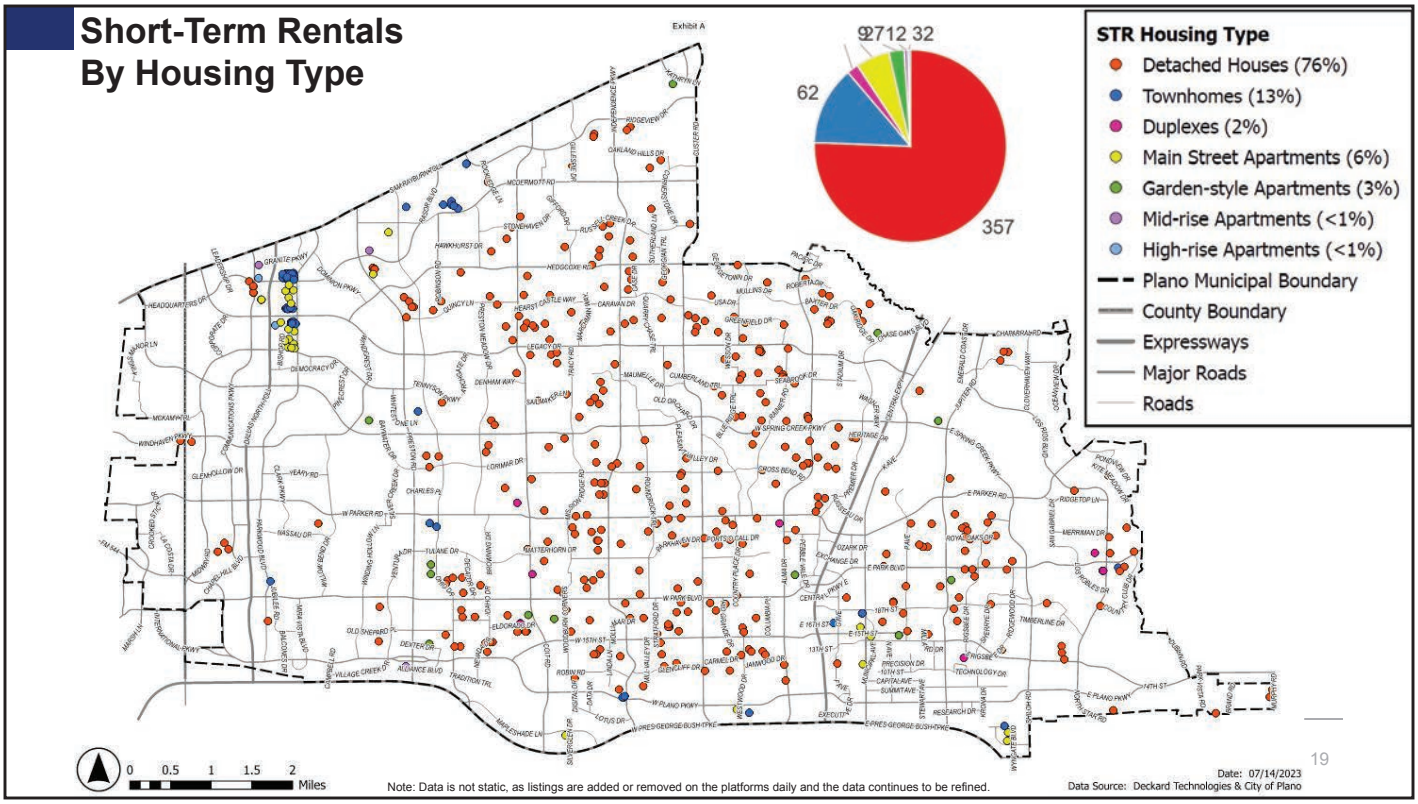


Current STR
- meets Deckard's definition of an STR - asking Deckard to clarify

Previously an STR
- previously met Deckard's definition of an STR - but hasn't had bookings for the past 12 months

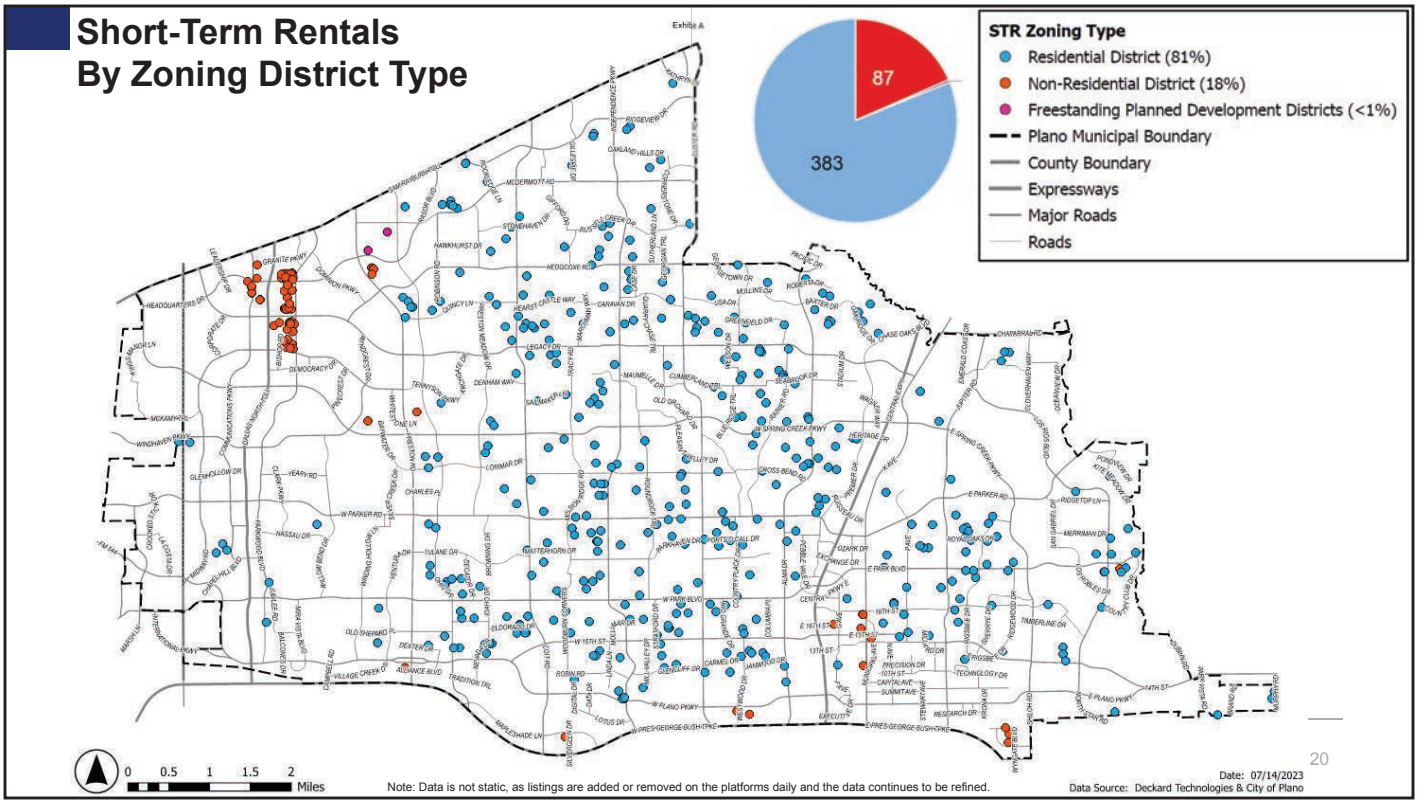
Unavailable
- listed on an STR site, but has no bookings and no future dates available

Short-Term Rentals By Housing Type



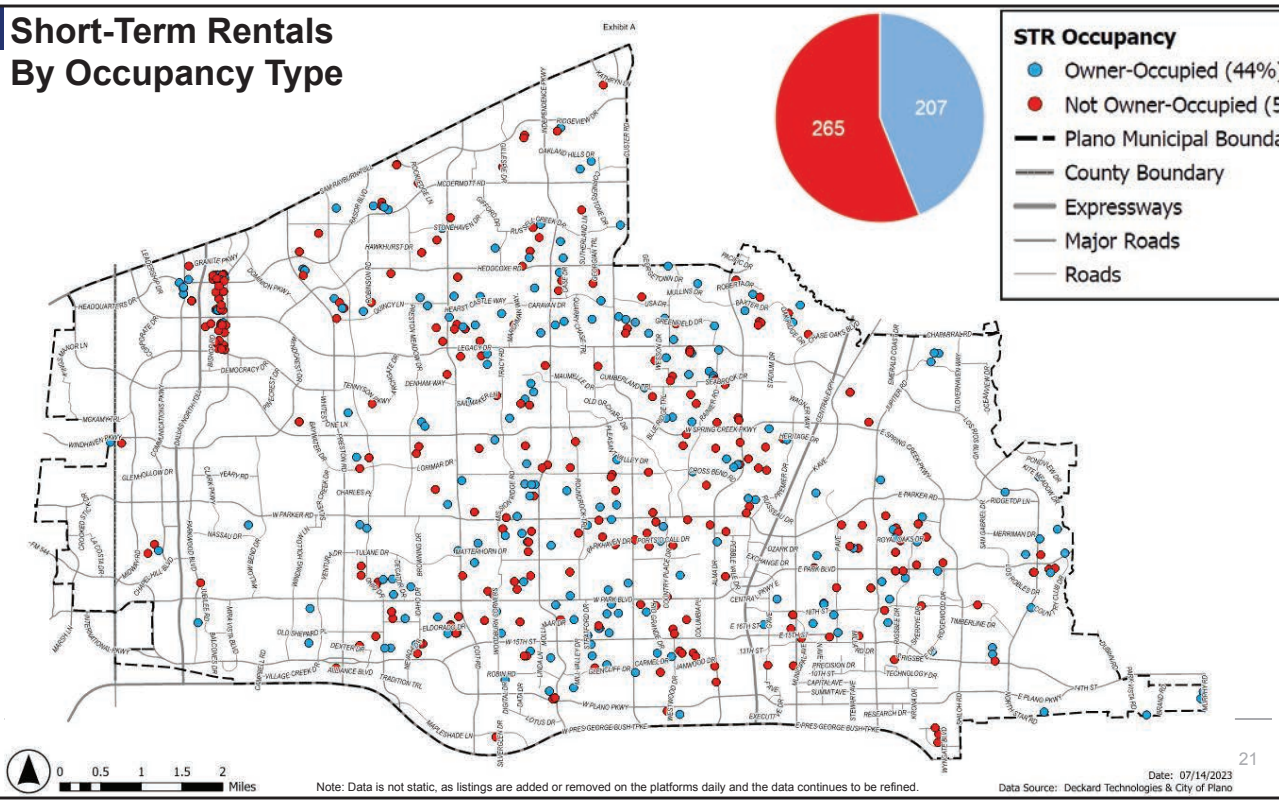
19

Short-Term Rentals By Zoning District Type



20

Short-Term Rentals By Occupancy Type

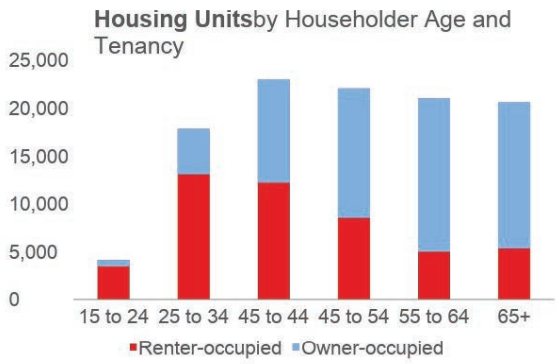


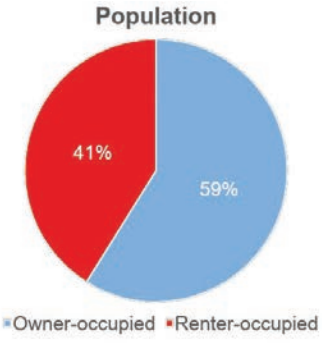
21

Occupancy

56% of housing units are owner-occupied, while 44% are renter-occupied

59% of the population lives in owner-occupied units, while 41% lives in renter-occupied units

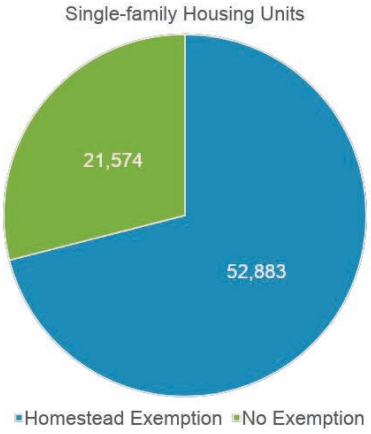


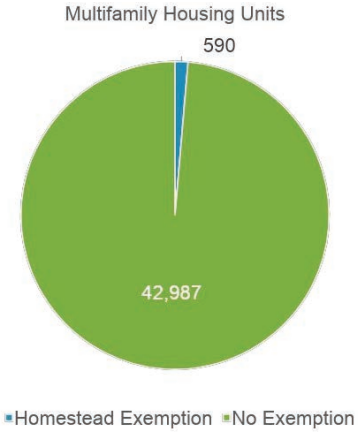


Data source: 2021 American Community Survey, 1 year Estimates

22

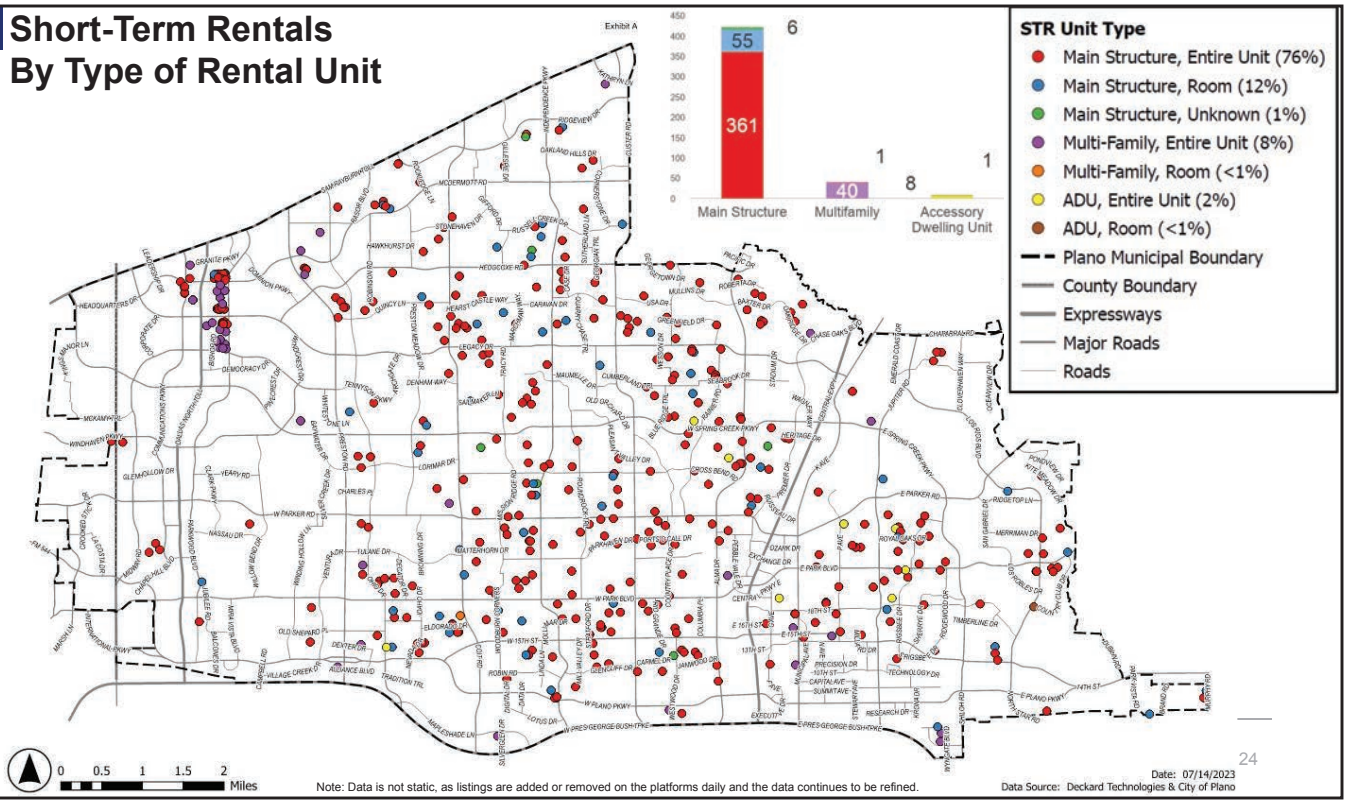
Housing Units with Homestead Exemption



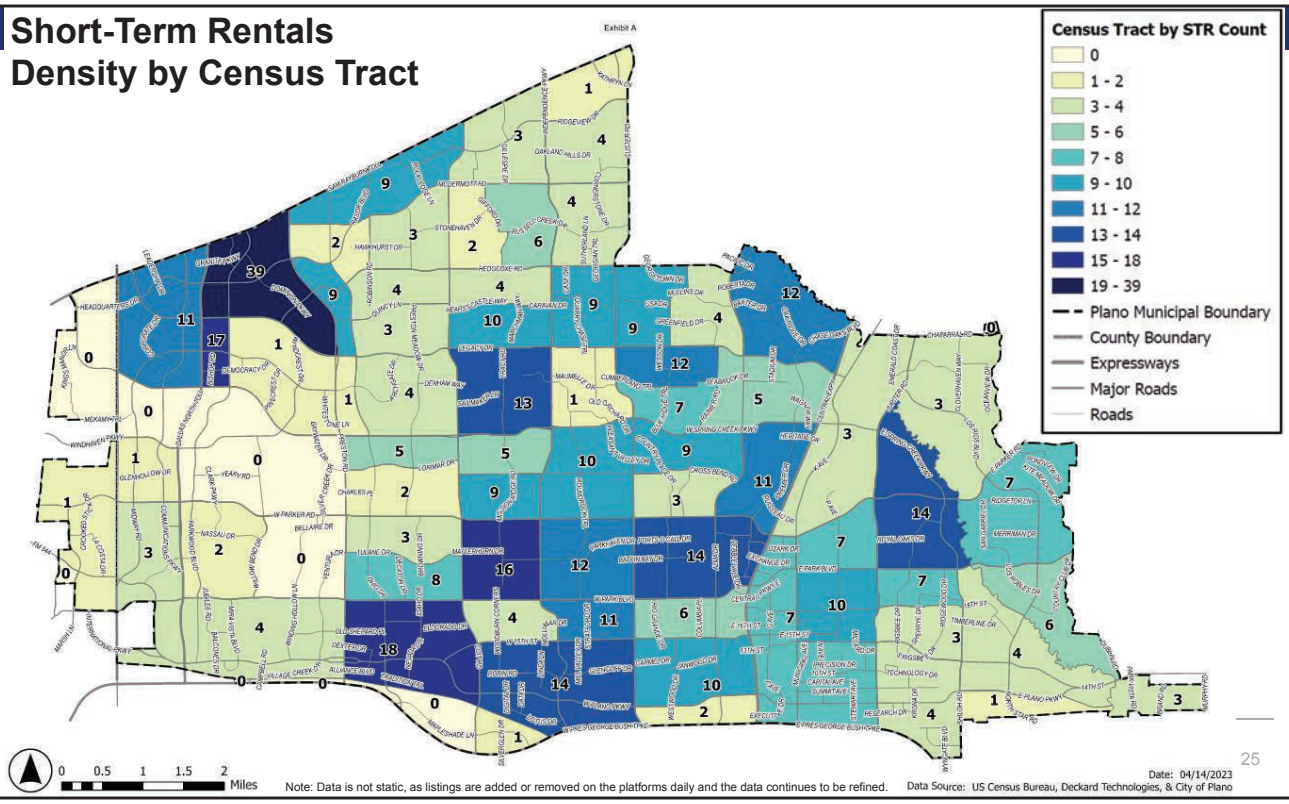


Data source: The City of Plano housing database of unit counts, Collin CAD, and Denton CAD

Short-Term Rentals By Type of Rental Unit



Short-Term Rentals
Density by Census Tract



25

Exhibit B

STR Statistics

June 2023

- June 1 – June 30, 2023
- Calls-for-Service (CFS) over previous year
- Only active single-family STRs

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Exhibit B

Plano STR Data - Preliminary Analysis

Purpose:

- Conduct a preliminary analysis of Identified Properties from Deckard Technologies - Rentalscape platform.
- Research the impact that Short-Term rentals have on 911 dispatch and police activity.

- Total Number of Plano properties identified in Rentalscape software as short-term rentals: 335
- Current number of single family short-term rentals: 297

Merged Data Set:

1. Deckard Technologies: Rentalscape - verified addresses of Plano STRs
2. Plano PD Record Management System data (PDRMS)
3. Plano Computer Aided Dispatch data (CAD)
4. Plano Geospatial Information Services (GIS)

Approach:

- Public Safety Complaints specific to Police Calls for Service (CFS) linked to known STRs
- Data Analysis focuses on Single Family Units
- Dates of actual STR bookings are not exportable
- All data looks back 12 months
- Data refresh schedule:
  - Deckard weekly on Friday
  - PD Records (CAD/PDRMS) daily

Note: Data is not static, as listings are added or removed on the platforms daily and the data continues to be refined.

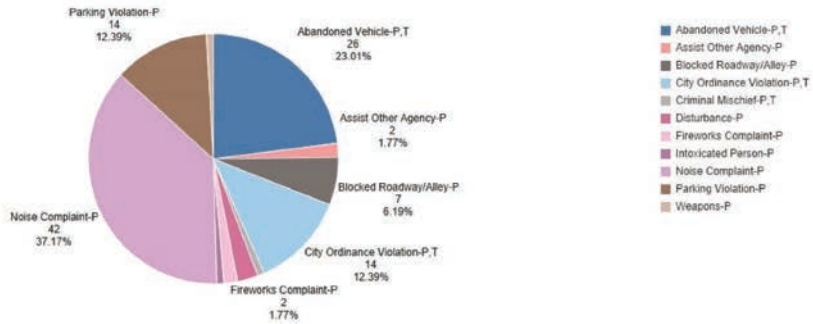
Exhibit B

Plano STR Identified Single Family Homes

July 2022 - June 2023

Number of Single Family STR Homes	Number of Single Family STRs with CFS	Number of CFS for Single Family STRs
297	59	113

Percent of Single Family STRs with CFS	Number of CFS per Single Family STR Home
19.87%	0.38



Note: Data is not static, as listings are added or removed on the platforms daily and the data continues to be refined.

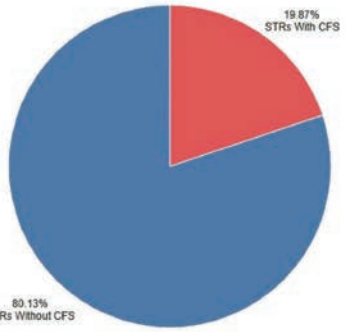
Exhibit B

Identified Single Family STRs
Calls for Service

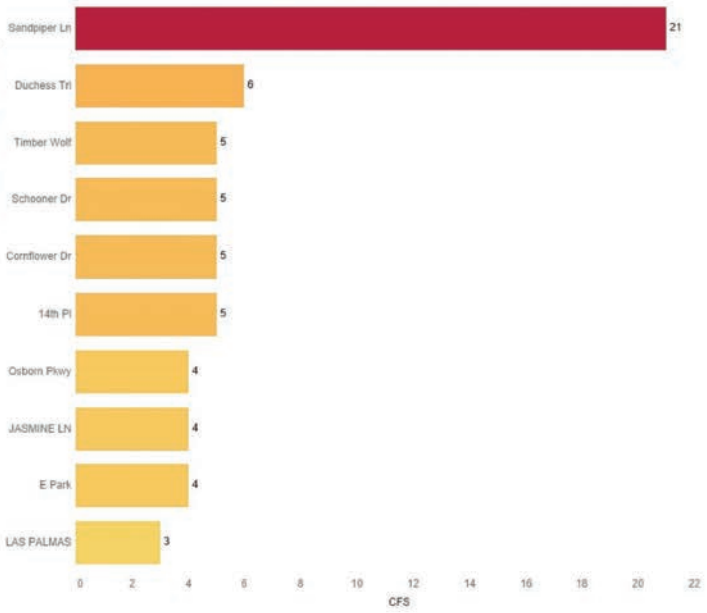
July 2022 - June 2023

Number of Single Family STRs	297
Number of STRs Without CFS	238
Number of STRs With CFS	59

Total Number of CFS to Single Family STRs



Top 10 STR by CFS Count

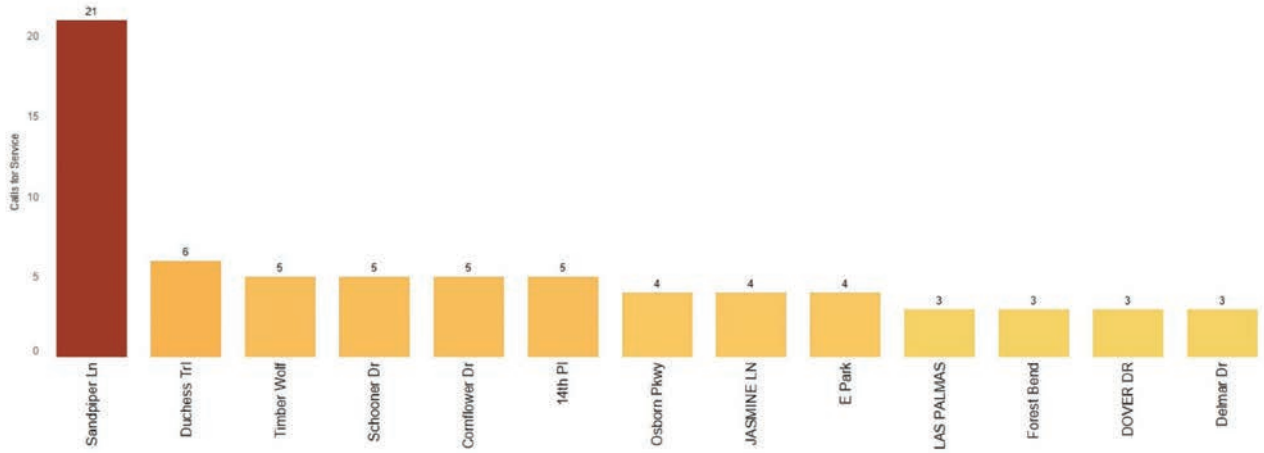


Note: Data is not static, as listings are added or removed on the platforms daily and the data continues to be refined.

Exhibit B

July 2022 - June 2023

Distribution Across STRs with Multiple CFS

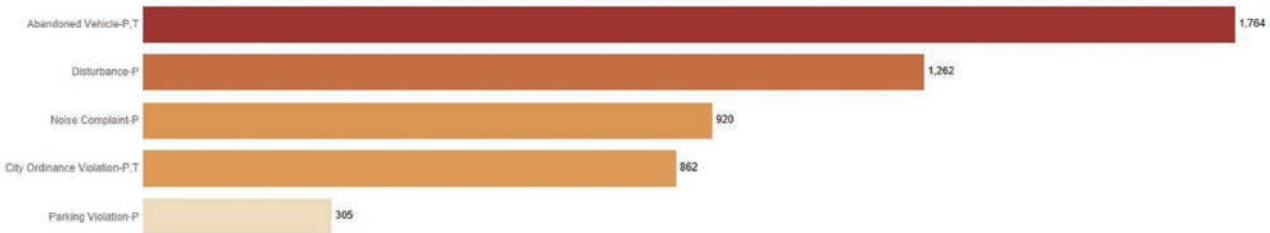


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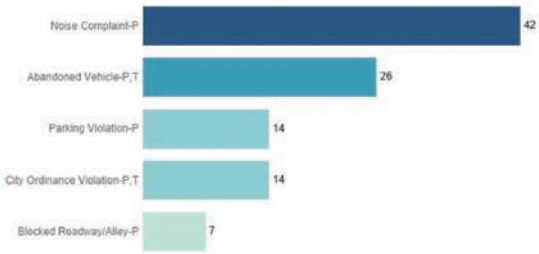
Exhibit B

July 2022 - June 2023

Top 5 Complaint Types: All Plano



Top 5 Complaint Types: STRs



Note: Data is not static, as listings are added or removed on the platforms daily and the data continues to be refined.

Exhibit B

All Plano Single Family Homes

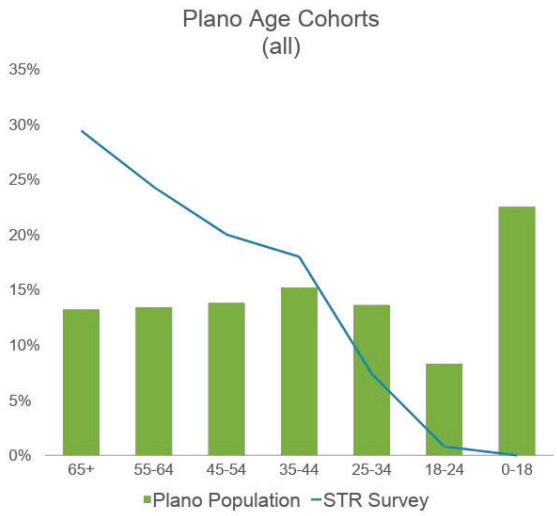
July 2022 - June 2023

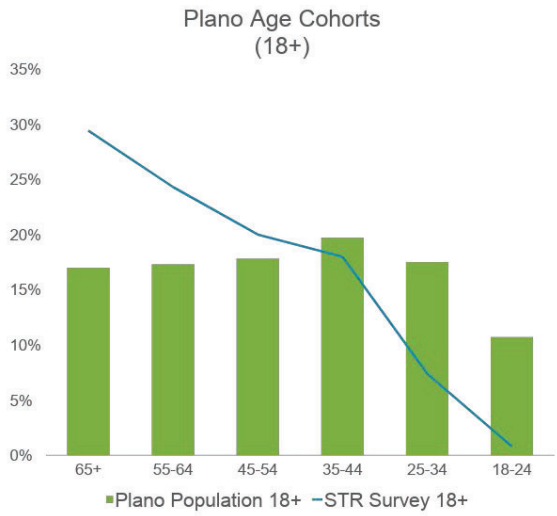
Number of Plano Single Family Homes	Number of Single Family Homes with CFS	Number of CFS for Single Family Homes
74,759	4,766	6,618

Percent of Single Family Homes with CFS	Number of CFS per Single Family Home
6.38%	0.09

Note: Data is not static, as listings are added or removed on the platforms daily and the data continues to be refined.

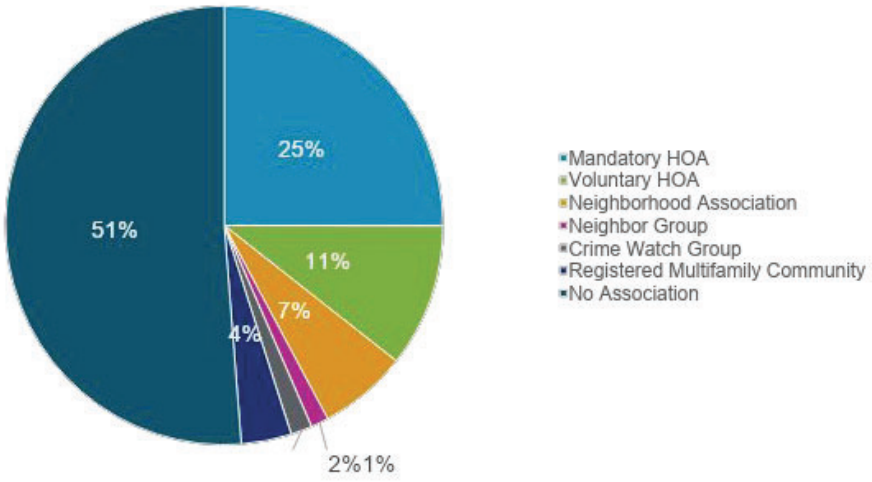
STR Survey: Age Breakdown





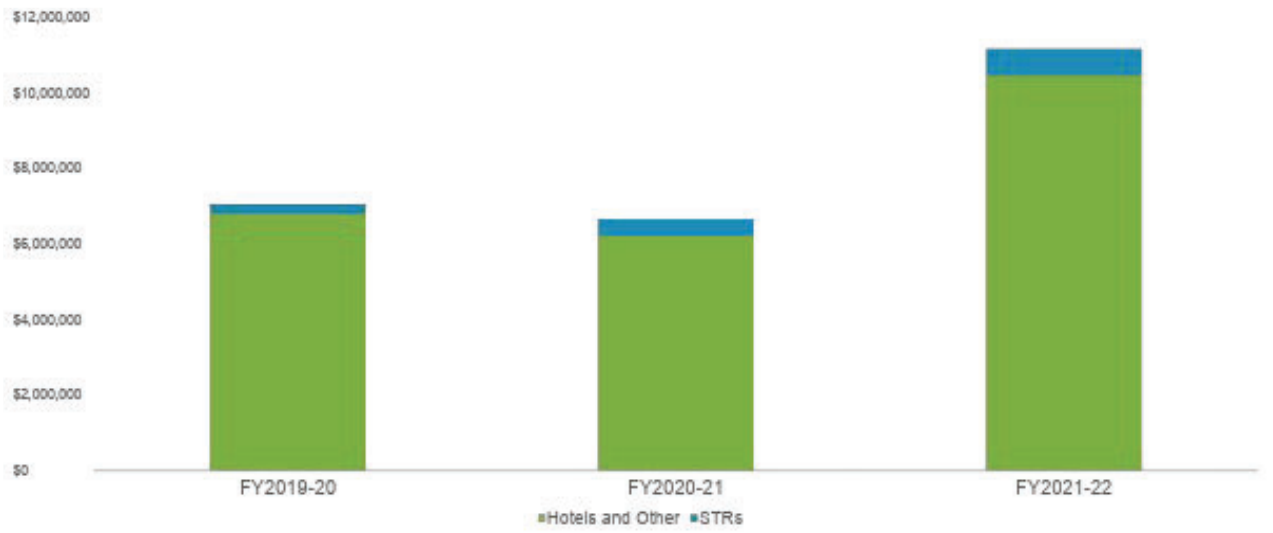
Data source: 2021 American Community Survey, 5 year Estimates and Short-term Rental Study Community Survey.

Housing Units within HOA or Management Group



Data source: The City of Plano housing database of unit counts and the Neighborhood Services Registered Neighborhoods Program.

Hotel & Occupancy Tax Revenues



Data source: Visit Plano

35

FACILITATED DISCUSSION

Gap Strategies-led discussion on the role of STRs in Plano



A METHOD FOR DISCUSSION

01 Positions vs. Interests

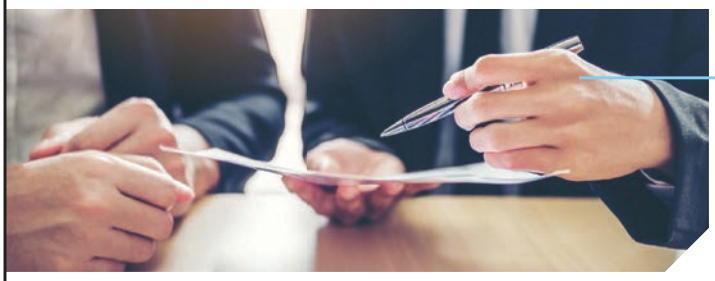
02 Separating the people from the problem

03 Identifying problems and interests

PROGRAM ON NEGOTIATION
HARVARD LAW SCHOOL

Based on research by Dr. William Ury, Roger Fisher, and Bruce Patton

POSITIONS VS. INTERESTS



POSITION

What people want; or think they want; as an outcome

INTERESTS

The underlying reasons why demands are important to you



POSITIONS VS. INTERESTS



POSITIONS VS. INTERESTS

1

WHAT'S NEGOTIABLE

Positions are negotiable; interests are not.

2

WHERE TO FOCUS

Focusing solely on positions can lead to the underlying interests going unsatisfied

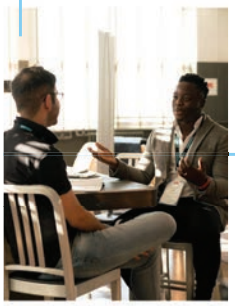
3

FINDING COMMON GROUND

Common ground is discovered when focus is on interest — the *why* of your position

SEPARATING PEOPLE FROM THE PROBLEM

COMMUNICATION



Communication influences our emotions and perception of an issue

EMOTION



Feelings, fears, and background influence our perception

PERCEPTION



Our perception is our own "objective reality"

DISCUSSION GOALS

Identify problems, data, and findings.

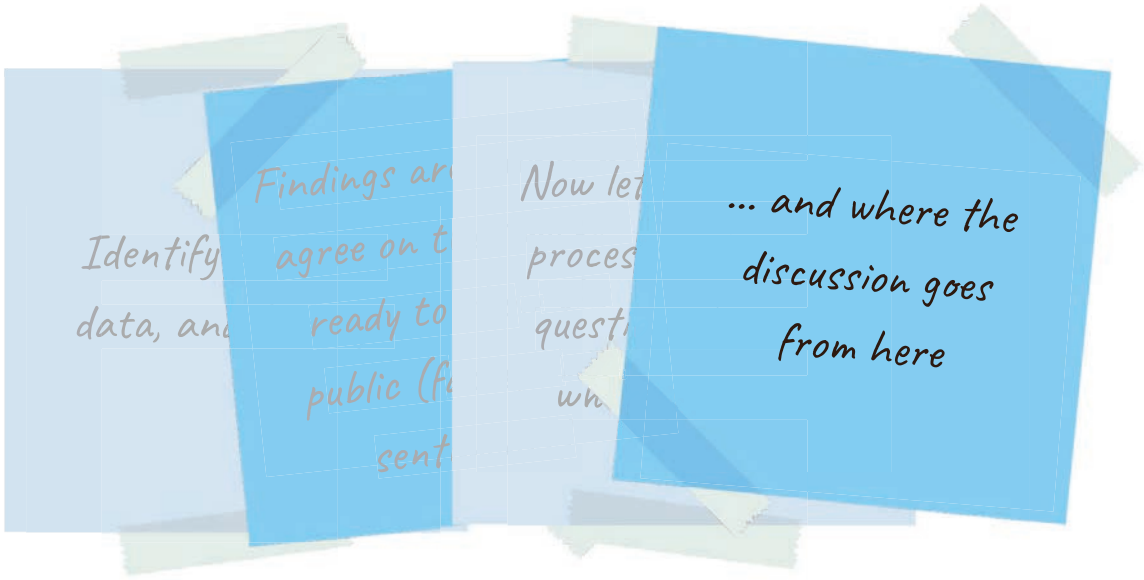
DISCUSSION GOALS



DISCUSSION GOALS



DISCUSSION GOALS



ORGANIZING ISSUES FOR THE TASK FORCE

THE 4 QUESTIONS

#1 Do short-term rentals affect the quality of life of Plano Residents?

#2 Are there appropriate places for STRs in Plano?

#3 What is the future of STRs in Plano?

#4 Does the City need to address STRs?

POLLING EXERCISE



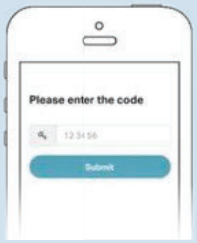
01

Grab your phone



02

Go to www.menti.com



03

Enter the code:
6468 3063

TOWN HALL MEETING

Review and consider Town Hall program



TOWN HALL GOALS

#1 Inform residents about the current status of STRs in Plano

#2 Provide insights into legal options

#3 Share data and findings of fact from the Task Force

#4 Receive citizen input on issues the Task Force is addressing

#5 Inform about the Task Force process and the timeline

OVERVIEW OF THE TOWN HALL



COME AND GO

Meeting to have a come-and-go format



NO FORMAL PRESENTATION

No set program or presentation



FORCED FLOW

Participants will be guided in a set direction to view exhibits



SELF-PACED STATIONS

Information can be absorbed at visitor's own pace



INTERACTIVE

Interactive polling and ways to express opinions

TOWN HALL STATIONS

WELCOME STATION

- Sign-in table
- Your role tonight
- About the Task Force and its charge

INTRO VIDEO

- History of the Task Force
- Overview of the STR Study

DATA OVERVIEW

- Survey results
- Baseline STR data
- Legal + constitutional issues
- Project timeline

TOWN HALL STATIONS

PRELIMINARY FINDINGS

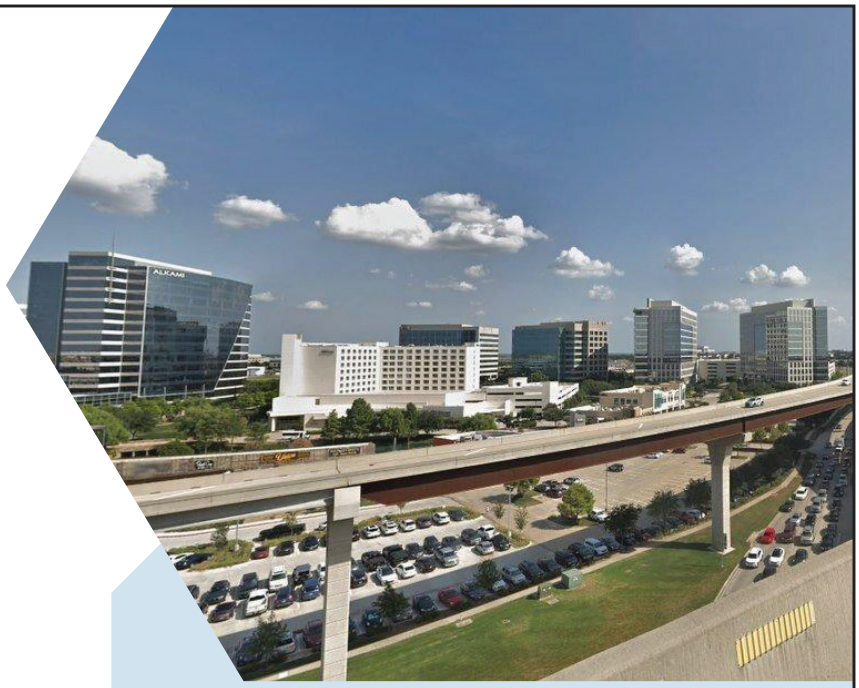
- Early Task Force findings
- Based on this meeting

PUBLIC INPUT

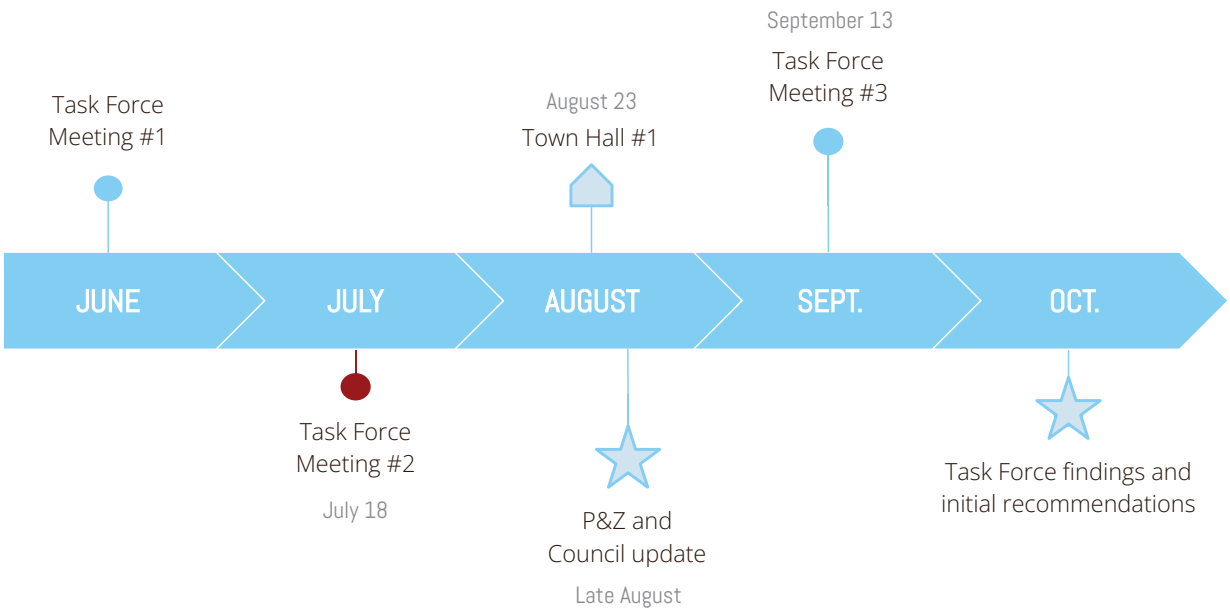
- Cell phone polling on preliminary findings
- General comment table

CLOSING REMARKS

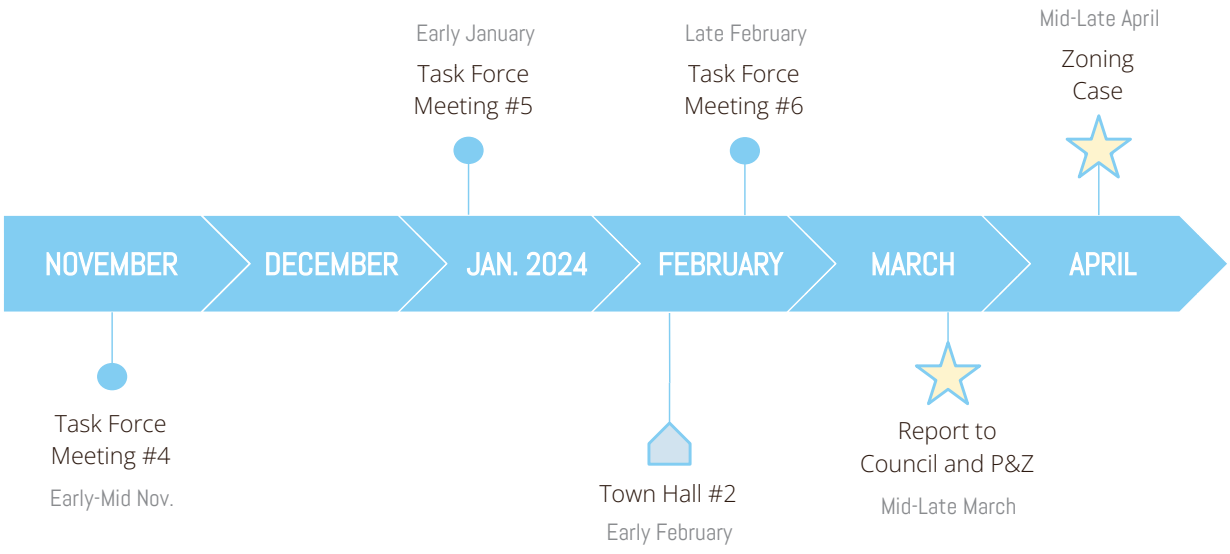
Discussion of next steps, closing remarks by Chair Dyer, and adjourn



TIMELINE: PHASE 1



TIMELINE: PHASE 2



THANK YOU

Questions? Don't hesitate to ask!

