

Date: December 1, 2020

To: Mark Israelson, City Manager

From: Curtis Howard, Administrative Services Manager

Subject: Short-Term Rental Update

Background

In early 2020, Council requested information on short-term rental (STR) properties within Plano due to several citizen complaints. In response, the police department analyzed calls-for-service involving STRs and staff members presented this information to Council on February 24, 2020. The data showed there were a limited number of properties which had a disproportionate number of complaints that impacted the quality of life for the surrounding neighbors. DCM Rushin formed a committee with staff from several city departments. This committee developed the Coordinated Enforcement and Compliance Strategy to address citizen concerns regarding a small number of properties and gain voluntary compliance from those STR property owners and/or managers.

Coordinated Enforcement and Compliance Strategy (CECS)

Staff developed a strategy to identify and resolve problems at STR properties that have a negative impact on the surrounding neighborhood. The four-pronged strategy involves the following:

- Initial response to complaints;
- Tracking information;
- Analyzing data; and
- Appropriate follow-up.

The police department is normally the first to respond to complaints regarding STRs as part of their normal call volume, but chronic problems may involve other city departments. Officers attempt to obtain voluntary compliance when responding to a complaint but can employ more formal enforcement action when necessary. Most calls to STRs involve noise complaints and the occupants will usually comply with the officers' request.

The city has increased its capability to track issues and complaints involving STRs. Officers and supervisors have been instructed to document calls-for-service to STR properties in their reports. This information is collected by the Planning and Research Division which created and maintains the STR database.

The department's planner will use this data to detect trends and properties which receive excessive complaints. Chronic problems can be identified and referred to the appropriate city department. The STR data is also incorporated into the monthly MAPS meeting for distribution among the police department's management team.

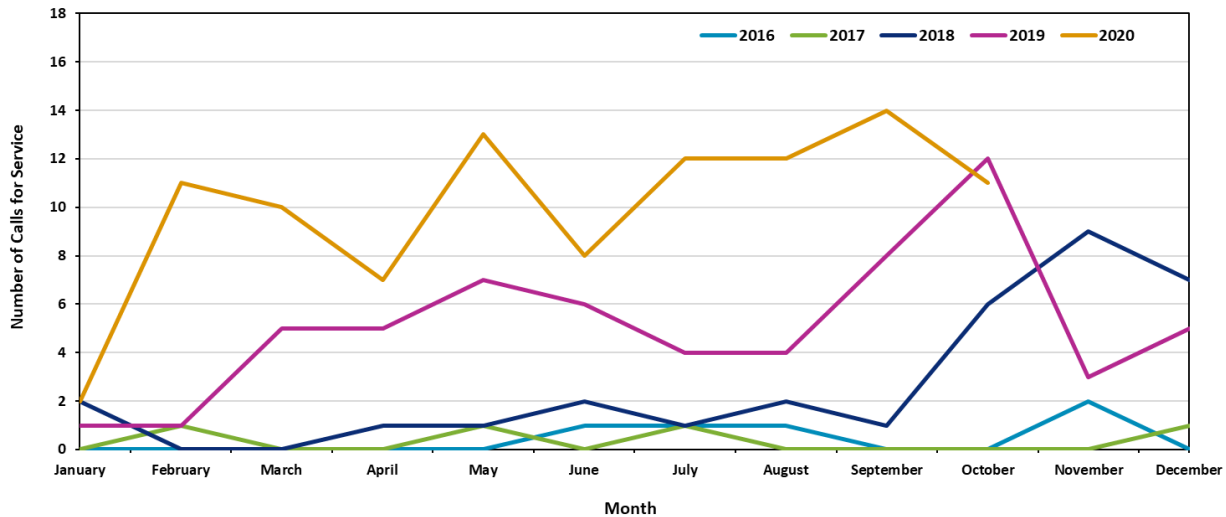
Properties that receive excessive complaints will be assigned to the Neighborhood Police Officer Unit (NPO). This Unit has specially trained officers who will work with the property owners, neighbors,

HOAs, and STR companies to eliminate the source of the complaints. The NPO officers will also work with Neighborhood Services or other departments to address issues that apply to the STR properties.