Jeff Barton, AICP
jeff@gapstrategies.com

Kara Buffington
kara@gapstrateiges.com

Gap Strategies

SHORT-TERM RENTAL TASK FORCE
July 18, 2023

TASK FORCE MEMBERS PRESENT
Phil Dyer, Chair
Paula Boudreaux
Mark Bower
Clara Damti
Christy Davidson
Bill France
Amy Hanson
Anne Hill
Laura Jones
Ian Mattingly
Lynn McClimon
Pat Morgan
Scott Palmer
Janet Plotkin
Mark Pulliam
Joni Reed
Kristin Reinaker
John Skelton
Glen Smith
James Skelly, Alternate
Cristi Sliter, Alternate

TASK FORCE MEMBERS ABSENT
Colleen Vlajkovic, Alternate

COUNCIL LIAISONS PRESENT
Julie Holmer

STAFF PRESENT
Michelle D'Andrea, Deputy City Attorney
Christina Day, Director of Planning
Christina Sebastian, Land Records Planning Manager
Melissa Kleineck, Lead Planner
Aaron Hutton, Solutions Architect
Scott Neumeyer, Property Standards Supervisor
Nikki Robinson, Property Standards Inspector
Michele Will, Senior Administrative Assistant

GAP STRATEGIES CONSULTANTS PRESENT
Jeff Barton, Partner
Kara Bishop Buffington, Partner
Ron Whitehead, Senior Project Manager
Caleb Roberts, Senior Planner

Chair Dyer convened the Short-Term Rental Task Force on Tuesday, July 18, 2023, at 6:01 p.m. at The Nature & Retreat Center at Oak Point Park, 5901 Los Rios Boulevard. 19 members and 2 alternates were present.

ITEMS FOR DISCUSSION

1) **Minutes: June 29, 2023**

MOTION: Upon a motion made by Member Skelton and seconded by Member Morgan, the Task Force voted 19-0 to approve the June 29, 2023, meeting minutes.

2) **Agenda Overview** – Mr. Barton presented an overview of the agenda and goals for the evening including a discussion of baseline short-term rental data and the upcoming Town Hall Program on August 23, 2023.

3) **Legal Update** – Ms. D'Andrea provided an update on the Short-Term Rental Task Force's ethical obligations and additional legal updates.

4) **Presentation and Review: Baseline STR Data** – Ms. Sebastian updated the Short-Term Rental Task Force regarding data on short-term rentals in Plano. Some questions were asked and a discussion was held.

5) **Facilitated Discussion: The Role of STRs in Plano** – Mr. Barton guided the Short-Term Rental Task Force in a discussion regarding various questions related to the role of STRs in Plano. Preliminary findings were as follows:

a. Are unregulated short-term rentals affecting quality of life for Plano residents?

Finding: Majority: Yes

Yes	71%
No	0%
Need more information	29%

b. Recognizing the data is not as detailed as we'd like, do we agree that it's important to show at the Town Hall?

Finding: Majority: Yes, with major modifications; or Yes

Yes	48%
Yes, with major modifications	52%
No	0%

c. Some form of regulation and/or enforcement would be good for both neighborhoods and most STR operators.

Finding: Majority: Agree

Agree	90%
Disagree	0%
Need more information	10%

d. Given current law and circumstance, are there appropriate places for STRs in Plano?

Finding: No clear consensus

Yes	57%
No	10%
I'm still undecided	33%

e. How do STRs affect the quality of life for Plano residents?

Finding: No clear consensus

In a mostly positive way	5%
In a mostly negative way	62%
In very mixed ways – positive and negative	19%
I don't see much effect on quality of life	5%
I'm undecided at this point	10%

f. Given what you've seen so far, should the City develop permanent comprehensive regulations to govern STRs?

Finding: Supermajority for permanent regulations, voice for better enforcement

Yes	67%
No	0%
I'm undecided	33%

Some questions were asked and discussion was held.

6) **Review of Town Hall Program** – Mr. Barton presented an overview of the upcoming Town Hall Program scheduled for August 23, 2023. Some questions were asked and discussion was held.

With no further discussion, Chair Dyer adjourned the meeting at 9:04 p.m.

Phil Dyer, Chair

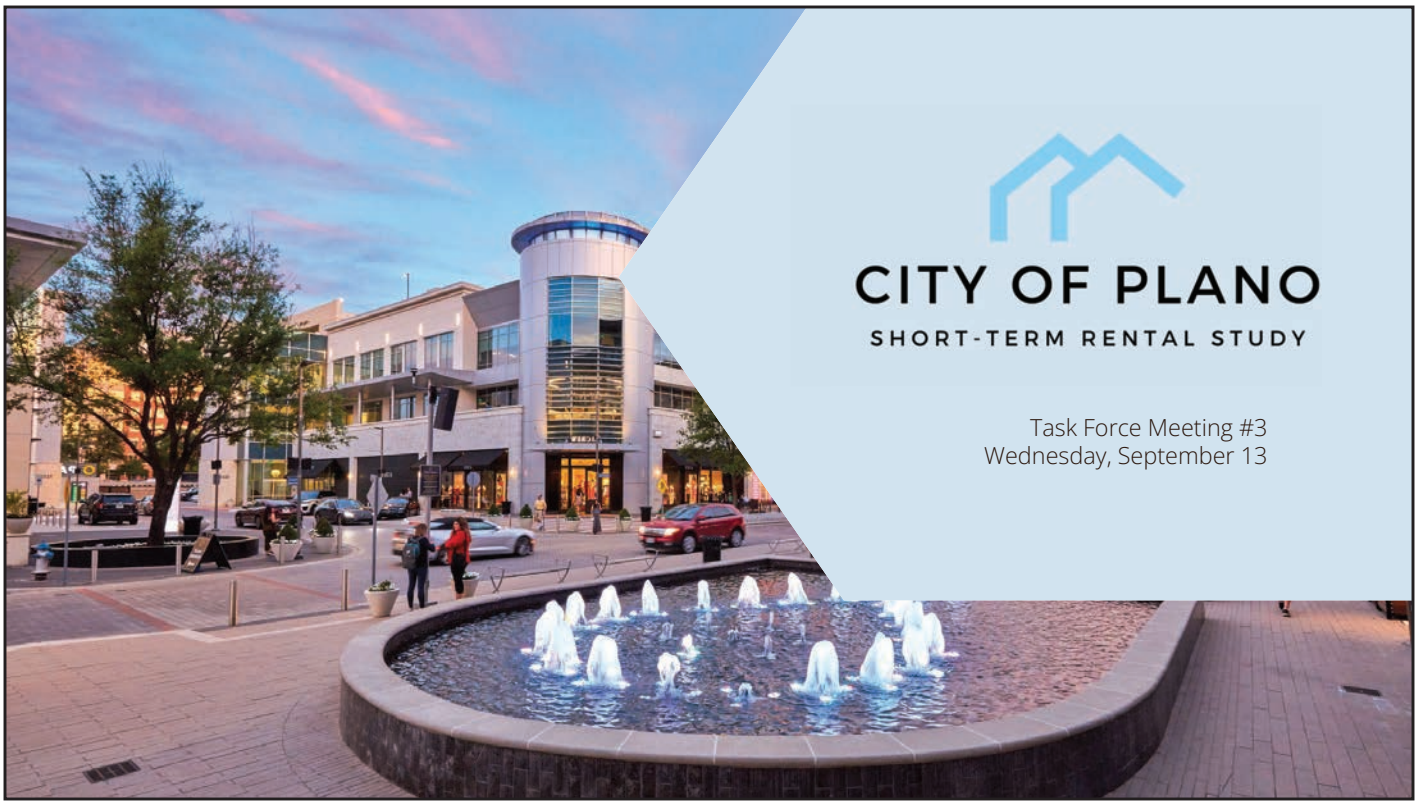
APPENDIX C

Appendix C

Plano STR Study Task Force Meeting #3 Presentation

September 13, 2023

Note: Minutes from Task Force Meeting #3 will be considered by the Task Force at the November meeting.



CITY OF PLANO

SHORT-TERM RENTAL STUDY

Task Force Meeting #3
Wednesday, September 13

WELCOME TO MEETING #3

Approval of minutes and opening comments from Task Force Chair Phil Dyer



REVIEW TIMELINE AND AGENDA

Review of the current timeline and agenda for this meeting



GOALS FOR TONIGHT

INFORMATION

Presentations from Plano Police and Neighborhood Services, review Open House

DISCUSSION

Facilitated discussion on initial report contents

CONSENSUS?

Come to a consensus (or conclusion) on findings for initial report

AGENDA

WELCOME AND MINUTES 01
Approval of minutes and opening comments

REVIEW TIMELINE AND AGENDA 02
Review of the project timeline and agenda for meeting (5 min)

CITY PRESENTATIONS 03
Presentations by Plano Police and Neighborhood Services (30 min)

OPEN HOUSE REVIEW 04
Detailed results from the Open House (15 min)

AGENDA

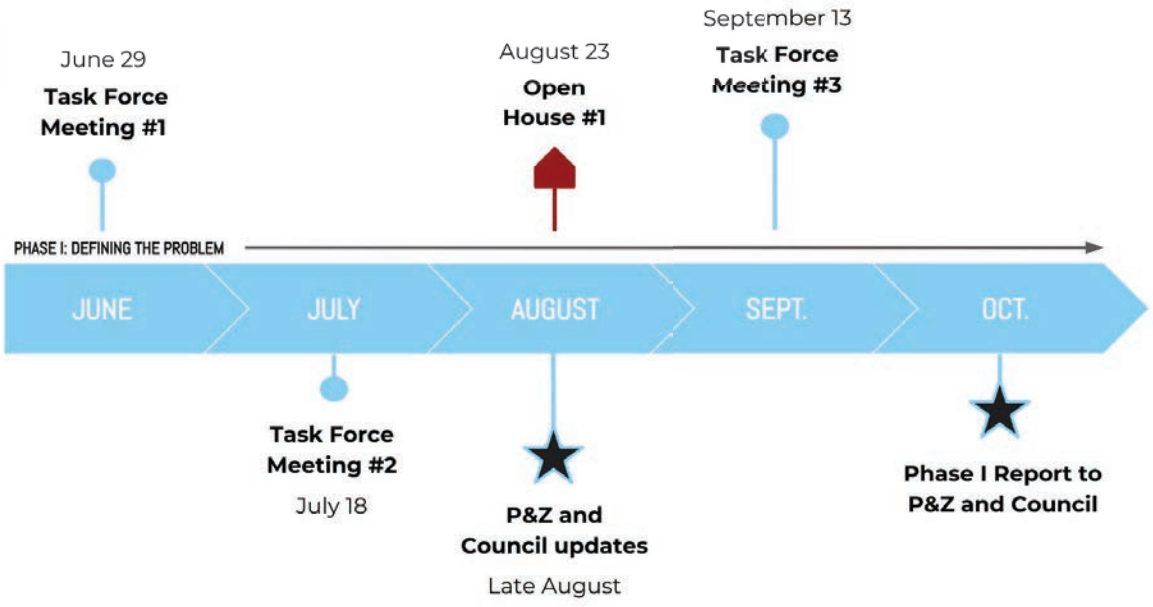
REVIEW STATUS AND FINDINGS 05
Review of charge and findings from previous meetings (10 min)

FACILITATED DISCUSSION 06
Building consensus (50 min)

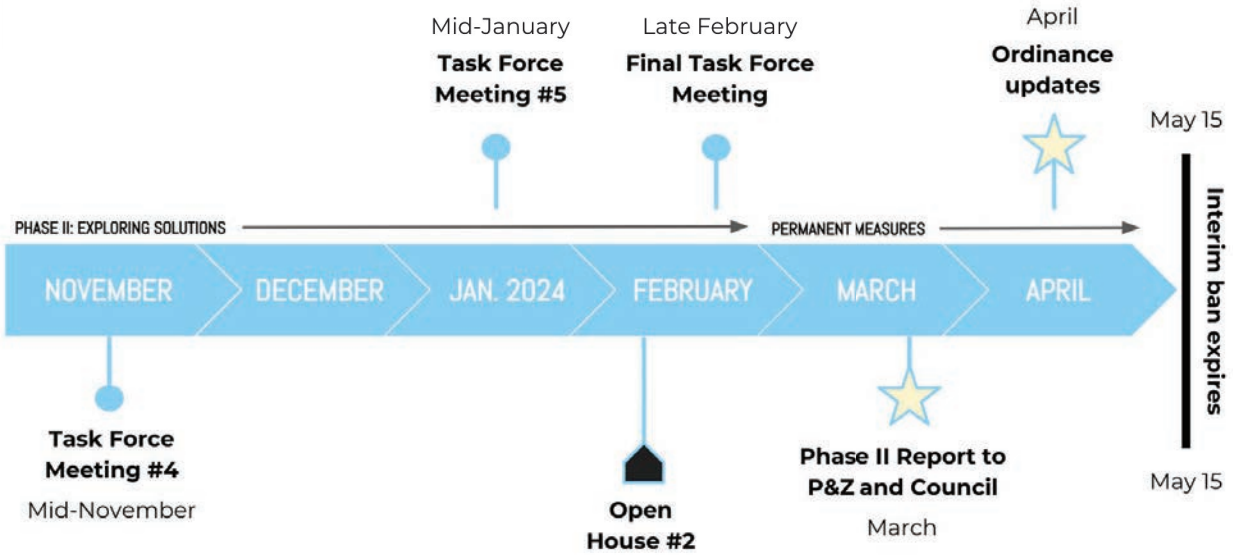
FINAL CONSENSUS AND/OR POLLING 07
Consensus on findings for initial report (15 min)

NEXT STEPS 08
Review of report to City, next meeting and close (10 min)

TIMELINE: PHASE 1



TIMELINE: PHASE 2



CITY PRESENTATIONS

Presented by City Staff:
- Police Department
- Neighborhood Services



Plano
City of Excellence

Short-Term Rentals

Updated July 2023

Curtis T. Howard
Police Administrative Services Manager

PD Short-Term Rental Data
NPO STR Tracking Process

- Planning and Research Unit collects details on the STR addresses:
  - At our discretion, complaints are initiated via STR law enforcement portals when:
    - Three incidents - quality of life concern calls - occur at an address within 6 months
    - One criminal offense - Class B Misdemeanor or above that impacts the neighborhood
  - If complaints do not meet that threshold:
    - A Problem-Oriented Police Officer works with neighbors and property management/owner
      - Provides relevant parties with instruction on how to resolve issues and officer's contact information
      - Follows up with all parties when there is new information
      - May work with other city departments (ex. Property Standards) to assist with addressing concerns
- Communicate with contacts at AIRBNB and VRBO about complaints (including their law enforcement portals and citizen sites)

PD Short-Term Rental Data
STR Law Enforcement Portals

AIRBNB:

- **https://airbnb-legal.my.site.com/**
- Airbnb Contact – Luis Briones

VRBO:

- VRBO/Home Away Law Enforcement Contacts
- Amber Knott - v-aknott@expediagroup.com
- Conner Peretti - cperetti@expediagroup.com
- **http://www.stayneighborly.com/**

PD Short-Term Rental Data
STR Law Enforcement Portals

- Cooperative efforts have resulted in:
  - properties being permanently or temporarily de-listed off major platforms,
  - termination of customer's platform access,
  - owners or managers working with the city to resolve problems, and
  - properties owners have changed the status of their STR properties to long term rentals.

PD Short-Term Rental Data
January 1, 2020 – December 31, 2022

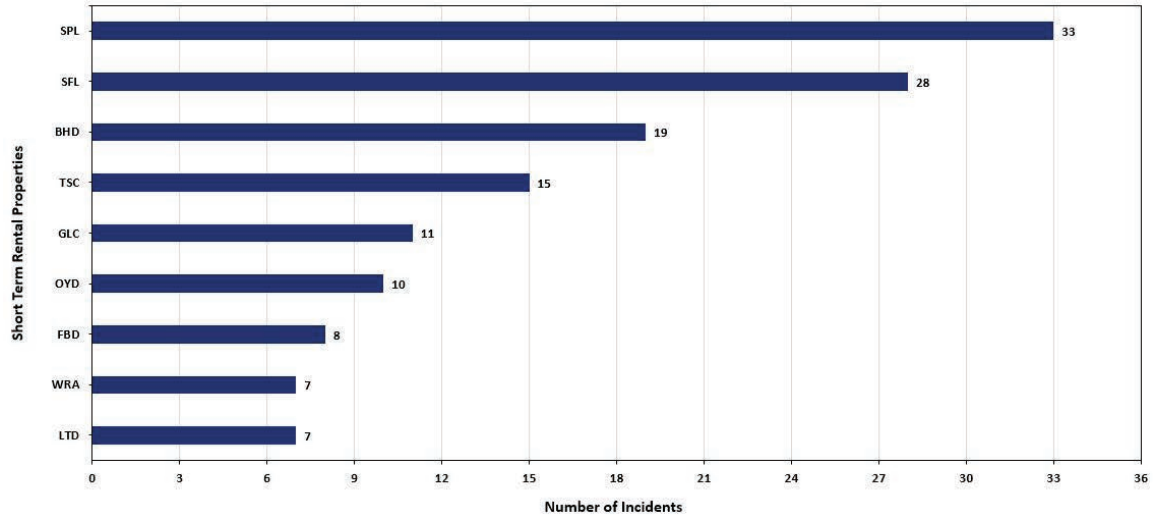
- There were 351 CFS from January 1, 2020 – December 31, 2022
- The CFS involved 125 properties
- 18 properties involved (54%) CFS

PD Short-Term Rental Data
January 1, 2023 – July 31, 2023

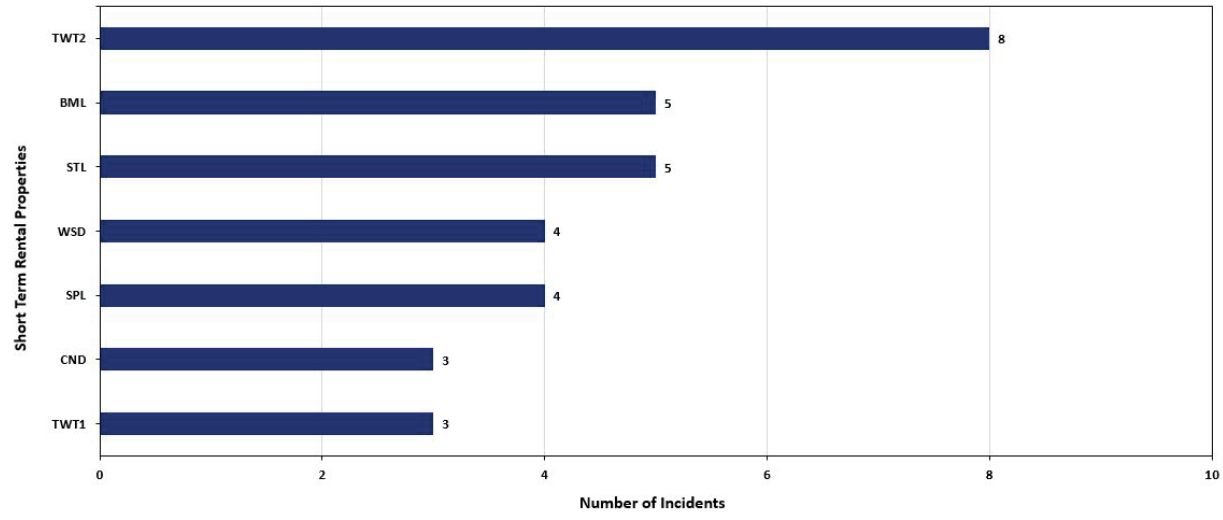
- There were 103 CFS from January 1, 2023 – July 31, 2023
- The CFS involved 69 properties
- 7 properties involved 32 (31%) CFS

Tracking

Properties with 7 or more CFS: January 1, 2020 – December 31, 2022



Properties with 3 or more CFS: January 1, 2023 – July 31, 2023



Calls for Service Jan 2020 – Dec 2022 by Incident Type

Incident Type	Number of Incidents
Noise Complaint / Party / Alcohol / Drugs	195
Civil Problem / Dispute	44
Parking / Traffic Issue	44
Open Building / Welfare Concern	29
Suspicious Person / Vehicle	26
Theft / Fraud	8
Assault	3
Sex Trafficking	1
Weapons	1
Grand Total	**351**

81%

Calls for Service Jan – July 2023 by Incident Type

Incident Type	Number of Incidents
Noise Complaint / Party / Alcohol / Drugs	58
Open Building / Welfare Concern	19
Parking / Traffic Issue	16
Suspicious Person / Vehicle	7
Weapons	2
Civil Problem / Dispute	1
Grand Total	**103**

90%

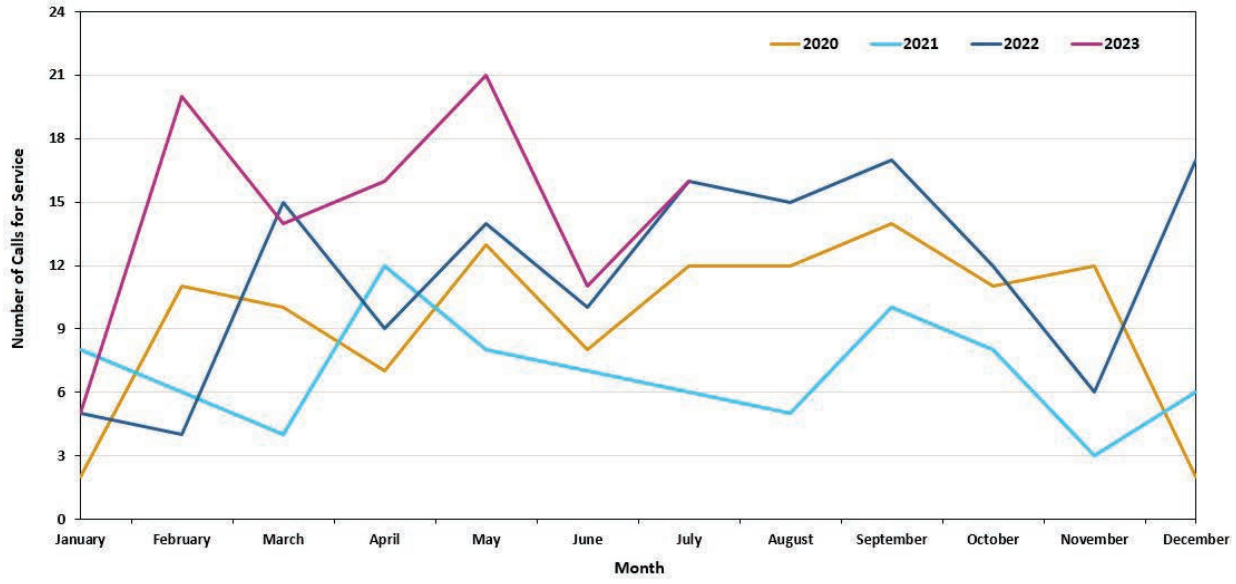
Reported Noise Complaint Incidents January 1, 2020 – December 31, 2022

- There were 10,611 noise complaint incidents reported in Plano
- 159 (1.5%) of these occurred at STR locations

Reported Noise Complaint Incidents January 1, 2023 – July 31, 2023

- There were 2,032 noise complaint incidents reported in Plano
- 42 (2.1%) occurred at STR locations

Calls for Service by Month and Year



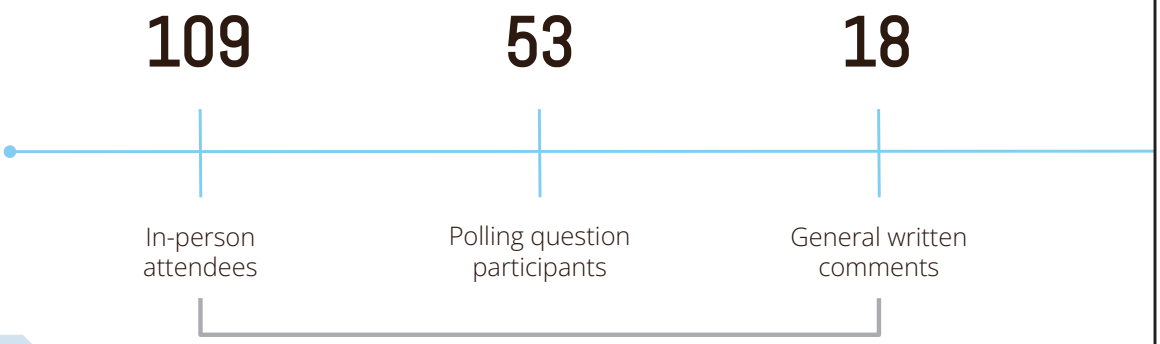
23

OPEN HOUSE REVIEW

Detailed results from the in-person and online Open House

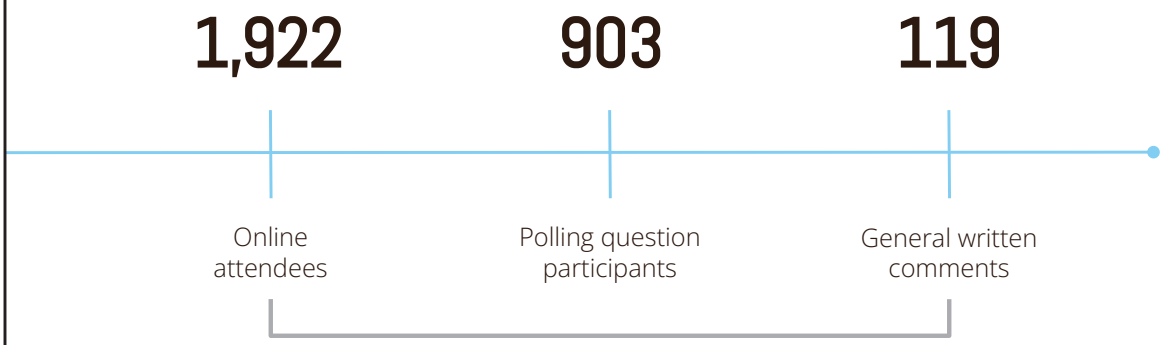


BY THE NUMBERS IN-PERSON OPEN HOUSE



Wednesday, August 23
event1013, 6:00 - 8:00 p.m.

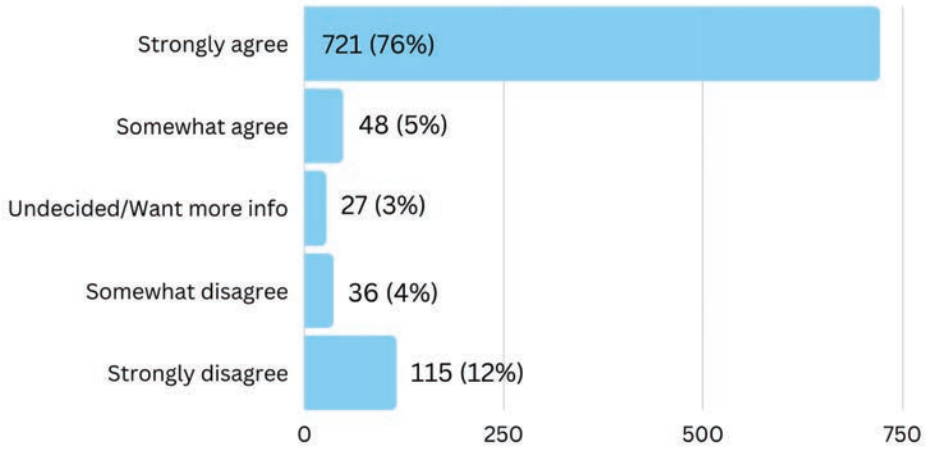
BY THE NUMBERS ONLINE OPEN HOUSE



Wednesday, August 23 - Wednesday, August 30
PlanoSTR.com

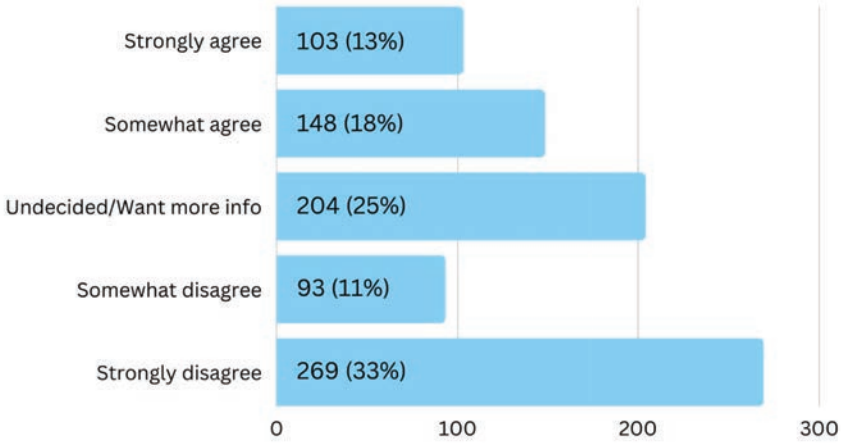
OPEN HOUSE RESULTS QUESTION 1

What do you think about the tentative Task Force finding discussed here — that STRs do affect Plano, and that this effect is "mostly negative."



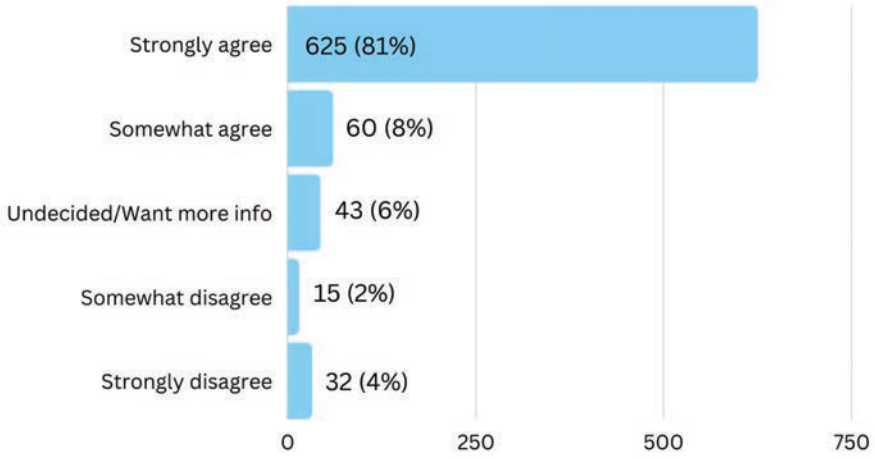
OPEN HOUSE RESULTS QUESTION 2

What do you think about this tentative finding — that STRs might be appropriate in some place(s) in Plano?



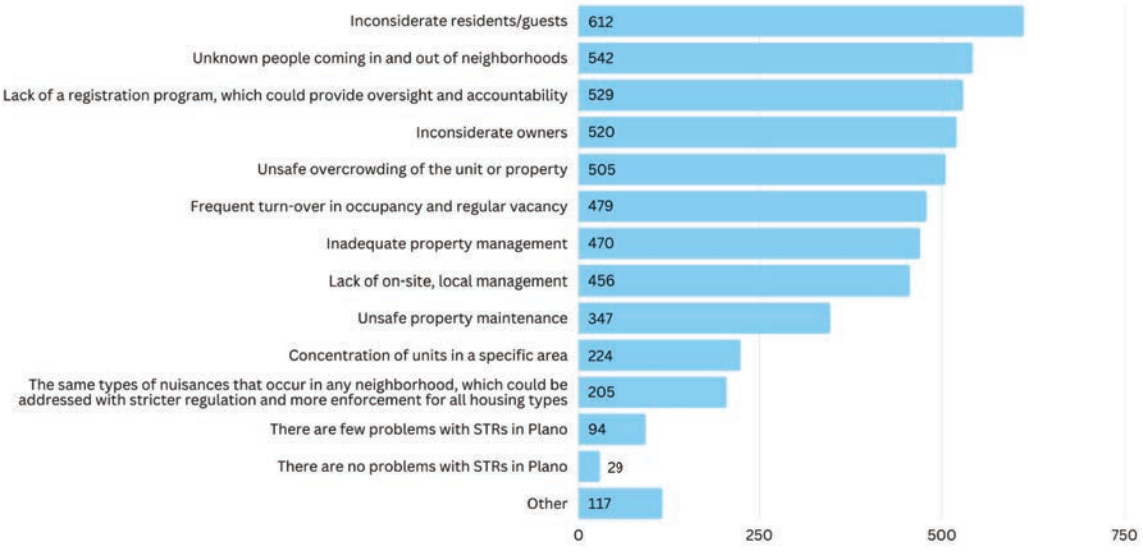
OPEN HOUSE RESULTS QUESTION 3

What do you think about this tentative finding — that comprehensive, permanent regulations are needed to govern STRs?

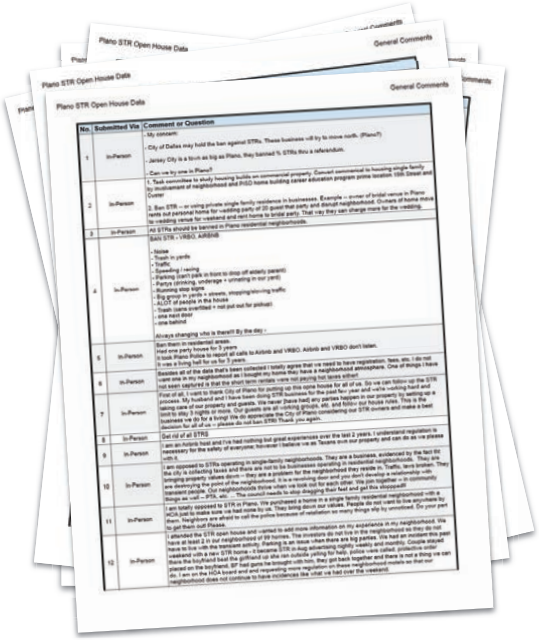


OPEN HOUSE RESULTS QUESTION 4

The problems with short-term rentals in Plano are caused by...



GENERAL COMMENTS





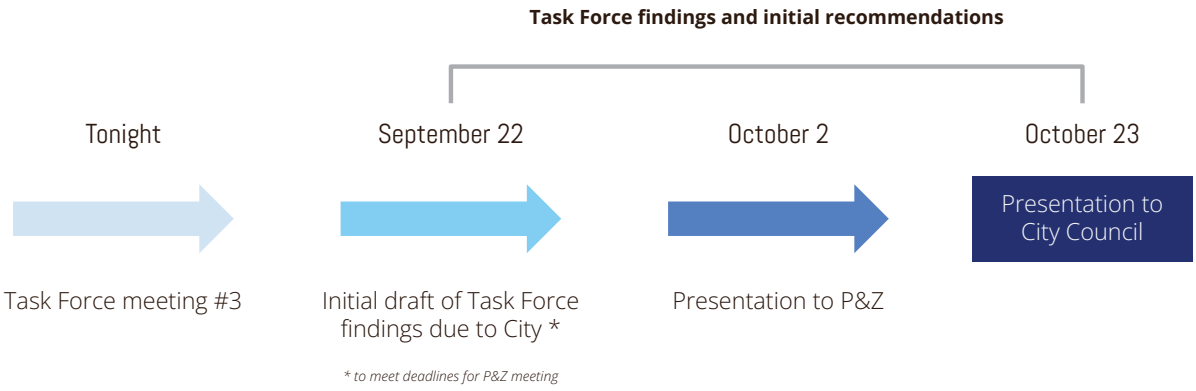
** The terms "Plano" and "STR(s)" have been omitted*

REVIEW STATUS AND FINDINGS

Review of charge, deadlines, and findings from previous meetings



ACTION TONIGHT WILL INFORM NEXT MEETINGS



A REMINDER OF OUR JOB IN PHASE I

Solutions and specific policy recommendations come later

After presentation of initial findings, Task Force will pick its work back up later this year (staff will develop policy recommendations before interim ban expires next spring)

Identify whether there is a problem, and report back findings

Three preliminary findings were identified by Task Force and presented to community at Open House.

Summary of key issues can help give context and depth to findings

Facilitators have prepared draft issues to supplement findings — based on public comments and Task Force discussion

FACILITATED DISCUSSION

Moving toward formal findings and an initial report to City



TONIGHT: DO FINDINGS FROM MEETING #2 STILL STAND?

1

Do STRs affect quality of life in Plano and is that affect negative?

YES. The Task Force has made a tentative finding that STRs *do affect* the quality of life in the city.Task Force members also found that this effect is "*mostly negative*."

2

Are there appropriate places in Plano for STRs?

YES. A majority of Task Force members believe that there could be appropriate places for STRs in Plano. Appropriate locations or zoning districts for STRs could be discussed as the study continues.

3

Are comprehensive, permanent regulations needed?

YES. A majority of the Task Force currently leans in favor of the city developing comprehensive, permanent regulations to govern STRs in Plano.

ALSO TONIGHT: CRITICAL ISSUES THAT FLOW FROM THESE FINDINGS

A

If Task Force finds there are problems or supports initial finding that effects of STRs are "mostly negative," what issues stem from the need for regulation?

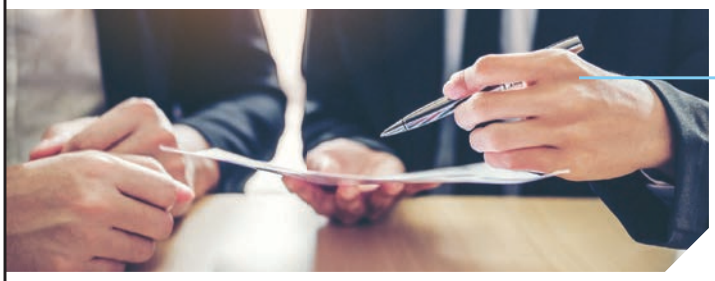
Task Force will consider the draft of key problem issues developed from public comments and Task Force deliberations

B

If Task Force finds there may be appropriate places or circumstances for STRs, what are the key issues to consider?

Task Force will consider the draft of key issues and support from public comments and Task Force deliberations

POSITIONS VS. INTERESTS



POSITION

What people want; or think they want; as an outcome

INTEREST

The underlying reasons why demands are important to you



POSITIONS VS. INTERESTS



POSITIONS VS. INTERESTS

1

WHAT'S NEGOTIABLE

Positions are negotiable; interests are not.

2

WHERE TO FOCUS

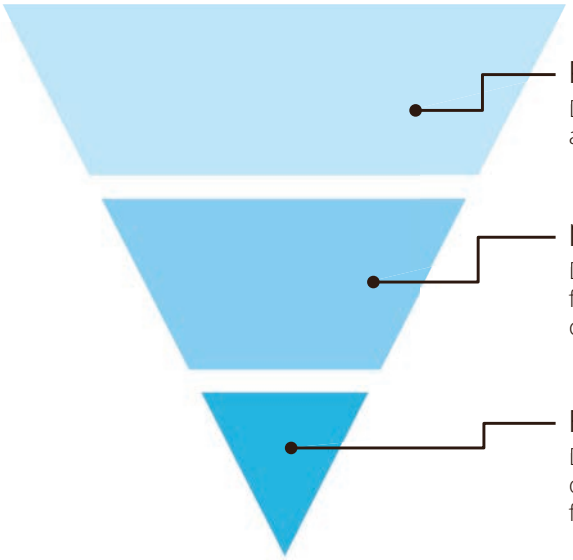
Focusing solely on positions can lead to the underlying interests going unsatisfied

3

FINDING COMMON GROUND

Common ground is discovered when focus is on interest — the *why* of your position

TONIGHT'S DISCUSSION AND PATH FORWARD



PRELIMINARY FINDINGS
Discussion around problem identification and findings

NEW DATA
Discuss whether and how new information from Open House and City presentations change (or confirm) earlier group consensus

FINAL REPORT
Discuss what to report regarding identification of problems / challenges that STRs may pose for Plano

PRELIMINARY FINDING 1 TASK FORCE AND PUBLIC SEEM IN ALIGNMENT

Do STRs affect quality of life in Plano?

The Task Force has made a tentative finding that STRs *do affect* the quality of life in the city. Task Force members also found that this effect is "*mostly negative*."

TASK FORCE

Yes: 71%

Need more information: 29%

OPEN HOUSE

Strongly agree: 76%

Somewhat agree: 5%

Undecided / more info: 3%

Somewhat disagree: 4%

Strongly disagree: 12%

FINDING 1: INFORMAL POLLING FOR CONSENSUS

STRs do affect the quality of life in Plano and this effect is "mostly negative."

IS THERE CONSENSUS?

Has the Task Force reached general consensus or agreement on Finding 1?

CELL PHONE POLLING ON FINDING 1

* IF NEEDED



01

Grab your phone



02

Go to www.menti.com



03

Enter the code:
4755 8187

PRELIMINARY FINDING 2 SOME AGREEMENT, MIXED RESULTS

Are there appropriate places in Plano for STRs?

A majority of Task Force members believe that there *could be* appropriate places for STRs in Plano. Appropriate locations or zoning districts for STRs could be discussed as the study continues.

TASK FORCE

Yes: 57%

No: 10%

Undecided: 33%

OPEN HOUSE

Strongly agree: 13%

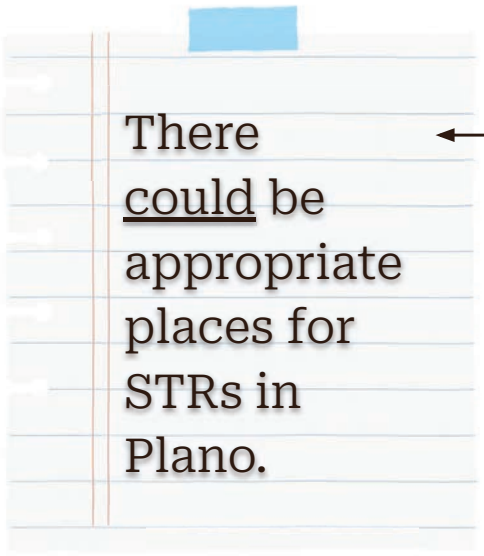
Somewhat agree: 18%

Undecided / more info: 25%

Somewhat disagree: 11%

Strongly disagree: 33%

FINDING 2: INFORMAL POLLING FOR CONSENSUS



IS THERE CONSENSUS?

Has the Task Force reached general consensus or agreement on Finding 2?

CELL PHONE POLLING ON FINDING 2
* IF NEEDED



01

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02

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03

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PRELIMINARY FINDING 3 STRONG AGREEMENT FROM OPEN HOUSE

Are comprehensive, permanent regulations needed?

A majority of the Task Force currently leans in favor of the city developing comprehensive, permanent regulations to govern STRs in Plano.

TASK FORCE

Agree: 90%

Disagree: 0%

Need more info: 10%

OPEN HOUSE

Strongly agree: 81%

Somewhat agree: 8%

Undecided / more info: 6%

Somewhat disagree: 2%

Strongly disagree: 4%

FINDING 3: INFORMAL POLLING FOR CONSENSUS

The city should develop comprehensive, permanent regulations to govern STRs in Plano.

IS THERE CONSENSUS?

Has the Task Force reached general consensus or agreement on Finding 3?

CELL PHONE POLLING ON FINDING 3

* IF NEEDED



01

Grab your phone



02

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Enter the code:
4755 8187

NOW: CRITICAL ISSUES THAT FLOW FROM THESE FINDINGS

A

If Task Force finds there are problems or supports initial finding that effects of STRs are "mostly negative," what issues stem from the need for regulation?

Task Force will consider the draft of key problems or issues developed from public comments and Task Force deliberations

B

If Task Force finds there may be appropriate places or circumstances for STRs, what are the key issues to consider?

Task Force will consider the draft of key issues and support from public comments and Task Force deliberations

CRITICAL ISSUES THAT FLOW FROM FINDINGS 1 AND 3

The Facilitation Team drafted this set of issues from Open House comments, the Community Survey, and conversations in the Task Force meetings.

A. Inconsiderate owners, users, and guests currently take advantage of lack of regulations

B. Lack of strong management / lack of on-site management can make neighbor-to-neighbor discussions challenging at best

C. Effect on neighborhood character, including unknown people coming in and out of neighborhoods, frequent vacancies and turnover

D. Unsafe conditions and/or overcrowding of the property and obnoxious uses, such as late-night parties (noise)

E. Incidences of unsafe use of firearms and use of properties for illegal activities, even if relatively rare, contribute to broader concerns and fears for neighborhood safety and character

F. Lack of a registration program limits enforcement

CRITICAL ISSUES FROM FINDINGS 1-3 ITEMS A - D

Items A - D are identified in Question 4 in the Open House. Each issue below had more than 50% support.

A. Inconsiderate owners, users, and guests currently take advantage of lack of regulations

B. Lack of strong management / lack of on-site management can make neighbor-to-neighbor discussions challenging at best

C. Effect on neighborhood character, including unknown people coming in and out of neighborhoods, frequent vacancies and turnover

D. Unsafe conditions and/or overcrowding of the property and obnoxious uses, such as late-night parties (noises)

ISSUES IDENTIFIED	%
Inconsiderate guests	78%
Unknown people	69%
Lack of registration	67%
Inconsiderate owners	66%
Unsafe overcrowding	64%
Frequent turnover	61%
Inadequate management	60%
Lack of management	58%
Unsafe maintenance	44%
Concentration of units	28%
Nuisances	26%
Few or no problems w/ STRs	16%
Other	15%

CRITICAL ISSUES FROM FINDINGS 1-3 ITEMS A - D

Items A - D are identified in Question 4 in the Open House. Each issue below had more than 50% support.

A. Inconsiderate owners, users, and guests currently take advantage of lack of regulations

B. Lack of strong management / lack of on-site management can make neighbor-to-neighbor discussions challenging at best

C. Effect on neighborhood character, including unknown people coming in and out of neighborhoods, frequent vacancies and turnover

D. Unsafe conditions and/or overcrowding of the property and obnoxious uses, such as late-night parties (noise)

ISSUES IDENTIFIED % Inconsiderate guests 78% Unknown people 69% Lack of registration 67% Inconsiderate owners 66% Unsafe overcrowding 64% Frequent turnover 61% Inadequate management 60% Lack of management 58% Unsafe maintenance 44% Concentration of units 28% Nuisances 26% Few or no problems w/ STRs 16% Other 15%

CRITICAL ISSUES FROM FINDINGS 1-3
ITEMS E AND F

neighbors are afraid to call the police because of retaliation so many things slip by unnoticed.

Items E and F are identified by respondents in the community survey, general comments in the Open House, and Task Force discussion.

E. Incidences of unsafe use of firearms and use of properties for illegal activities, even if relatively rare, contribute to broader concerns and fears for neighborhood safety and character

F. Lack of a registration program limits enforcement

"There was a shooting at the STR on our street Spring 2023 resulting in a stray bullet entering our neighbor's front window... My youngest son sleeps with 5-6 blankets on his bed covering him as a result of this shooting on our street."

Had One Party house for 3 years
It took Plano Police to Report all calls
TO AIRBNB & VRBO

TO RECAP: CRITICAL ISSUES THAT FLOW FROM FINDINGS 1 AND 3

The Facilitation Team drafted this set of issues from Open House comments, the Community Survey, and conversations in the Task Force meetings.

A. Inconsiderate owners, users, and guests currently take advantage of lack of regulations

B. Lack of strong management / lack of on-site management can make neighbor-to-neighbor discussions challenging at best

C. Effect on neighborhood character, including unknown people coming in and out of neighborhoods, frequent vacancies and turnover

D. Unsafe conditions and/or overcrowding of the property and obnoxious uses, such as late-night parties (noise)

E. Incidences of unsafe use of firearms and use of properties for illegal activities, even if relatively rare, contribute to broader concerns and fears for neighborhood safety and character

F. Lack of a registration program limits enforcement

CONSENSUS: CRITICAL ISSUES THAT FLOW FROM FINDINGS 1 AND 3

The set of issues outlined represents Task Force sentiment

IS THERE CONSENSUS?

Has the Task Force reached general consensus or agreement on critical issues that flow from Findings 1 and 3?