Trends

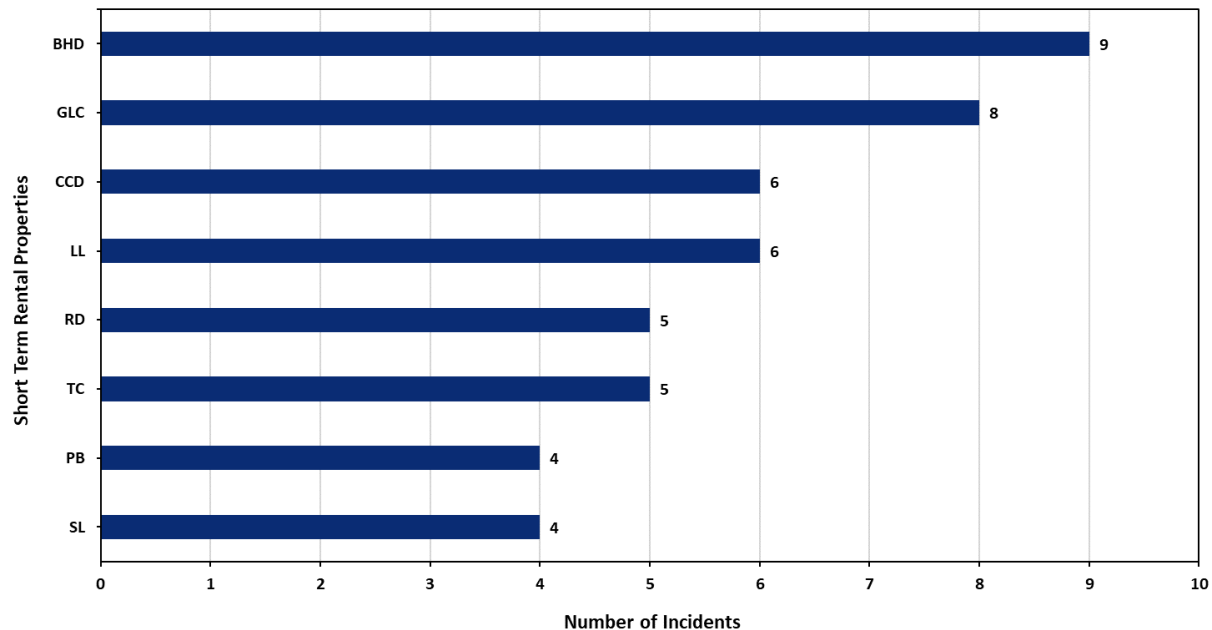
Through the first ten months of 2020, officers have responded to one hundred (100) calls-for-service averaging ten (10) calls per month or one call every three (3) days.

Calls for Service by Month and Year



Officers responded to eight properties four or more times in 2020. Many calls were the result of several complaints over the same night or weekend.

Properties with 4 or More Calls-for-Service in 2020



During the third-quarter of 2020, officers responded to 38 calls-for-service, of which 26 (68%) were for noise or party-type disturbances. These types of calls represent the bulk of the type of complaints received regarding STR properties. In comparison, there were 866 noise complaints in Plano during the same time frame. Only 21 (2.4%) were identified as occurring at a STR location.

Calls-for-Service 3rd Quarter 2020

Incident Type	Number of Incidents
Noise Complaint / Party / Alcohol / Drugs	26
Civil Problem / Dispute	5
Parking / Traffic Issue	2
Assault	1
Criminal Mischief	1
Social Distancing / COVID	1
Suspicious Person / Suspicious Vehicle	1
Theft / Fraud	1
Grand Total	38

Specific Property Issues

STR locations that receive multiple complaints are assigned to a NPO who will attempt to work with the owner or manager to minimize problems within the neighborhood. There are four properties that have been designated as a NPO project. These officers are working with the owners, managers, neighbors, and HOAs to resolve the issues.