CELL PHONE POLLING ON ISSUES THAT FLOW FROM FINDINGS 1 AND 3

* IF NEEDED



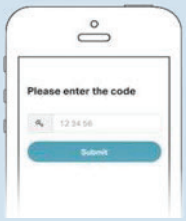
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CONSIDERATIONS THAT FLOW FROM AND INFORM FINDING 2

Though there is strong sentiment that STRs overall have a mostly negative effect under current circumstances, there is some support for STRs — particularly in certain places and/or with limits and regulations in place. These considerations should be taken into account when drafting final rules.

A. The strongest concerns and problems voiced at the Task Force meetings and at the Open House focused on single-family residential neighborhoods

B. A small number of STRs appear to be responsible for a disproportionate number of complaints

C. Responsible local owners and operators appear supportive of regulation

D. Some local families and businesses derive significant income from STRs

E. STRs provide options for lodging that some visitors and local residents find useful for tourism or hosting out of town family and friends

F. STRs generate local HOT revenue and sales tax, though the net economic effects of STRs is debatable and hard to reflect precisely

G. Some Plano residents see regulations, especially a ban without exception, as infringements on property rights and personal liberty

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G. Some Plano residents see regulations, especially a ban without exception, as infringements on property rights and personal liberty

"I am opposed to STRs operating in single-family neighborhoods... They are bringing property values down -- they are a problem for the neighborhood they reside in."

CONSIDERATIONS THAT FLOW FROM AND INFORM FINDING 2

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This is the business we do for living!

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"I am not sure where I stand on this issue. On one hand, I am a Texan and a Conservative Republican, so I believe in private property rights..."

CONSIDERATIONS THAT FLOW FROM AND INFORM FINDING 2

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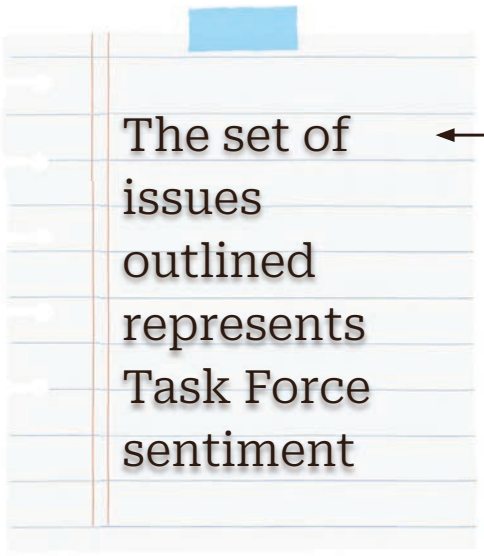
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CONSENSUS: CONSIDERATIONS THAT FLOW FROM FINDING 2



IS THERE CONSENSUS?

Has the Task Force reached general consensus or agreement on these considerations that flow from and inform Finding 2?

CELL PHONE POLLING ON CONSIDERATIONS THAT FLOW FROM FINDING 2

* IF NEEDED



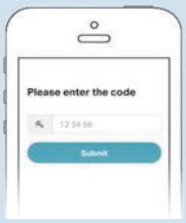
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FINAL CONSENSUS AND/OR POLLING

Consensus on Findings for initial report



FINAL DECISIONS FOR PHASE I

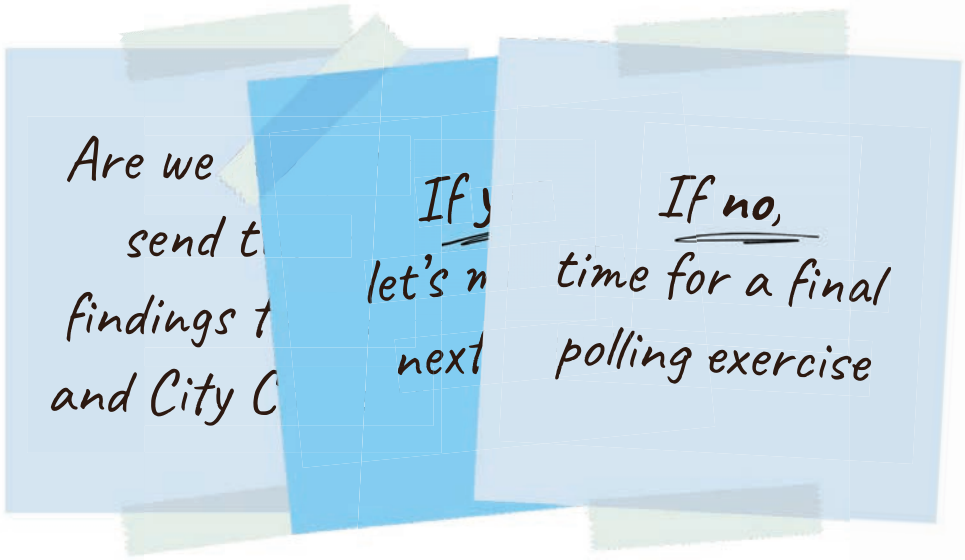
Are we ready to send these findings to P&Z and City Council?

FINAL DECISIONS FOR PHASE I

Are we
send t
findings t
and City C

If yes, let's move to next steps

FINAL DECISIONS FOR PHASE I



POLLING EXERCISE



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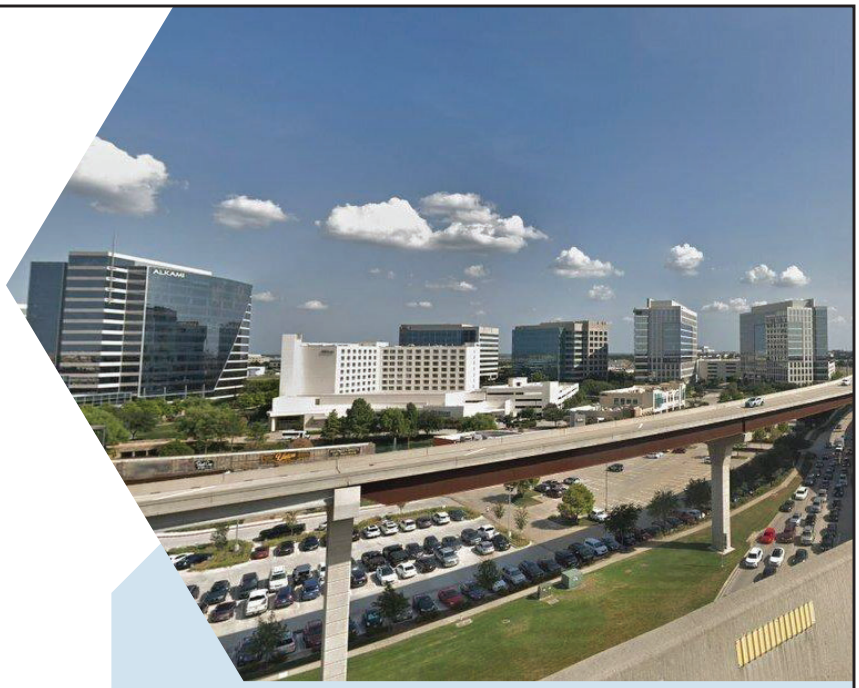


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NEXT STEPS

Review of report to City, next meeting and closing remarks



THANK YOU

Questions? Don't hesitate to ask!

Jeff Barton, AICP
jeff@gapstrategies.com

Kara Bishop Buffington
kara@gapstrategies.com

Gap Strategies

APPENDIX D

Appendix D

Community Survey Report

June 12, 2023

CITY OF PLANO

SHORT-TERM RENTAL STUDY

COMMUNITY SURVEY

Survey Report · June 12, 2023

Presented by Gap Strategies

CONTENTS

01.
Background and Objective

02.
Methodology

04.
Data and Security

05.
Survey Analytics

07.
Responses

28.
Key Insights

30.
Appendix

BACKGROUND AND OBJECTIVE

The survey was primarily hosted online at the project website, PlanoSTR.com, and ran from April 17 - May 17, 2023. There were 6,109 respondents.

In the spring of 2023, the City of Plano put a survey into the field to solicit thoughts and opinions from residents on short-term rentals. The survey was available online and in paper copy in multiple languages.

6,109 surveys were received. The survey report will be provided to the Short-Term Rental Task Force, the Planning & Zoning Commission, and City Council to help inform their recommendations.



METHODOLOGY

In order to create a set of reliable and useful data with meaningful insights, the project team employed different strategies and outreach methods.

Highlights of those methods and tactics are outlined below.

01

Target Population

The survey was designed to solicit the thoughts and opinions of Plano residents and stakeholders in the City of Plano around short-term rentals.

02

Survey Timing

To help give the Task Force, Planning & Zoning Commission, and City Council information to assist in their potential recommendations, the project team put the survey into the field well in advance of the first meeting of the Task Force.

03

Data Collection

Survey responses were primarily collected online at PlanoSTR.com. Paper copies were available for residents to complete at several locations.

04

Langauges

The survey was available in Spanish via direct translation on PlanoSTR.com. It was also available in 131 other languages via Google Translate.

05

Accessibility

The survey was designed for all users, including citizens with disabilities that require the use of assistive technologies -- such as screen reading software. The online survey was also designed to be mobile-responsive so that respondents could participate via computer or smartphone.

06

Outreach

The City of Plano staff assisted in outreach with social media posts, the city's newsletters, and signs along trails and key locations to advertise the survey.

07

Randomization

To prevent bias and improve the accuracy of data collected, the order of online survey -- both questions and answers -- were randomized for respondents. This improves data quality and helps collect honest answers from participants.

There are two exceptions to this: demographic questions were grouped at the end of the survey and questions 9, 10, and 11 were linked together so that respondents could answer those sequentially.

For those that responded via paper copy, the questions were ordered exactly as they appear in this report.

DATA AND SECURITY

While no survey is 100% foolproof, the project team utilized fraud detection software to flag responses that appeared to be coming from bots, detect duplicate submissions, filter "speeders," and capture IP addresses and other metadata to assess respondents' locations. After filtering and analyzing the data thoroughly, no survey responses were determined to be false.

Technique Used	What it Does	Outcome
Time and speed detection	Software that detects how long it takes respondents to complete the survey	• Looked for "speeders" and filtered those responses. A manual review of these responses determined that none were false.
Bot detection	Software designed to detect potential bots	• Looked for duplicate responses. None determined to be from bots.
IP address tracking and broad geo-fencing	Tracks IP addresses and where they're located	• No results were determined to be false or from outside of the Plano area.

SURVEY ANALYTICS

The survey was primarily hosted online at the project website, PlanoSTR.com, and ran from April 17 - May 17, 2023.



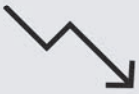
Unique visitors vs. participants

During the same period (April 17 - May 17, 2023), the project website had 8.9 thousand unique visitors.



Most participated online

99.8% of respondents answered the survey online, but paper copies were available. 65% participated via smartphone or tablet.



Drop-off rates

The project team only saw significant skipping of several demographic questions that asked respondents to describe themselves or where they lived. This is something we see commonly in self-governed surveys.



Completion times

Of the 6,109 survey respondents, the average participant took 7 minutes and 45 seconds to complete the community survey.

When people participated

We saw the largest jump in respondents shortly after the survey was live and once the city initially began promotion. *See Chart A below.*

Matching the population

Since this survey was self-reported, the population of the study does not statistically match the population of Plano overall. *See Chart B below.*

Chart A: Survey Participation by Date

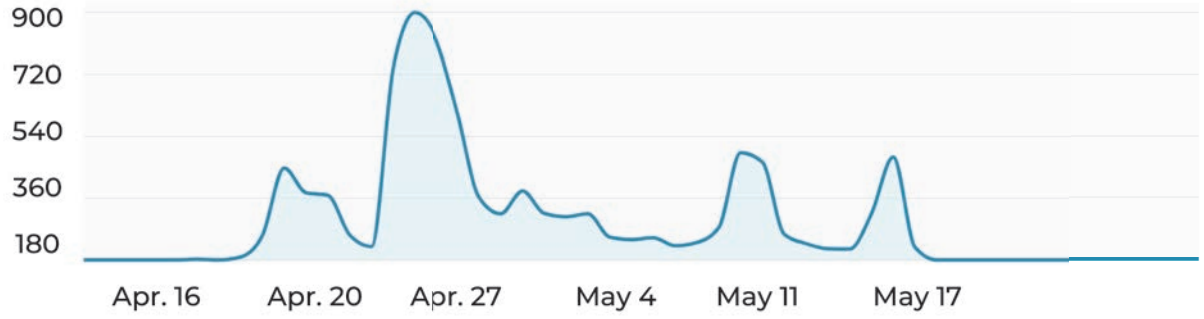


Chart B: Survey Respondents by Age vs. Plano Population

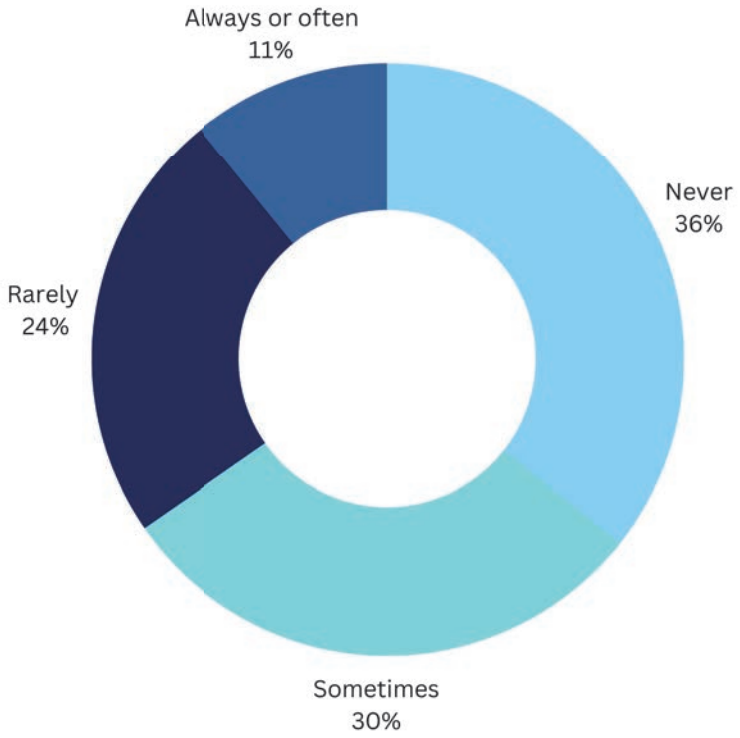
Age Range	STR Study Survey Respondents	City of Plano Population
65+	29%	13%
55-64	24%	13%
45-54	20%	14%
35-44	18%	15%
25-34	7%	14%
18-24	1%	8%
0-18	0%	23%

Data source: 2021 ACS

RESPONSES

QUESTION 1

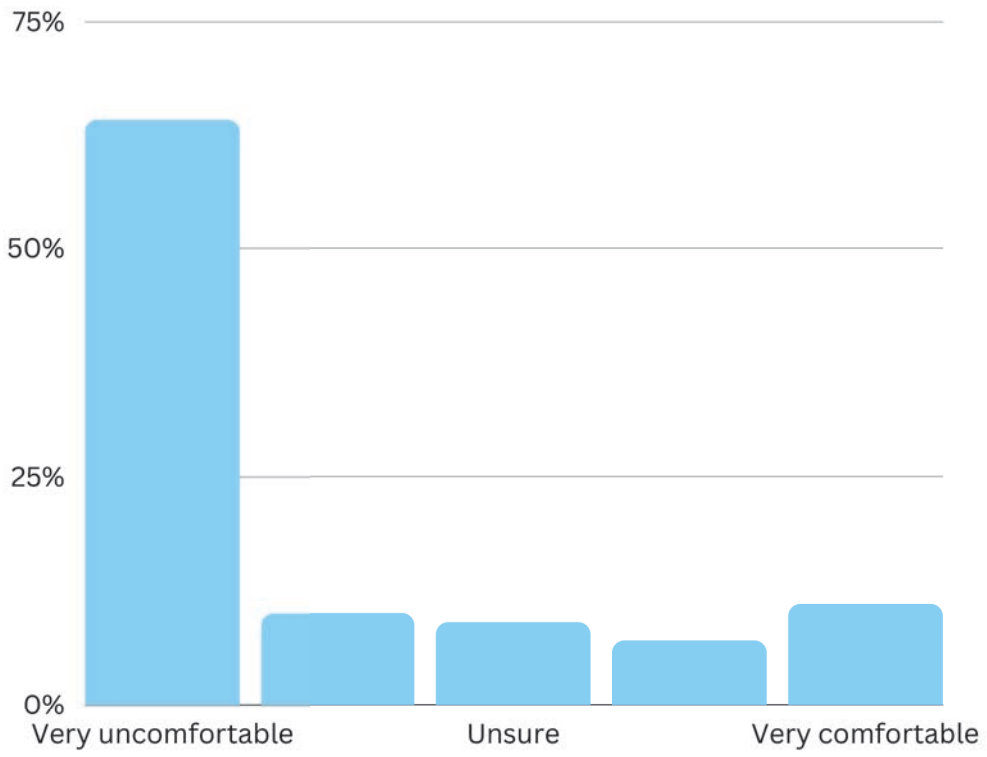
When you're traveling, do you use short-term rentals?



Question 1:	When you're traveling, do you use short-term rentals?	Percentage	Respondents
	Never	36%	2,187
	Sometimes	30%	1,838
	Rarely	24%	1,441
	Always or often	11%	641
	Totals	100%	6,107

QUESTION 2

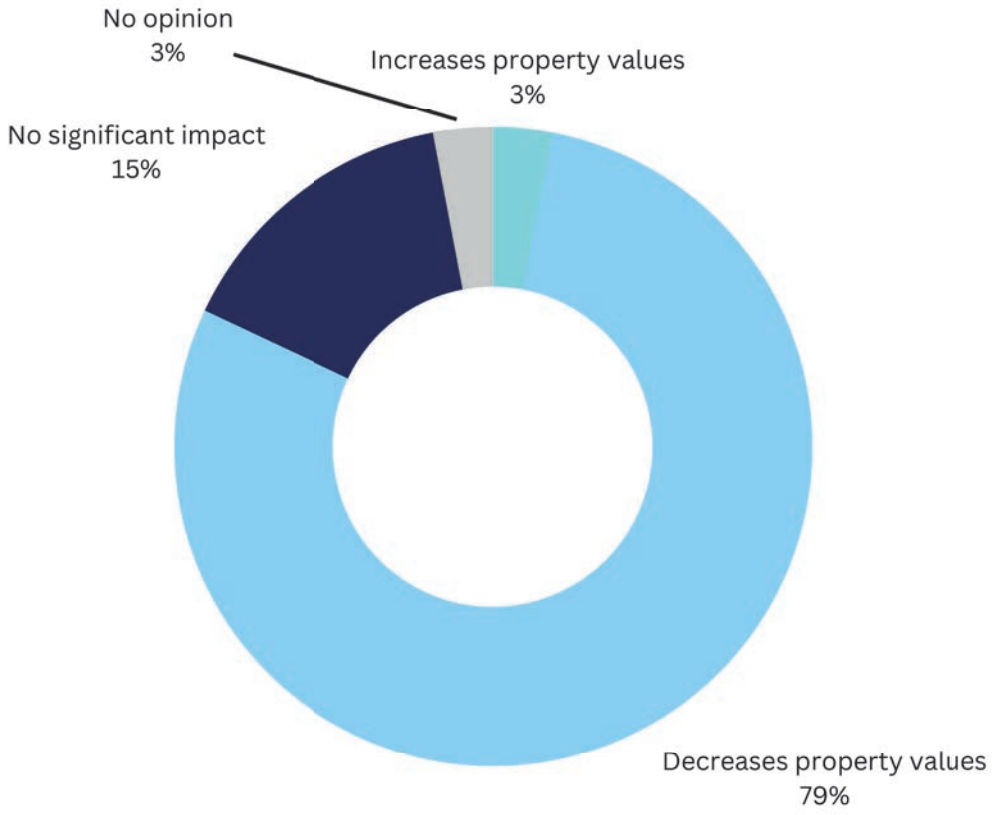
How would you feel having a short-term rental(s) on your block?



Question 2:	How would you feel having a short-term rental(s) on your block?	Percentage	Respondents
	1 - Very uncomfortable	64%	3,891
	2 - Moderately uncomfortable	10%	623
	3 - Unsure	9%	531
	4 - Moderately comfortable	7%	403
	5 - Very comfortable	11%	659
	Totals	100%	6,107

QUESTION 3

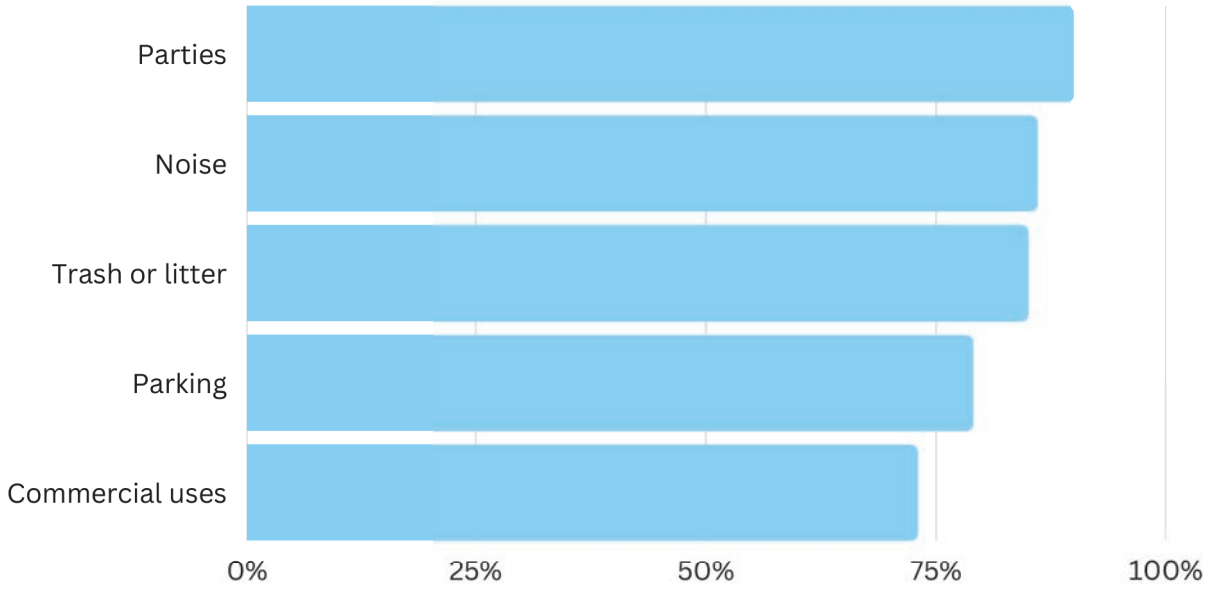
How do you think living next to or near a short-term rental affects property values?



Question 3:	How do you think living next to or near a short-term rental affects property values?	Percentage	Respondents
	Increases property values	3%	189
	Decreases property values	79%	4,813
	No significant impact / neutral	15%	910
	No opinion	3%	195
	Totals	100%	6,107

QUESTION 4

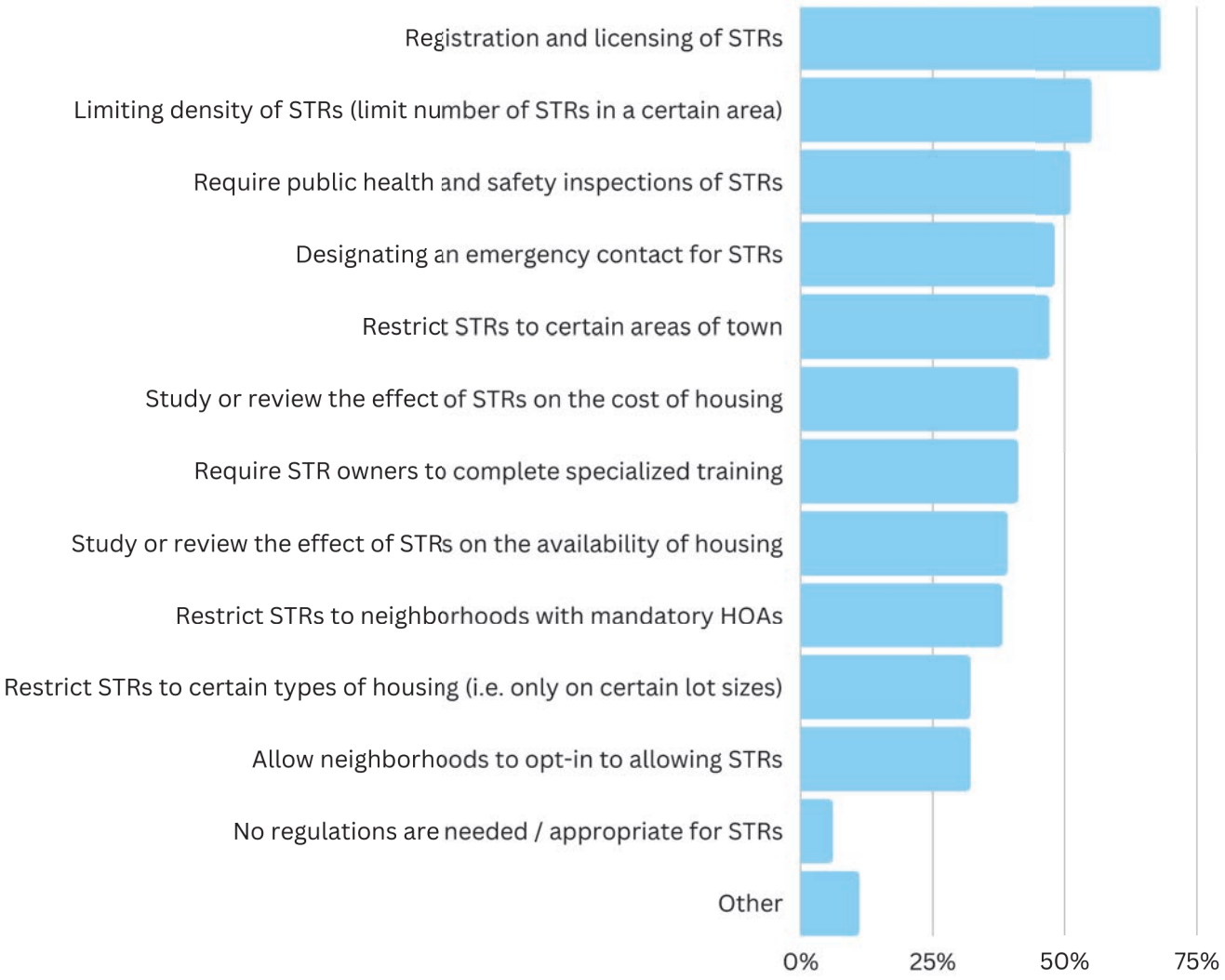
Nuisances at short term rentals would be treated the same as all other types of housing. With that in mind, should the City further address the following concerns?



Question 4:	Nuisances at short term rentals would be treated the same as all other types of housing. With that in mind, should the City further address the following concerns? *Respondents were asked to select all that apply.*	Percentage	Responses
	Noise	86%	5,259
	Trash or litter	85%	5,174
	Parking	79%	4,838
	Parties	90%	5,510
	Commercial uses (i.e. event venue or film set)	73%	4,502
	Totals	414%	25,283
	Number of Respondents to Question 4:		6,095

QUESTION 5

Which of the following do you think would be beneficial?



QUESTION 5, CONT.

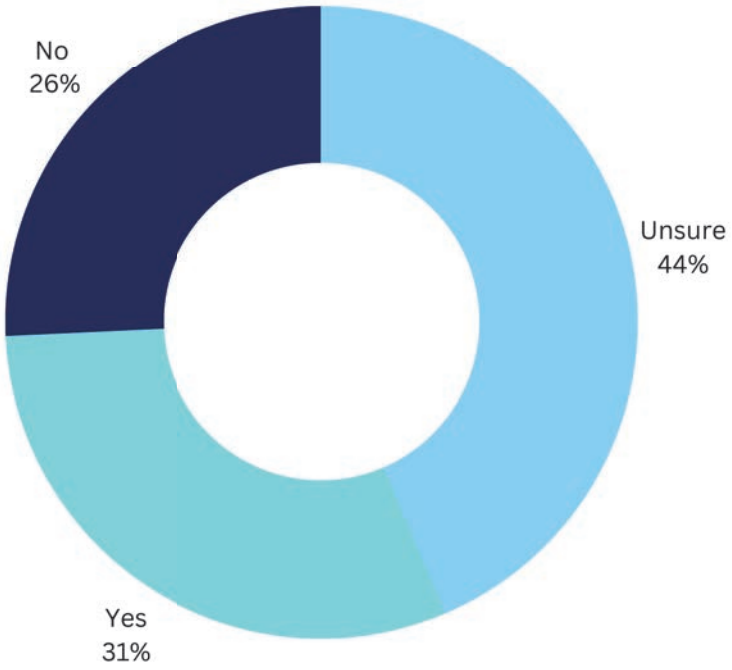
Which of the following do you think would be beneficial?

Question 5:	Which of the following do you think would be beneficial? *Respondents were asked to select all that apply.*	Percentage	Responses
	Registration and licensing of STRs	68%	4,178
	Limiting density of STRs (limit number of STRs in a certain area)	55%	3,329
	Require public health and safety inspections of STRs	51%	3,091
	Designating an emergency contact for STRs	48%	2,920
	Restrict STRs to certain areas of town	47%	2,877
	Study or review the effect of STRs on the cost of housing for permanent residents	41%	2,516
	Require STR owners to complete specialized training	41%	2,492
	Study or review the effect of STRs on the availability of housing for permanent residents	39%	2,388
	Restrict STRs to neighborhoods with mandatory Homeowners Associations, which could regulate STRs at the neighborhood level	38%	2,339
	Restrict STRs to certain types of housing (i.e. only on certain lot sizes)	32%	1,942
	Allow neighborhoods to opt-in to allowing STRs	32%	1,930
	No regulations are needed / appropriate for STRs	6%	342
	Other	11%	653
	Totals	508%	30,997
	Number of Respondents to Question 5:		6,102

Note: *Of those that answered "other," 434 chose to write in a short answer response. Those responses, and the short answer responses in subsequent questions, are in the appendix at the end of this report.*

QUESTION 6

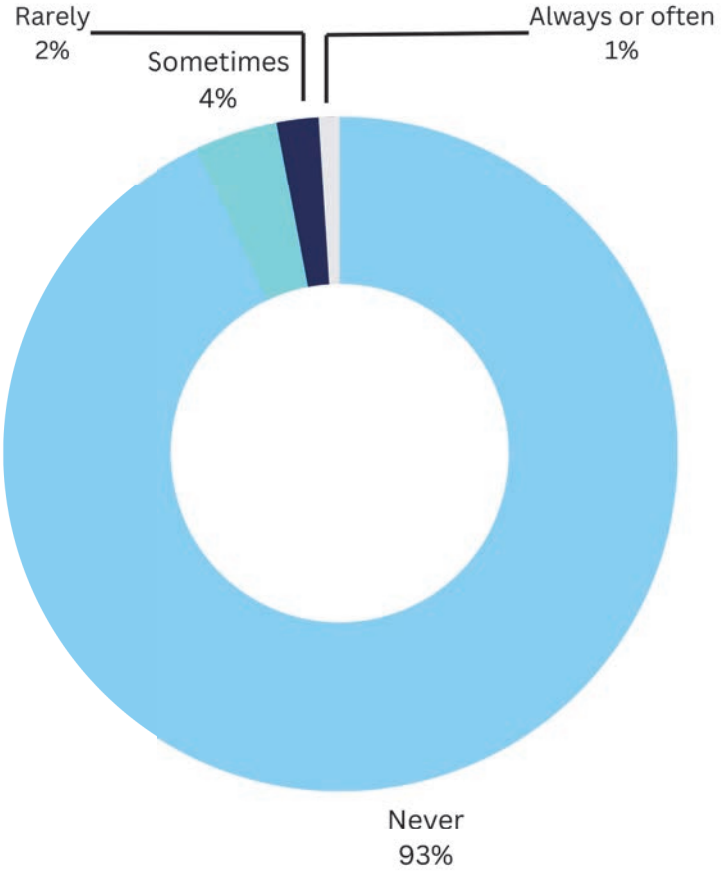
Do you currently live near a short-term rental?



Question 6:	Do you currently live near a short-term rental?	Percentage	Respondents
	Unsure	44%	2,663
	Yes	31%	1,869
	No	26%	1,576
	Totals	100%	6,108

QUESTION 7

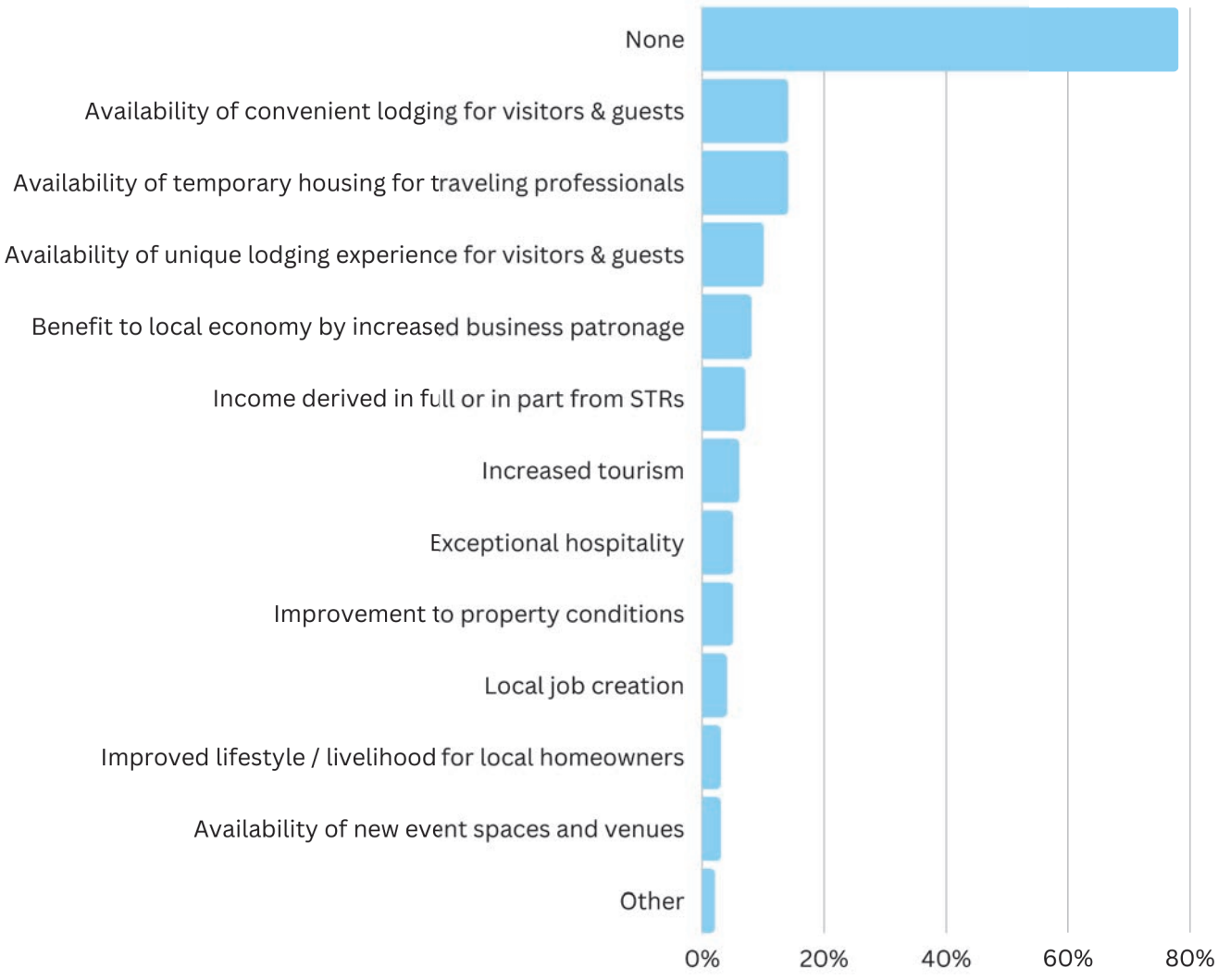
Do you advertise property for short-term rentals?



Question 7:	Do you advertise property for short-term rentals?	Percentage	Respondents
	Never	93%	5,681
	Sometimes	4%	226
	Rarely	2%	122
	Always or often	1%	73
	Totals	100%	6,102

QUESTION 8

Have you personally experienced or witnessed any of the following benefits associated with short-term rentals in Plano?



QUESTION 8, CONT.

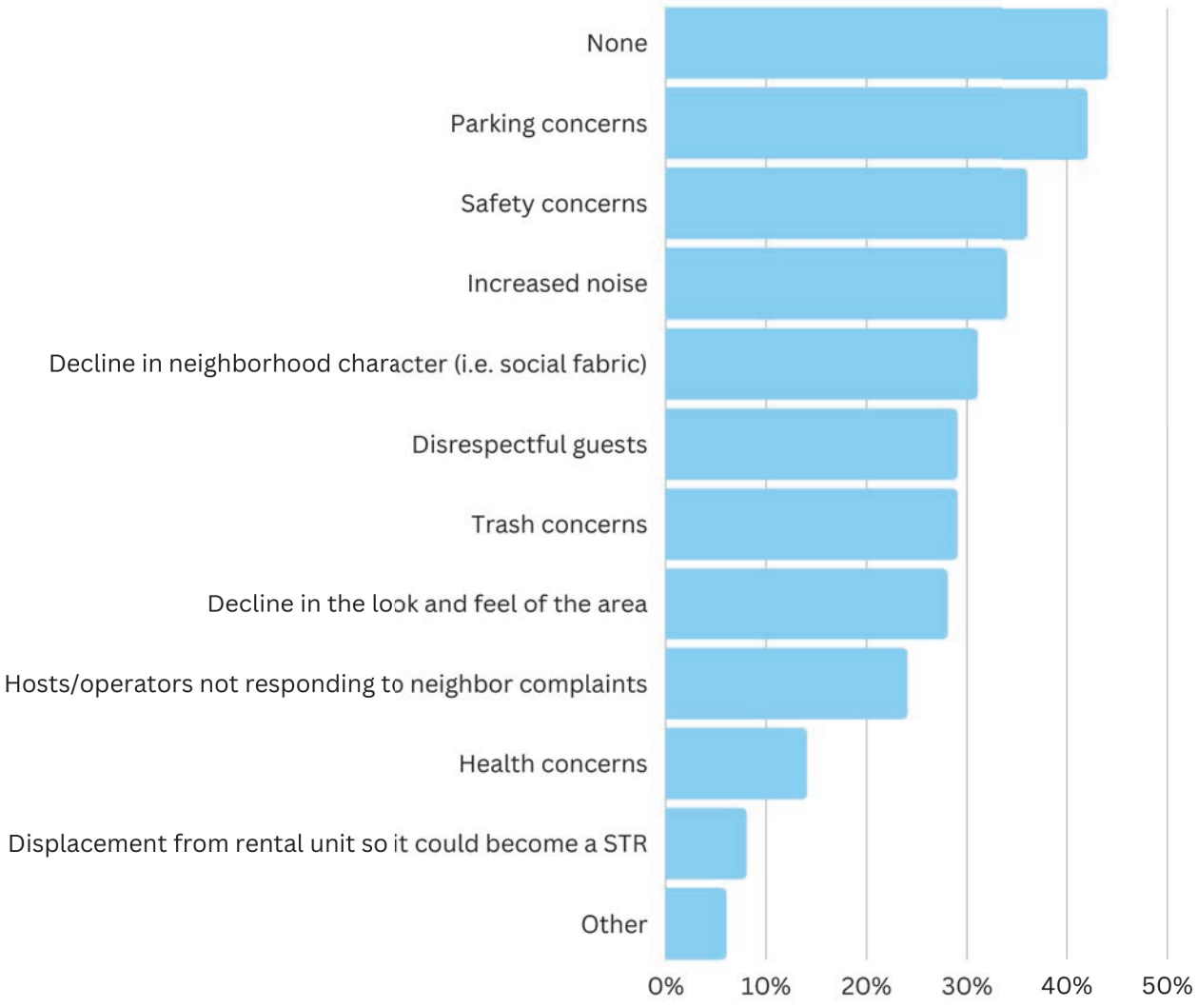
Have you personally experienced or witnessed any of the following benefits associated with short-term rentals in Plano?

Question 8:	Have you personally experienced or witnessed any of the following benefits associated with short-term rentals in Plano? *Respondents were asked to select all that apply.*	Percentage	Responses
	None	78%	4,765
	Availability of convenient lodging for visitors & guests	14%	849
	Availability of temporary housing for remote, seasonal, or traveling professionals	14%	830
	Availability of unique lodging experience for visitors & guests	10%	610
	Benefit to local economy by increased business patronage	8%	464
	Income derived in full or in part from STRs	7%	415
	Increased tourism	6%	378
	Exceptional hospitality	5%	323
	Improvement to property conditions	5%	323
	Local job creation	4%	262
	Improved lifestyle / livelihood for local homeowners	3%	207
	Availability of new event spaces and venues	3%	152
	Other	2%	140
	Totals	159%	9,718
	Number of Respondents to Question 8:		6,105

Note: *Of those that answered "other," 434 chose to write in a short answer response. Those responses, and the short answer responses in a subsequent questions, are in the appendix at the end of this report.*

QUESTION 9

Have you personally experienced any of the following challenges that you attribute to short-term rentals in Plano?



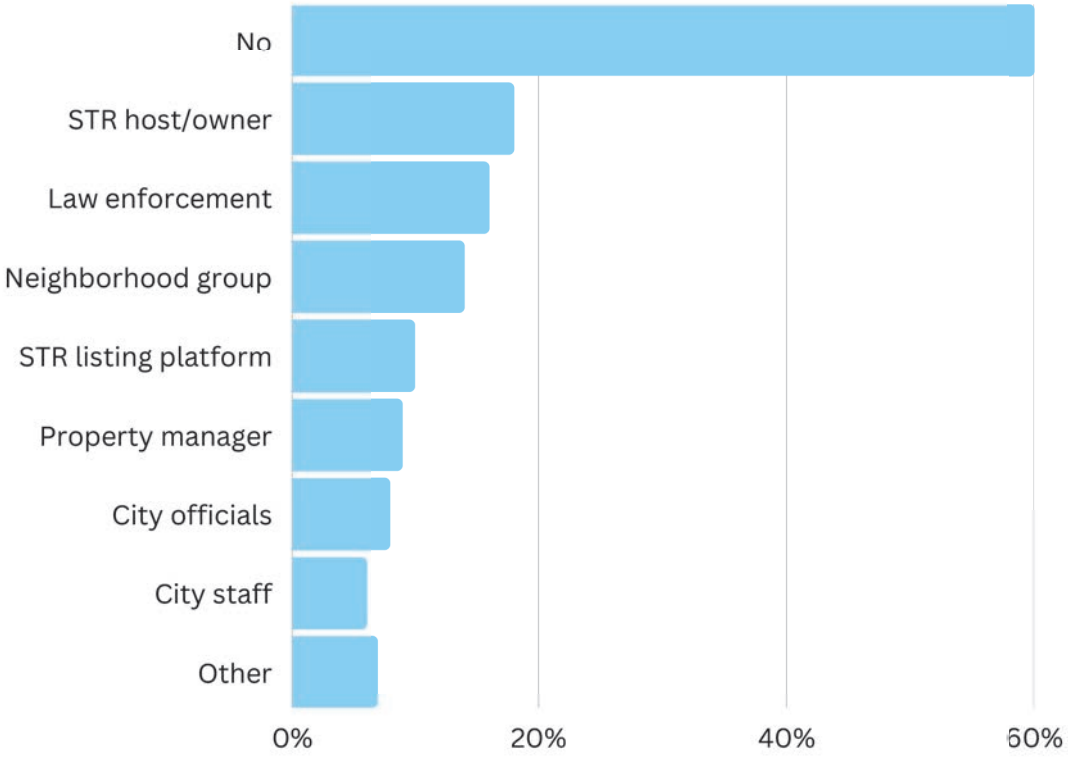
QUESTION 9, CONT.

Have you personally experienced any of the following challenges that you attribute to short-term rentals in Plano?

Question 9:	Have you personally experienced any of the following challenges that you attribute to short-term rentals in Plano? *Respondents were asked to select all that apply.*	Percentage	Responses
	None	44%	2,700
	Parking concerns	42%	2,565
	Safety concerns	36%	2,211
	Increased noise	34%	2,064
	Decline in neighborhood character (i.e. social fabric)	31%	1,899
	Disrespectful guests	29%	1,777
	Trash concerns	29%	1,765
	Decline in the look and feel of the area	28%	1,686
	Hosts/operators not responding to neighbor complaints	24%	1,478
	Health concerns	14%	836
	Displacement from rental unit so it could become a STR	8%	513
	Other	6%	335
	Totals	325%	19,829
	Number of Respondents to Question 9:		6,109

QUESTION 10

If you've personally experienced issues with a short-term rental, did you seek resolution from any of the following sources?

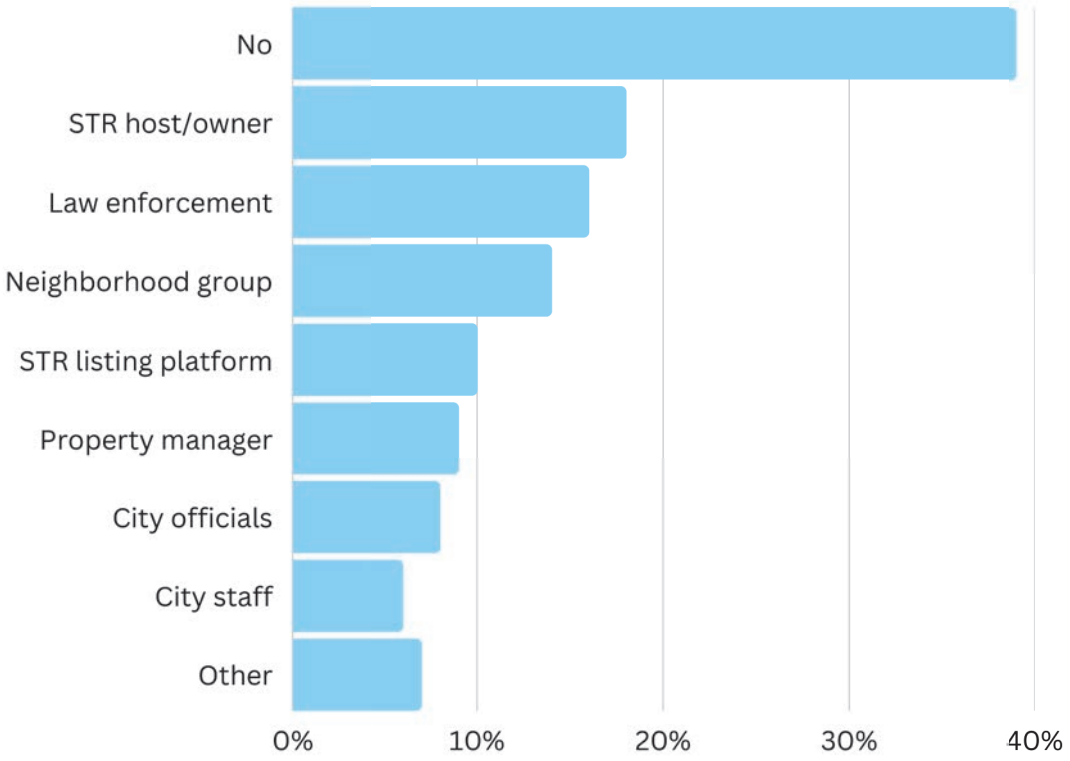


Question 10:	If you've personally experienced issues with a short-term rental, did you seek resolution from any of the following sources? *Respondents were asked to select all that apply.*	Percentage	Responses
	No	60%	3,634
	STR host/owner	18%	1,105
	Law enforcement	16%	977
	Neighborhood group	14%	861
	STR listing platform (VRBO, Airbnb, etc.)	10%	617
	Property manager	9%	519
	City officials (city council, planning and zoning commission members)	8%	513
	City staff	6%	378
	Other	7%	403
	Totals	148%	9,007
	Number of Respondents to Question 10:		5,021

QUESTION 10, INSERT

You'll find more cross-tabulated answers in the "Key Insights" section of the report, but we're inserting one insight here for added clarity.

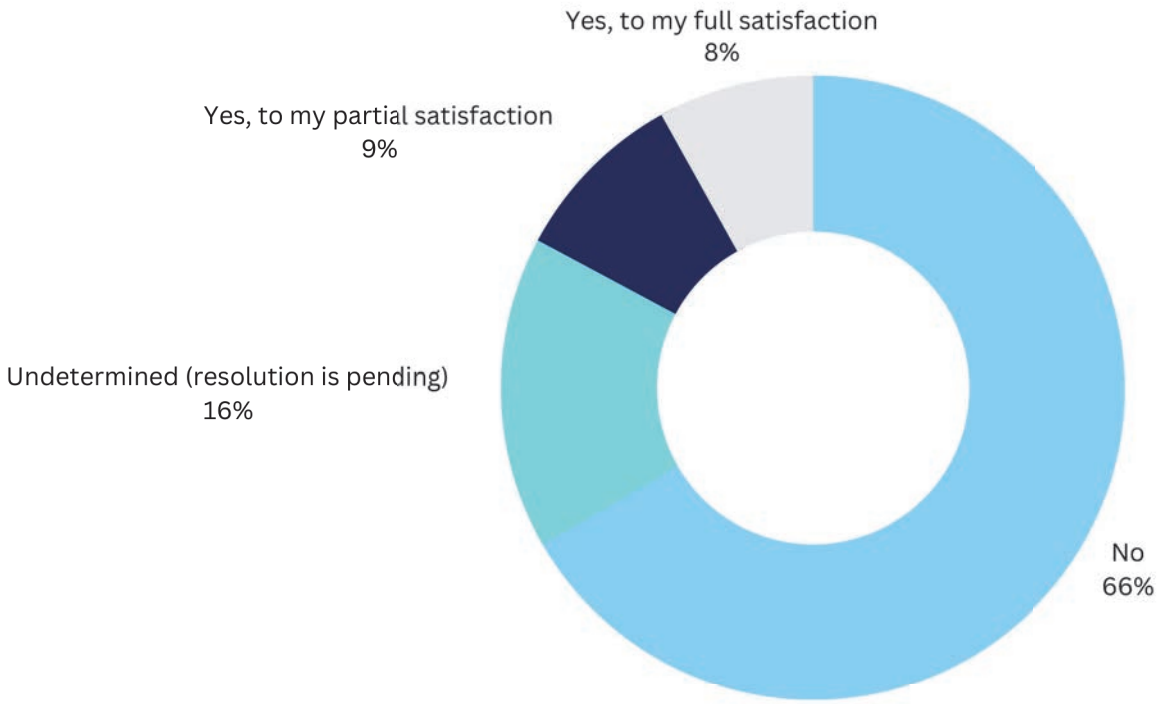
This is an adjusted graph of the question 10 responses; we have removed all respondents who answered “none” on question 9 (have you experienced any challenges...) to give a more nuanced view of the data.



Note: if the survey was entirely online, we could have prevented respondents from answering this question if they answered "None" on the previous question. However, since we also allowed paper copies, we did not control for this.

QUESTION 11

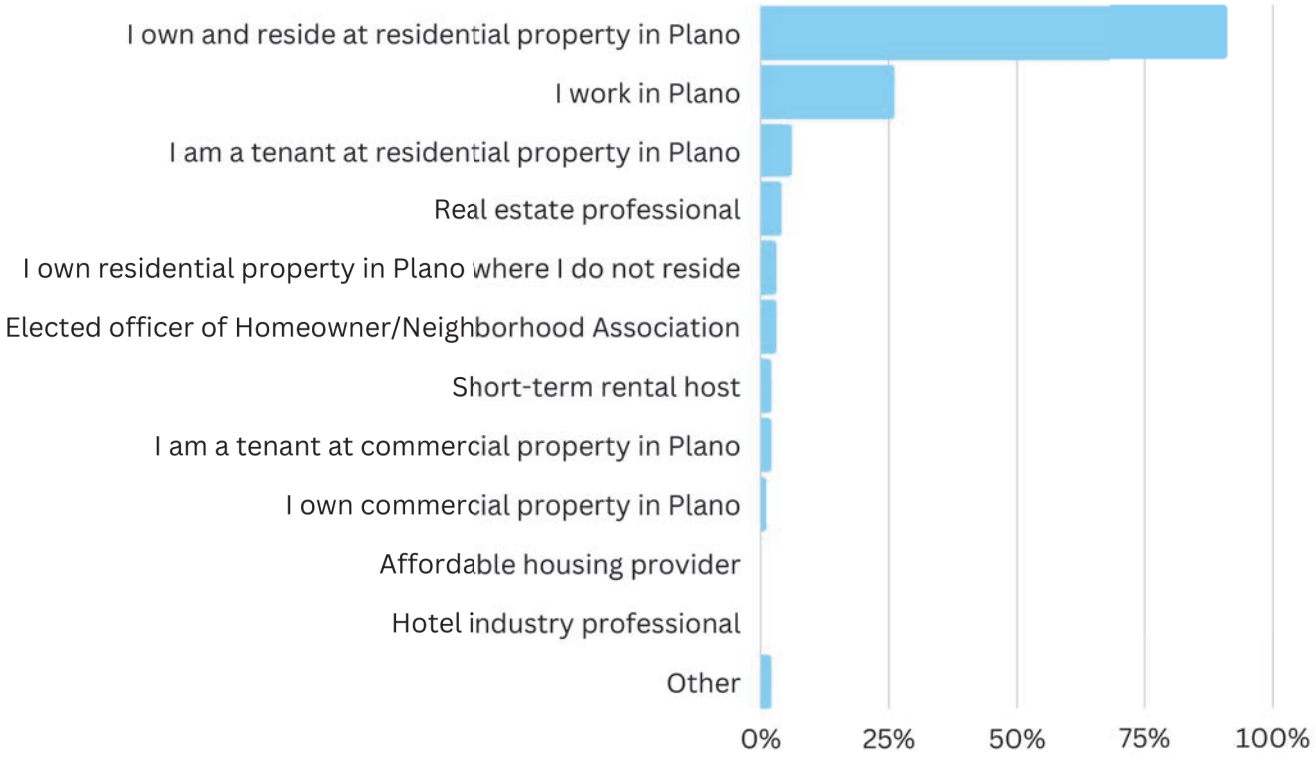
If you've personally experienced issues with a short-term rental and you sought resolution, was it resolved?



Question 11:	If you've personally experienced issues with a short-term rental and you sought resolution, was it resolved?	Percentage	Respondents
	No	66%	4,056
	Undetermined (resolution is pending)	16%	989
	Yes, to my partial satisfaction	9%	568
	Yes, to my full satisfaction	8%	488
	Totals	100%	6,101

QUESTION 12

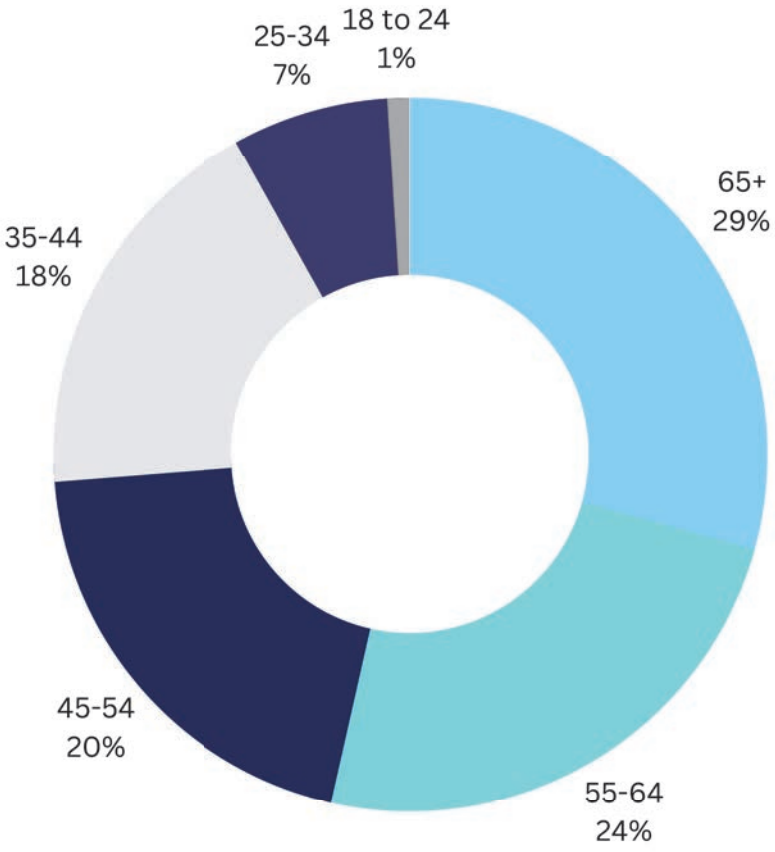
How would you describe yourself?



Question 12:	How would you describe yourself? *Respondents were asked to select all that apply.*	Percentage	Responses
	I own and reside at residential property in Plano	91%	3,686
	I work in Plano	26%	1,038
	I am a tenant at residential property in Plano	6%	233
	Real estate professional	4%	145
	I own residential property in Plano where I do not reside	3%	139
	Elected officer of Homeowner/Neighborhood Association	3%	123
	Short-term rental host	2%	61
	I am a tenant at commercial property in Plano	2%	59
	I own commercial property in Plano	1%	31
	Affordable housing provider	0%	17
	Hotel industry professional	0%	13
	Other	2%	80
	Totals	139%	5,625
	Number of Respondents to Question 12:		4,053

QUESTION 13

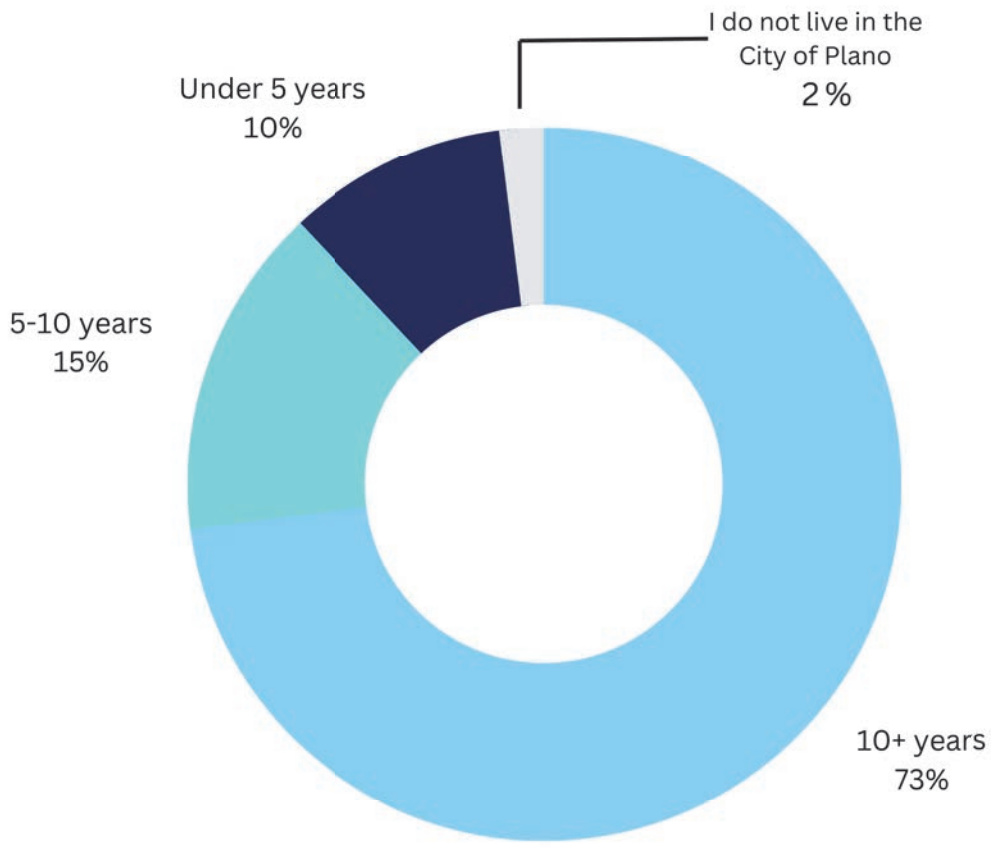
What is your age range?



Question 13:	What is your age range?	Percentage	Respondents
	65+	29%	1,796
	55-64	24%	1,484
	45-54	20%	1,221
	35-44	18%	1,099
	25-34	7%	452
	18 to 24	1%	48
	Under 18	0%	1
	Totals	100%	6,101

QUESTION 14

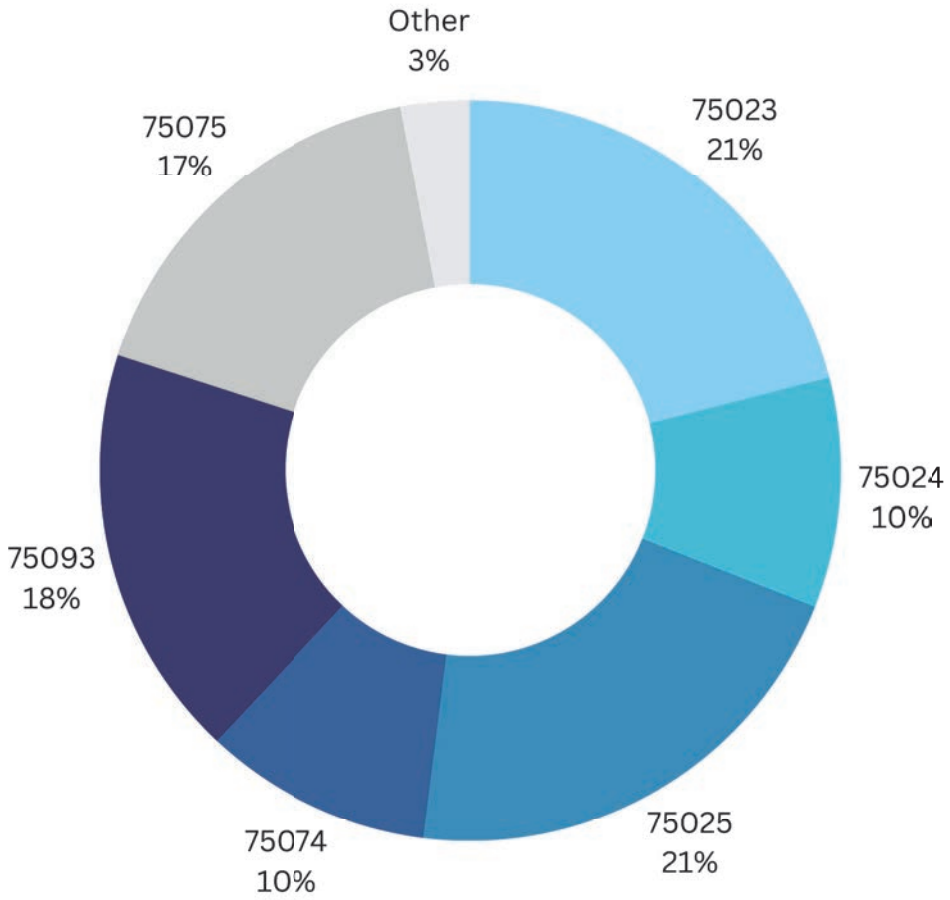
How long have you lived in Plano?



Question 14:	How long have you lived in Plano?	Percentage	Respondents
	10+ years	73%	4,447
	5-10 years	15%	910
	Under 5 years	10%	623
	I do not live in the City of Plano	2%	122
	Totals	100%	6,102

QUESTION 15

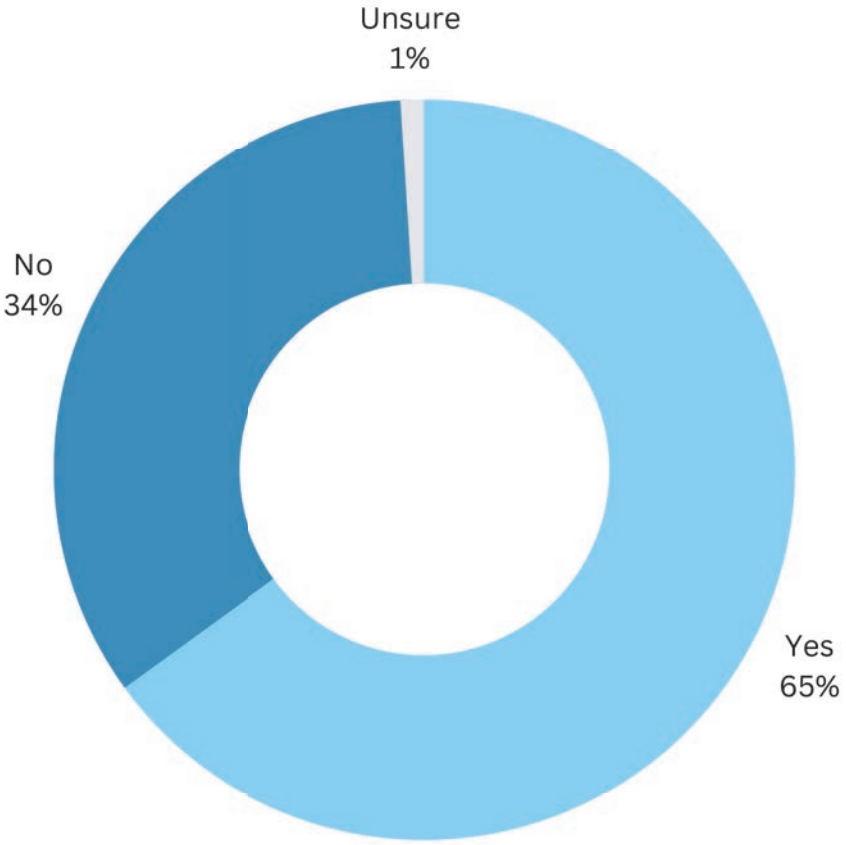
What ZIP code do you live in?



Question 15:	What ZIP code do you live in?	Percentage	Respondents
	75025	21%	856
	75023	21%	840
	75093	18%	703
	75075	17%	695
	75074	10%	401
	75024	10%	387
	Other	3%	129
	Totals	100%	2,315

QUESTION 16

Do you live in a mandatory HOA?



Question 16:	Do you live in a mandatory HOA?	Percentage	Respondents
	Yes	65%	3,909
	No	34%	2,095
	Unsure	1%	85
	Totals	100%	6,089

KEY INSIGHTS

The project team cross-tabulated and analyzed the data looking for deeper, more meaningful insights. Below are some key takeaways from their findings.

DOES AGE PLAY A ROLE IN OPINIONS ON THIS ISSUE?

Those in the 18-24 year old age group are nearly 3 times as likely as those in older cohorts to say they have not personally seen any challenges related to short-term rentals in Plano.

Those in the 25-34 year old age group are nearly twice as likely.

Looking at the data, there is no discernible difference between renters and homeowners on opinions

However, renters were 34% less likely to report taking action or seeking help if they personally experienced a problem with a short-term rental.

RENTERS VS. THOSE WHO OWN THEIR OWN HOME

HOW DOES LOCATION PLAY A ROLE?

The project team saw no perceptible difference in opinion on STRs between ZIP codes across the city.

17 percentage points fewer people reported living near a short-term rental if they responded that they lived in a subdivision with a mandatory Home Owners Association.

ARE LESS OR MORE STRS IN MANDATORY HOAS?

LOOKING AT AGE AGAIN...

People in the 25-34 and 35-44 cohorts are **21 percentage points more likely** to be interested in having the city address trash and litter and **24 percentage points more likely** to be interested in addressing parking than all other cohorts.

The project team asked how long respondents have lived in Plano to cross-tabulate that data with opinions on STRs.

Our analysis shows that there is no discernible difference between those who have lived in Plano for under 5 years or more than a decade.

DOES HOW LONG ONE HAS LIVED IN PLANO MATTER?

APPENDIX

Which of the following do you think would be beneficial?
1. Change law to forbid future STR in zoned residential (grandfathering existing ones if registered by some deadline). 2. Have repeat offenders lose registration.
1. Sunset period for current STR Owner Operator to close their business within 6 months 2. Require Realtors to disclose where STR's are located. 3. Require City officials to disclose real estate holdings and relationships 4. Establish a permanent CAP on total number of short term rentals in the city 5. Require a minimum physical distance from schools. 6. Provide a mechanism for permanent removal of an STR after two violations of regulation, and or one egregious violation. 7. Create criminal penalties for operators, who intentionally attempt to circumvent the law.
2 violations loose your right to STR
Ability to revoke STR permit for that house, after so many violations or police reports
According to current zoning Plano laws they shouldn't be allowed. Do not allow them! Enforce your laws!
Additional Fines for Owner if Violation occurs
Additional police in areas with STR's. City task force to review sober living homes.
Additional taxes should be imposed on STRs - a negative Homestead Exception if you will. STRs would be taxed at a higher rate and be ineligible for a Homestead Exception.
AirBNB's (Short-Term-Rentals) should NOT be allowed in residential zoned neighborhoods!
AirBNB's (Short-Term-Rentals) should NOT be allowed in zoned residential neighborhoods!
All of these options sound like red tape. It would be significantly more straightforward to just ban them across the board.
Allow citizens to vote for or against STRs
Allow neighborhoods to OPT OUT of allowing STRs. A limit on maximum guests allowed, regardless of property size, might be appropriate. The areas experiencing problems seem to have larger homes and are thus more prone to big groups and/or parties.
Allow neighborhoods to opt OUT of STRs
Allow neighbors to "red flag" a STR and remove it after police are called to the home
Allow No Short Term Rentals Period!! Short Term Rentals are a revenue making entity. Which means they fall into the commercial zoning same as hotels, motels, and store front shops/strip mall centers. Not even in the multi-family category. Plano City Council needs to stop all STR with no more allow/permitted. They Do Not Increase Anything, Any part of Plano's Property Values. Only decrease property value.
Allow STRs only in non residential areas.
An escalating monetary fine for public nuisance or citations with a rental. STR rental ban when renters use the property for criminal purposes. Hold property owners accountable for commercial liability insurance.
An STR was behind my house and it was horrible and I was often very scared . No more please.
Assuming registration and licensing is required for STR. The license info and complain phone number should be posted at designated location on property for neighbors to report problems and complains.
Background checks for short term renters to ensure safety of my children
background checks on all renters
Ban
Ban
Ban all
Ban all short term rentals
Ban all STR in Plano. Plano is not a vacation destination. It's residential. We don't need transient people who don't care about our city .
Ban all within city.
Ban short term rentals in residential zoned areas
Ban STR in residential zoned areas. They are a business and thus should be in business zoned areas
Ban STR, maintain the Plano that families have enjoyed and expect.
Ban STR's, there are enough Motels around the city
Ban STRs
Ban STRs
Ban STRs
Ban STRs

Which of the following do you think would be beneficial?
Ban STRs
Ban STRs city wide. Do not study and drag a decision out for a year. The negative effect on my neighborhood is here NOW. Do not attempt to delegate the regulations and decisions to HOAs as this survey suggest in the way it is written. City council should do its job and ban all strs.
Ban STRs completely. They would devalue our home living experience.
Ban STRs from all residential neighborhoods. STRs are commercial businesses. Enforce zoning to stop STR commercial businesses from operating in residential neighborhoods.
Ban STRs from residential neighborhoods. STRs are commercial businesses. Neighborhoods are not zoned commercial. Enforce the zoning rules to prevent STRs from operating in residential neighborhoods.
Ban STRs in all Single Family Zoned Neighborhoods
Ban STRs in plano. Give the city back to people who actually live here
Ban STRs in residential neighborhoods.
Ban STRs in the city of Plano
Ban STRs totally in neighborhoods
Ban STRs within the City of Plano
BAN THEM
Ban them
ban them
Ban them
BAN THEM ALTOGETHER
Ban them altogether. Not having an HOA should not be a punishment
BAN THEM COMPLETELY. HAVE ONE NEARBY MY 20-YEAR RES. WITH MACHINE GUN FIRED. NOT FUNNY.
Ban them entirely. Single family homes are zoned residential NOT commercial. No exceptions. Any council person supporting STRs is not bettering the community and must be replaced.
Ban them from Plano
Ban them outright in neighborhoods
Ban them. Other cities in Texas have banned them. We don't want them here!
Ban use of single family homes as multi individual rentals. For example renting out multiple rooms in home to multiple individuals
City of Plano should establish a monitoring department to specifically track issues with STRs and publicize issues on a quarterly basis and available to the public. Residents in a neighborhood should be notified when an STR has been registered in their neighborhood (including address of property).
Classify as a hotel so that STRs would have to meet all the requirements as a hotel
Collect hotel taxes from Airbnb similar to Farmers Branch and The Colony to add to COP. And do study to find out how much revenue and jobs STR add to the economy of COP.
Collect hotel taxes from STR to add to COP coffers. So study to find out revenue impact of STR on COP economy.
Commercial Zoned Areas Only
Complete BAN
Complete ban
Complete ban of Short Term Rentals
Completely ban
Completely ban STR within Plano
Conduct study on the effect on housing values.
Consider impact on the quality of neighborhood LIFE rather than impact on Prop values. I have lived in a neighborhood almost 40 years and see the negative impacts of short term rentals
Consider minimum night stays to 2+nights to keep parties down
Consider STRs as the businesses that they are and zone them out of residential neighborhoods.
Create strict regulations regarding lawn/property maintenance for STRs

Which of the following do you think would be beneficial?
Crime Watch
Decrease the number of STRs period. It is causing problems for long term renters!!!
Deposit money with the City for prompt cleanup and maintenance if homeowner fails to be responsible for these items.
Develop Event Regulations - no more than x number of people to any property.
Disallow STRs completely within the city limits.
Disallow them completely
Do NOT allow any STR in any residential neighborhoods
Do not allow
Do not allow in neighborhoods
DO NOT ALLOW Short term rentals at all
Do not allow SRTs
do not allow str
Do not allow STR at all. Many cities do this in the US, why not here?
Do NOT allow STR in Plano. It brings no good to our family friendly neighborhoods!!
Do NOT allow STR in Plano. Leave that problem to cities who don't know how to govern (San Fran, Austin…liberal towns)
Do not allow STR in Plano. The neighborhoods were zoned for Single-Family dwelling, and many have small children…these are not designated as business rentals…that is what hotels are for!
Do not allow STR in residential neighborhoods - only commercially zones
Do not allow STR in residential single family area
Do not allow STR. Require rentals to be a minimum of 6 months.
Do not allow STR. If I wanted to live by a hotel I would have bought next to one
Do not allow STRs
Do not allow STRs
Do not allow STRs
Do not allow STRs
Do not allow STRs .... period
Do not allow STRs (less than 6 months) in any Plano property
Do not allow STRs at the City level. Do not push to the HOAs to manage.
Do not allow STRs in residential areas
Do NOT allow STRs to operate in any residentially zoned single family neighborhood.
Do not allow STRs within City of Plano
Do not allow them at all
Do not allow them at all!
Do not allow them in Plano.
Do not allow them in Plano. There are negative stories online
DO NOT ALLOW THEM!
Do not allow them. I already had to call the police for shooting on Peachtree lane where the you g man from Allen high school was shot. No STR's. Period.
Do not allow them. They are ruining my neighborhood. We have had multiple issues on my street with these.
Do not waste my Tax dollars on any STRs, none this no need for all this.
Don't allow any more STRs in residential neighborhoods.
don't allow in single family neighborhoods, HOMES NOT HOTELS The one near me ended up as a brotel DO not want short term rentals anywhere single family; total ban on short term IF the owners and their renters acted responsibly there would be a conversation going on about short term rentals I have been impacted by both the brotel and then the one were the shootings occurred
Don't allow them at all!
Don't allow them here. Crime will go up

Which of the following do you think would be beneficial?
Don't allow them.
Don't allow whole house rentals. Renting a room while the owner lives there is normally ok.
Don’t allow in single family neighborhoods
Don’t allow STR at all
Don’t allow STR in neighborhoods
Don’t allow stR in Plano
Don’t allow STRs
Don’t allow STRs in areas of single family housing
Don’t allow them
Don’t allow them
Don’t allow them
Don’t allow them all
Don’t allow them at all.
Don’t allow them at all.
Don’t allow them at all.
Don’t allow them in any residential neighborhood
Don’t allow them in residential neighborhoods - period or within a proximity to schools where children are. Too many predators.
Don’t allow them in residential neighborhoods.
Either none allowed or follow Arlington rules
Eliminate all STR in single family homes
Eliminate in single family neighborhoods
Eliminate STR's; they are business in residential zones. We purchased our homes based on zoned single family residence.
Eliminate str’s altogether. Full stop.
Eliminate STRs from Plano city limits
Eliminate them completely
encourage something to be done at the State level, rather than spin wheels locally. If this state can try to ban abortions, they should have no trouble trying to ban anything else under the sun.
enforce residential zoning regulations. short term rentals are not residential, and should be treated as such.
Ensure laws don't hinder owners from dealing with tenants who are not complying with rental agrements.
Ensure neighborhood STRs are taxed at double the rate of other commercial motels and move to ban them entirely.
Even voluntary home owners alliances shall have the power to regulate STRs. In addition, the property must be registered as an STR and property owner should not be granted homestead exemption on that property
Extra Income or Property taxes
Fines if any issues. Take away ability if any issues are reported. City needs to know which websites property is being advertised on. Copy of ad
Fire code inspection / increased liability insurance. Owner must treat the property as the business it has become.
Follow existing zoning single family zoned areas - STRs are hotels and therefore illegal
Follow the existing zoning laws and prohibit STRs completely from neighborhoods of single-family homes.
Follow zoning laws. Treat like hotels. Can't build a hotel in middle of neighborhood.
For the safety and comfort of the vast majority of homeowners within Plano, make STRs illegal. The upside is minimal but the potential downside could be tragic.
For the most part STRs shouldn't be treated any differently than rental property.
Have a minimum stay of 30 days in STR
Have progressive fine enforcement for multiple complaints.
Having a published contact for STRs. The owner should be accessible to neighbors and if there is no homeowners org, they should have maintenance rules

Which of the following do you think would be beneficial?
Heavily taxed. Must register STR with City. City should charge $1,500 minimum annual fee. Otherwise let neighborhoods with HOAs decide for their own community
Higher property taxes for STRs vs LTRs and Homesteads.
Hire more police and city staff to help with issues that may arise as a result of STR's..
Homeowner Associations are not built in baby-sitters. STR should not be in any residential area.
Hotel tax already applies, why is the city turning down revenue?!
I am totally against STRs in Plano neighborhoods
I do not believe short term rentals are beneficial in residential neighborhoods. The should be banned and removed as they are not compatible with permanent community. They create more problems, crimes, and cause many safety and security issues in the neighborhood.
I do not favor any neighborhood STR. Adversely affects our HOMES where we live and are already affected by traffic noise (very loud cars and pick-ups)
I DO NOT WANT A HOTEL 2 HOUSES FROM MINE - PERIOD !!!!!!!!!! This is a NEIGHBORHOOD NOT A HOTELHOOD... YOU BETTER BAN STR in PLANO !!
I do not want a short term rental in my neighborhood. Too much risk in my opinion. I bought a house to live in as a home (and paid my hard earned money!) and consider my neighborhood a home as well.
I do not want short-term rentals in Plano, TX. No benefits. Brings crime and trouble.
I don't think that STR's belong in any single family residential neighborhood because they cause a severe negative impact on our neighborhoods. If Plano wants to consider allowing STR's in a very small designated area like Arlington did, they will need to be regulated very closely. The reality is that if there is a need for daily, weekend, weekly rentals, hotel developers will fill the need by developing more properties. Leave the SF homes for homeowners and long term rentals. We have a shortage!
I don't want short-term rentals in my neighborhood
I don't want STR in my neighborhood. I believe it's too difficult to regulate.
I don't think anywhere in Plano neighborhoods should there be STR's. It will devalue our properties and STR's are difficult to manage.
I don't want any short term rentals. We live here. We have a vested interest in the community and don't need people coming in and disrupting our peace
I really don't want STRs around my home at all.
I STRs in residential neighborhoods with single family homes. Only allow STRs in high density house if areas (I.e. apartments, condos, and townhomes).
I think HOAs can govern their own neighborhoods. But neighborhoods without HOAs should be able to what they want with their property. Hopefully landlords are respectful in renting out their properties with some rental rules in place.
I think they should be banned. We have hotels and resorts.
I truly like the training suggestion. I believe these should be updated and renewed. Also, if house is close to other homes, there should be a minimum times per month they are allowed to be rented out without owner living on the property and keeping situation under control. We only go to STR that are in quiet area with plenty of open land. We go to be quiet, not have a party! We leave the property clean, kept up and show with great respect how we appreciate the time there.
I would like to better understand how other similar cities have done this and their results.
Ideally, I would like to see STR totally prohibited.
Ideally, I would prefer that shortterm rentals are prohibited in all neighborhoods.
If owners are registered and licensed, then also have consequences for repeat offenders such as revoking the STR permit, while imposing fines for operating without permit/license. If you require a permit for garage sale, why not STR?
If STR has party reported, then the ability to rent it that way should be revoked
If STRs have criminal or nuisance complaints, the owners should be fined for the cost of rectifying the problem and not allowed to continue as a STR.
If we can't get rid of them, add a special tax that is 2 times the property tax of that property.
Increase density of other forms of housing/building to compensate for an increase in STR % of total buildings.
Is it possible to require renters be at least 25 years old like they do for rental cars?
It's a commercial investment, so only allow short-term rentals (and long-term rentals) in mixed-use developments
Just don't do it.
Keep STRs (which are businesses) OUT of residentially-zoned neighborhoods to the greatest extent possible.

Which of the following do you think would be beneficial?
Keep them out of residential neighborhoods
Keep your regulations off STRs. You don't know what you're doing.
Lease the property long term or sell the property the majority are owned by investment companies that don't care about the city or neighborhood
Let people do with their property what they please. Telling people what they can and can't do with their own property is quite tyrannical
Limit caoacity
Limit maximum occupancy of STR'S set by city
Limit number of occupants to 6, limit # of cars to 2, restrict age of occupants to age 25+
Limit number of people in STR
Limit number of STRs owned by a company or or person.
Limit occupancy to two per bedroom plus two more. Consider minimum number of days for rental, to limit those who only want a one-night party house.
Limit STR occupancy at any time to 2 per bedroom
Limit STRs to hotel zoning
Limit STRs to non residential zoned areas.
Limit the amount of folks allowed
Limit the time in STR, i.e., one to seven days only.
Limit the total number of STR's by Owner/Corporation to 5 or less.
Limit to zoned areas (non residential neighborhoods) unless owner lives on property full time.
Limit total days month that a property can be rented as a STR
Lobby to ban them at the State level.
Long term rentals have many issues with maintenance and upkeep - short term rentals will only exacerbate these problems. Most HOAs lack the funds to manage rentals and there issues
Make STR a minimum of 60 days
Make STR owners liable for damage/clean-up to adjoining properties. Identify STR's on the Collin CAD website and who owns them so owners can be held accountible without having to hire an attorney to find the owner.
Mandatory insurance and bond requirements for STR Owner's on file with City prior to licensing of the STR
Most neighborhoods are not acceptable for STRs. An STR is a commercial business with a profile that is not compatible with the adjacent family residences.
Most STR are near lakes and mountains. People stay to get away. The parties that are held at them are a big concern and problem.
Move a lot of the responsibility/ liability to the B&B,VRBO and the owner. Should they post a bond with thecity
My neighborhood is zoned for single family dwelling. We don't even have apartments that feed into our elementary school. But a house has been bought by an LLP and is renting out individual rooms in the house MONTH TO MONTH- 8 in total to different people on a MONTH TO MONTH. Some of the rooms have 2 people in them. Basically it is a single family home with a pool and now has bedrooms being rented out and unrelated total strangers share the common areas and pool. This is completely inappropriate for a neighbor with single family homes and an elementary school. It is clearly asking for trouble with strangers each month renting roomsn ot to mention parking and trash issues. You have the potential for 8 cars or more if there is one person per 'room/apartment' rented.
never Airbnb in Plano if you want to keep Plano beautiful same as before
No STR's in any single family zones or within 5 bocks of any schools
No amount of city oversight minimizes str problem creation.
No bounce houses out in front STR for large teenager group parties. They should be listed as commercial businesses.
No businesses in residential zones.
No noise or parties after 10:00 PM
No pets. No stays longer than 5 days
No short term rentals
No short term rentals at all

Which of the following do you think would be beneficial?
No short term rentals in neighborhoods.
No short term rentals in Plano!
no short term rentals in Plano. Plano does not need STRs.
NO short term rentals in residential neighborhoods
No short term rentals in single family residential neighborhoods period.
No short tern rentals in areas zoned for single family!!! No apts.(renting out bedrooms as Bungalow does) areas zoned for single families!!! Rentals for one family for more than a week might be ok as Plano residents sometimes need short term hoursing during home repairs. But no rentals for less than a week. And definitely no renting of rooms within homes zoned for single families.
No sort term rentals in plano
No STR
No STR
No STR allowed unless property is owner-occupied.
No STR at all
No STR at all!!! Bad for Plano!
No STR in areas zoned "residential". Residential is not "Business"
No STR in Plano!
No STR in Residential Neighborhoods period
No str in residential.
No STR in the City of Plano
no STR is area zoned as single family residences
No STR period.
NO STR RENTALS PERIOD!
NO STR. Leave these to resort areas not an urban community where families live full time.
NO STR's allowed, period!
No STR'S in residential zoned areas. Restrict STR's to commercial zoned areas.
No STR's should be permitted in residential neighborhoods.
NO STR’s at all
No STRs
NO STRs
No STRs
No STRs
NO STRs allowed in neighborhoods!
No strs allowed.
No STRs at all.
NO STRs IN NEIGHBORHOODS AT ALL
No STRs in Plano at all
No STRs in residential neighborhoods, period
No STRs is the best solution
No STRs please
No STRs whatsoever
No STRs where owner does not live in same state.
no STRs without rent control everywhere what
No STRs, whatsoever! With recent criminal activities in Plano & Dallas, the city will be responsible for more such instances by allowing STRs
NO STRs!

Which of the following do you think would be beneficial?
No STRs. In any neighborhoods or residential areas at all!!!
NO TO ALL SRT IN PLANO TX !! THIS WILL SAVE LIVES AND ENHANCE PROPERTY VALUES !!!
Non-corporate, local ownership only.
None
NONE ALLOWED! GO TO A HOTEL!
None in single family zoned places as STR is a business and should be illegal
None of these
None of these are beneficial. STR will not be beneficial for Plano
None. Don’t waste our tax dollars on studies for STR’s. We don’t want them!
Not allow STR in Plano
not allow them at all
Not allowed
Not allowing in residential neighborhoods at all. They are businesses and need to be restricted to areas zoned commercial or business.
Not allowing STRs in residential zones. Not allowing commercial use such as Film/TV production. No street parking allowed; guests must fit vehicles in garages. No modified or loud exhausts. Allow neighborhoods to OPT-OUT of allowing STRs.
not in single family zones.
Nuisance laws for STR's with repetitive problems/verified complaints
Occupancy limits, parking limits, increased tax on revenue
One month minimum rental. Restriction on allowable number of tenants and visitors.
one week rental required min.
Only apartments should be short term rentals
Outlaw STR's for terms less than 6 months.
outlaw STRs
Outlaw STRs
Outlaw STRs in all residential area
Outlaw STRs in Plano
Outright ban of STRs. Also, the city needs too stop accepting tax payments from the Abnb companies.
Outright ban STR in Plano. There are not enough homes for locals to begin with.
Owners held accountable. If repeated nuisance calls, owner should lose STR rights.
Pay extra taxes for the number of police noise complaints from neighbors next to STRs.
people being people are slobs, pigs, and dirtbags. Never let STRSin your city.
Permanent bans on STR who violates regulations (parties, noise, etc.)
Places neighborhoods in danger from use of property for unlawful purposes
Plano is a residential neighborhood, not some grand tourist attraction. Stop appeasing these investors for some measly hotel tax revenue and stand your ground. Be the city that your residents want you to be.
Plano is not a vacation spot - no beach, mountains, etc. Our streets are already filled with residents parking on streets. Plano IS a family oriented city - we don't need unknown ppl renting short term in our established neighborhoods
Plano is not an STR community.
Plano isn't a destination city - we have long stay hotels, regular hotels, why do we need STR also? Looks like a way for ppl to buy a home (which prevents neighbors to buy) & turn it into INCOME. STR have no skin in the game - no concern for neighbors or area . . . just $$$
Prefer no STR
Prohibit STR entirely
Prohibit STR’s in residential areas. Allow only in commercial areas.
Prohibit STRs in neighborhoods, period.
Prohibit STRs in school-zones.

Which of the following do you think would be beneficial?
Prohibiting STRs in residential areas.
redefine STR - no single nights, no stays less than 3/4 nights, minimal rental of 7 days, etc.
Registration
Regulate capacity (ie number of beds per bedroom similar to apartments)
Regulate STRs like Bed & Breakfasts & Boarding Houses.
Repeated noise or litter violations should remove STR license. Limit number of cars.
Require 2+ acre lot and specify number of parking spots that are mandatory for square footage of home.
Require a minimum # of nights in order to help weed out people who just want to have a party on someone else's property
Require a minimum seven day rental for the STR
Require background checks for STR owners & occupants
Require licensing and maintenance standards as well as consequences for anything that might impact the peace and character if the neighborhood.
Require minimum number of nights (ex. 3 or more)
Require out of county/area license to rent a STR
require permits, limit dogs, limit amount days to be rented (this would not be a hotel or B and B and therefore should have inspections between each renter, if someone wants a hotel/B&B like situation they can apply for it, but they should not be allowed to take a residental neighborhood and convert it because they bought property - it was zoned this way before they bought the property
Require police background check of the tenant who wants to rent.
Require rentals to be minimum of 90 days.
Require renters to register with picture ID and vehicle information with the city before or upon arrival. This can be done online.
Require STR owners to post performance bonds the values of which would be paid to the city in the event of violation of established rules. Also, the STR license would then be revoked.
Require STR owners to register with the City of Plano and charge them a license fee
Require STRs to have local and public access and accountability. No absent landlords
Residential zoning should be residential zoning areas. Transient traffic and not knowing neighbors completely breaks down the purpose of living in a community where kids can play outside and walk to school safely
Restrict (follow the law) short term rental businesses to business zones.
Restrict age (25 or over) and max number of occupants at 6, which may prevent wild parties. Illegal activity (prostitution, drugs, etc.) need heavy penalty as felonies.
Restrict corporate ownership of residential homes so that local owners can be held more accountable when they do not properly supervise there STRs
Restrict home ownership by investors
Restrict investors and investor groups from purchasing residential properties for short term rentals
Restrict minimum length of STRs (3+ days)
Restrict STR
Restrict str in all single family home neighborhoods
Restrict STR in residential neighborhoods completely and no more licenses
Restrict STR ownership to Plano citizens and not corporate owners.
Restrict STR'S completely. Previous question it was asked if I ever used an STR.. Sure, but condo and or camping priorities. Non residential neighborhood where every weekend is a party weekend at the STR.
Restrict STR's from residential areas; apt areas only at most
Restrict STRs all together
Restrict STRs occupancy, no large functions or parties
Restrict STRs to commercially rated property such as hotels/motels.
RESTRICT THEM COMPLETLY!!!
Restrict them since they are a hotel The city collects hotel taxes in them

Which of the following do you think would be beneficial?
Restrict to non-residential zoned areas. STRs should only be allowed in areas zoned for hotels. Get them out of our neighborhoods!
Restrict use as party houses, have required insurance to cover cost of damage to neighborhoods as a result of shootings, trash, side swiped cars
Review how well the property is maintained quarterly
Revoke ability to operate STR if there is an ordinance violation. Or two.
Revoke registration/licensing for ordinance violation
same restrictions need to be applied to rental homes when 300 ft of schools
security deposit to city in case of disturbance - we shouldn't have to pay for their offenses
Sex offender limits for renters near parks schools, same as ownership rules
Sex offenders, known drug dealers and criminals not acceptable for neighborhood STR
Short term rentals are hotels and should be restricted to these areas and folia same rules/laws
Short term rentals should not be allowed period
Should be prohibited in RESIDENTIAL zoning. PERIOD.
Should be regulated as Hotels including taxes, with multiple complaints or violations revoke license.
Should not be allowed in residential neighborhoods
Should not be in residential neighborhoods for safety reasons. We have one in our neighborhood and lots of unsavory renters and lots of late night parties.
sign in yard announcing that residence is being used as an STR
So not allow STR in residential neighborhoods
Special eviction and landlord fines for tenants engaging in illegal activities
Stop accepting hotel occupancy taxes as it is a conflict of interest for the safety of Plano residents/owners
Stop STR's in Plano
STR are motels. You have no idea who your neighbor is for that day. They have no respect for the neighbors.
STR is a business and should be regulated as such. That is only allowed in the zoning areas that allow for hotels/motels. They should also be subject to all relevant taxes and inspections. Again it is essentially a mini hotel and should be treated as a hotel.
STR not allowed in single family properties
STR owner's made public information and if STR is a company then the name of president of the company made public
STR owners required to be local full time residents with their contact information public so neighborhood can be in touch if there’s an issue.
STR owners should be fined based on problems caused - parking, trash, noise, etc. Do not allow STRs if the value of neighboring houses is negatively impacted or lengthens the time to sell a neighboring house
STR reduces and impacts the availability of affordability of long-term rental housing.
STR should be classified as commercial activity and be prohibited in residential areas. Single family homes should NOT be allowed to be STR.
STR should not be allowed in Plano
Str should not be in residential areas

Which of the following do you think would be beneficial?
STR would only be appropriate in apartment buildings. Neighbors there are already relatively transient, and in the case of the apartments in legacy west, they already knew that they would have noise from the bars and restaurants below on the street level when they signed up to live there. Apartment building owners could even provide access to their pool for pool parties. This is the only location in our city that I believe where STRs are appropriate. If we chose to allow neighborhoods to opt in, what if only a handful of the entire neighborhood did not vote to opt in? Would their property rights be taken away because they are in the minority? People did not sign up for this headache when they bought their homes. STRs are not currently listed as an allowed use in article 14 of Plano's Zoning Ordinance for the neighborhood residential areas. Since STR are not listed as allowed on the chart, they are prohibited: "Land and buildings in each of the residential zoning districts may be used for any of the uses identified as allowed in the following use table, but no land shall hereafter be used, and no building or structure shall hereafter be erected, altered, or converted which is arranged or designed or used for other than those uses specified for the district in which it is located." Since they are not specified, they are prohibited. For this reason, any future ordinance that “grandfathers” in current STR would be unlawful, and would violate the “zoning contract” under which neighboring properties purchased their homes. The ONLY acceptable solution to this huge problem for current residents, is to clarify the existing zoning to define STR as rentals under 30 days, and list them on the chart as “prohibited” in residential neighborhoods (except for apartments), along with the other transient lodging that are already listed as prohibited in residential neighborhoods (bed and breakfast, motels, boarding houses). We should will NOT surrender the legislative power that the city has to create zoning ordinances that protect the health, safety, morals or general welfare of the community, simply to avoid potential one-time litigation costs.
STR's should NOT be allowed in neighborhoods zoned for single-family, permanent residences.
STR’s should not be allowed in residential neighborhoods!! It’s already against our zoning ordinances.
STR’s should not be allowed in residential neighborhoods. We did not purchase our home to be next door to a hotel/motel. STR’s belong in commercially zoned areas.
Strict minimum requirements such as lawn care, house & fence maintenance, pets, noise etc
Stricter enforcement of regulations and faster investigation of complaints
STRs are a commercial enterprise and should be in a commercial zone and not in a residential zone. We bought into a single family zoned neighborhood so we would not be harassed by commercial activity.
STRs are called Hotels and should only be allowed where zoned for hotels. Single-family homes should be restricted to those purchasing to live in them and non-corporations intending to rent long-term (6mo - 1yr+ rentals).
STRs are effectively hotels - they should not be permitted in neighborhoods that are not zoned for hotels.
STRs are like giving the worst elements (murders, rapists, child molesters, human traffickers, drug traffickers) easy access to the very heart of our communities.
STRs do not belong in any single-family residential neighborhoods and should be prohibited. STRs are "hotels" and hotels don't belong in residential neighborhoods. STRs bring trouble (crime and safety issues) and nuisance problems. Until the permanent ban, the city needs to regulate the current STRs including the above.
STRs need to be yearly permitted and taxed like hotels.
STRs should be banned from Plano
STRs should be prohibited in all residential zoning districts
STRs should be required to have licenses and and pay fees to own and operate with the same restrictions as hotels and motels. FInes should be issued for violations of standards. First time fine, double the amount for the second fine, $5,000 for the third violation and revoking of the license/permit to offer a STR. Owners of STRs should be held liable for any criminal activities such as shooting, murder, mayhem, drugs, prostitution, housing of illegal aliens perpetrated by renters of STRs.
STRs should be restricted from areas zoned for single family residences.
STRs should not be allowed in Plano to holistically protect (crime, noise, disturbances, etc.) and represent (property value, school desirability, business growth, etc) current residents
STRs should not be allowed to park at neighboring houses and PARTIES SHOULD NOT BE ALLOWED
STRs should only be allowed in commercial zones, not single-family zones.
Strs shouldn’t be in residential areas, more for tourist locations or condo/apts
Study on how it effects sustainability/environmental goals
Study STR and increase in crime rates in the areas where they are allowed.
Tax homes with STR at a higher rate than those that aren't
Tax STRs 30% per rental. Require annual permit costing $10,000. But preferably do not allow them. I cannot have a boarding house in my home. A STR is nothing more than that. Apply the same restrictions to them.
tax the hell out of them to pay for all the crap the neighborhood will have to put up with
Tax the rental income similar to hotel taxes.

Which of the following do you think would be beneficial?
The choices listed require enforcement. Who is paying for this? Are you going to hire more police for noise infractions?
The owner of STR should be responsible for any incident just like they live in it
The STR owner is never going to voluntarily follow rules or "restrictions." Who is going to do the enforcement?
There is no need for Short Term Rentals at all.
There should be no STRs in current existing residential areas. Current Plano residents that have lived in Plano did NOT agree to have STRs in the neighborhood when purchasing their homes.
They do not belong in single family residential neighborhoods - dangerous to children and senior ci
They should not be allowed at all. It's like having a hotel in your neighborhood and not having any control on who stays there or why.
Total ban on short term rentals.
Totally banning STRs would be ideal.
Totally outlaw all STR's within the Plano city limits.
Treat as commercial property ie hotel or bed & breakfast
Treat STRs as hotels, with zoning enforced just as with hotels.
Under licensing, revoke the license if more than 'X' complaints filed withing a 12 month period.
Unnecessary for STRs to be in residential neighborhoods meant for families to raise their children and also to keep the value of their property and not decrease at a loss because of STRs which are destructive.
Use zoning laws to restrict STRs. Operating an STR house in Single-Family Housing zoning area should be prohibited.
Van iutright
Very larges houses can be helpful for family gatherings. Otherwise I do not see how they would be useful to Plano given our lack of tourism. Our hotel space should be sufficient and if not, please get creative about that.
We are fully opposed to STRs in residential neighborhoods
We do corporate housing by owner, min 2 months, financial and criminal background checks. Our neighboors know who we are, in case of an issue. We have never had an issue. Air Bnb's are absentee owners prepaid properties with no vetting. Airbnb also has rules and regulations, if you cancel a tenant because you have a "bad" feeling there are penalties. We have stayed at some lovely Airbnb's but we are a considerate guest. We have two corporate houses in Denison, we had one in Plano we sold. We are working on a patio home in Plano as a corporate. We do high end properties, and it better not be a party house. Feel free to contact Glen Whitt 972-689-1176
We do not want short term rentals in our neighborhood in Plano, TX
We do not want them in our neighborhoods.
we do not want them period!
We have a house in a single family dwelling that is being advertised as 8 rooms in a house for rent by the month. This is unacceptable. This could mean a minimum of 8 cars and trash and the potential for dangerous activities and people.
we have had teens renting houses overnight throwing up in peoples yards and crashing cars when they are drunk. no way!
We should not have STR in our residential neighborhoods at all- ZERO. Neighborhoods are for families and longer term rentals not short term. Horrible idea.
We think that STRs should be allowed in any neighborhood with a limit on their density. Any laws that govern normal housing should apply.
We use short term rentals for beach vacations only where the entire rental area are beach vacation rentals.al
Whatever the rules are for STRs need to be matched on long-term leasing. Also, must distinguish between owner onsite vs not.
Where STRs are permitted is less important than how STRs are permitted. Also this survey does not define what constitutes an STR. I would like all STRs restricted to at least one year. Weekend listings are almost always party houses and these are detrimental to any neighborhood.
Whole house leasing should be held to hotel standards while owner occupied leasing of 2 room limit should not.
With restrictions , licensed and zoning. Owners must take full responsibility. Since HOA''s must change their covenants an "HOA" tax should be levied for upkeep and improvement. HOA should have legal pathway to intervene and shut down for persistent problems. Parking would be a major concern.
Remove from single-family neighborhoods
No STRs period

Have you personally experienced or witnessed any of the following benefits associated with short-term rentals in Plano?
3 month stay while house renovations took place at primary residence.
Absolutely NONE
Additional income for homeowners as taxes increase, this would help some elderly homeowners with income
Adequate housing for families while their house is being repaired/renovated so family is able to be comfortable and remain in neighborhood
All benefits do not outweigh the two homes where the STRs, one was used for girls being trafficked and the other has a shooting where bullets went into neighbors home
An STR established across the alley (now may have been sold) which produced loud noises in the a.m.; trash filled to capacity and over; multiple vehicle parking; overall disrespect for neighbors
Any property yielding personal or business income by providing a living or boarding service on a short term basis (less than 6month or more) is a Hotel. We did not buy our property to live next to a hotel. Living next to hotel is inherently more risky and dangerous than living in a residential neighborhood. We bought houses zoned residential for this reason.
Bad to neighbors
Because of all STR problems, our HOA banned STRs by amending our CCRs
completely ruins the neighborhood - we have slumlords already and most of the rentals are not STR.
Drug use at rental
Easy to rent a house when building or remodeling
For families living space between house sake and moving into new house
Give families or guest a safe space with less exposure to large amounts or groups of people. More of a home like atmosphere and with a local host an experienced welcoming of Plano and Plano's attractions
Have not experienced STRs in plano and hence unsure of the benefits
Have one behind my house - Already encountered issues and reported to Plano Police Department
Have personally witnessed the destructive aspects of STRs when one was across the street from my house. Police had to be called, renters of the STR were confronted by homeowners because of parties and disruptive behavior overnight, increased traffic at all hours of the day and night, and concern about illicit activity due to behavior of renters.
Hotel type daily, monthly, short term meaning less than 18 months are more significantly risky for nearby residents for families and possessions. Home owners in Plano purchased home zoned residential for this reason.
I am offended by this questionaire which is clearly written with an agenda of approving STRs in some manner.
I do not believe that our city, just like others in North Texas like South lake, does not benefit on the whole from this type of commercial lodging operations
I do not know if there are STRs in my neighborhood. When I heard of one property it was used for prostitution!
I do not see any benefits at all to the City of Plano
I have seen no benefits from having STRs in our neighborhood. The opposite is true. Our neighborhood has become rundown, filled with trash, and noisy tenants with noisy vehicles and loud subwoofers. The owners responsible just take their paycheck and do not respect the HOA rules regarding noise, behavior, trash, or parking. There is no street parking in our neighborhood except for delivery trucks and short term guests. STRs take a lot of our guest parking. STR guests should only park in garages. We as homeowners have a right to live peacefully in our homes. I don't feel safe as a single woman living in my home with unknown people loitering around our mailboxes, smoking marijuana, at all hours, sometimes after midnight. There are no benefits to my community. STRs should be limited to commercial zones only.
I haven't witnessed any benefits from STR in my neighborhood. Our HOA can't regulate them and I've seen them used too often as party houses which don't have a place in our neighborhood.
I havent experienced these things in Plano, but have in other states. (unique and convenient lodging)
I live next door to a STR and THERE HAVE BEEN NO BENEFITS TO HAVING IT IN OUR AREA - ONLY DETRIMNETS
I support the construction of any new development within my neighborhood because I think having more people around makes things more interesting
I think the questions were designed by investors selling a bucket of swill. Having lived in a multiuse area in another state with multiuse housing the home owner always comes up short when trying to resolve the problems created by multiuse in single family neighborhoods. Questions A-K really are for commercial enterprises. In my experience, absentee landlords are also absentee maintainers of property.
I'm unable to think of one good thing coming from short-term rentals. Real estate prices our sky high. Why jeopardize taxpayers having to pay high taxes with in and out visitors in the same neighborhood.
Increase house resale values

Have you personally experienced or witnessed any of the following benefits associated with short-term rentals in Plano?
Increased "destination" reputation for Plano
Increased erratic driving, street racing, unsavory characters
Increased trash, loss of neighborhood community
Insufficient info on STRs specifically in Plano so cannot answer.
It is a Nightmare! We have illegal activity like prostitution and drugs happening at the house by us and a street over from our house ALL the time! It has devalued our neighborhood significantly! We hate the ugly traffic this attracts! We have car break-ins, burglary and police busts for prostitution regularly. We call it in all the time. Yet nothing is done to keep our neighborhood safe
It's the home owner's freedom to do what they want with their home
Living next to one is a nightmare. They are a constant thread to my safety and privacy. Every few day's difference people move in, trash piled, trash can in wrong position waste management pick up, loud pool party ….etc. all kinds of problem …
loud, unruly, garbage spewing, party house on the one street over --- I work hard to affordable a nice neighborhood and do not support STR's where i live
Meeting guests from a STR has been enriching to or neighborhood and it has been fun to see those guests be excited about the flavor of our neighborhood.
Met new people and friends
Multiple families living in a single family neighborhood
My best friend cannot afford her rent without renting out a spare bedroom for extra cash.
My dad rented my uncles house for him when he was in the army. It was totaly distroyed
My experience was so bad. We were waked up at midnight just because visitors knocked wrong door. They were short term residents at my neighbour
My neighbors whose home was being repaired was able to find temporary housing for their entire family while construction was happening and they were close to school
N/A
Nice house that would be great for a family off the market and used as a hotel in a neighborhood.
No benefit other than create more problems and safety issues.
No benefits of STRs
No benefits to have a single family dwelling acting like an apartment complex, renting 8 different bedrooms to 8 different people who can stay month to month. This brings the potential for non-family renters in a
No benefits, just issues. There should also be rules if renting out rooms in your home (like a bed and breakfast) in residential areas.
No benefits, just the opposite, only trouble.
NO benefits: drugs, prostitution, human trafficing
No, I have not seen anything good come out of short term rentals.
None and only strangers walking around the neighborhood that have no affiliation with the neighborhood.
Not directly but indirectly
nothing but a nuisance to the whole neighborhood.
Nothing, zip, nada. Nothing beneficial to the city has been created. Go do the study and come back and tell us just how much more revenue this city stands to make by allowing str vs removing them and returning these properties to full time citizens.
Only Negative Impacts In Residential Neighborhoods
Plano has a thriving hotel industry. We do not need STR's and all of the associated crime in our neighborhoods.
Relating to G: STR behind us was a complete dump/horder/rat and roach infested house. It was completely rennovated and redone and that is good, but it's an Airbnb now and that is somehow more sad than an old demented lady hording trash.
Seen opposite effects; noise, traffic, parties, drugs, unsafe behavior by habitants, possible prostitution.
short term home for family that their house flooded. They rented a short term while their home was put back together.
Short term rentals in zoned single family residential neighborhoods should be prohibited. They do not improve the neighborhood or quality of life for the residents. How can we support anything like this that disturbed the balance of our neighbors They benefit our city from purely an economic standpoint. They are not a benefit to the neighbors who live around them

Have you personally experienced or witnessed any of the following benefits associated with short-term rentals in Plano?
Short term rentals should not be allowed in a residential neighborhood.
Some reports of homes without HOAs increasing in value due to investors interested in STRs crowding there
STR when done correctly is beneficial. We need to address housing shortages as a country. HOA should not regulate STR's. HOA is altogether is a rip off & never give more power to HOA as it is against American value of private property ownership. HOA itself makes private property ownership a laughing stock. City regulation is totally fine.
STR's benefit no one except the greedy investor
STR's done well are virtually invisible and cannot be distinguished from the neighborhood. I do not have any data on where the revenue goes. Done well STR's are generally prefered over hotels.
STR's only benefit the off site investors
STRs are like giving the worst elements (murders, rapists, child molesters, human traffickers, drug traffickers) easy access to the very heart of our communities.
STRs, by their nature, attract unknown occupants...and they all seem to park on the street.
Temporary housing, allowed our family to keep somewhat of a normal lifestyle after a fire while we were waiting for our house down the street to be repaired.
The house near our street was busted for trafficking
The STR down my alley on Parkview is poorly maintained and disruptive according to my neighbors.
There are NO benefits
There are no benefits to having an STR in a residential neighborhood
There are no benefits to homeowners that are living in Plano. Only will downgrade our community
There are no benefits to STR in Plano. They are only a net negative.
There are no benefits.
There are no STR benefits. Investors (most of whom are not Plano residents) are lining their pockets with money but everyone else will suffer at their expense. This question is insulting to homeowner residents. Everything is the exact opposite. if there is a need for nightly, weekend rentals, hotels will fulfill the need. Create event spaces/venues in our neighborhoods?! No! STRs are bad for residents, neighborhoods, local businesses, schools, city services including police, etc.
There are several STRs in vicinity of my house. I don't want the problems STRs bring including unmonitored pedophiles, sex offenders, loss of neighborhood. Megans law requires sex offenders to register where they live. I have the right to know if a registered sex offender is in my neighborhood. STRs allow strangers, registered and unregistered sex offenders and stalkers to roam the neighborhood unchecked, creating safety issues. I want to enjoy my home worry-free.
There aren't any benefits to STRs in residential neighborhoods.
There has only been one STR rental in this neighborhood and the woman owner was wonderful in who she had staying there. She contributed a lot to our neighborhood and was a good steward of her home. I know maybe some others in other places may not be - but she was a good rental owner. Someone was upset saying she had a loud party with some of her renters one night. It turned out to not be her rental - it was the house behind hers - a private family having a teenage party in the next subdiviion that shares an alley with ours. No one is upset if a privste home owner here is noisy with parites, etc. but they sure were when tyhwy thought it was her rental. I do not know the lady at all. I just heard what nice things she did for the neighborhood and I never experienced any problems hearing anything coming from her rental. I drive past it every day to get to my home.
There is no benefit in letting STR in residential neighborhoods.It destroys the neighborhood living and values.
This is a very slanted question.
This question is very biased as pro-STR and not at all reasonable. STRs have the negative opposite impact on property conditions, local economy, quality of life, job creation. Single family rooms in residential neighborhoods should not be event spaces or venues. That's a hotel. The city carefully zones hotels and event venues in appropriate locations. They don't belong in our neighborhoods!
Trauma and enhanced police activity dt STR
Used STR for 6-8 weeks when we needed to be out of our house for extensive repairs after water leak
Very deremental to the neighborhood There are at least three in the square mile my home exists in and they are all dumps NOt taken care of very well and no one would buy by home if they were near one
We had a str a few back that housed employees from a large company - rolling suitcases all night long, multiple cars and as a female alone at home anxiety due to strangers

Have you personally experienced or witnessed any of the following benefits associated with short-term rentals in Plano?
We have an abundance of quality professionally-managed and regulated hotels from luxury to extended-stay suites that have kitchens, separate rooms and are essentially apartments. STRs offer no advantage and the systems used to promote and manage reservations encourage "renting in bad faith"
With STRs, hosts need to make sure that their properties are attractive or their rating slip. While there are bad STR guests, for the most part we should see more updates to the STR properties to attract higher paying guests while also getting higher reviews. This could be a benefit to the property standards, however, not every host will do this, so that’s where licensing and permitting should come in play with consequences for repeat offenders.

Have you personally experienced any of the following challenges that you attribute to short-term rentals in Plano?
1. Highschool male murdered in the house during party with underaged kids. 2. Aggressive driving by renters (doing burnouts in the street). 3. Riding their loud motorcycles in neighborhood. 3. Loud party.
1. Stress and mental anguish from the thought of impending disturbances 2. Public urination 3. Public fighting 4. Foul language 5. Drug use 6. Sexual displays of unclothed visitors 5. Threats of retaliation if reported to police
5 Bedrooms - sleeps 16 - Party House
A decline in the peaceful quality of life this neighborhood has maintained for 29 years.
A murder occurred at a short-term rental less than half a mile from our home.
All edged use for filming porn
All of the above, but mostly second hand knowledge since they are further down the alley.
All Plano residents (regardless of whether or not there is a STR in their neighborhoods) are paying for the effects of STRs on many levels. They affect the businesses that we frequent, because long term residents patron a broad range of businesses that STR occupants do not (for example, veterinarians, clinics, tutors, dance and gymnasims, rec centers, childrens' sporting events, butchers, farmers markets, etc). Businesses have to charge higher prices to advertise, instead of relying on repeat business from long term residents. Schools lose out on state attendance funds, because housing stock that could have provided students to the district, are tied up with a revolving door of transients. Our Police are tied up serving as defacto tax payer funded security guards at STRs across the city on weekends. Hotel and lodging businesses have chosen to invest in building properties in Plano. Why should Plano not consider their investment in our city? There are numerous reports and more than sufficient data that indicate hotels are far more compliant with local hotel occupancy tax ordinances than short-term rentals, as they are required to maintain documentation for exempted stays and are subject to audits. There is data that suggest that Plano is most likely losing hotel occupancy tax revenue when short-term rentals are used over hotels. In analyzing the most recent data and occupancy tax payments made by Airbnb and Vrbo to Plano, only a relatively small percentage of visitors that are currently using short-term rentals, would need to convert to hotels for Plano to break even.
Allowing STR will definitely increase the drugs, prostitutions, and other major crimes in a neighborhood.
An overall major concern after the shooting incident.
Beer cans and broken glass beer bottles littered around the neighborhood
Bringing violence and gun crime to threaten my wife and young children, affecting their development and childhood happiness
Brings crime to the city. Safety concerns.
Child trafficking / prostitution in rental property
Children of short term rentals are usually left unattended at at their own means. We have had awful issues with these same children running wild and using BB guns.
Coming and going all night including week nights
Concern about future of my neighborhood, as well as home value
concerns over the adjacent elementary school near
Constant concern as to who may be lurking next door
Constant cycle of young adults using it as a party house for two weekend nights. Trouble will surely eventually land on my neighborhood’s doorstep. We paid for our houses zoned residential! The rules are not being followed! Shame on any city council member that thinks this is progress!
Constant Noises, Parties, And Drug Uses Are Not Suitable For Residential Areas
Constant rotation of strangers a few doors down in a previously quite neighborhood where residents felt safe knowing the people who live on your street.
Constant rotation of strangers makes the community watch less effective.
Crime
Crime
Crime, drugs, parties, shooting
Crime, sex trafficking, drugs, disastrous economic conditions, decline in property values.
criminal behavior
D & E are MUCH more of an issue with the long term rental and ugly builder type, inappropriate new builds.
Decline in housing inventory available for rent or for sale due to STR. Visitors to Plano should stay in hotels.
Decline of available homes to buy
Decline of property. Overgrown grass, poor upkeep

Have you personally experienced any of the following challenges that you attribute to short-term rentals in Plano?
Decrease in house value
Decrease in housing stock available for family who want to move to Plano.
Decreased availability of houses for lower income residents to purchase that require them to live elsewhere due to STRs
decreased housing affordability
Did not appreciate having a brotel near me TERRIBLE Owner lives in Dallas and could care less about the up keep on the property Looks like a DUMP
Difficulty finding affordable housing because of STR affecting the availability of homes.
Displacement of a property that could be purchased for their family.
Don't want to experience any of the above which come with SRTs
dont live near one
Drug dealing and use
Drug use
Drug Use by STR renters
Drug use, parties
Drugs
Drugs and alcohol usages
drugs and human trafficing
Drugs, possible prostitution
Drunk teens smashed into a BMW then up on my curb and the police said they "couldn't figure out who was driving - well - they were BOTH DRUNK so who cares which drunk person it was?? and I had a smashed car in front of my house for an entire week.
Even with long term rentals there are problems. Too many cars, they do not take care of their lawns, trash sometimes, speeding
Every house should have ongoing neighbors rather than changing visitors. There is nothing that can replace having NEIGHBORS in a neighborhood..
export of home value increase and real capital to non-local investors
Foreign businesses outbidding families on homes.
Gun shots
Gun shots, bullet through window of a little girl's bedroom.
Gun violence, prostitution, drug dealing
Gunfire
Harassment of STR guests with other homeowners in the neighborhood
Hard to buy homes in plano and str doesn't help with the supply of homes
Have experienced challenges attributed to long term rentals
Have not had any in our neighborhood to know.
Have not personally faced any issues due to STRs - more because I’m not aware of STRs in my neighborhood
Heard of many serious issues related to STRs in a nearby neighborhood
Hearing about gun shots in the news at a short term rental in Plano.
Hearing violence/assault at rental
high crime activity
Home with high rotation of male only tenants next to family long term residential. Statistically high risk population renting short term from a business in a residentially zoned area.
Homes available for newer buyers or long term renters used for STRs instead
Host disrespect us when we complain and even threaten us they will take action against us.
House next door being used for adult content production.
Housing market is distorted by people buying many houses and then renting them out as STRs rather than to permanent residents.

Have you personally experienced any of the following challenges that you attribute to short-term rentals in Plano?
Housing Sex trafficking/Prostitution
Human Trafficing and drug use in neighborhood near me
Human trafficking happening right in my neighborhood. It makes our area unsafe.
I am aware of all of these (except none) in a neighborhood near mine. Permanent residents have expressed safety concerns, decline of home value and decline of neighborhood character
I don't see effects of short term rentals because I don't believe any are on our street. But I already feel the effects of more houses being leased than owned and feel that this already has a detrimental effect on the neighborhood and short term rentals would be even worse.
I don’t want to. It is inevitable if you allow these
I have been fortunate to not have any current impact of short term rentals but I firmly believe that they have no place in residential areas
I have experienced all of the above issues in another city. It was the main reason we moved.
I have had more trouble with long term renters in my neighborhood with most of the above
I have not experienced an issue with the STR behind us, but I am confidant that if there were to be an issue Plano PD would be basically powerless to do anything and I would be warry of any pattern establishing itself.
I have not personally experience, but I have been told by those who have.
I have seen issues with STR in Dallas
I have seen shady male characters loitering outside at all hours. Our streets have turned into a junkyard with flat tires, broken vehicle windows, unregistered or expired tags, and modified/loud exhausts. Many guests with large vehicles that don't fit in the garage. HOA rules restrict street parking to short term guests and delivery trucks. We do not have overnight guests who are allowed to park on the street for extended periods of time. My neighbors and I have seen drug use and drug sales, strangers loitering, loud parties, and tire burn marks all over our neighborhood streets. There is no guarantee with Airbnb because of poor guest screening, and many guests lie about the number of people staying in STRs. STRs do NOT belong in residential neighborhoods. Neighbors have no one to complain to, and problems are never fixed. The owners/landlords do NOT follow HOA rules, and also tend to NOT enforce the rules with their tenants, either long term or short term. STRs are much worse. I live in an upper middle class townhome community near Shops at Legacy and Legacy West. There has also been an increase in street racing, loud exhausts, and cars racing up and down the Tollway, around and around the Dallas Parkway access roads, Headquarters Dr. East to West, and near the Tollway/121 exchange close to the Headquarters area from 5:30 in the morning until 4:15 am the next day. The police non emergency line has been called numerous times.
I have witnessed one of each type of the issue. The porn house down the street that was reeled in by, I guess the exposure and another close by well run and used rather often home, Both properties experienced physical improvements in conditions from what they were. One has been used responsibly while the other wound up on the news. The concern is obviously the ability for real bad guys to be able to hide their identity while laying low in the middle of the "flock of sheep" while having direct access to whoever is available close by under the disguise of being just another neighbor with the presumption of safety not normally afforded to other types of public interactions.
I live adjacent to one. Illegal drug use is common.
I no longer allow my children to play in our front yard when someone is staying at the STR. STR’s are destroying Plano.
I'm glad that there have been no short term rental near me so far.
I’m a female and I was afraid to walk by the house due to so many strangers
I’m sure all of these problems would occur if I had an STR in my neighborhood.
I’ve literally been outside on a swing in the front with my son (9 at the time) witnessing arrests from the STR across the street and had to send my child inside. I’ve had to call cops for people doing drugs in my alley who were chased by them and ran into the STR and cops said nothing they can do. It’s a mess!!!
I’ve smelled lots of drug use at the STR in my neighborhood. I don’t want my kids to know the smell weed.
Illegal activity
Illegal activity - has happened multiple times
illegal activity - prostitution and drugs
illegal activity at STR
Illegal activity, no oversight
Illegal drug use
In many instances the long term rental in this neighborhood have a declined look .

Have you personally experienced any of the following challenges that you attribute to short-term rentals in Plano?
Increased crime. There was a deadly shooting at the str on my street
Increased housing costs
Increased in burglary
Increased police calls to STR
Increased property balues
Increased traffic
Insufficient info for STRs in Plano
Intoxicated guests spilling out of the STR onto our streets late at night.
Investment firms buying up affordable homes, flipping then & turning them into STRs is why property values, and by proxy, property taxes have gone through the roof!!
Jumping fence into neighbors yards. Public intoxication in front of the STR. Smell of pot coming from the yard of the STR. Large parties. Way too many people staying in the home. An entire soccer team and their parents who are loud and the kids run the neighborhood at all hours. Glass bottles littered around the home and in other neighbors yards. Vomit on lawns and sidewalk
Just because I haven't experienced them in Plano, does not mean that I haven't experienced them in other locals. There are houses being rented behind us and there with multiple unrelated occupants and there is a difference in how the property looks. Residents who bought into a single family area did so with the expectation that it would not become a commercial housing project for tourists. Build a hotel if tourism is suffering a housing shortage, keep it out of my neighborhood!
Just news reports of shootings and lawlessness
Live down the street from a former rental house where there was a murdered.
Live here sine 1991, never thought I would need to call police to report a noise and safety concern. Yet with STR next to my house, my neighbors and I had called many times which in my mind a waste of our police resources to care for problem created by greedy non plano residents created for us long term residents and police.
Lived next door to a STR for 3 years . Has a pool . Parties all hours of night many valid police calls
Longtime friend had bad experience with house next door in Mesquite, mom was prostitute at night and children were neglected.
Losing homes for families
MACHINE FUN FIRED 200 FT. FROM MY HOUSE.
Maintenance of property
Making it harder for residents to purchase a home
My house was shot at from str party, and it feels like y'all are trying to make this as long as possible to avoid doing anything and that makes me feel like my life just doesn't matter
My neighbors are now carrying guns and the fear and frustration of revolving door neighbors is ruining the things that made our neighborhood special and most of us living here over 25 years
Need for police presence dt guest activity
Negative effects when I lived in a dif location
no contact information to complain to the STR owners. They should be dealing with all this crap.
No property owner residing in the dwelling or State of Texas
No STR's in my neighborhood, that I am aware of.
No, but I am aware of other people who have been impacted by party houses, parking issues, and noise issues. These are things that people never expected when they bought homes in a suburban neighborhood. They shouldn't have to.
No, however, it is bad enough with neighbors not taking care of their property, curb appeal, trash, parking, etc...
Nobody has a right to use their property in a way that causes harm to other people or other people's property. STRs do cause harm to neighboring residents.
Noise has been from sporty, racy-looking cars with loud mufflers, parked at STR
Noise. Police showed up
None because I've been lucky so far. I say No to STR's of any kind.
None of the STRs in our neighborhood bother to keep up their yard or invest in the property in anyway.
None of these "personally" yet, and I don't want to in the future!

Have you personally experienced any of the following challenges that you attribute to short-term rentals in Plano?
Nor do I want to start experiencing the above right now
Not applicable - not around a STR
Not aware of any STRs in our neighborhood
Not sure.
not that I am aware
Occasionally, my neighbor has a house party for a gathering of teens. The noise is loud but I know it will end at 10 pm because my neighbor respects the neighbors. She is a part of the neighborhood..
On weekends house next door was used for parties and prostitution
One down the street was found to be a brothel or part of a sex trafficing ring. Another one gunfire was used and bullets went through a neighboring home's window into a childs bedroom.
Only minor issues with trash or disrespectful guests from the whole-house listing on our street. Owner/host is very responsive and any concerns were quickly addressed. No impact on neighborhood character or social fabric. We have good owner occupant neighbors, bad owner occupant neighbors (or just unsociable/unfriendly), good and bad long term rental neighbors. The STR on the street has been neutral. Some guests were great and made themselves part of the neighborhood while here, others kept to themselves. We have perhaps one of the strongest and most sociable streets in Plano and the presence of an STR has not adversely impacted that.
Overgrown lawn and landscape
Owners hiding that they are doing str makes it hard for neighbors to help watch out for problems/people who may need help. The strs on my street are mostly problem free, but one house being used as a part house for underage kids once resulted in a big issue which likely would have been prevented if the hosts had been open and collaborative with the neighbors; we did not read the signs of the problem correctly until it was too late as they were hiding the fact that it was being used for short term rental.
Package of mine was delivered to the STR by courier. I never received the package and was unable to retrieve it from the STR.
Parking issues
Parking on streets in neighborhoods has become a huge issue - add to that STRs & that issues balloons even more.
Parties
Parties
Parties there have had the street so full an emergency vehicle couldn't get through when needed.
Parties, drugs, sex trafficking
Personal impact is a sober living business on street. In a 5 year period a minimum of 150 people will move in/out. Statistically this is more dangerous than several 4-8 person families. Risk of incident increase with each person. Only men allowed and in the 18-60 age braket, obviously more risky than an owner or long term renter. We pay the tax and primium of living in Plano in zoned residential areas to avoid the risk of living next to hotel type businesses.
POLICE / ARREST /GUNS / DRUGS - People coming and going - YOU BETTER BAN STR in PLANO !!
Police being called
Police response in the area
Police were called NUMEROUS TIMES for gunshots and a rape.
Porno filmed in a pool of a VERY FINE neighborhood (Frisco, TX)
Properties seem uncared-for (lawns, paint, etc.).
Property taxes will go up
Prostitution and Trafficing
Prostitution ring three blocks away
Prostitution ring was busted at a STR down the street.
Prostitution/Sex trafficking; illegal drug use
Public urination, trespassing, underage drinking parties, drugs, reckless driving
Reduced availability of housing for actual residents leading to increased costs of living and reduced standard of living.
Sex traffickers in neighborhood
Sex trafficking and prostitutes

Have you personally experienced any of the following challenges that you attribute to short-term rentals in Plano?
Sex trafficking and prostitution
Shady rentals bring down property values and are a danger to the community and our children
Shooting across the street from us. Disconcerting seeing different people come and go all day long not knowing what the property was being used for.
Shootings
some absentee operators have had their properties used as party houses. this checks all the boxes, but as a percentage of STR's it is statisticly insignificant and could be addressed on an individual basis.
Speeding in alleys and streets. Also random knocking on wrong doors by visitors
STR bring used for nefarious reasons like sex workers or drug usage
STR guest walking into the wrong home. Prostitution happening in STR near my home.
STR guests have damaged our own property and use our property to drive on. We have also been threatened by STR owner for making noise complaints and legit party complaints to Airbnb with threats to sue us if we continue reporting them
STR owner said his family would soon move in. That never happened.
STRs destroy neighborhoods! I am a retired police officer and I'm now in the real estate business. STRs bring crime into the neighborhoods and create unsafe situations. STRs take away from the housing inventory for those that want to lease or buy a home. It's more important to take care of the needs of residents than to cater to the small percentage of investors, most of whom are not Plano residents. Protect Plano residents and ban STRs for good.
The above answers were experienced from other Board members
The home owner should be responsible. Policing the neighborhood is important too regardless of whether we have short term rentals or now. Property owners are already paying taxes & that tax should be used for policing & development of the neighborhood, schools & City. We don’t need another entity or enforcement for this purpose m.
The house, I believe is an STR, is not kept up as well as other homes in the neighborhood.
The large number of religious sites near my housing has affected parking much more than rentals. There’s an apartment building nearby my house, and it’s really beautiful and peaceful.
The short term rental next to me was used for prostitution.
The STR is not within my neighborhood. I rarely pass it.
The STR property owner is not maintaining the exterior appearance of the home.
There are 3 STRs on my street. We have been subjected to gun fire in front of our house, loud parties, parking issues, numerous nuisance issues, pool left unsecured creating a safety hazard. The neighborhood is declining as a result of STRs and our quality of life is diminished. I am in real estate. STRs are a threaten the integrity of our neighborhoods and will also negatively impact Plano's desirability. The cities that protect neighborhoods from short term rentals will benefit. There is an easy fix, investors can convert to a long term rental (anything more than 30 days). There is a shortage of residential lease properties and there also a need for interim housing (30+ days) for people moving into area, displaced by hazard, etc. Anyone who has a need for a nightly, weekend, weekly rental, can go to a hotel.
There are several in the vicinity of my home. I don't want a STR on my street due to the above listed issues. I don't want to feel unsafe in my own home. Knowing your neighbors is a valuable asset for reasons too numerous to list here.
there havent been any str in my neighborhood that i'm aware of
There is a commercial sr living center near me and parking is an issue
There was a shooting in one that was in my neighborhood a few years back
There was a STR operating as a brothel in my neighborhood.
They shot a porno movie in Independence Hill, people were caught having sex in driveway
This activity has attracted so much traffic to our otherwise quiet neighborhood - it is extremely invasive. The homeless have now started moving because of the drug deals and they are camping in the creek bed area. We just pulled a target grocery cart from 2.9 miles away out of the woods by the creek that someone left there. It’s really a very BIG PROBLEM! Please rule against STRs in Plano period!!! hi
This decreases the available housing for citizens and decreases affordability. I would love to own my own home at some point but I still live with my parents and frankly, I don't see an opportunity for me to own in the future and that is completely demoralizing.
Threats from renters
Threats if suspected that I called the police
To many ghetto black people

Have you personally experienced any of the following challenges that you attribute to short-term rentals in Plano?
Trash, weeds, unkempt shrubbery, and poorly maintained lawn areas.
Unable to find an affordable home to purchase due to increased costs and corporate ownership of existing homes.
Unavailability for people looking to purchase homes
uncertain
UNCOOPERATIVE IN AREA PROGRAMS
unkept landscaping
Unknown; some neighboring properties could be STR-could explain the loud, rude neighbors behind us. Or they could just be loud and rude tenants or homeowners. Many yards/houses in area aren't kept up—could be STR, rentals, or owner occupied
Unsure is there are any STRs near me so hard to answer.
Very few "disruptive guests" that were addressed promptly by host
Very poor yard upkeep
Violent party goers and Flash Mobs
Waking up each morning and wondering who is lurking next door.
We already have many of these problems with long-term renters - overflowing trash, who knows how many adults are living there, overflow of vehicles and cars coming and going. Gain a renter, lose a neighbor!
We had gun fire in our neighborhood at a party being held by one completely unacceptable
We have an elementary on our street- people are not vetted for child endangerment concerns
We have regular rentals in our neighborhood now. They have caused enough issues - people not taking care of the property, noise, parties and so many cars parked on the streets
We live next door to a STR. The neighbor across the street is now carrying a gun because of fear of STR guests and loud parties. Another neighbor refuses to allow grandchildren to play in the front yard because of the influx of large groups of men in the STR on the weekends.
While health is included in the list and selected, more specifically the issues are with mental health due to the stress and anxiety related to the concern over weekly revolving guests and the issues they will create.
While I do not know of any STRs in our neighborhood, we do have a lot of houses that are rentals. We've had enough problems with them - noise, multiple vehicles making it hard to drive through and not taking care of the property.
Safety for children in the neighborhood all we have only one way in and out of the development. Fire and police would have a problem getting in and out because of parking issues.
Shootings, drugs, parties, prostitution

If you've personally experienced issues with a short-term rental, did you seek resolution from any of the following sources?
Approached STR
Called police but did not get resolution. Cars parked up and down the street 24/7. Did not tell them to go.
Called police but they didn't do anything about it. Tons of cars every day outside the house up and down the street.
City is NOT doing a good job in helping with the STR issues. Being one of the SAFEST city in the US, please do you job by eliminating the STR.
City raided it.
City staff doesn't have any tools to enforce.
Collin County Appraisal District CCAD - Why do these properties still have Homestead Exemption? - Owners are not living there 100% and operating the house as a hotel - business
Complaints handled by next door neighbor
Contacted state rep., had hour long meeting.
Did not experience problem directly
Did not personally experience issues.
Didn't personally experience STR problems. Not sure if any homes in my neighborhood are STRs
Do not approve any STRs
Does not apply
Doesn't apply
Doesn't apply
don't know how or were to register complaint
Don't know where to turn. Ignored on every level because of no enforcement due to spineless politicians! Make a stand or don't run for election under the guise of progress to then make your citizens lives WORSE!
Friends nextdoor neighbor was listed on Airbnb. Nothing but issues, no resolution, was forced to sell his house and move.
Had to address the issue directly with the renters
Have experienced no problems.
Have no experience with STR's
Have not dealt with STR
Have not dealt with that personally
Have not experienced
Have not experienced
Have not experienced issues
Have not experienced issues
Have not experienced issues.
have not personally experienced a problem with STR so no need to seek action
have not reached out to anyone yet
Have not seen any issues
Haven't
haven't experienced it personally
Haven't had an issue
HOA
HOA
HOA
HOA
HOA
HOA
HOA

If you've personally experienced issues with a short-term rental, did you seek resolution from any of the following sources?
HOA
hoa
HOA
HOA
HOA
HOA
HOA
HOA Board
HOA passed CCR restricting STR
Homeowner association - said nothing they could do
Homeowner Association was not sure of how city rules conflicted with HOA Convenants, Codes and restrictions. HOA did not expect to be dealing with this issue of drug dealers or others moving into Plano.
I do not believe it is the responsibility of a resident homeowner to police and adjacent rental property And I have concerns about retaliation and/or fear of safety, regarding confrontation of the issue, directly with an owner or renters
I do not like short term rentals. I do not want them in Plano.
I don't have any issue with STR around me or the neighborhood
I don't want to have these problems in my neighborhood. This is why neighborhoods are not zoned for commercial business. STRs are profiting off nice quiet neighborhoods to run their business which is a significant asset for them. STR owners didn't create a good neighborhood, but they want to operate in one because it's an asset for their business.
I don't want to have to seek a solution.
i experienced when ata relatives location, they addressed the situation but was affected
I go to the HOA to complain or request help.
I have no experience of a STR near me and don't want strangers gathering at a house near me. Let them meet at a park or reserve space at a city recreation center or other venue.
I have no personal experience with this.
I have not experience issues in my neighborhood.
I have not experienced a problem
I have not experienced issues. (This should be an answer choice on this question. As it stands, it assumes everyone has experienced an issue)
I have not had issues with STRs
i have not personally experienced
I have not personally experienced any issues
I have not personally experienced issues
I have not personally experienced issues. Fortunately, we do not have STR in our neighborhood and I'm active to keep it that way.
I haven't experienced issues
I haven't experienced issues
I just learned about my neighbor being a STR and I will start reporting the issues
I noticed suspicious activity but felt like the tenants would be gone in a week. I did feel I had enough evidence to call police.
I personally pickup the trash and the unwanted newspapers.
I picked up the trash around the house and threw it away myself.
I wanted to contact the listing company but I have no idea which of the platforms it was booked through. You can't search by address as far as I know.
I. Not experienced
I've requested larger trash can for the renters whose cans are always overflowing days before pickup, but request has to come from owner, renter and they did not take action when this was requested. Now supervisor monitoring for tagging overflow.
IF SRT IS ALLOWED , THEN I WOULD NEED ALOT OF RESOLUTIONS FROM MANY CITY SERVICES !!

If you've personally experienced issues with a short-term rental, did you seek resolution from any of the following sources?
in my personal experience i have never had a bad experience with an STR
It feels helpless. Who to contact when the City Council seems so determined to be for them. We had a brothel in our neighborhood. Who do you call for that?
It was not a big problem & was dealt appropriately by home owner
Know the Asian home owner and no parties allowed and he oversees residents who live in the home and is strict with rules
Law enforcement already called multiple times by another neighbor
Legal
Long term rentals: city staff
Mass shooting about a mile from my house. Not personally involved but too close for comfort. Plano is not zoned for residential STRs.
my neighbor contacted the property owner
My neighbor down the street was having major issues and reported it
my neighbor reported the yard as needing to be cut, so I did not report.
My neighbors in my neighborhood contacted VRBO and the owner to complain ab drug use and late night parties
N
N/A
N/A
N/A
N/A
N/A
N/a
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N/A

If you've personally experienced issues with a short-term rental, did you seek resolution from any of the following sources?
N/A
N/A
N/A
N/A - No personal experience with STR in Plano
n/a -- BUT I do have a concern in general. I live in my home and out of financial necessity I rent out a couple of bedrooms. A very mean neighbor threatens me about it all of the time. I am NOT a STR. I am not a VRBO or Airbnb. I get my renters through word of mouth and have not had any problems with anyone arou nd here. This guy aho lives five streets over just likes to think he has power to force me to stop. I Need my renters. I pay taxes on their rent as well. They are mostly older people who need a decent and reasonable place to lve as many are on Social security. I am dismayed that people want to tell a homeowner what he can do with his own house when living in it. I can see it a rental property isd a problem, but not everyone has the same financial situation especially after a divorce and a pandemic hitting. Sorry for the typos' I can't figure out how to go back and fix them.
N/A: Why is it assumed respondents experienced an issue with STR?
NA
NA
NA
NA
NA
NA
NA
NA
NA
NA
NA
NA
Na
NA
NA
Na
Neighbor contacted city. Our call seemed redundant.
Neighborhood association with no luck
Neighborhood leaders
Never had an issue with STR
news media
Next will be official noise ordinance complaints as well as trash violation complaints.
No contact information available.
No direct experience- & don't want one
No experience
No experience
No experience and praying it stays that way.
No experience with STRs in Plano
No issues
No issues
No issues
No issues
No issues
No issues experienced

If you've personally experienced issues with a short-term rental, did you seek resolution from any of the following sources?
no isues experienced personally
No one has enforced zoning. Our STR is renting by the room at $49 a night. I know it's against zoning laws and no one will do anything. The lack of accountability is out of hand.
No personal experience
No problems and there's a few in my neighborhood
No STR owner contact
No, but I feel deep sympathy for those residents of neighborhoods that HAVE dealt with that!
No, responsibility for this problem is totally on the City of Plano.
None
NONE
None
None near me but will use anything I can to correct a situation
Not appliable
Not applicable
not applicable
Not applicable
Not applicable
Not applicable
Not applicable
Not applicable
Not applicable
Not applicable
Not aware of an STR near me and hope there never is. I don't believe they belong in dense neighborhoods. Even with guidelines, they create the possibility of disruption to the quiet neighborhood experience.
Not experiencing
Not filed
Occupants
Our community does have many rental properties, are these long or short term? Not known. There are more complaints that rental homes have less commitment to take care of the home both interior & exterior
Our HOA board of directors, but they say it is not their problem and to talk to the City of Plano.
Owner of property had no clue about the shooting or whether it was drug related or not.
Owner of the property is not readily listed to call and proably would not take action
Police
Police
Police
Police responded to shooting
Property owner
property standards
Question not applicable - no personal experience
Raised issues with city council and No real action taken by city over the issue. Very disappointed.
Revised covenant to prohibit STR's
Several STRs are within a 3-mile radius of my home, but not next door. STRs must be banned so that we don't have issues where we have to call law enforcement.
Should not be allowed Plano will decline
Signs with warnings
STR owner told me he was going to move in...but he never did. He's been renting for years since.

If you've personally experienced issues with a short-term rental, did you seek resolution from any of the following sources?
STRs are like giving the worst elements (murders, rapists, child molesters, human traffickers, drug traffickers) easy access to the very heart of our communities.
Submitted requests to city & state representative
Talked to occupant to resolve issues.
Texas State Representative
The city appears to have deciding its proceeding with STRs. This survey is a sham
There are no short term rentals in my neighborhood
They found the young men that shot the young man from Allen high school. They put them in prison. Way to go Plano Police.
This happened to a friend. Police called numerous times
Unable to determine who the property owner was
Unable to locate contact for owner/agent
Unsure who to go to
Was afraid to contact police as their engagement may lead to confrontation. Why are we being forced to live in fear?
We are fighting for a permanent ban on all STRs.
We cannot find the owner of the properties or management companies, and our HOA is currently overburdened. This is why STRs are hard to manage. The owners collect a paycheck and don't do their job. Many owners of STRs live out of state or overseas, unfortunately. It takes too long to contact anyone if we are even able to do so, and the STR guest just leaves before anything can be done. He or she leaves trash, oil stains on our streets, invites several other people to the STR who also are rowdy and make noise (usually university age). None of the guests abide by HOA rules. HOA neighborhoods are the worst places for STRs. We have enough on our plates to keep our neighborhood clean and follow Plano Property Standards, and we are not responsible for managing STRs. That is the duty of the homeowner of such properties, but the owners are never available, and the properties are always, always poorly managed. Keep STRs out of residential neighborhoods, please.
We could not pinpoint the location that was the STR until after the police raid
We have never experienced issues.
We have written emails to owner many times to ask for resolution
We left notes to our neighbor
We're very early in this process as we recently identified a STR in our neighborhood that is operating as a small apartment complex.
who am I going to complain to about higher rents due to manipulated supply that can actually give me a result
YOU BETTER BAN STR in Plano !!!!!!

How would you describe yourself?
30 year plus resident.
A long term resident who lives alone & depends on safety & security of a stable neighborhood
Attorney who works from home and now must deal with looking over my shoulder for safety of wife and daughter.
Attorney; Counsel to neighborhood association
Born and raised in plano all my life a true plano citizen
Business owner in Plano
Children attend school in Plano
City Planner
Crime Watcher Coordinator
Current. committee chair and past secretary and president. pf HOA serving over 22 years! Husband is current president.
Currently living in Plano but not renting (adult child living with parents)
Employed at Residential Mortgage Lender
enjoying retirement in my remodeled home
Former HOA officer in my HOA
formerly HOA president
GOP Precinct Chair
Guest
I am a city employee with home in a neighboring community
I am a concerned citizen and worry about the impact not just to myself as a residential owner. STRs affect everyone in Plano whether they realize it or not. Houses are no longer available for residents, school enrollment goes down, small businesses lose customers. I worry about all of that.
I am a short term rental host in Broken Bow, where that is all there is do its different.
I am also a business owner in Richardson Tx
I am retired so I live here and am here during the day also.
I don’t have any rental properties.
I have immediate family who live in Plano
I live with my parents because I am 18 and can’t afford to move out
I own a business in Plano
I own a home on the west side of Plano and do not want an STR in my neighborhood
I own a house in near by city that I would like to short term rent to business professionals that travel for long stays.
I own and live in a residential property for 38 years
I own Real Estate in and rent STR’s in areas where they are specifically zoned as a permitted use.
I own residential property in a neighborhood zoned as such. I get zoning violation notices the very morning a storm blows my fence down. Prior to 8am! But a freaking hotel can operate a business with 6-10 cars parked up and down the street, litter, noise, and strange people coming ands going at all hours. Kind of kills the effectiveness of a neighborhood watch where you report strangers lurking about.
I owned multi family housing in San Francisco where I fought tenants who would violate their lease by subletting to AirBnB. I had an attorney on retainer specifically to serve 3 day notices to quit.
I pay taxes and vote in Plano
I reside at residential property in Plano but my husband is the legal owner.
I reside in Plano part time in a house owned by my parents
I reside in Plano.
I work for a corporate housing company
I would like to buy property but can’t afford to yet and worry that more STRs will make it entirely impossible, potentially to where we would have to leave Plano :(
I've lived in my home since 1990 and am retired.
Landlord of multiple rentals for 18 years

How would you describe yourself?
Live just south of Plano
Live next to a property that has been STR for ~ 3 years
Lived here over 40 years
Lived in since 1975/76 - you know me
Living with Plano homeowner
My children attend PISD schools and all of their friends live there.
My elderly parents like in the 2nd home I own - 92 and 87 years. They do not need to be exposed to str
My parents own property in Plano and I reside there with them
Native to Plano - born and raised; STRs have a place, it's just not in a residential area.
None
Not current- but long time Plano resident with public administration experience and degrees to see the negative affects of too many STRs in the Dallas area
Own residential property, time there varies with traveling
Plano ISD parent and former employee and live across the street from Plano
Plano Native
Plano resident currently living abroad
Plano Resident since 1985
Property owner & business owner
Property owner for rental property in another state
Provide mid-term (min 1 month) temporary & corporate housing
Regular Homeowner
Renter
Resident and property owner in a neighboring city
Retired
Retired
Retired
retired
Retired and scared having an STR near me. STRs are destroying the community fabric which is why we moved to Plano.
Retired couple living 2 doors from a STR
Retired home owner
Retired resident, US Navy veteran, and fastidious home owner that enjoys a quiet, peaceful, safe, clean neighborhood
Retired resident. Want to ensure a peaceful. Existence in what is a quiet and peaceful neighborhood, where I know my neighbors.
retired senior citizen
Retiree who has lived in my home in Plano for 32 years and wants to continue to do so safely
senior citizen
STR host, not in Plano
Student living at home
Visiting
We selected our neighborhood because it is peaceful and quiet with many long term residents.
Work from home
Work from home
Former RE owner, have seen in prior neighborhoods

What ZIP code do you live in?

2023
5075
7502
40241
70574
72025
74023
74074
74075
75002
75002
75002
75002
75002
75002
75007
75010
75010
75010
75013
75013
75013
75013
75013
75021
75022
75033
75033
75034
75035
75035
75040
75040
75067
75070
75070
75070
75071
75071
75077
75078
75080

What ZIP code do you live in?

75080
75080
75081
75081
75082
75082
75082
75082
75082
75082
75094
75094
75094

What ZIP code do you live in?

75098
75143
75166
75204
75204
75205
75211
75240
75244
75248
75252
75252
75252
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75252
75252
75252
75254
75287
75287
75409
75454
75823
75923
75924
75925
75975
76025
76093
76118
76227
76227
76248
78634
80904
91320
97053
97760
98607

APPENDIX E

Appendix E

Open House Report

September 13, 2023

CITY OF PLANO
SHORT-TERM RENTAL STUDY

OPEN HOUSE REPORT



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IN-PERSON OPEN HOUSE



On August 23, the City of Plano hosted an open house event in downtown Plano at event1013. The open house continued online at PlanoSTR.com from August 23 to August 30.

The event provided residents an opportunity to learn about the Short-Term Rental Study and to give city leaders their thoughts and opinions on STRs in Plano. Attendees were able to review information about the study, ask questions about the process, learn how the citizen-led STR Task Force operates, and provide feedback to help shape the city's response to short-term rentals. The event was an informal, come-and-go meeting where residents were able to visit various stations with detailed information about the STR Study.

The in-person open house was held on August 23 in downtown Plano

THE EVENT BY THE NUMBERS

Date: Wednesday, August 23
Time: 6:00 - 8:00 p.m.
Location: event1013 (1013 E. 15th Street, Plano, TX 75074)

Attendees: 109*
Signed-in attendees: 61**

** This does not include members of City staff, the Task Force, or consultants. The number of attendees were counted using a handheld tally counter.*
*** This number includes several members of the Task Force. It also shows several sign-ins for a couple or household.*

Polling Questions and Comments

Answered questions (mobile device)	49
Answered questions (paper copy)	4
TOTAL ANSWERED QUESTIONS	**53**
General comments (mobile device)	5
General comments (paper copy)	13
TOTAL GENERAL COMMENTS	**18**

ONLINE OPEN HOUSE



From August 23 to August 30, residents were encouraged to participate in an online open house held at PlanoSTR.com, the city's website for the Short-Term Rental Study.

Duplicate the in-person event

Citizens were able to view the exact same information and participate in identical exercises online as in-person attendees

Fully accessible

PlanoSTR.com was designed to allow those who require assistive technologies or language translation to participate with ease

Mobile-friendly

The online open house was designed to use on a desktop computer or mobile device (i.e. smartphone or tablet)

ONLINE EVENT BY THE NUMBERS

Open: Wednesday, August 23 at 12:00 a.m.
Close: Wednesday, August 30 at 11:59 p.m.
Location: PlanoSTR.com

Virtual Open House individual entries:	1,922 *
Number of participants answering "polling questions" at exhibits:	903
Number of general comments:	119

** This number accounts for those that clicked "enter the open house."*
The number of pageviews of PlanoSTR.com during this time is considerably higher (3,287).

How people accessed the open house

Mobile	967 participants
Desktop	928 participants
Tablet	27 participants

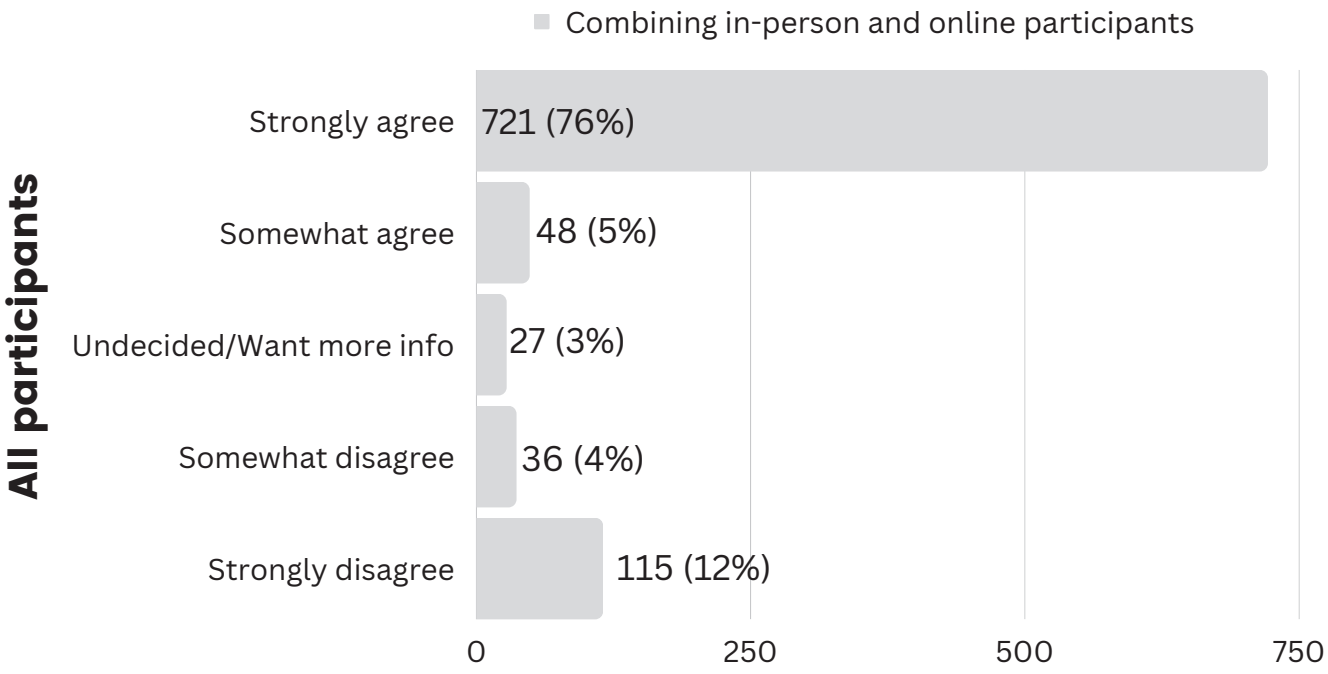
How people were directed to the open house

Direct URL (typing in PlanoSTR.com)	1,304 participants (68%)
Forwarded from social media	487 participants
Other	131 participants

QUESTION 1

Q1: Do STRs affect quality of life?

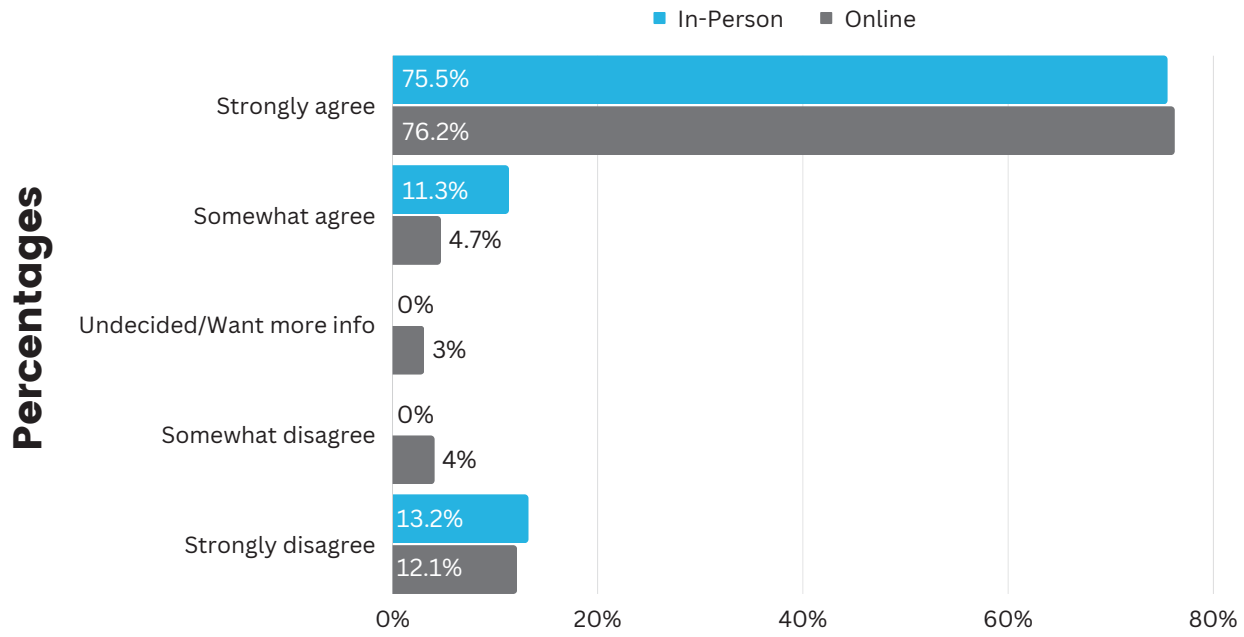
What do you think about the tentative Task Force finding discussed here — that STRs do affect Plano, and that this effect is "mostly negative."

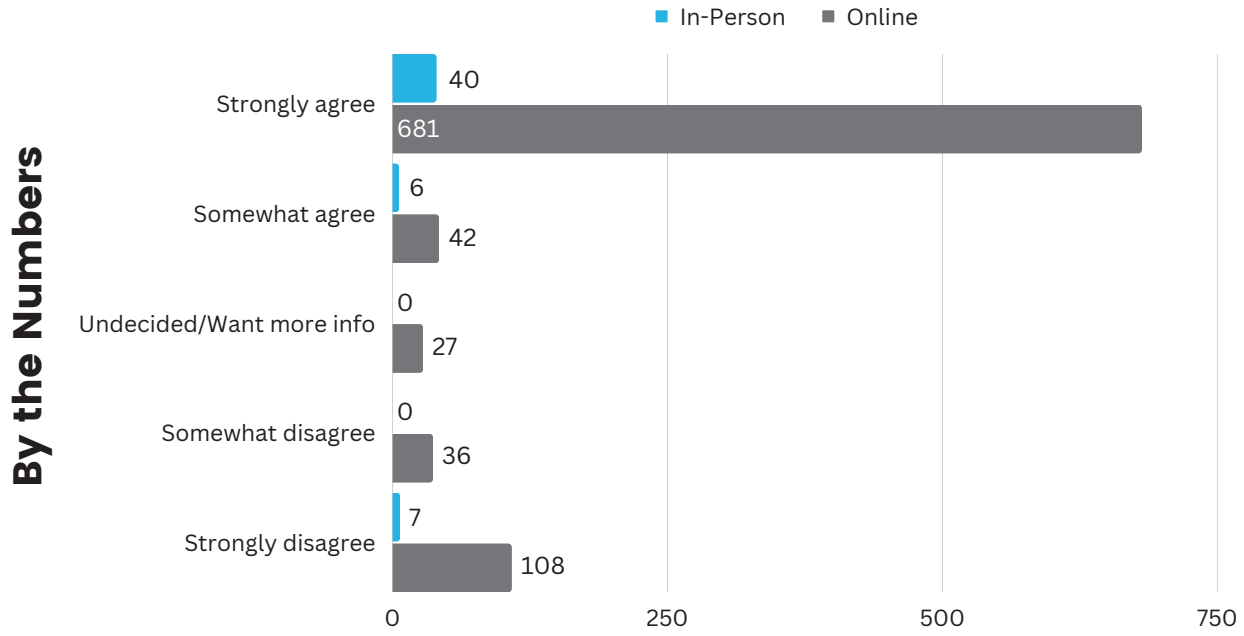




QUESTION 1, CONT.

Q1: Do STRs affect quality of life?

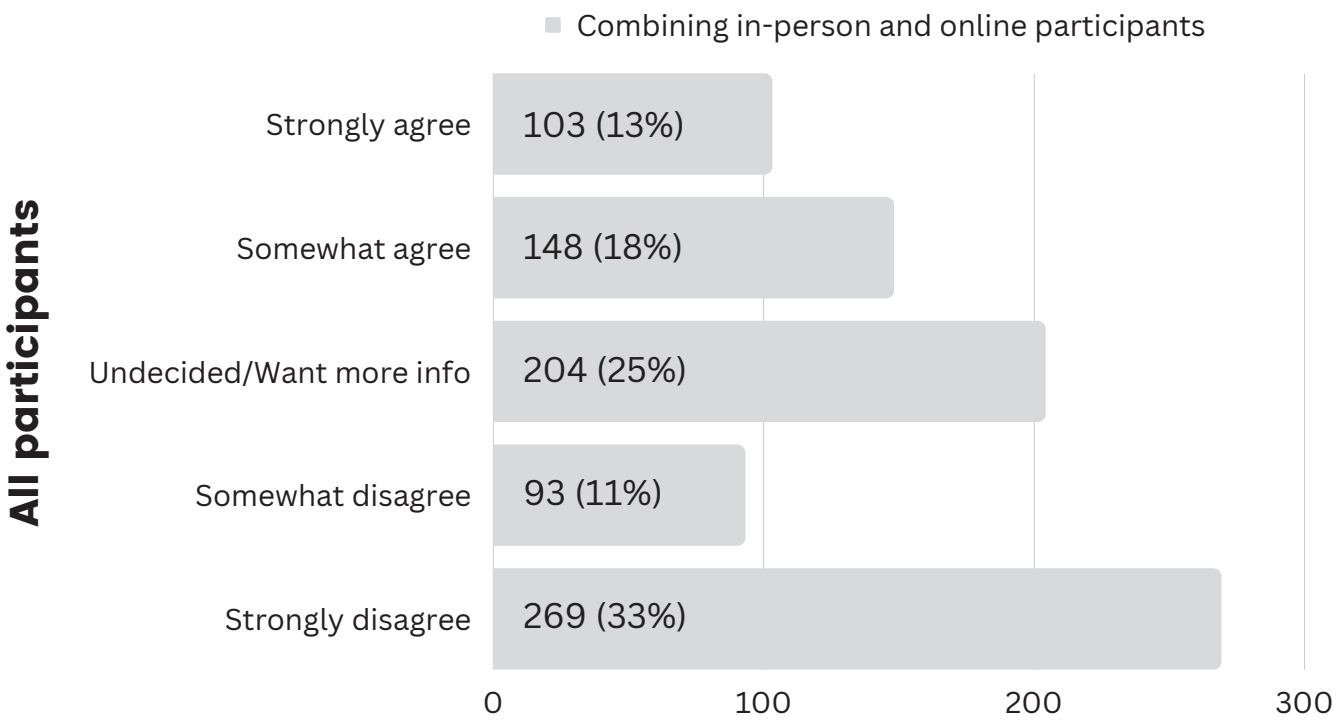




QUESTION 2

Q2: Appropriate places for STRs?

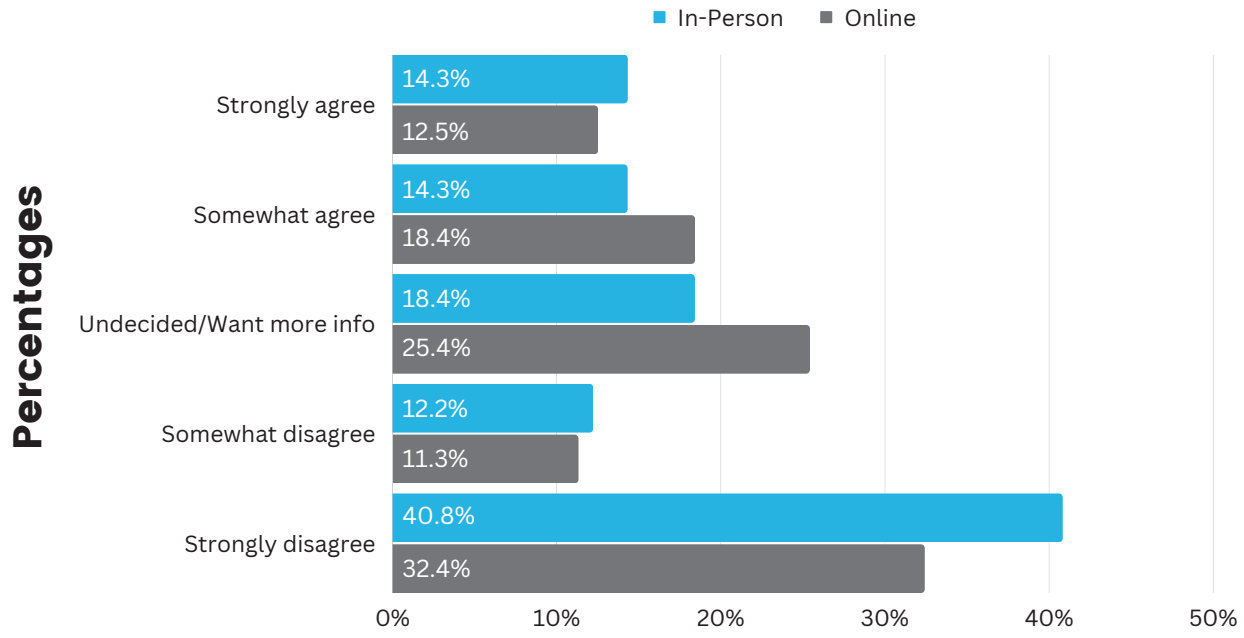
What do you think about this tentative finding — that STRs might be appropriate in some place(s) in Plano?

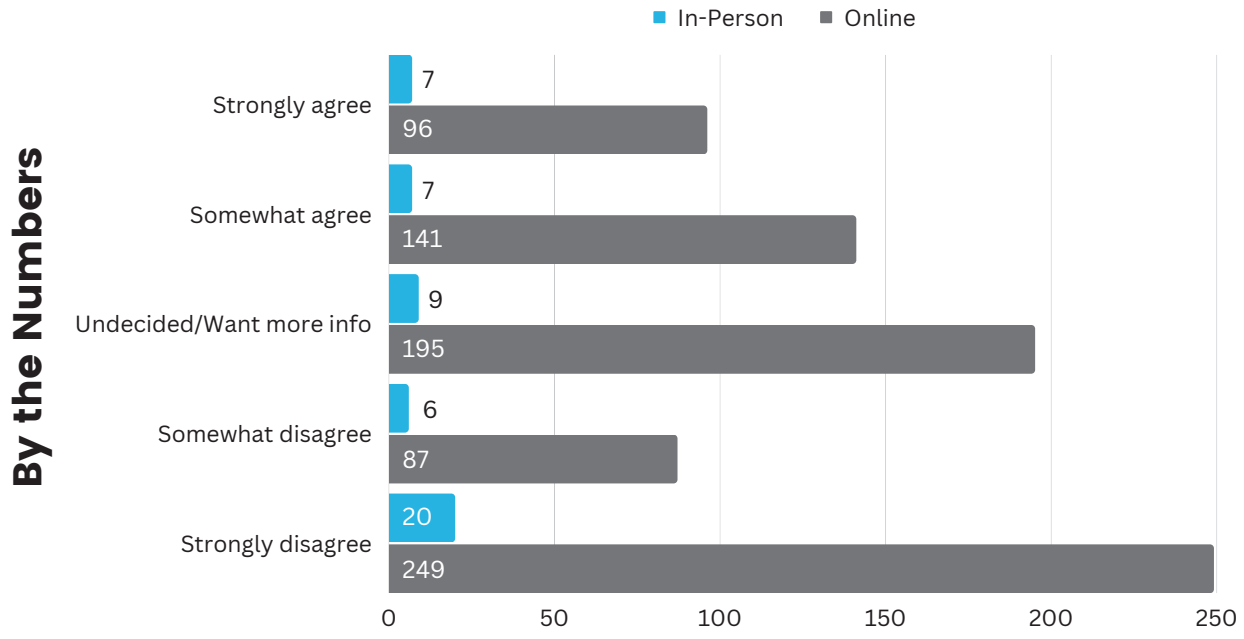




QUESTION 2, CONT.

Q2: Appropriate places for STRs?

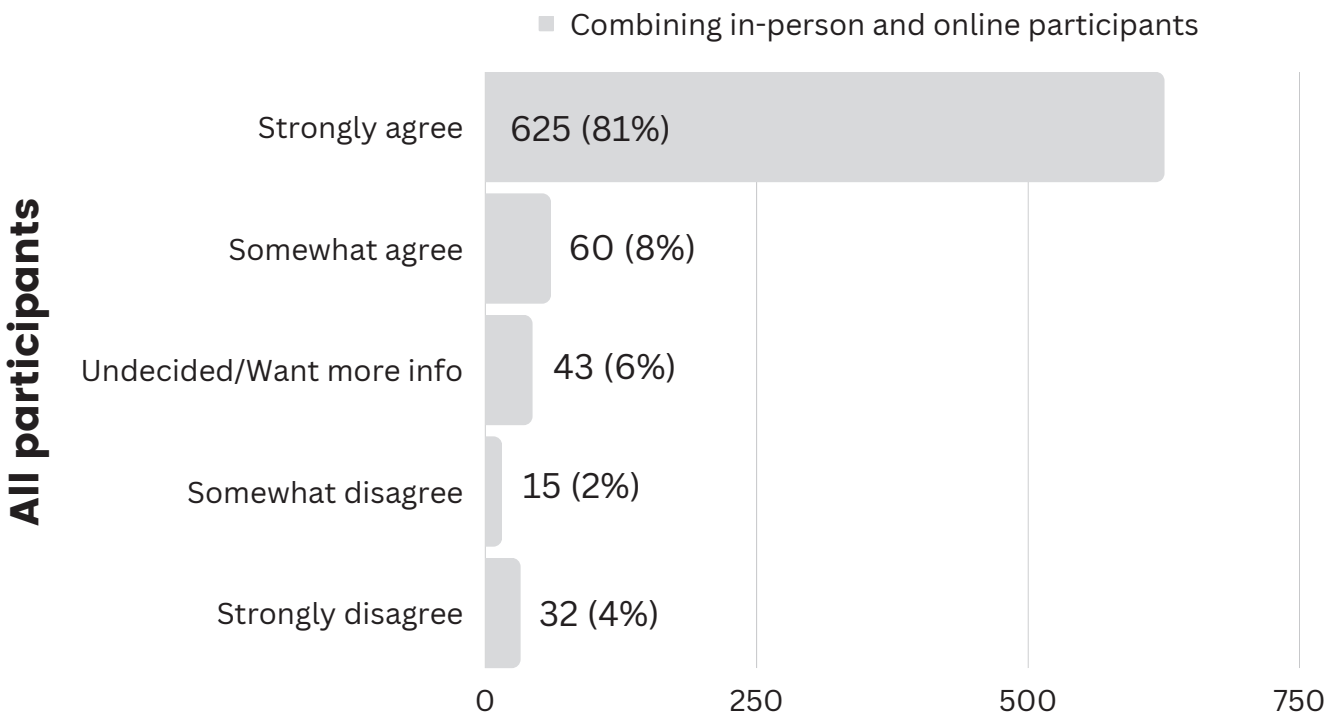




QUESTION 3

Q3: Are regulations needed?

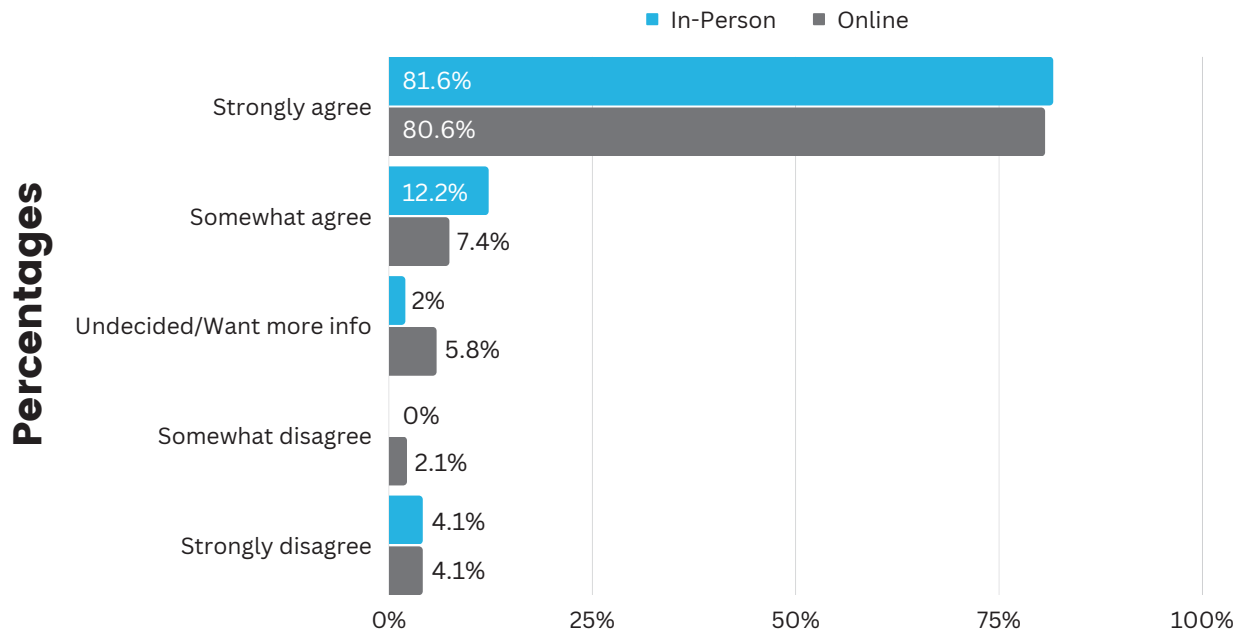
What do you think about this tentative finding - that comprehensive, permanent regulations are needed to govern STRs?

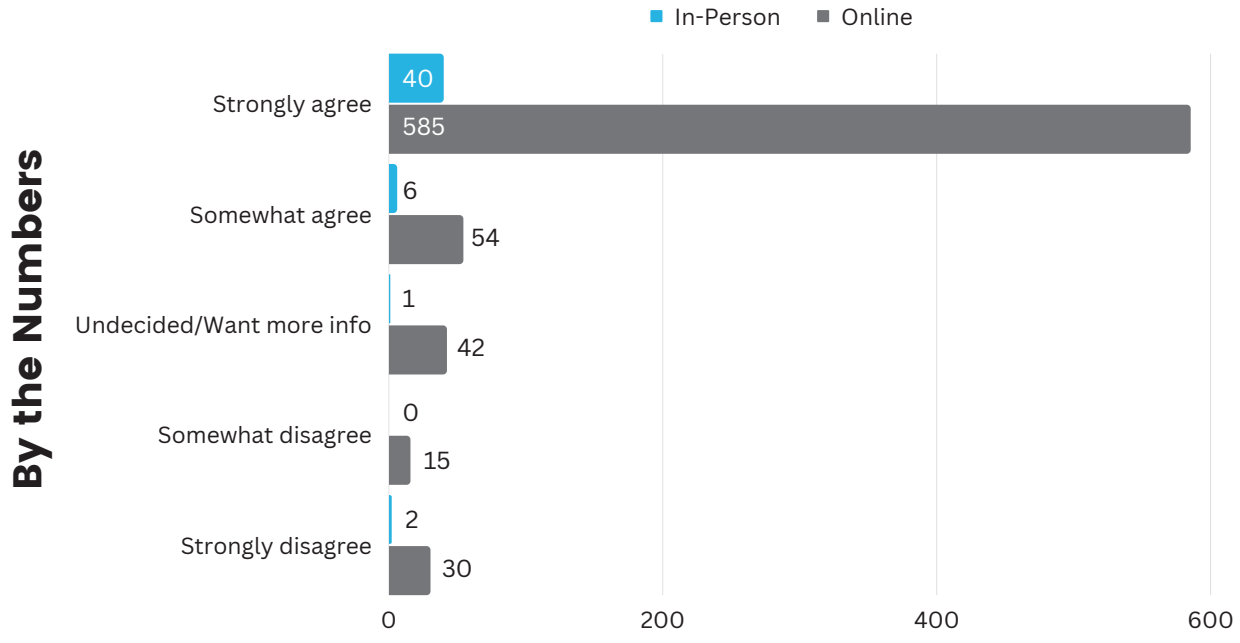




QUESTION 3, CONT.

Q3: Are regulations needed?



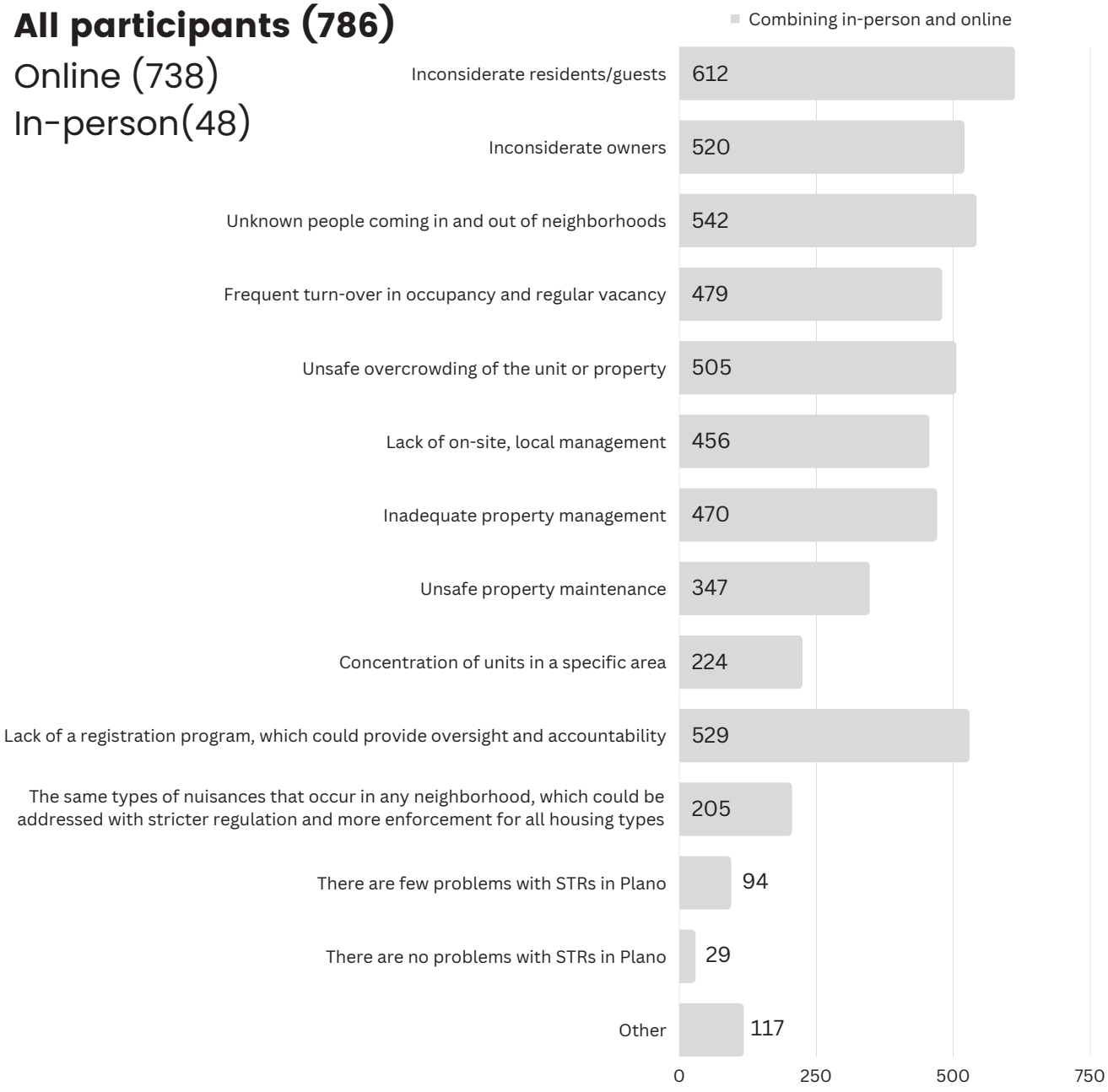


QUESTION 4

Q4: Identifying the issues

The problems with short-term rentals in Plano are caused by...

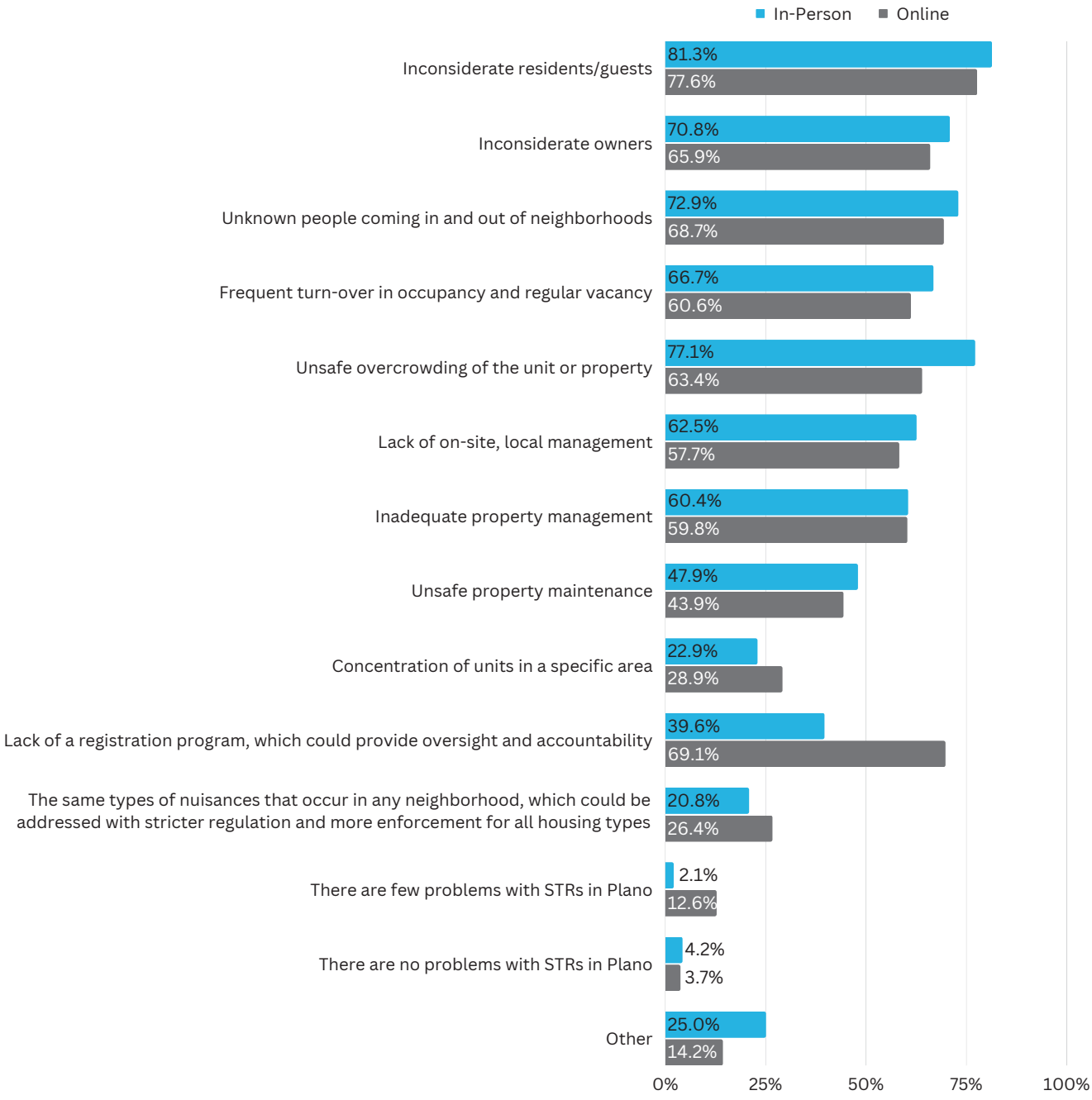
All participants (786)
Online (738)
In-person(48)



QUESTION 4, CONT.

Q4: Identifying the issues

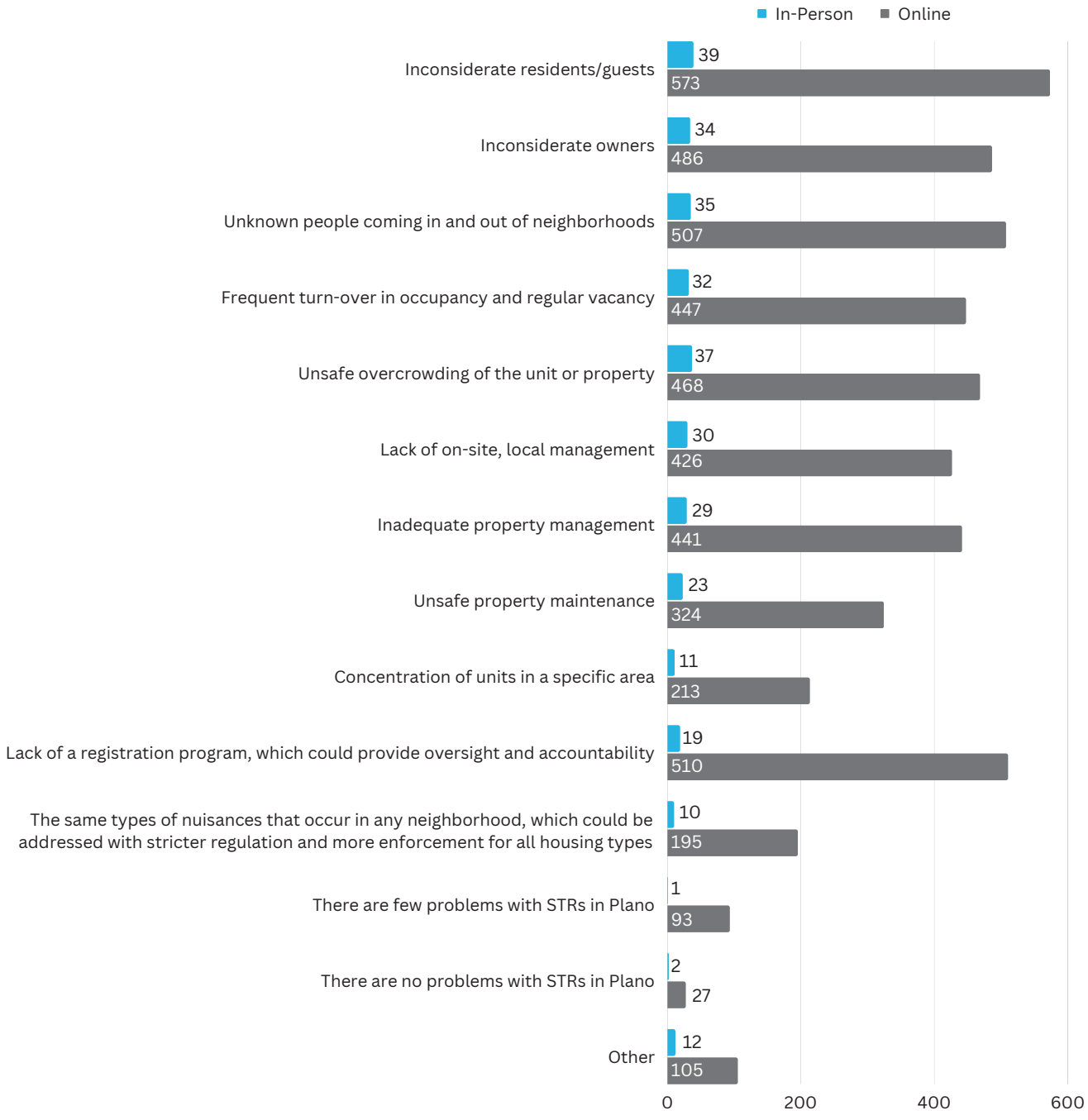
Percentages



QUESTION 4, CONT.

Q4: Identifying the issues

By the Numbers



QUESTION 4 SHORT ANSWERS

Q4: Identifying the issues

On Question 4, attendees were allowed to select “Other” as an answer. Once selected, respondents could type or write a short answer. The pages that follow show the answers provided.

No.	Submitted Via	Other (Short Answer)
1	In-Person	#C especially!
2	In-Person	Guns and sex houses
3	In-Person	Incompatible with/in single family neighborhoods
4	In-Person	Late night disturbance
5	In-Person	Neighborhoods zoned for single family residences are meant to be exactly that: family residences, not commercial properties.
6	In-Person	Not sure
7	In-Person	Owners should be forced to occupy their unit and live there
8	In-Person	Parking
9	In-Person	Stars do not belong in single- family zoning
10	In-Person	STR should not be in family neighborhoods
11	In-Person	They do belong in single family residential neighborhoods
12	In-Person	They do not belong in single family residential neighbothoods
13	Online	Absentee owners are not vested in neighborhood; all of these regulations, rules, more police, etc are going to put a heavy weight on city departments in addition to current jobs AND, residents will end up paying for all these "regulations & policing"
14	Online	Airbnb guests MUST follow HOA rules, including parking restrictions, nuisance noise rules (as well as city ordinance rules), banning loud exhausts, marijuana use, inviting multiple guests who all park on the street, leaving no room for guests of homeowners, and the need for valid U.S. IDs on check in to prove who is staying at the STR. All Airbnb guest vehicles Must fit inside the garage, as there is NOT street parking allowed for residents, except for short term loading and unloading, deliveries, and very short term guests (As in guests who visit residents, and not those who rent an Airbnb. Short term guest parking refers to guests of homeowners or long term tenants only, and only short term, or with HOA permission to get a limited parking pass.) Also blasting music when coming in or leaving the neighborhood is NOT allowed. Being loud and obnoxious even during the day when people work from home, put their babies to sleep, or talking loudly on balconies is very inconsiderate. Guests always leave their trash bins out, sometimes trash spills all over the driveway. There is also broken glass, trash, and disgusting things all over our neighborhood. Promises from landlords don't mean anything, because they never pay for any damages, and the guests leave before the Police can do anything. Our townhome community is very small, and our homes are NOT soundproof. The Airbnbs attract too many loud "students," and our homes are in a single family zone.This is not a college/university area, and inappropriate for students to rent in our neighborhood. 9/10 never follow our HOA rules, city ordinance, or common courtesy. Homeowners who have been here 15 years seem to have no rights. We can't contact some of the greatest offenders, because the homeowners have a P.O. Box listed, and no way to contact anyone. Also, we have so much damage to our streets from vehicles who have burned rubber, several abandoned cars, and a couple of homes that were apparently brothels! Our homes are not appropriate for filming locations either. One so-called filming location was a porn film location and/brothel, and a second was a brothel. I'm afraid there is no way to regulate these STRs, except to banish them into a specific area. Our upper middle class suburb are has been taken over by greedy investors, many who live out of state or out of country. Our property values are being affected. I've complained numerous times to police, but nothing changes. A few of the Airbnbs on the same street have guests with huge commercial vans with inappropriate advertisements and logos on them. Advertisements and/or commercial vehicles are not allowed in our neighborhood. Many STRs host parties (no matter what Airbnb says), and disturb neighbors with guests walking in the streets singing and shouting, while we're trying to sleep. Also, subwoofers with loud bass can be heard from several houses away. Bass travels and in our small townhome community, is extremely disturbing. I'm a single woman and I don't know many in my neighborhood anymore since STRs have taken over. It feels like a hotel parking lot or junk yard now instead of a home. I'm very saddened. I'm afraid for my safety, as I have seen people loitering late at night, or people smoking marijuana in front of our mailboxes, vehicles idling for almost an hour, revving engines, loud exhausts (worse when it's very early in the morning or very late in the evening, past midnight), talking loudly on the balcony, leaving garages open all day and night. There are so many negatives, too many to just list here. People are just collecting paychecks, and they don't care about our neighborhood.
15	Online	Already reported has happened. Murders, Illegal drugs, violence, theft
16	Online	Decrease in Property Value and inconsiderate, mixed culture. Most of these people coming in don't understand English and YOU are promoting it!!
17	Online	Excessive Noise and trash
18	Online	Garbage - the STR behind my house puts their trash in my bins and its all over the alley. Shame on them.
19	Online	Gun Fire in the streets and through the windows of neighboring houses
20	Online	I believe that STRs are better looking property compared to other neighbors that don't take care of the lawn, front appealing etc.
21	Online	I do STR but no sort than 30 days, and only family of 4 max, two in average. All is excellent. Expensive rent = responsible executive and safe people
22	Online	I live by several STR's and have had dangerous situations occur by the residents-drug addict totalled our car parked in front of our house, 3 around me rent rooms by the month or week and the people coming in and out are criminals stealing from neighbors.

No.	Submitted Via	Other (Short Answer)
23	Online	I think restricting opportunities for STRs because of complaints by non-STR owners is not the right move. These neighborhoods should police themselves and not lobby for blanket regulations that restrict a useful service for home owners and travelers
24	Online	It's a mini hotel. I don't want them in my neighborhood. I live in a residential zone not a commercial zone foe a reason.
25	Online	Lots of issues in Plano that are not discussed nor voted on
26	Online	Mini hotels do not belong in residential neighborhoods
27	Online	My home cost me a lot of money and a lot of sacrifice. The area was sold as a single family residential neighborhood, not a commercial investment community. As fiduciaries of the people please stand up against this grave infringement on our residential rights. single family home are established built, marketed and sold as single-family homes.Please do not betray all of us that have played by the rules and paid all of our taxes. No STR's --- EVER !!!
28	Online	Neighbors who did not own guns before STRs are now carrying guns -- this is very concerning!!!!
29	Online	No family wants to buy a house next to one running a business
30	Online	Over crowding of guest and parking issues in neighborhood
31	Online	Parking- narrow city streets were not meant to be parking lots for STRs (numerous cars from STRs are parked on both sides of the streets preventing police/fire/ambulances blocking the streets if there was a fire, burglary, or medical emergency. Also, constant strangers in and out of the neighborhood make people feel unsafe.
32	Online	Personal safety issues, witness the shooting in Plano last year, and illegal activity, witness the brothel being operated at a STR in Plano last year. Also garbage accumulation from STR users which attracts vermin because the garbage is left outside the collection bin, or it overflows the collection bin onto the ground. NO STRs IN PLANO. — OUR CITY HAS ENOUGH PROBLEMS ALREADY.
33	Online	Properties zoned for residential that are being used for commercial purposes reduces enrollment in neighborhood's schools
34	Online	Safety concerns. Perfect situation for unlawful activity by changing locations quickly.
35	Online	Should be age restrictions as 25 & up, no parties, drinking, drugs or illegal activies & close monitoring of strs with surrounding neighbors response or input & owners being held liabable & additional insurance for commercial property as if not occupied by owners should be commercial/
36	Online	STR should not be allowed in neighborhoods
37	Online	STR's are a commerical property; commerical properties can not obtain Conventional, FHA, VA or USDA financing.. Thi will impact the buyer pool as financing sources will be limited, unless the Buyer / Investor fraudantly misrepresents the intended use of the property. If they do, then that is window into their soul & character and potentional problems down the road when regulations are enforced
38	Online	STR’s do not belong in single family residential neighborhoods. They decrease property values, make the neighborhood unsafe and decrease my enjoyment of my home and neighborhood
39	Online	STRs are a violation of Single-family zoning
40	Online	STRs if allowed should be limited to Owners living in the residence at least 5-7 months of the year
41	Online	STRs should not be allowed in our neighborhoods. We did not buy commercial property; we bought a home to reside in, and it should not be devalued by having transient people coming in and out of the neighborhood.
42	Online	temp tenants looking for a place to do things they would not or could not otherwise do in their own neighborhood
43	Online	They put children at risk with transient traffic that is unsafe for residential neighborhoods
44	Online	Thre are ISSUES with STR if one is nextdoor to your house!
45	Online	Trespassing, public urination, illegal drug use, commercial events (30+ people) in residential neighborhood
46	Online	Unawareness of residents that STR booking sites (Airbnb, etc) can swiftly address issues if the host or booking site is notified. A hotel guest will not call the police first, but rather inform the hotel management to address the issue.
47	Online	We already have plenty of hotels and we do not have plenty of housing. This is taking homes off the market that families need to live in.

GENERAL COMMENTS

Comments and questions from residents

At the end of the Open House, attendees had an opportunity to leave general comments. The pages that follow show the comments provided.

No.	Submitted Via	Comment or Question
1	In-Person	- My concern: - City of Dallas may hold the ban against STRs. These business will try to move north. (Plano?) - Jersey City is a town as big as Plano, they banned % STRs thru a referendum. - Can we try one in Plano?
2	In-Person	1. Task committee to study housing builds on commercial property. Convert commerical to housing single family by involvement of neighborhood and PISD home building career education program prime location 15th Street and Custer 2. Ban STR -- or using private single family residence in businesses. Example -- owner of bridal venue in Plano rents out personal home for wedding party of 20 guest that party and disrupt neighborhood. Owners of home move to wedding venue for weekend and rent home to bridal party. That way they can charge more for the wedding.
3	In-Person	All STRs should be banned in Plano residential neighborhoods.
4	In-Person	BAN STR - VRBO, AIRBNB - Noise - Trash in yards - Traffic - Speeding / racing - Parking (can't park in front to drop off elderly parent) - Partys (drinking, underage + urinating in our yard) - Running stop signs - Big group in yards + streets, stopping/slowing traffic - ALOT of people in the house - Trash (cans overfilled + not put out for pickup) - one next door - one behind Always changing who is there!!! By the day -
5	In-Person	Ban them in residentail areas. Had one party house for 3 years It took Plano Police to report all calls to Airbnb and VRBO. Airbnb and VRBO don't listen. It was a living hell for us for 3 years.
6	In-Person	Besides all of the data that's been collected I totally agree that we need to have registration, fees, etc. I do not want one in my neighborhood as I bought my home they have a neighborhood atmosphere. One of things I have not seen captured is that the short term rentals were not paying hot taxes either!
7	In-Person	First of all, I want to thank City of Plano for putting up this opne house for all of us. So we can follow up the STR process. My husband and I have been doing STR business for the past few year and we're working hard and taking care of our property and guests. We never [have had] any parties happen in our property by setting up a limit to stay 3 nights or more. Our guests are all working groups, etc. and follow our house rules. This is the business we do for a living! We do appreciate the City of Plano considering our STR owners and make a best decision for all of us -- please do not ban STR! Thank you again.
8	In-Person	Get rid of all STRS
9	In-Person	I am an Airbnb host and I've had nothing but great experiences over the last 2 years. I understand regulation is necessary for the safety of everyone; however I believe we as Texans own our property and can do as we please with it.
10	In-Person	I am opposed to STRs operating in single-family neighborhoods. They are a business, evidenced by the fact tht the city is collecting taxes and there are not to be businesses operating in residential neighborhoods. They are bringing property values down -- they are a problem for the neighborhood they reside in. Traffic, laws broken. They are destroying the point of the neighborhood. It is a revolving door and you don't develop a relationship with transient people. Our neighborhoods thrive when we look out for each other. We join together -- in community things as well -- PTA, etc. ... The council needs to stop dragging their feet and get this stoppped!!
11	In-Person	I am totally opposed to STR in Plano. We purchased a home in a single family residential neighborhood with a HOA just to make sure we had none by us. They bring down our values. People do not want to live anywhere by them. Neighbors are afraid to call the police because of retaliation so many things slip by unnoticed. Do your part to get them out! Please.
12	In-Person	I attended the STR open house and wanted to add more information on my experience in my neighborhood. We have at least 2 in our neighborhood of 99 homes. The investors do not live in the neighborhood so they do not have to live with the transient activity. Parking is an issue when there are big parties. We had an incident this past weekend with a new STR home - it became STR in Aug advertising nightly weekly and monthly. Couple stayed there the boyfriend beat the girlfriend up she ran outside yelling for help, police were called, protective order placed on the boyfriend, BF had guns he brought with him, they got back together and there is not a thing we can do. I am on the HOA board and and requesting more regulation on these neighborhood motels so that our neighborhood does not continue to have incidences like what we had over the weekend.

No.	Submitted Via	Comment or Question
13	In-Person	I have property rights, too. I purchased my home in Plano with a settled expectation of a safe, quiet lifestyle and protected property value. Allowing STRs in my neighborhood is an affront to my rights.
14	In-Person	I spoke with 5 different people. Approached and asked what brought you out tonight. I did NOT share any of my own opinions, just that I am on the STR Task Force and interested in their thoughts. 4 were varying degrees of horror stories and one had no experience with STR but felt that it could not be a good idea to remove homes from the owner pool in favor of transient people who have no interest, commitment to the City of Plano.
15	In-Person	No -- to neighborhoods! The end!
16	In-Person	STR do not belong in single-family neighborhoods
17	In-Person	The STRs with a lot of complaints should have fines.
18	In-Person	We own property in Plano utilizaing corporate housing by owner. We vet our tenants, min. 2 month rental. Bad STRs are always an issue. Need to verify landlords, they need to be in the area. Three strikes you're out...
19	Online	1. When comparing how STRs affect the quality of life and public safety in Plano neighborhoods, one should compare long-term rentals and vacant homes to the STR use case, because that is what will exist if regulations restrict STRs: either long-term rentals or a vacant home. STRs are investment properties - they will not be sold and replaced by single families. 2. Until existing ordinances are strictly enforced, any rules restricting property rights are not justified. Neighbors must report and hold their neighbors accountable instead of asking the City to penalize all STR owners. 3. The calls for service metric is probably skewed since an absentee management company or landlord MUST be reported in order for the problem to be resolved. A neighbor would talk to another neighbor hosting a large party if there were a problem. Once neighbors know a property is an STR and they are unhappy about it, they will report immediately and frequently, so the origin of the calls should be considered. 4. One solution not proposed in any surveys is that the STR owner must make available the phone number of someone who can immediately visit the property and resolve the reported nuisances. If this is not done and the police must respond, they should be billed a service charge for the disruption. An owner is entitled to host guests; they are not entitled to repeatedly use City Services as their private security detail.
20	Online	3 problems: Owners - owners who do not live in the property lack any motivation to maintain much less improve their property in concert with their neighborhood so long as the STR generates positive cash flow, which can be a very low bar and thus results in dilapidated property, safety issues and reduced surfing property values Renters- renters have no motivation to care for the property and therefore the property continually degrades (feeding the issue of owners above) and have no motivation to be “neighborly” in their actions thereby reducing the quality of the fabric of the neighborhood. Neighborhoods - neighborhoods suffer because the STR does not contribute to the community in any way. It only serves as a financial instrument to the owner. The only reason for a property that is not lived in by its owner to be and STR versus a traditional rental is pure greed on the part of the owner.
21	Online	A big no for STRs in Plano. We want homes with families, not houses used for commercial purposes.
22	Online	After hearing the challenges faced by other citizens in our community with STR's in their neighborhood, they have all noted instances of adverse occurrences in those units which indicates a need for some regulation as the temporary residents do not have total respect for the property and privacy rights of permanent residents.
23	Online	As a senior citizen I am uncomfortable with a weekly change in people living in my neighborhood. Loud parties. I know some houses that are rented and they’re not properly cared for
24	Online	As an individual that lives next to an STR, I believe they should be banned from our city. In our case alone we have had to call the police more than 3 times for issues due to firework use, noise issues, and parking issues. It makes for dangerous driving issues as car have left no remove for safe passing in the past on the street. People also block the walkways when parking in the driveway. Overall it has not been a good experience.
25	Online	As the President of The Villages of Preston Meadow HOA, I find short term rentals introduces an uncontrollable set of non-desirable situations like parking problems, noise problems, drinking and drug use and abuse that lowers the value of properties in the area where short term rentals are located. Owners place profit above their responsibility to the other residents of the City of Plano. Short term rentals are difficult to manage, and short-term tenants don't have the same pride of ownership as an owner or longer-term lessee. Out HOA is filing a short-term rental amendment to our Covenants to not allow STRs in our community.
26	Online	Ban all STRS
27	Online	Ban STR's
28	Online	BAN STRS NOW!
29	Online	BAN! THEM! NOW!
30	Online	Buying our homes is a major expense. We deserve to enjoy our property peacefully without fear of prostitution, shootings and murders. We deserve not to have parking issues, strange people milling all hours, trash, and noise from parties. We deserve to live in peace and security. Why should we suffer just because someone wants to make a few bucks at the neighborhood’s expense.

No.	Submitted Via	Comment or Question
31	Online	Consider that professional operators (i.e. hosts) are running a business within the city of Plano and surrounding cities. They are profit motivated, like all businesses, and desire for their guests and adjacent residents to have exceptional experiences and quality of stay. Excessive regulation will deter these operators from doing business within Plano. Individual operators may not assume the same level of care and professionalism. It would be valuable to have STR data broken out by professional operators (registered businesses or multi-unit individuals) and single unit operators. The data may be skewed towards one or the other. My business is currently exploring other cities, outside of Plano, for a multi-unit STR operation - where some regulation and oversight does exist. I call Plano home however am dismayed at the notion of excessive regulation potentially being applied. Thank you for considering my comments in full.
32	Online	Council need stop allowing short term rentals now
33	Online	Dear Dallas City Council, For at least the past 30 years this town has prospered primarily by drawing and attracting single family home buyers to Plano with the clear impression that single family home neighborhood buyers mean just what it states: Single family home neighborhoods. Now we have a recent fad influenced generation of people that want to convert our long -term living arrangement into selfish STR ambitions. Do not let them intimidate you. Stand up for your loyal residents. Do NOT let them break the trust that we have in you to protect our long term residential practice as it was marketed and sold to us. Please do not kill the goose that laid the golden egg ! Sincerely, Stephan D. Wilson
34	Online	Dear Task Force members, If the City of Plano neighborhood department already has pretty weak enforcement power on other common violations of Zoning Ordinances, such as Home Occupations, inconsiderate owners/residents of STRs will take advantage of the City's weak enforcement mechanism, and continue to make profits at the expense of their neighbors. Strict regulation in the paper but with weak and ineffective enforcement mechanism means nothing to these inconsiderate and selfish owners/residents. They will take advantage of loop holes in any regulations, or disregard these regulations given the slow or no response from police/City. My suggestion is to ban STRs entirely in the residential districts. I have a neighbor who has been illegally sublease her house rooms for commercial use for more than one year now. We contacted police and Neighborhood Department numerous times, but to no avail. We wanted to sell our house and moved out. BUT, who wants to buy our house? Who wants to share a fence with this crazy neighbor? We can only sell our house below market value. Do you want to buy our house? Do you want to live next to this kind of neighbor? The reason that I asked you these honest questions is to let you look at the survey data with a different but real perspective. When you have a neighbor doing STR, your experience will be 100% negative. The survey data and findings mean little to you when you live next to a neighbor doing STR. So seriously speaking, it doesn't make sense to me when you only know how to present the survey findings with only 6000+ responses. Please hear real stories of residents. These are real people, not numbers. I hope you all have genuine care for the people who actually live in Plano. Those who want to make profits out of STRs are developers. They don't live in Plano. Developers even contact landlords to offer managing properties for them so these developer can do STRs freely. Don't let STRs destroy the neighborhood of Plano, decrease the values of properties, and force decent families to leave Plano. The effects can be cascading. STRs will also affect the quality of Plano ISD in the long run, because good families and good students will leave Plano when you have STRs on their blocks. That will be a disaster to Plano! Thank you for hearing my voice.

No.	Submitted Via	Comment or Question
35	Online	For the average citizen, purchasing a home is the biggest investment they will ever make. It has the potential to dramatically increase in value resulting in financial rewards for the owners or their families when the home is sold. Additionally, people purchase a home with this in mind when they look at schools, neighborhoods and even lot specifics. I have purchased 2 homes in Plano. The first in 1995; the second in 2006. I considered all of these aspects with regards to future financial gains; however, the biggest factor was wanting a neighborhood where I would be part of a community, where I would know my neighbors, where my children could safely walk to school or play outside and where my family would make a home full of memories. I would have never bought these homes if I the potential for a hotel, party house, or any revolving daily residential situation would occur on my street. And for those that would say there is a need due to home renovations or visitors, I have paid a lot of money over the years to house visitors at Shops of Legacy and most recently, paid for 3 different weeks at the Renaissance hotel in Legacy West. Those hotels were regulated by the city, had undergone inspections and the city even collected tax revenue from these stays. That is where short term rentals belong - in designated , inspected and regulated hotels NOT in single family homes and neighborhoods. Respectfully, Tiffanny Hosey
36	Online	Has the committee reviewed recommendations from other cities with similar issues? I read a report from Flagstaff, AZ that indicated very negative results with STRs and lack of income vs. costs. Plano is not a resort area and has little to offer vacationers so income benefits vs. costs and loss of revenue to schools, daycare, gyms...negative would outweigh the positives. Thank you for your work on this!!
37	Online	Hello, thank you for asking for feedback! I do have some comments on the report that I hope can be considered: -Data collected on those near by STR or not near by: Opinions of those not next to an STR on impact of STR should be coded as more opinion, or 2nd hand knowledge, rather than experience based as one next to an STR -Can the city track and respond to STR's that are removed/violate STR company rules (like rules of VRBO or AirBnB? i.e. an STR property is banned due to complaints or an issue submitted to the STR online company that the city of Plano is not privy to -Can focus be made more immediately on the STR's resulting in greater CFS in some way? Relief for residents near high-volume CFS borne STR's would ideally be where the greatest impact on community is, focus on the greatest impactors? -Is there a data pattern on the STR's that received no CFS vs the ones that did? Did the calls for service correlate with a metric like size of STR? i.e. can it be connected that larger STR equates to larger party size of tenants, and draw the conjecture that greater CFS results? Or is it host screening based, where some do not screen as well as others? Service calls – do not mention drugs in the report, can the survey pull out from police report occurrence of drugs? First hand experience is that the STR next door routinely has STR tenants that bring drugs into the neighborhood. On a personal note, I do not see any relief for my family any time in the near future as we are currently living next to an STR. Recently the STR host sent me a text message threatening to file complaints against all neighbors due to 4 citations he received the past week and that "They are not going anywhere". Its basically "come and take it" type mentality where I wish there was actually living a collaborative, supportive safe, stable neighbors who care about their neighborhood and fellow neighbors. The host has proven inability time and time again not to be able to control the STR Tenants they make profit off of, yet my family and I have to relive the nightmare of parties, noise, drugs, screaming, trash, again and again each weekend the 16 person STR is rented out. Please help! The Pflanz Family
38	Online	How do you know how many STRs there are? I know of 3 very close to me (2 directly behind me & 1 on the next street. Will significant penalties be imposed On non-compliant STRs? Thank you for your time!
39	Online	I am both in favor of short term rentals AND regulation of them. Let's keep them in our community. Many local businesses thrive because of them. But, unregulated, they are creating havoc. Council should make sure our whole community can be safe and businesses can flourish.
40	Online	I am highly opposed to SRTs in our residential neighborhoods. These neighborhoods are not zoned for commercial property, which is what these really are. SRTs change the fabric of the neighborhood. We bought property in Plano with the expectation that we would be living in a suburban neighborhood. There is no ability to track sex offenders and other criminals that are residing at one of these. They make the neighborhood less safe and less desirable. They destroy our property values. They also remove valuable property for long-term rental from the market.
41	Online	I am in favor of a permanent ban starting today.
42	Online	I am in support of STR in Plano. Knowing the people are facing the challenges of inflation and rising job losses, they are financially being challenged and are having no option then to rent the property. The exorbitant mortgage, interest rates, property taxes and high cost of living in Plano with low job security and income growth, have impacted the life of low income group families.STR is needed in Plano,with some regulation in place. Thanks !
43	Online	I am not sure where I stand on this issue. On one hand, I am a Texan and a Conservative Republican, so I believe in private property rights. I also feel strongly that STR's have become a problem that needs to be addressed. Would like guidance and more leadership from council on this issue, but I really appreciate this open house and the citys committment to listening to all.

No.	Submitted Via	Comment or Question
44	Online	I am strongly opposed to STRs, especially in residential neighborhoods. People move to Plano because of its strong family environment; that's why we moved here 30+ years ago. STRs, especially those owned by absentee landlords and/or business entities with only commercial ties to Plano, can destroy that environment one neighborhood at a time. The Plano Police Department crime stats included in the report reinforce this destruction.
45	Online	I believe if you asked similar questions about apartments and or long term rentals, you might get similar results, apartments and not well monitored by the city and similar things are evident. Where will money come from to enforce any new rules? Will apartments need similar rules? City approved thousands of new apartments this year. Expect same concerns?
46	Online	I believe single family homes are to be used as permanent residences for families. That is what Plano is based on. That is why most of us moved here or stay here. Hotels and apartments are for STR. WE NEED AN ORDINANCE THAT LIMITS THE RENTAL OF ANY SINGLE FAMILY HOME TO A MINIMUM OF 6 MOMTHS WITH NO SUB LEASE LESS THAT 6 MONTHS.
47	Online	I believe that STR’s have no place in neighborhoods. I did not move to Plano to live across the street of a motel / hotel. STR’s are not the same as a rental home, there is a constant change in who is staying in the home and it becomes very difficult to determine who actually belongs there. I also believe that until you have endured 19 people with 14 vehicles staying 5 days in a 4 bedroom 3 bath home you really have no way of understanding what it really is like. That example is just one of many. By allowing STR’s to exist in neighborhoods will make property values decline and which will make your tax revenues decline and ultimately hurt our schools and our local entrepreneurs. I for one will leave the city!
48	Online	I believe that STRs are essentially the same as hotels or motels. The owners are operating a business. I believe they should have the same restrictions as any other home owner concerning operating a business. I believe it is illegal to operate a business from your home.
49	Online	I did not buy a home to live in commercial zone. I bought a home in a quiet older neighborhood after living in apartments most of my life. It appears to me that the majority of the residence of Plano are strongly opposed to STR's. So my position has not changed, I am opposed to them and certainly do not want any on my street let alone the neighborhood where I live. Take a look at the case study, that is available by doing a "google" search of the residence at 1204 Quill Drive, zip code 75075. What a mess that property was and look how long it took to deal with that situation and get rid of it. The house has since been torn down and a new one built on that lot. Now apply that to a problem STR that exists.
50	Online	I feel strongly single family communities are not the place for STRs. The occupants have no regard for the permanent residents and have no incentive to uphold the integrity of the neighborhood. As with many rental homes, it seems there is less attention to maintenance and upkeep of the homes. If STRs are going to be allowed they should be placed in areas designated for short term stays such as with hotels or possibly with multi family areas. Thank you for taking the time to study this issue and for the opportunity to express concern.
51	Online	I have been a Plano resident for 10 years. I appreciate this town because it is quiet and people tend to have a pride in ownership. People who purchase homes to rent as an STR, or even a long term rental, don't have a stake in the day to day community unless they happen to live in the area too. As this is the suburbs, it's hard to understand why there's even a need for STR's. This could be a need in Dallas but not in the suburbs. There are plenty of hotels to accommodate visitors in Plano. If STR's are allowed, and even long term rentals, there should be a permit process. This would bring in revenue for the city to cover city services, and regulate the amount of rentals in a suburban city.
52	Online	I have eight different short term rentals around me in my townhome property community. I am one of two actual owners, we lose valuable privacy people come in, not knowing the rules understanding parking community guidelines and standards. I am forced to put my place up for sale and leave due to the irregular Safety
53	Online	I live in a house in downtown Plano. Where I love the my neighbors who have lived here ranging from 2-45+ years. Cultivating that type of community and involvement is hard and we already struggle with long term rental home/apartment residents being uninterested in keeping up our neighborhood. I can walk around a neighborhood and tell you what is going on in the lives of each of my neighbors that own homes here. I would like more neighbors like that. That want to invest here and know their neighbors. But because we are in the downtown area I’d be very concerned that our homes would be the first to be turned into rentals.
54	Online	I live in a residential owner occupied neighborhood (Clositers). The transient nature of STR's rentors is a concern due to a lower quality of life. The data pool presented within this format clearly shows, based on percentages shows a negative trend. Enforcement of a violations is another concern. As a City we diverting physical & financial resources to "monitor & police" said violations. This costs money diverts police & city resources that can be better utilized towards maintianing or improving quality of live in Plano. Will are tax rate increase to offset the additional financial resources needed to offset STR violations and incidents.
55	Online	I live next door to a STR. It's like i live next door to a public pool and club house. There is no peace on the weekends. Every weekend, new strangers come rolling through with loud music and leave excessive amounts of garbage. There is very little regard for neighbors. It has caused me to consider moving out of Plano multiple times. If I wanted to live next door to a motel, I could have found a much less expensive residence.
56	Online	I live next to a short term rental, and it has personally made me want to move out of my current neighborhood. The property is unkept and there are constant guests in and out of the property. It keeps up my 2 year old at night because it allows young people to rent the property and throw parties. I think short term rentals brings crime and inconsiderate people into neighborhoods. I hope if they continue they can be regulated into a specific area.

No.	Submitted Via	Comment or Question
57	Online	I operate a few short term rental properties used for corporate housing. One of these is in Plano (where I also reside). Our property has a 30 day minumun stay, we're local to Plano (and close to our other units in Richardson and Addison), and there are consequences for tenants who break our house rules. Requiring an in-town contact who is responsible for the property (whether that is the owner or a management company) and having city fines for breaking laws or creating a nuisance sure would help! My wife and I would welcome city laws to help weed out the "bad" STR's (of which there seem to be many)
58	Online	I saw in the findings that a short list of STRs are generating a large number of complaints. I understand that regulation is needed and I fully support it. I think will regulation and requiring registration, the city could crack down on irresponsible STR owners that don't vet their guests. I look at the San Antonio market and I feel we could learn something from it. They classify STRs as Type 1 and 2, where type one is where the owner lives on the property and rents out a portion of the home (bedrooms, adu's, etc) and Type 2 is where the homeowner does not reside on the property and fully STRs it. San Antonio limits each block face with one of each STR and no more than 12% of the block face. Each STR owner has to register their STR, pay taxes on the income generated, and the community benefits by the limits on how many STRs can operate on their street. Just sharing because these regulations may help with accountability and with limiting STRs in residential neighborhoods.
59	Online	I see a place for these in the city. For example, limited to persons who are displaced from their home due to fire, water damage,etc. Also persons who are moving to the area and need temporary housing. Leases need to be 30 days or longer, two cars per housing, backed up with a positive credit report. Money speaks. A deposit needs to be made to the city by the landlord to control the noise, loud parties, trash, etc. I personally used temporary housing for 4 months when my home was flooded due to a appliance leak. We blended into the community where the temporary home was located and I doubt anyone knew we were there except our neighbor on the North side who knew my wife. The ability to lease temporary housing due to the need to temporarily vacate our home provides a service to our Plano residents. This would apply to individuals who move to our area and need temporary housing until they find a permanent residence or individuals who sell their home and need to move until their newer home is available. I believe it is the short term rentals that are causing all the problems in the city. Even in the area where are temp home was located, we saw homes where 5 and 6 cars were parked in front and all these homes had 2 car garages and we wondered why 7 or 8 cars. These homes must have multiple families living in them but we don't know if these were temporary housing or not.
60	Online	I stay in STR's all over the country. In many cases they display a license from the local municipality that can be suspended or revoked if the STR becomes a nuisance. Seems like a reasonavle approach we should adopt in Plano and avoid the NIMBY problem with special zones and districts.
61	Online	i strongly believe that with the right regulation and the right property management guidlines STR can benefit the city of plano and its quality of living. banning STR is not the right solution; regulate it an is the solution
62	Online	I think people who rent short term for parties and get togethers don't have a feeling of responsibility for others' property.
63	Online	I think rental houses in general are a huge problem. The ultra-wealthy own multiple homes and keep buying up more. Average people cannot afford the price of homes so they are stuck renting from the rich. The rich can charge exhorbitant monthly rent. There should be caps on how many homes one person can own. There should be caps on the rent. And there should be programs that help renters who are trying to buy their first home, to save up for the down payment. If the City of Plano has programs to help with this, I would really like to know about it and become part of the solution. My family does own our home, so I'm not saying this for myself but for my friends. I would love to invest in a program that helped first time home buyers.
64	Online	I think renting out a room(s) in an owner occupied home or apartment should be allowed. The owner is there and can insure proper behavior of the guest. I am against str of entire homes/apartments. I believe that is where most of the problems that occur happen.
65	Online	I think STR is good because it brings more people and opportunities. It also helps people who need a place to stay short term and be cost effective.
66	Online	I understand the need to have legal steps in dealing with STR's. However, we have zoning laws in place now for single family homes! Why are we allowing residents to rent out rooms on a very long term basis?? Our neighbor has rented rooms for years! This is not short term. We have additional cars, noise, trash due to this at this home. Why can't property standards enforce the law?
67	Online	I use STR when I travel. However, I do not appreciate having STR near my own home. I know that I will treat someone's home, neighborhood, city exactly as I would my own. But we cannot guarantee that others will. Maybe some regulations to protect neighbors would help. If your tenants do not obey, you could lose your ability to operate a STR. Seems we could have some strict regulation, try that, and then see what else is needed. Maybe permanent ban then?
68	Online	I want to share my experience, I own a unit and do STR, when I started I did a research and find the way to not affect my neighborhood and I did this decisions: 1) Even home has three bedrooms, I do not allow more than 2 adults and two kids 2)minimum 1 month and preferable 6 months or more . I am happy in way I help families that has a hardship with their homes and they need home and school for a couple of months. here is where I work, I am also against weekend parties and weekend gataways. But I think how I used is the correct way to do it. If I am asked for a change is about HOA governability, they have not rights in how to manage our homes.

No.	Submitted Via	Comment or Question
69	Online	I would like to continue to received status updates via email that provide opportunity for additional input and comments regarding Plano's STR decision. Great presentation. Thank you.
70	Online	I would like to know why the Airbnbs are still operating in my townhome community (Townhomes IV at Legacy Town Center). My neighbors and I are NOT benefiting from the interim ban. In fact, more and more guests keep arriving. We were under the impression that the interim ban would stop, and STR hosts would NOT be allowed to book any more guests. Unfortunately, our townhome community has turned into a hotel parking lot. There is trash everywhere, including glass, not just in the alleyways, but all over our neighborhood. No Airbnb guest follows any of the HOA rules, especially rules against nuisance noise and parking on the street. We do not allow parking on the street, except for loading and unloading, and very short term guests (meaning guests of permanent/longterm residents). Airbnb guests must follow rules as if they are homeowners. They should fit their vehicles inside the garage. They are not supposed to bring large commercial vans with inappropriate signage, or more than one or two vehicles that can fit inside the garage. There is never any room for guests of longterm homeowners or residents. My senior parents and my 90+ grandmother walk from a long distance to my home. As a homeowner, my rights are being violated. Your freedoms don't override my rights. Most of these Airbnbs attract students who party (no matter what they claim). Airbnb as rules against guests other than those with IDs that match the rental agreement staying at an Airbnb. There are always several cars (one time up to 10) visitors, and they took up all the street parking. It doesn't matter if they are public streets. All homeowners signed a legally binding document (HOA CC&Rs & Bylaws) agreeing to abide by all the rules, including restricted street parking. Guests who bring their cars MUST fit one or both of them inside the garage of the property. No exceptions. Motorcycles are obnoxious. They all have loud exhausts and wake all of us up, or disturb our babies sleeping, or interrupting business conferences for those who work from home. Besides double parked cars, and cars parked in no parking areas, there are several abandoned cars, multiple vehicles with loud exhausts and wake me up early morning or very late at night. This is our home, not a university party town. We are a single family zone, and this area is NOT appropriate for students. We have caught people loitering at night, several young men smoking marijuana outside our community mailboxes, screaming and shouting across the streets day or night. It doesn't matter how much we complain to police, because either they don't arrive in time to catch these obnoxious guests for nuisance noise, or even if they do, when those guests leave, another problematic guest arrives. There needs to be some kind of ID check upon check-in. Many times there are too many people visiting an Airbnb, which I'm pretty sure is not allowed per Airbnb policy. There were a few times that I could hear a party from several houses down the street from my home. Guests came out late at night in groups of 10 or 15 (there were at least two groups from one house), and they were shouting and singing loudly, almost like they were drunk. I'm disgusted. I have lived in my townhome for fifteen years, and though we had a few problem rental units, most of our problems started around 2015, and they have become worse since late 2019/early 2020, maybe even as early as late 2017. Stress about the STR problem (and loud car exhausts and street racing everywhere) has affected both my mental and physical health. I'm losing sleep, my anxiety has become worse at times, and it has even triggered my depression. All the neighbors I've spoken to feel the same, and have also been dealing with stress and health issues due to problems with STRs. We are already dealing with loud exhausts from 5:30 am until 4:15 or 4:30 am the next morning, and many Airbnb guests in our neighborhood, especially the "students" have very loud exhausts. Sometimes, there are four of these loud vehicles that belong to the same Airbnb house. I'm a single woman, living alone, and I have started to feel less safe in my neighborhood over the years. Our upper middle class neighborhood is starting to resemble a less desirable neighborhood, with all the trash piles, trash and glass all over the glass and sidewalk, and overall shabby appearance. We also have loud vehicles speeding through all our streets and alleyways, blasting music, and several people parked, just idling for 30 minutes to an hour (very creepy behavior), and there are burn marks all over our streets from Airbnb guests (a fellow neighbor saw it was an Airbnb guest in a sports car, which at one point was missing a tire, and parked on on of our streets). A few neighbors saw suspicious activity late at night, with women coming and going from an Airbnb house. I have heard they claim it was a film crew for ESPN, but the neighbors next door say it looked like a adult film shoot, or brothel. I know for a fact that one of the Airbnbs or rentals was busted by the police a few years ago for operating a brothel or sex trafficking ring. Please ban all the Airbnbs from operating as they've caused a huge headache. This is our neighborhood, NOT a resort town. It's unfair for those of us who've made this are our home, to share it with so many strangers. Plano is a suburban community, and we were promised slow, gradual growth. Plano was a safe, quiet place to raise our children. The noise pollution has increased (Please, put a decibel limit on vehicles, and not allow loud exhausts/modified exhausts to pass state inspection. I'm begging y'all.), as has the crime, and numbers of inconsiderate people. If we do not strictly regulate the short term rentals, Plano will no longer be the great suburb we all love.

No.	Submitted Via	Comment or Question
71	Online	In considering the role of Short-Term Rentals (STRs) in our neighborhood, it's important to acknowledge the positive impact they can have when certain regulations and standards are in place. One key aspect is the enforcement of city regulations that can address various concerns such as parking policies, noise levels, and maintaining a visually appealing curbside. These regulations play a pivotal role in ensuring that the operation of STRs aligns with the peaceful and cohesive character of our community. By adhering to these standards, STRs can serve as a positive addition to the neighborhood, attracting and offering travelers a comfortable and respectful stay. Let's not forget about the business side of having new and lots of travelers visiting the City of Plano. I am of the opinion that registering and regulating STRs is a practical approach. It helps strike a balance between the needs of visitors and the expectations of local residents. It's crucial, however, not to lose sight of the challenges that can arise among regular residents and property owners who may not always prioritize property upkeep. STRs, on the other hand, are inherently driven to maintain an attractive and well-maintained appearance both inside and outside the property. This commitment ensures their viability, as bookings rely on a strong and inviting presentation. In conclusion, when executed with careful attention to regulations and standards, STRs can contribute positively to our neighborhood. By maintaining an open dialogue and implementing effective regulations, we can harness the benefits of STRs while ensuring that the unique character and integrity of our community remain intact.
72	Online	Individuals and investors that buy houses to use as STR's decrease the number of homes available for individuals and families that want to make Plano their home. Many, not all, STR owners do not live in the same city as their STR. They don't vote, they don't have children in our schools, they are strangers that are in and out of our neighborhoods, so they can't promote a sense of community. If we don't stop this, good neighbors and good neighborhoods will become a thing of the past. Investors will continue to buy houses in our neighborhoods and keep our children and/or grandchildren from being able to live in the city in which they work. If you want to continue to allow STR's, please allow them in non single family neighborhoods. Designate an area specifically for STR's, like we have for Bed & Breakfasts and Boarding Houses. Registration should be required.
73	Online	It is telling that >60% of folks who completed the survey have NEVER used a STR and are probably unfamiliar with how the vetting of tenants is done. If one thinks I'm a disinterested 3rd party. . I live in the same neighborhood as the one where the most recent STR shooting occurred. As a conservative, I believe if we are going to make yet ANOTHER law, it should improve citizens' lives while not negatively impacting a single citizen. Personally, I use AirBnB when I travel for my 2A-related business. Yes, I know AirBnB is a big-time liberal kommie a** -sucking company and hates guns and America. I have also used it to house relatives and family when they attended my kids' PSHS Graduations, precisely because of the reasons I state below. However, it is the customer who rents and the owner who needs to thoroughly vet the tenant that is the problem. I have used Airbnb because they are far, far, far less expensive than hotels of comparable amenities, and it is located away from the high traffic and commercial areas. I like my privacy. I have also stayed for single months at a time when on business trips. That landlord vetted me, and I had no objection. His HOA insisted he disclose who it was asking to rent his unit, but he wisely refused to disclose that to protect my privacy. , Instead, he insisted he thoroughly vetted me—which he did. The homeowner does not have to rent to someone they are uncomfortable with. Additionally, each renter has reviews in the system, which the owners can view. No reviews could mean good or bad. Perhaps rather than infringing on personal property rights or possible restraint of trade, the owners should be encouraged or required to ensure a level of vetting is conducted under the risk of personal and CRIMINAL liability. If you are a STUPID owner just looking for a quick buck, letting anyone stay, you and that house should be a pariah. I am definitely not a NIMBY person, and I think ending this type of business for a conscientious business owner is wrong.
74	Online	It's a home owners right to rent their own property whether it be a long or short-term rental. Code enforcement, registration and paying taxes on all rental properties should be enforced. Perhaps setting up a "more than X" number of violations would revoke a STRs ability to function as short-term if habitual and chronic problems ensue. I don't see them any different than having a renter long term in a neighborhood but if that long term renter is a bad actor, they're not easily ousted as a STR guest would be.

No.	Submitted Via	Comment or Question
75	Online	Like many people, I moved to Plano to raise a faimly and have a quiet and peaceful neighborhood for my kids to grow up in. I've lived here a long time and most of my neighbors feel the same way. STR's really damage the fabric of our close-knit community. I'm not saying they should be totally banned, but it's obvious that we need some type of regulation. I stay in vrbos with my family. I would like to find a way to allow STR's without compromising the safety and peace of our community. In favor of some restrictions!
76	Online	Lived next door to one for 3 years . Pure hell. Always more people than Airbnb said sleeps. They filled our trash bins with their overflow . Cameras proved this . No house in Plano has parking for 20 cars . Wedding reception one night around pool. 70 plus cars . Several times police came out and told us not to engage this group at 2 am . I've seen party rental trucks pull up to deliver party supplies . Property manager lived 30 miles . Owner in Connecticut . Never lived in Texas. It was a business for her . Contacted property manager. Said we were crazy a** neighbors always complaining . I have the text !!! Airbnb does not follow up. Just gives you an automatic case number when filing complaint. It took Plano police reporting all calls to Airbnb and Vrbo to get them shut down permanently . Only took 3 years!! This is a $700,000 house and you should have seen inside … lots of damage from all the parties There are 2 kinds of folks who like STRs in residential areas - Those who profit- unfortunately our city falls into this category - every city leader deserves to have one next door. Then we would not have all this BS study!! - those who don't live by one - Plano City Leaders
77	Online	More discussions on Plano issues with Plano citizens and voting before laws are set by the state! Get rid of the Robin Hood Act btw? Teachers and our great men in blue - Plano Police Dept.- a higher salary and raises! Lastly, but not forgotten - Add our great Firemen too!
78	Online	My neighborhood is a vibrant, award winning neighborhood for owner involvement but unfortunately we do not have a mandatory HOA. Property values will plummet and those living around the property will have a hard time selling to families and especially if this will be mandatory for real estate agents to have to disclose the home is is near one of the short term rental homes. This should be mandatory but will really hurt all the neighbors value and chance of selling. I would not buy a home that is on the same block of one of these. We will have neighborhoods ruined because of this in Plano.
79	Online	My wife and I travel extensively and most often prefer STRs to hotels. They have more space, cost less, are located in convenient, safe areas, and provide amentities not available in hotels like washer/dryer/kitchen etc. Poor management can ruin anything but poor management affects only a small number of STRs. Most STRs are rented through companies like Airbnb which provides photographs and reviews which as a user I find essential to making an informed choice. STRs do need regulation and regular inspection. They should be subject to fees for that service. In some ways, with proper regulation and inspection STRs can cause far less trouble than a bad neighbor or two. If properly managed, an STR will be almost invisible to the neighborhood. To eliminate STRs completely would eliminate an important option to short-term housing for tourists, business travelers, and visiting families. One thing not discussed in support of STRs is a situation we faced in the past and some are facing today. Our home was damaged by flooding from an under the slab water leak. We and all of our furniture had to vacate the house while repairs were being made. We were able to find a single-family 4 bedroom house nearby that was available to rent for the month we needed it. Our insurance company covered the expense as it would for a hotel. In fact, the expense was less than a hotel would have cost and the accommodations much better for family living. There are people out of their homes today complaining about how cramped and miserable their family is trying to live in motel rooms while they are out of their home while repairs are being done. We were lucky. We found an STR that allowed us to live in comfort while we were displaced. In my opinion, STRs are no worse than their owners/managers. Regulation and licensing can go a long way to control the negative and allow the positive of real housing units being available to those of us that prefer to be more comfortable away from home when the need arises. Thank you,
80	Online	No more m*****-f****** STRs! Council needs to do something!
81	Online	no more strs please
82	Online	No one wants a STR on their street, but I have several around me and it is a very negative experience. I moved here 40 years ago and Plano was a suburb. It should still be that when I bought my house 24 years ago. A neighborhood should not have STR's in it, which are commercial properties making money off people renting there weekly or on a weekend. Crime is up where I live because of STR's, directly affecting me and my family. If people need a place to stay, that is what a hotel is for. NOt in my neighborhood. Nothing is being regulated, there is no registration, nor oversight of owners having inspections for safety and health like a hotel would have to do. We have had a drug addict total our car parked out front and then drive off. They were renting by the week. WHen there are no rules, no enforcement then problems occur and STR's should not be in neighborhoods where families live. If it was in an urban area or a vacation destination, then that would be different. Plano is a suburb. The owners do not care when they rent out as STR because they don't live here next to them. I have 17 in my neighborhood. WHen the renter down the street can't make rent, she rents out rooms to cover rent but the home owner doesn't know that. Nothing positive comes from this is and that is why Dallas and Fort Worth have banned them in their cities.

No.	Submitted Via	Comment or Question
83	Online	NO STRS
84	Online	No STRs should be allowed in PLano.
85	Online	People have purchased their houses near schools for their children to attend 'public' schools in safe neighborhoods where you know your neighbors. I think it is completely inappropriate in neighborhoods feeding into elementary, middle and high schools for STR. There is no reason to be in a school neighborhood if you are needing a STR. Your kids are not attending a school, so you are encouraging the wrong type of strangers to be walking around the neighborhood and with frequent turnover. If people want housing with kids they can rent or lease a home for a year, with background checks, and with a stake in the neighborhood. But to have a different group of people renting on a weekly/weekend basis is just asking for major problems. There is no concern for the community, the children, the schools, or the environment. Traffic will increase and with people who are unfamiliar with the school zones and driving routes. Even more serious is what has happened near our home with a rental of a single dwelling household, that is renting out 8 different rooms in the house to 8 different people and charging rent of about $600 per month for each room. No one in the neighborhood who bought their home as a single-family dwelling next to an elementary school ever wants a house turned into a hotel. People can rent these 'rooms' in the house for 30 days. This means we could have 8 different people living in the house every month with 8 different cars, trash, and strangers basically traveling through the neighborhood. This is what hotels are for, not homes in elementary school neighborhoods purchased as single-family dwellings. I cannot believe this is even legal. What if everyone decides to rent out each room in their house? There are plenty of hotels for weekend stays. There are plenty of 1-year lease and rental properties available. No need for STR in neighborhoods with elementary, middle, and high schools.
86	Online	Plano has a strong reputation as attracting a professional, affluent and stable suburb. STR undermine that strength. Hotels have historically been STRs for a reason. I have chosen not to live in a neighborhood of hotels/apartments/ STRs. I pay significant property taxes to support the maintenance of Planos reputation which was built without the presence of STRs that exist today. With STR as a detractor so will go out reputation. We do not want to be another DALLAS.
87	Online	Plano has long been a community desiring to build a safe and enriching community in which to raise a family. We also want to preserve our suburban feel vs the overcrowding of cities around us. STRs to do not contribute to those goals as they are temporary in nature and non-vested in our community. The major problem with STRs are the bad actors who were reared in a barn with the manners and consideration of a mule. In addition to the remedies currently under consideration, I do believe that holding the owners of the STRs personally liable and accountable for the behavior of their renters should be part of the discussion. After all, if I fall on YOUR property, YOU are liable. So, if a STR guest is a nuisance or commits a crime, the owner of that STR should certainly be held accountable and liable. That alone will help to self-regulate STRs. And, on the statistical level, we need reliable and measurable data to accurately determine the issues and thereby find solutions, resolutions, or ban the practice with solid evidence behind the decisions.
88	Online	Plano residents must pay $50 annually and register alarm systems, to the Plano Police Department to support the False Alarm Calls Program. Consider assessing a similar program for STH owners (and perhaps renters?) to support the Plano Police Department response. STR owners may be more diligent about checking who they are renting to, and renters would see consequences to their actions.
89	Online	Plano should follow the City of Dallas, Texas to ban short-term rentals in single-family residential neighborhoods.
90	Online	Please no more rentals in plano. Even the apartments. It s out of control here. We moved to Plano to have people like us near us, but now there are strangers on our block all the time.
91	Online	Residential properties being used as commercial businesses that generate 3x as many calls for service are taxing the services needed to keep our community safe. Don’t we already have a police shortage? What’s the plan to address this and pay for it?
92	Online	Short term rentals are a commercial business and are a illegal land use in Single-family zoned areas
93	Online	Small short-term rental homeowners won’t affect the regular rental or housing, and most of them care about their investment, therefore, so they will make the inside and outside premises nice and welcoming for the guests which increases the value of the neighborhood and Plano as a whole. Not all STR hosts accept bad renters so I think regulation is necessary. There are many families who need a clean place to stay instead of hotels for their kids to crawl or a yard for the dog or kids to play while visiting their family, wait for their home to be renovated when unfortunate things happen, gather with other family members after many years without seeing them, corporate professional travels for work, etc… Do you rather live close to or next to a drug dealer's house or who makes the neighborhood look filthy or dangerous or party every night? Short-term guests can be kicked out if they do that but not long-term tenants or homeowners.

No.	Submitted Via	Comment or Question
94	Online	STOP FLOODING OUR COUNTY WITH ILLEGALS. I NOTICED YOU OPENED THE SURVEY TO OVER 130 LANGUAGES. YOU ARE PARTICIPATING IN AND AGREEING TO OPEN BORDERS. PLANO HAS BECOME A POOL OF ILLEGALS WHO HAVE NO RESPECT FOR OUR COUNTRY. I SERIOUSLY QUESTION ALL OF OUR BOARD MEMBERS. WE NEED TO CLEAN THEM ALL OUT AND BEGIN WITH TRUE AMERICANS WHO ARE NOT GETTING PAID TO PUSH DIVERSITY, EQUITY, AND INCLUSION. I LIVE IN AN HOA AND I BELIEVE THE STRs ARE HAPPENING IN MY COMMUNITY BUT WE CAN'T GET ANYONE TO TELL THE TRUTH! IT'S TOTALLY CHANGED THE BEHAVIORS OF MY COMMUNITY. LATE NIGHT, FAST DRIVING THROUGH THE NEIGHBORHOOD, OVERCROWDED POOL, LATE NIGHT, LOUD PARTIES AND MOST OF THEM DON'T SPEAK ANY ENGLISH OR CARE TO ABIDE BY COMMUNITY STANDARDS. I AM STRONGLY AGAINST STRs. KEEP THEM WHERE THEY BELONG, IN THE HOTELS AND MOTELS. IF WE DON'T HAVE A PLACE FOR THEM TO STAY, THEY CAN FIND ANOTHER TOWN. I'M SICK OF IT.
95	Online	STR creates a lot of issues. I have to call Plano police many times for noise problem during weekend.
96	Online	STR have become not only a nuisance, but have caused increased crime in the NW Plano area where many townhomes exist. There have been countless police visits to help control the situation, but it is becoming out of hand. I'm glad the issue is being properly investigated by the city! Thank you.
97	Online	STR should not be allowed in neighborhoods.
98	Online	STR's do not belong in single family neighborhoods. They make my neighborhood unsafe, destroy the quality of life and decrease the value of my home. It is very distressing to deal with this problem over and over with no end in sight
99	Online	STR's have no place in a residential community. Of course, safety and crime are the number one concerns. Do you want a sex offender in your neighborhood. With STR's, there is not way of knowing. At least in a hotel they are confined and not next door to our children. There are enough hotels to service Plano..hotels which have security, guest information, and cleanliness standards. Communicable disease from body fluids or exposure (ie. Monkeypox, hepatitis B and C) are a concern and would put Plano on the map for disease outbreaks.
100	Online	STR's hurt Property values and bring in more traffic, potential crime and congestion to an area. Single family homes are for family's not businesses, not hotels and not STR's. Every STR that we've seen has a yard that is poorly maintained, and they don't care about taking care of their "home" because it isn't a home it's a business
101	Online	STR's should have to register, have an inspection for safety, insurance, and have a max occupancy number given. Also, STR's should be limited to developments like Legacy West, the Shops at Legacy, and Downtown Plano. STR's should not be in single family residential neighborhoods.
102	Online	Strategically, having a STR removes a household from being a contributing part of the local community. Say you have a neighborhood of 150 homes and 15 of them are STRs. Then you have 10% fewer potential volunteers, collaborative neighbors and individuals who have a long term commitment to the community. You also have 10% fewer individuals who participate in the local community long term (an STR will have people come in and out of the community who POTENTIALLY might spend money at restaurants bringing in tax revenue but it's significantly less than someone who would live in the community.) Overall it's a negative impact on a community's cohesiveness as well as financially bad for the community.
103	Online	STRs are a great service for travelers and beneficial to property owners and should not be restricted by a vocal minority. Neighborhoods should police themselves and not lobby for blanket regulations on a beneficial service. Also we should consider that most people surveyed are not affected by STRs but the framing of these issues might lead them to respond negatively in surveys as it is much easier to say "no" to something you have no interest in than to carefully consider the issues.
104	Online	STRs are hotels/boarding houses and do not belong in residential neighborhoods! The transient nature of STRs brings a multitude of problems. It has been proven that STRs increase crime and jeopardize safety. We have experienced that firsthand in my neighborhood. A full ban is the only real answer. The temporary ban should become a permanent ban. If the city decides to allow the exiting STRs to continue with an ordinance to govern them (and put their fear legal action from STR owners vs. legal action from residents), the ordinance needs to be much stronger and more comprehensive than I have seen in draft ordinances. Make it strong and let them die out! I expect the City to prioritize resident safety above STR investors, most of whom don't live in the city or even the state. STRs bring no positives to the community - only negatives. STRs pose a threat to the quality of life in our city and neighborhoods. STRs diminish our property values and property desirability (because who wants to live next to a STR). STRs have a negative impact on housing affordability (for sale & for rent) because you are taking supply away from people that actually want to live here (the ones that vote by the way). STRs have a negative impact on our local businesses who rely on resident/repeat business. STRs will have a negative impact on our schools and funding. The city's cost to administer a STR program and enforce the ordinance and regulations will be significant - more than the city could collect in hotel taxes (that has been proven also) so it's a losing proposition on all counts. The STR owners have a way out. They can convert to a long term rental - 6 months/12 months which would fulfill a need for people moving into the area. Even 30/60/90 day rentals would help fulfill the need for temporary housing for relocations or people displaced by fire, flood, etc. Those that need a weekend/weekly rental need to go to a hotel. If there is a need for more hotels, then the City needs to work with developers on building hotels in appropriate locations. Zoning ensures that uses are compatible and protects the quality of our city and community. Mini hotels are not compatible with a residential neighborhood and neighborhoods where they exist will deteriorate and people will move away. If Plano wants to be a city of excellence, the City must ban STRs.

No.	Submitted Via	Comment or Question
105	Online	STRs have no place in a city like Plano whose core consists overwhelmingly of single-family, owner-occupied detached homes. If the City council is not satisfied with that current neighborhood make-up and simply craves more STRs than the already-large number we've had in this area for decades (you may also know them as hotels), then strictly limit any further STR growth to the apartment developments (current and future) they seem to be so enamored with.
106	Online	STRs have very little oversight and a large amount of power. People who live next to them have a revolving door of visitors who do not always use the property as they say they will use the property on an application. People rent STRs for parties that bring in more guests than allowed and the actual property owner cannot be contacted. Management companies should have a 24hour hotline with available staff to contact owners and remove unruly guests. Hotels have staff 24 hours a day and notice when too many guests enter a particular room or suite. Because of problems STRs bring to an area, it directly impacts property values to home owners nearby. STRs should not be allowed in residential neighborhoods. This is a commercial business with Hotel tax dollars collected in residential neighborhoods that are not zoned for commercial use!
107	Online	STRs should be outlawed in residential neighborhoods and should only be allowed where zoning allows for hotels/motels.
108	Online	STRs should not be allowed at all in areas of the city that are zoned as single family residential.
109	Online	STRs should not be allowed in areas zoned for single family residences. And businesses in those areas should not be allowed either. And lastly, homes rented by the room, regardless of the length of the rental agreement, should be not allowed anywhere. For an example, look at the house on the 3400 block of Old Manse Ct. Thank you!
110	Online	STRs will have a significantly negative impact on value. I would not have bought my home if I knew it was next to one. The “neighborhood” feature is greatly diminished with STR’s - no commitment to good quality of life for residents.
111	Online	Thank you for taking on this important issue. I am not in favor of STRs, as I have seen the problems that come with them in other cities; parking, crime, disregard for property, noise, etc...
112	Online	Thank you for this study, I largely agree with the outcome. I did not see any mention of the impact of STRs on home affordability. Other studies have indicated that STRs drive up the cost of housing beyond what an owner occupied property or long term rental could afford. I think STRs may have a use in townhouses or condos where on site management can quickly address problems. Increasing transient population in our neighborhoods lowers social cohesion, so I don't see a value in SFH short term rentals.
113	Online	The current short term rental ban is not benefiting our neighborhood please consider banning the rest of the Air BnB before the interim ban expires in May.
114	Online	The problem is managing the property. The short term rentals can have all kinds of issues with noise, traffic, drugs, guns as we know from the past here in W. Plano, and also we had a whore house at one location in Plano. The owners of the property don't care about the other homeowners, or maybe their old neighbors, its all about making a profit on the property. This is becoming more of an issue with interest rates so high, people can't sell their properties very easy and looking at options to pay for it. We are having issue in our HOA of knowing what properties are long term rentals, that seem to have issues and the landlords don't take care of the properties or enforce the rules with their tendants to take care of the property. I have owned investment rental homes and have managed them, so its all about background checks on who you rent to. You can't do any of this with an STR and you don't have a night manager like at a hotel/motel or B&B to take care of any issues that occur.
115	Online	The problems with an extremely small percentage of STR don’t impact the big picture. Unfortunately, people fear change and accepting new things or ways. STR are a positive force in Plano. The majority of People who complain, are those who know nothing about them except here say, gossip, and exaggerated stories.
116	Online	The rental situation is plano is absolutely out of control. It has reacged a ridiculous point. Council needs to act NOW.
117	Online	The STRs in our area are often a nuisance and have the potential to ruin the character of single-family residential areas with noise, trash and "sketchy" renters. Even those units that are rented to "responsible" renters add little positive value to the neighborhood and still increase traffic and parking issues.

No.	Submitted Via	Comment or Question
118	Online	The survey and open house are very interesting, especially when you see the total number of houses (over 110,000) and the total number of STR (about 450) - such a very small number. We have done STR and have found ALL of our guests have been either people moving into North Texas for work (looking for work or being transferred) and they use the STR as a stop gap until they can find permanent housing. STR's are a LOT less expensive than hotels and they can stay closer to their place of employment. OR the guests have been people of all ages coming to visit friends and family, etc and don't want to stay in hotels. Also we have had college students stay during the summer when they come to work at an internship - again, it is easier to stay at a STR than a hotel during their summer stay. Our guests have all been had working, well behaved people using STR's as a way to reduce costs. We have NEVER had any trouble with our guests as we have very clearly defined house rules to make sure we do not disturb the neighbors and to make sure we do not interfere with their parking, etc. Making owners/hosts register and have certain criteria to meet will weed out a lot of the "bad actors" and problem locations and set standards that will help everyone understand expectations. Plano should also make owners pay a 7% hotel tax so they can use this revenue to add to the city coffers as other cities in the area have done. Thank you for allowing me to submit my feedback.
119	Online	There are already regulations in place to manage str . This is an exaggerated issue . The alleged issues at str are the same as non str . The homeowner has the right to use home as str . This is not the problem in Plano , this is a smoke screen to hide the bigger issue that is major apartment development on every corner and vacant lot in town . Should focus on that . I believe most people do not care about str . But will care about all the issues associated with apartments being build everywhere.
120	Online	There is a Airbnb on my block and it causes no problems.
121	Online	There is always a concern that there are people who make a business of setting up these short term rentals in neighborhoods. For example, as safe houses for immigrants that are moving through the area or working, which may have too many people in the home and too many cars. Also, there is the concern about sex trafficking, and operations that that involves And with the awareness of that going on this can also be a concern I think it's very important to feel like if you're a homeowner in a neighborhood that you can trust that the people circulating through your neighborhood are trustworthy and safe for your family to be around. We have elder Members, we have children in our communities and people coming and going that have no vested. Interest in the neighborhood is a high risk feature very unattractive and yes causes the better neighbors to move and leave the neighborhoods. Therefore creating a deteriorating neighborhood situation. There are enough apartments and alternative housing environments in our area to provide for people who want to be here on a short term putting them in residential neighborhoods is completely inappropriate and not good for those who are willing to invest in those neighborhoods. Long term for Plano is it then you have people leaving their Plano neighborhoods and moving north , or completely out of the area which just creates more difficulties and loss of quality neighbors that are vested in Plano. When Plano starts to do that, then we have deteriorating neighborhoods. We have less taxpayers and we have less people concerned about the city in general. Plano has always been a Fine Award-winning community and that well begin to deteriorate and go away with short term rentals in neighborhoods.
122	Online	There was a shooting at the STR on our street Spring 2023 resulting in a stray bullet entering our neighbords front window. My kids bedrooms are at the front of our house. We are located 5 houses away from the house that was hit by the stray bullet. My youngest son sleeps with 5-6 blankets on his bed covering him as a result of this shooting on our street. I undrestand people have a business around STRs as my close friend owns a few with strict rules for residents, but I also understand my son's mental well being and safety in his own home was greatly affected by this incident. An incident that could have been prevented if this STR did not allow house parties.
123	Online	Totally against STR we know our neighbors and home owners take care of their property. STR people have no interest in neighbors or property values. They need to go to a hotel for short stays. We move into residential neighborhoods for peace and quiet and similar values. Thank You
124	Online	Truthfully I have not had a problem with strs myself. But I have seen on social media a lot of complaints about them. Council should enact some kinds of laws -- registration, fines, a "three strikes" law??? From a legal standpoint, it seems like we might have an uphill battle with an outright ban. But what about some other measures to help control strs?
125	Online	Turing a SFR into a commercial operation (STR) has a negative impact on enrollment in our schools. When owners implement a lease/STR business model, those home rarely (if ever) make it back into SFR inventory. In my 8 years as treasurer of our HOA, we've had the number of STR/Leased properties grow from apprx 5 to 13. Not a single one has every been converted back to a owner-occupied SFR. I am also the head of our HOA's BEST program and I am curious to know how Neighborhood Services can reconcile the BEST program with the ever-growing STR business in our neighborhoods. What about an STR is Beautiful, Engaging, Safe, & Thriving, when STRs are consistently at the top of our violations list for upkeep, not once have we ever had an STR/Leased property owner or tenant come to a social function...etc. I am sure you get my point.
126	Online	Using only enforcement of current nuisance ordinances seems wholly inadequate. I live in an area currently zoned for single family residence only (Single-Family Residence-9 (SF-9). If I understand this zoning correctly, a Multifamily Residence is not permitted in this zoning area. Yet, we have a residence that was reported to the city, in April, that is operating as 8 apartments. In fact, we included a list of other properties like this in Plano that are being operating by the same private equity fund. It appears that even when you have zoning ordinances, getting something done to enforce violations is a tedious and low priority proposition for the city of Plano.
127	Online	Very tired of this s***
128	Online	Very well laid out study. Informative and easy to navigate.

No.	Submitted Via	Comment or Question
129	Online	We are regular users of STR's when we travel-love them. But appreciate tight regulations & oversight as we believe that keeps us, as patrons of STR's safe as well.
130	Online	We cannot have more AirBNB's in the City of Plano. It is too much with the constant partying at all hours of the flippin' night.
131	Online	WE DO NOT NEED STRS IN OUR COMMUNITY. THE COUNCIL NEEDS TO GET OFF THEIR D*** A**** AND DO SOMETHING.
132	Online	We do not want to worry about the possibility of renters holding wild parties, using drugs, shooting guns, running brothels, bringing dangerous animals/pets, leaving trash & debris or damaging other property. The City should require landlords of STRs to perform checks on the criminal history of the renters & not allow renters with felony criminal records. Landlords need to obtain a complete list of all people who will occupy the STRs. The City should have requirements that landlords need to follow re cleaning the STRs when renters leave the property. It is our understanding that entities/corporations are buying up houses with the intent of using them as short-term rentals. Plano could build areas specifically geared to STRs & restrict STRs from infiltrating current established residential neighborhoods. While we do not wish to infringe on someone else's rights, we firmly believe that our property rights should not be infringed upon &/or ignored. We request that Plano not allow STRs in single-family residential neighborhoods, unless such neighborhoods agree to allow them.
133	Online	We live in Plano as a community with friends and neighbors. Allowing STR in our neighborhood disturbs our community and allows people with no commitment to our neighborhood or community to disturb the peace and tranquility of our neighborhood with out accountability.
134	Online	Where we live (Woodburn Corners) STR's are not a problem. But I do agree that we need to keep our kids and community safe. People move to Plano for many reasons, but a quiet and residential feel to the neighborhoods is a big one. We need to prioritize maintaining that character for current citizens instead of catering to big companies like AirBNB.
135	Online	While I think that we need some type of regulation I also think that it needs to be "reasonable" and that HOA's in our city need to be guided on what is appropriate if they decide to change their bylaws too.
136	Online	Why is the city even "identifying problems" ??? The problems are crystal clear and the solutions are too! Ban STR! They are the problem!
137	Online	You have surveyed Plano residents. The majority of your citizens don't want STRs. 72% believe it decreases home values, we see no benefits to them in our residential areas, have a list of concerns. 44% of homeowners are not aware of them yet so this number will be much higher when people are informed. This should be a no-brainer. WE DON'T WANT THEM. I abide by all the city and county rules which govern my use of my property. STRs in single family residential neighborhoods is a terrible idea. There is not an entertainment district in this city, which is where these short term rentals belong. There is really no place or this in this city. Terrible idea!

OPEN HOUSE BOARDS

The pages that follow are resized recreations of the boards featured at the August 23 Open House, including the four polling questions. (the results of which are featured earlier in this document)

CITY OF PLANO
SHORT-TERM RENTAL STUDY

Welcome

Welcome to the open house!

As you enter, you'll see display boards like this one placed around the room.

- Each board - or set of boards - gives information about a particular part of the study.
- Some prompt you to share your thoughts and opinions using your cell phone (or pen and paper, if you prefer).
- Your feedback will be shared with city leaders to help inform the city's path regarding short-term rentals.

The elected officials, city staff, and consultants you see around the room are here to answer questions.

When you're ready to begin, start with the video to your left and work your way around the room.



This way

CITY OF PLANO
SHORT-TERM RENTAL STUDY

The Task Force

In May of 2023, City Council appointed 22 Plano residents (19 members and 3 alternates) to study short-term rentals in the city.

Paula Boudreaux
Mark Bower
Clara Damti
Christy Davidson
Phil Dyer, Chair
William France
Amy Hanson
Anne Hill
Laura Jones
Ian Mattingly
Lynn McClimon
Pat Morgan
Scott Palmer
Janet Plotkin
Mark Pulliam
Joni Reed
Kristin Reinaker
James Skelly *
John Skelton
Cristi Sliter *
Glen Smith
Colleen Vlajkovic *

* Alternate Member

The initial work for the Task Force is focused on identifying what problems may exist by reviewing data, seeking public opinion, and developing findings to be reported back to the Planning & Zoning Commission and City Council.

In the next phase of its work, the Task Force will focus on providing feedback on potential solutions. It is possible that new regulations, rules, or zoning amendments could result from this process. The Task Force plans to complete its work in time for staff, the Planning & Zoning Commission, and City Council to develop any detailed regulations before the interim ban expires in May of 2024.

CITY OF PLANO
SHORT-TERM RENTAL STUDY

Community survey

6,109 unique participants

Timing
Open to the public from April 17 - May 17

Data collection
Available on PlanoSTR.com and in paper copy

Accessible
Designed for assistive technologies

Multilingual
Available in Spanish, as well as 131 other languages

Data Reliability and Fraud Detection

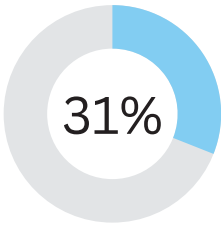
Speed Detection	Bot Detection	IP Tracking	Randomized Questions	**Final Result**
Checked for “speeders” who might be impacting data	Looked for duplicate responses / potential bots	Tracked IP addresses and where they’re located	Questions randomized to prevent bias	**High degree of confidence in the data**

CITY OF PLANO
SHORT-TERM RENTAL STUDY

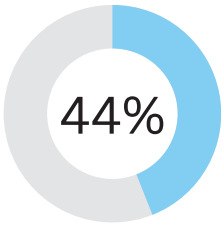
Results at-a-glance



64% of respondents report they would be "**very uncomfortable**" having an STR on their block

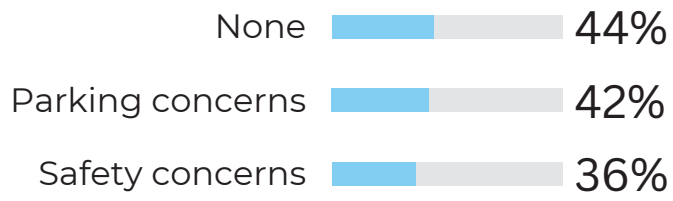


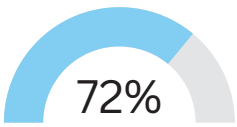
Respondents who believe they live near an STR



Respondents who are unsure if they live near an STR

Respondents reported the following as the top three **personally-experienced challenges** that they attribute to STRs in Plano.





72% of respondents believe that living next to an STR decreases property values

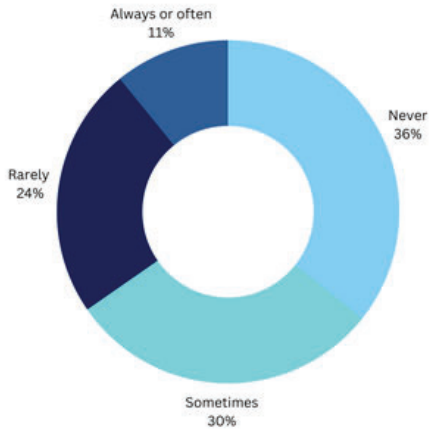
Looking for a more detailed look at the community survey?
Scan the QR code or ask a staff member for a paper copy of the report.

SCAN ME

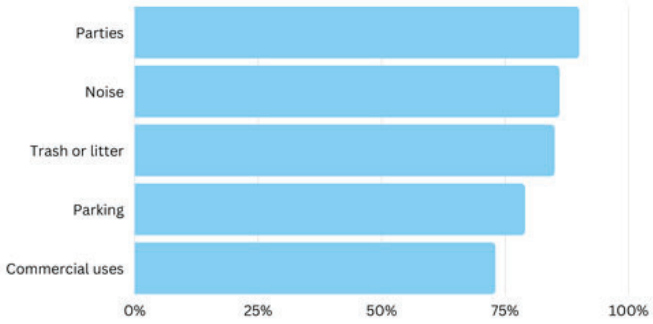
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Survey results

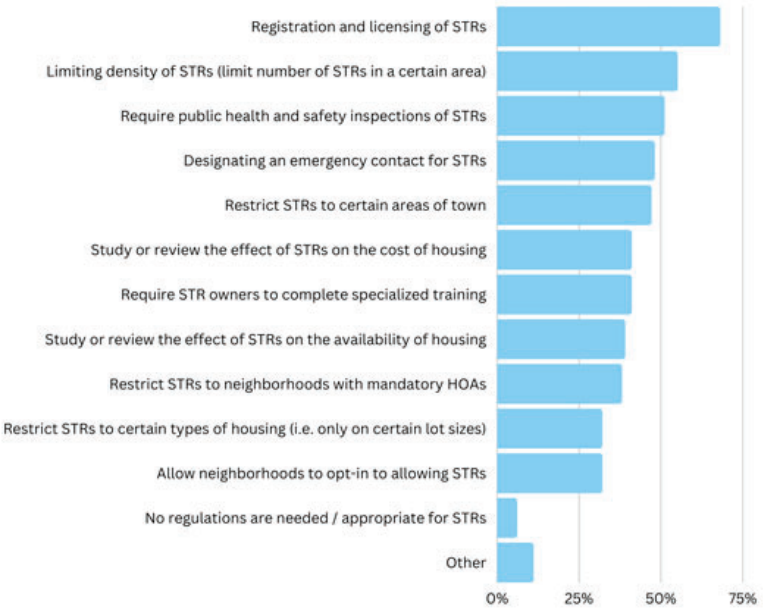
When you're traveling, do you use short-term rentals?



Nuisances at STRs would be treated the same as all other types of housing. With that in mind, should the city further address the following concerns?



Which of the following do you think would be beneficial?



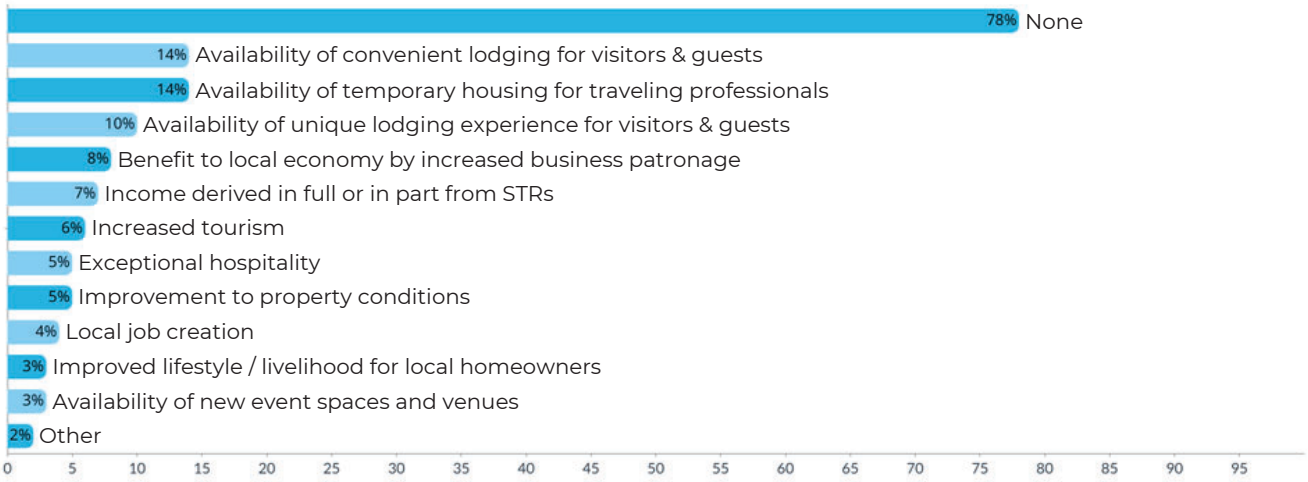
To view more, scan the QR code or ask a staff member for a paper copy of the report.

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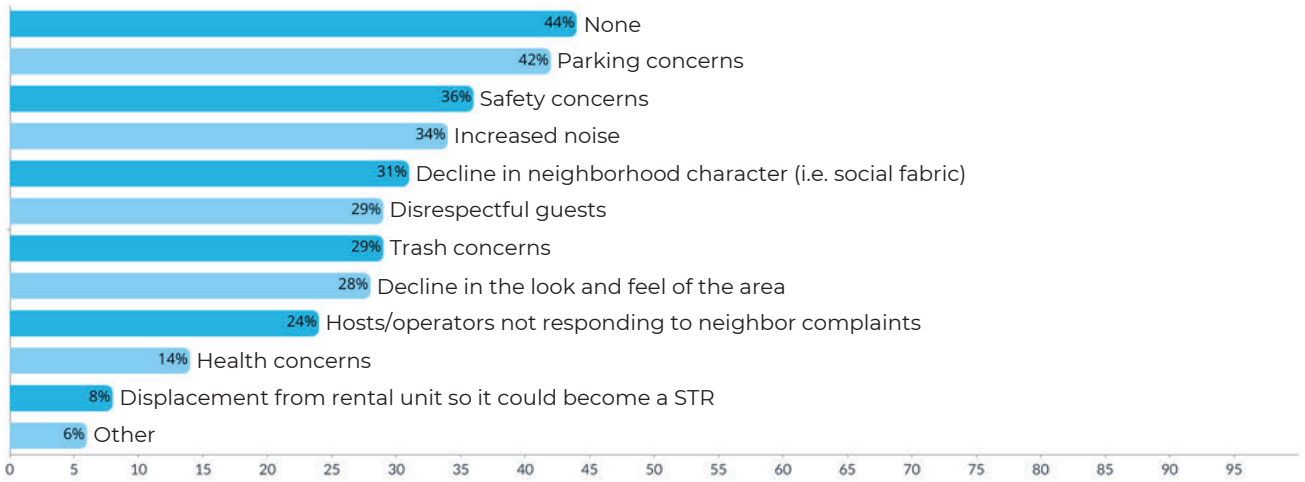
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Survey results

Have you personally experienced or witnessed any of the following benefits associated with STRs in Plano?



Have you personally experienced or witnessed any of the following challenges associated with STRs in Plano?



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City data to date

117,984 Total Housing Units in Plano

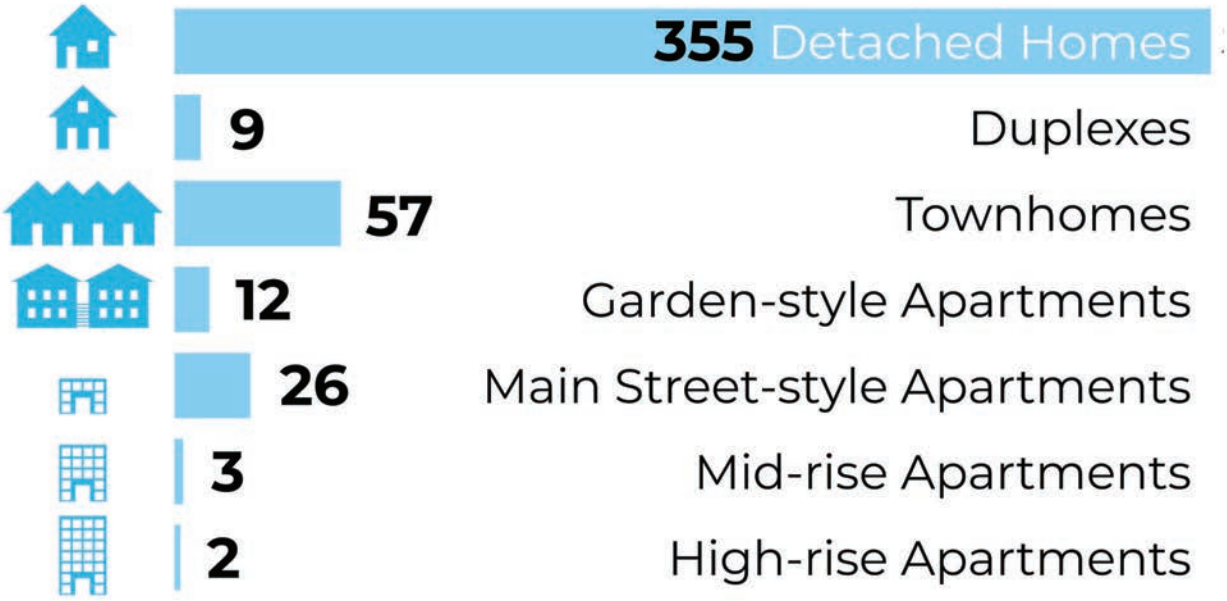
of which

464 are STRs*

compared to

7,199 Hotel rooms in Plano

STRs in Plano*



* further research into apartments is ongoing and may impact future numbers reported

Scan the QR code to learn more about the data

SCAN ME

89% of STRs are full housing units

18% of STRs are in nonresidential zoning

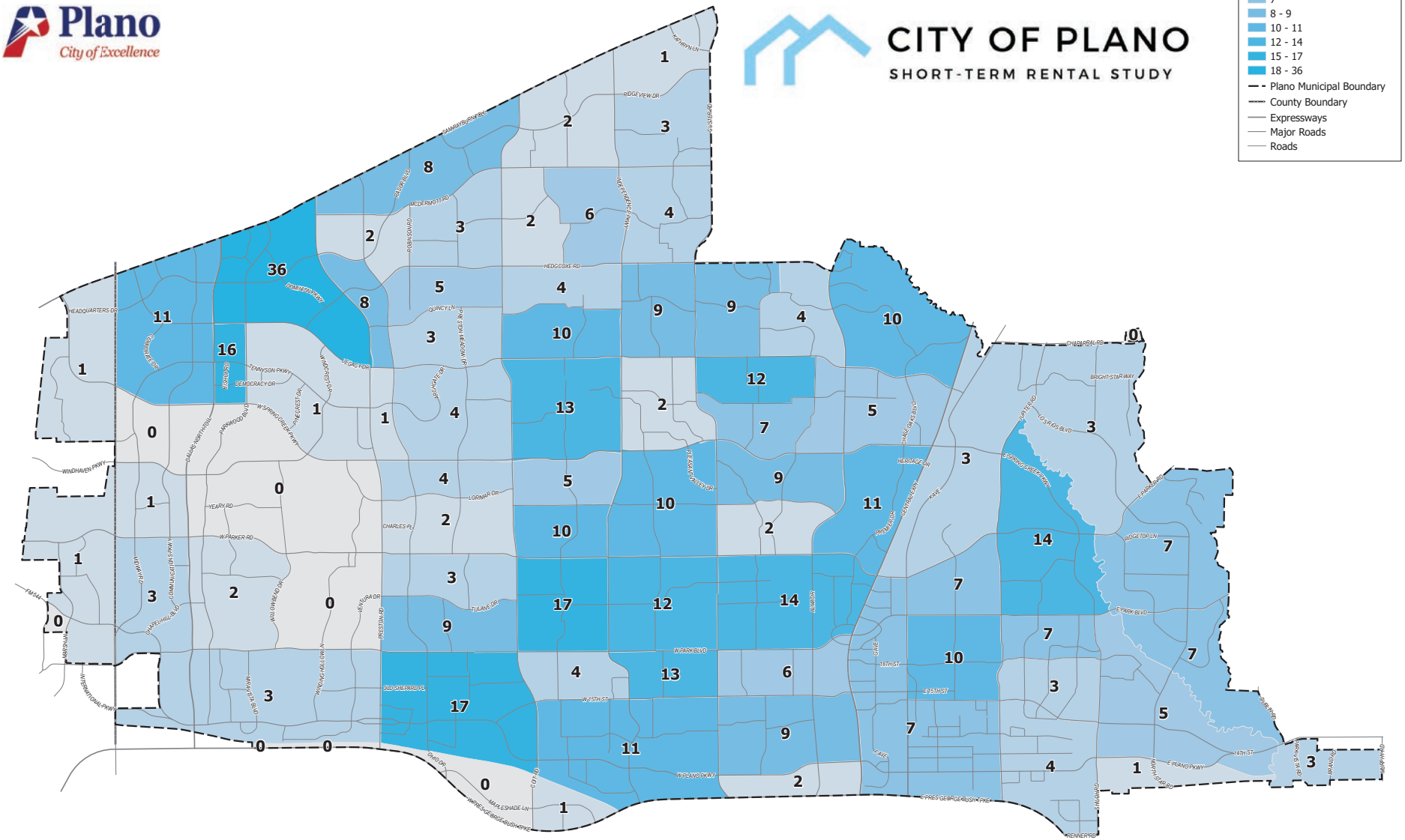
STRs listed on a platform at least once between May 15, 2022, and May 15, 2023

Short-Term Rentals (464)

Density by Census Tract

Plano City of Excellence

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STRs listed on a platform at least once between May 15, 2022, and May 15, 2023

0 0.5 1 1.5 2 Miles

Date: 08/14/2023
Data Source: US Census Bureau, Deckard Technologies, & City of Plano

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Single-family and Police data

Calls for Service (CFS) are citizen-generated reports to Plano Police and may or may not indicate a violation

73,996 Single-family Non-STRs in Plano

6,516 Total CFS in Single-family Non-STRs

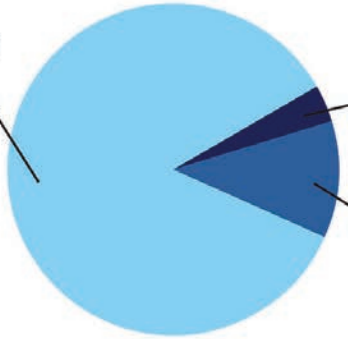
0.09 calls for service per Single-Family Non-STR

421 Single-family STRs in Plano

138 Total CFS in Single-family STRs

0.33 calls for service per Single-Family STR

4% of the single-family short-term rentals received 57% of the calls for service



358 Single-family STRs received no CFS

15 Single-family STRs received 78 CFS (3 or more each)

48 Single-family STRs received 60 CFS (1 or 2 each)

= 10 calls for service

Scan the QR code to learn more about the data

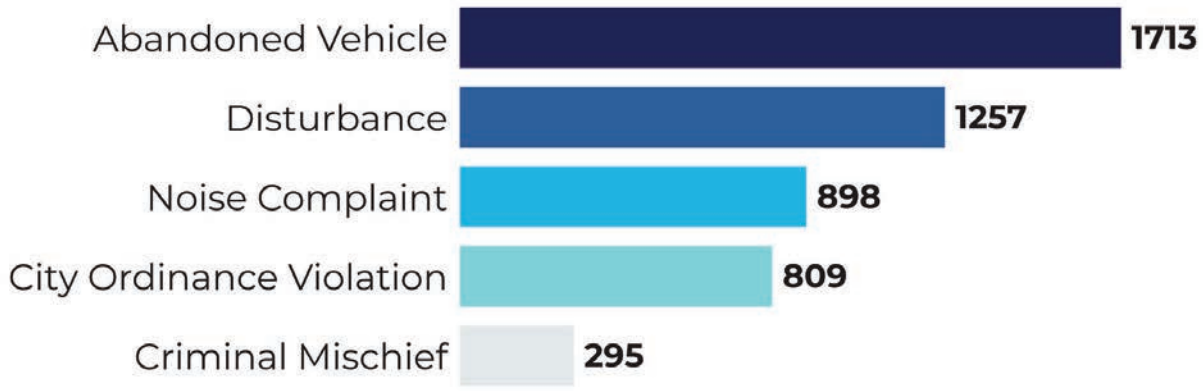
SCAN ME

STRs listed on a platform at least once between May 15, 2022, and May 15, 2023

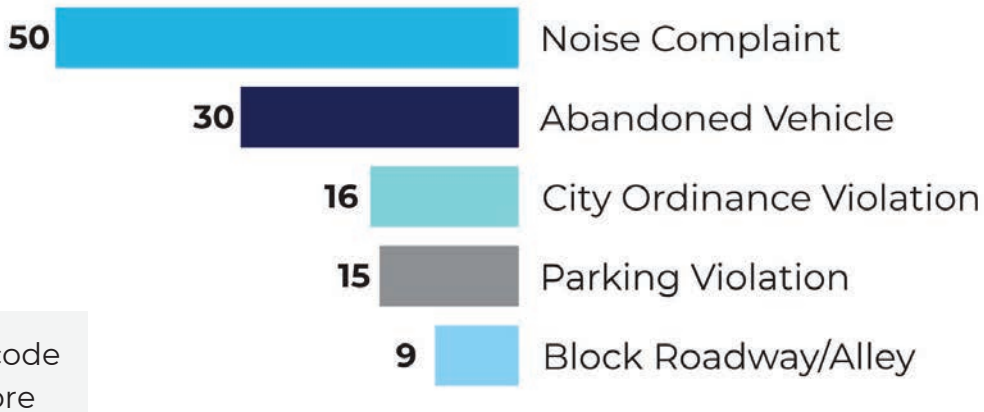
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Single-family and Police data

Top five categories of calls for service for single-family non-STRs



Top five categories of calls for service for single-family STRs



Scan the QR code to learn more about the data

SCAN ME

STRs listed on a platform at least once between May 15, 2022, and May 15, 2023

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About the Data

How is data collected?
Deckard Technologies monitors STR listing platforms and compares with publicly available data (such as appraisal districts), to identify STRs in Plano.

What data does Deckard collect?
Deckard tracks changes to the listings including dates that are booked, blocked, and available for rent. Deckard also captures snapshots of each listing going back one year.

Which STRs are included?
STRs in this dataset were listed on a platform at least once between May 15, 2022, and May 15, 2023, to align with the interim ban.

Most multifamily properties in the dataset only identify that at least one STR is listed in the building - the number of units operating as STRs within each building is still being identified.

Is this data perfect?
No. Staff continues to work with Deckard to identify listings and refine attributes as needed.

What else is planned for the data?
Deckard is working with Plano to develop a system (an API, or application programming interface) that will allow more direct collection and analysis of the data.

Additional multifamily analysis is also underway, to better determine the actual number of STRs in each multifamily complex.

Data Sources
- Deckard Technologies
- Plano Planning Department
- Plano Computer-Aided Dispatch
- Plano Police Record Management System

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Listening and decision making

Before coming to final conclusions about what problems exist, Task Force members will be presented with comments from this Open House as well as an earlier Community Survey. Task Force members — all local residents, including STR operators and affected neighbors — are also reviewing available data on STRs and hearing from police, planners, code enforcement, and legal counsel.

Texas law recognizes rental property as a fundamental property right. The Texas Supreme Court has not made rulings about STRs, and the lower courts have not been completely consistent. Across the state, many STR regulations are currently being challenged.

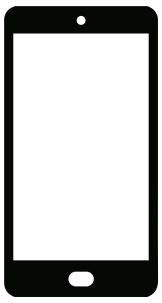
So far, regulation through generally-applicable nuisance ordinances, such as noise and trash disposal ordinances, have been found constitutional. To date, the city that has been most successful in defending its STR ordinance relied on data to determine appropriate restrictions, had robust public input, and tailored its regulation to demonstrated need.

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We want your thoughts

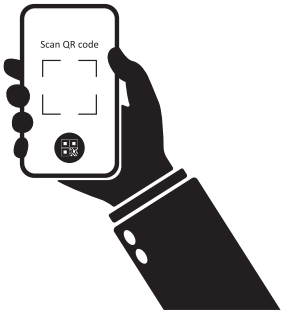
On the following boards, you can use your mobile device to share your opinion on three big-picture questions that the Task Force has set out to answer, as well as an additional question about identifying the issues.

Follow the instructions on this board to participate. If you prefer, paper copies of these questions are available.



1

Grab your phone



A

Scan the QR code on the board

OR



B

Type in the URL on the board

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Do STRs affect quality of life?

Task Force members have discussed this question among themselves and reviewed extensive data (see details at the board titled "City data to date"). Before making any final decisions, they want to hear from you, the residents of Plano.

Do STRs affect the quality of life in Plano?

Tentative Task Force finding

YES

The Task Force has made a tentative finding that STRs *do* affect the quality of life in the city. Task Force members also found that this effect is “mostly negative,” though opinions here varied.

Question for you

What do you think about this tentative finding?

Scan the QR code OR Go to gapstrat.com/planoQ1

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Appropriate places for STRs?

The Task Force is currently focused on identifying and defining problems. Specific solutions will be addressed later in the process.

As part of understanding where and why problems might exist, Task Force members considered whether there are some areas or zoning districts of the city where STRs may be appropriate.

Are there appropriate places in Plano for STRs?

Tentative Task Force finding

YES

In early discussions, a majority of Task Force members believe that there could be appropriate places for STRs somewhere in the city, though a few disagree and a significant number remain undecided.

Appropriate locations or zoning districts for STRs could be discussed as the study continues.

Question for you

What do you think about this tentative finding?

Scan the QR code **OR** **Go to gapstrat.com/planoQ2**

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Are regulations needed?

There has been much discussion in the region about how and whether STRs might be regulated. Task Force members have discussed current issues, trends, and the future of STRs in general, and in Plano. Members have shared personal perspectives from the viewpoint of neighbors, local STR owners, and STR managers.

Any final action will be up to City Council. The Council's decision will be informed by the report from the Task Force, recommendations of the Planning & Zoning Commission, public input, and guidance from city staff.

Are comprehensive, permanent regulations needed?

Tentative Task Force finding

YES
A strong majority of the Task Force currently leans in favor of the city developing comprehensive, permanent regulations to govern STRs in Plano, though about a third of members remain undecided.

Question for you

What do you think about this tentative finding?



Scan the QR code **OR** **Go to gapstrat.com/planoQ3**



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SHORT-TERM RENTAL STUDY

Identifying the issues

In a later phase of the study, the city will focus on solutions to problems identified in this process.

The more your concerns are understood, the better those concerns can be addressed.

Where do you see the problems with short-term rentals, or do you see any?

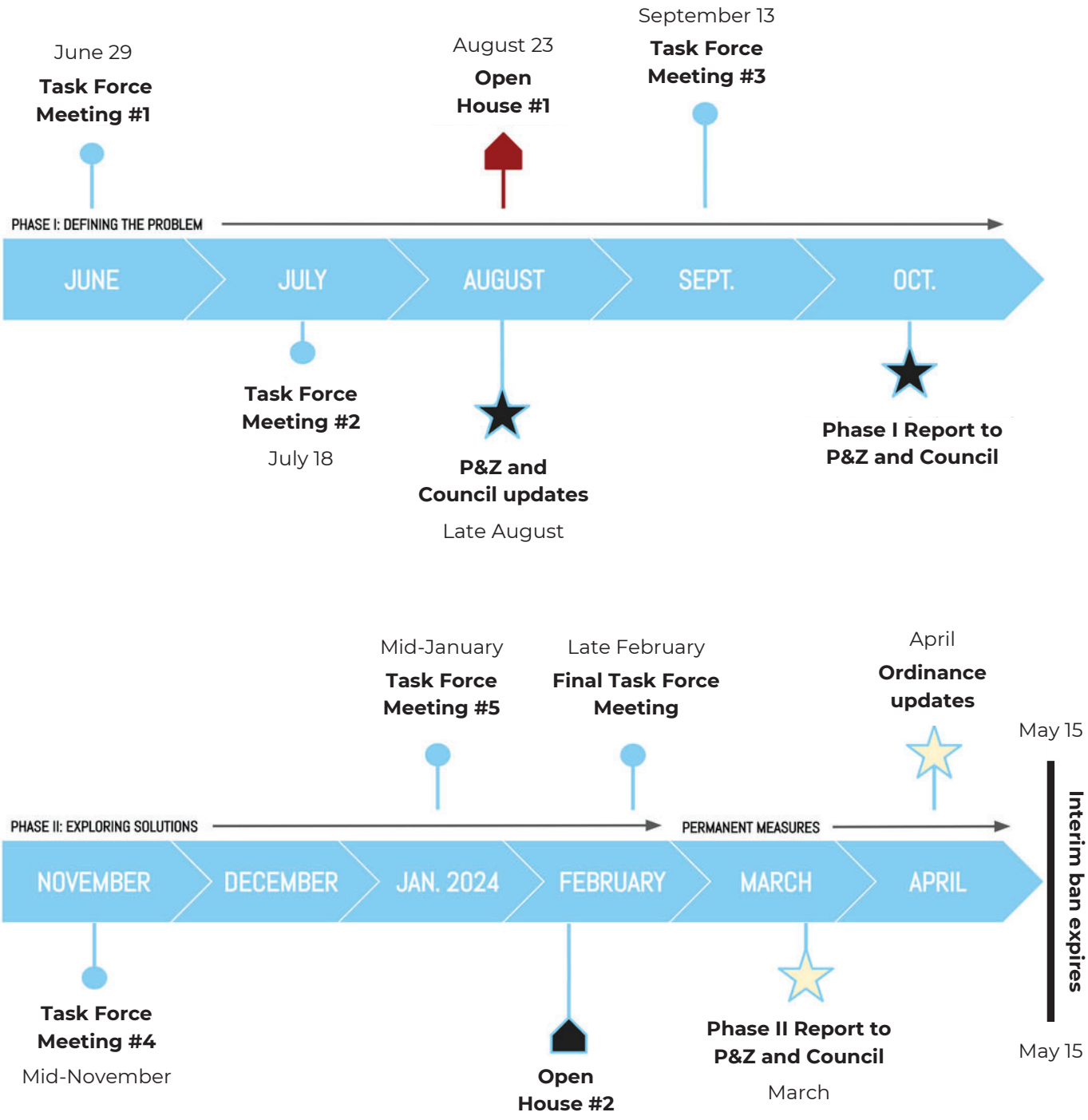
Question for you

Keeping in mind the experience you have and what you think will be best for Plano, select the statements that come closest to your view about STR-related issues in the city.

Scan the QR code OR Go to gapstrat.com/planoQ4

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Study timeline



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Other comments?

We want to hear from you. If you still have questions or comments, please use one of the two options below:

1. Scan the QR code on this board to comment using your mobile device



2. Fill out one of the paper comment forms at this station and place it in the "comments" box



Your thoughts and opinions will be summarized and given to the Task Force, city staff, the Planning & Zoning Commission, and City Council.