



Plano

City of Excellence

Short Term Rental Information and Registration

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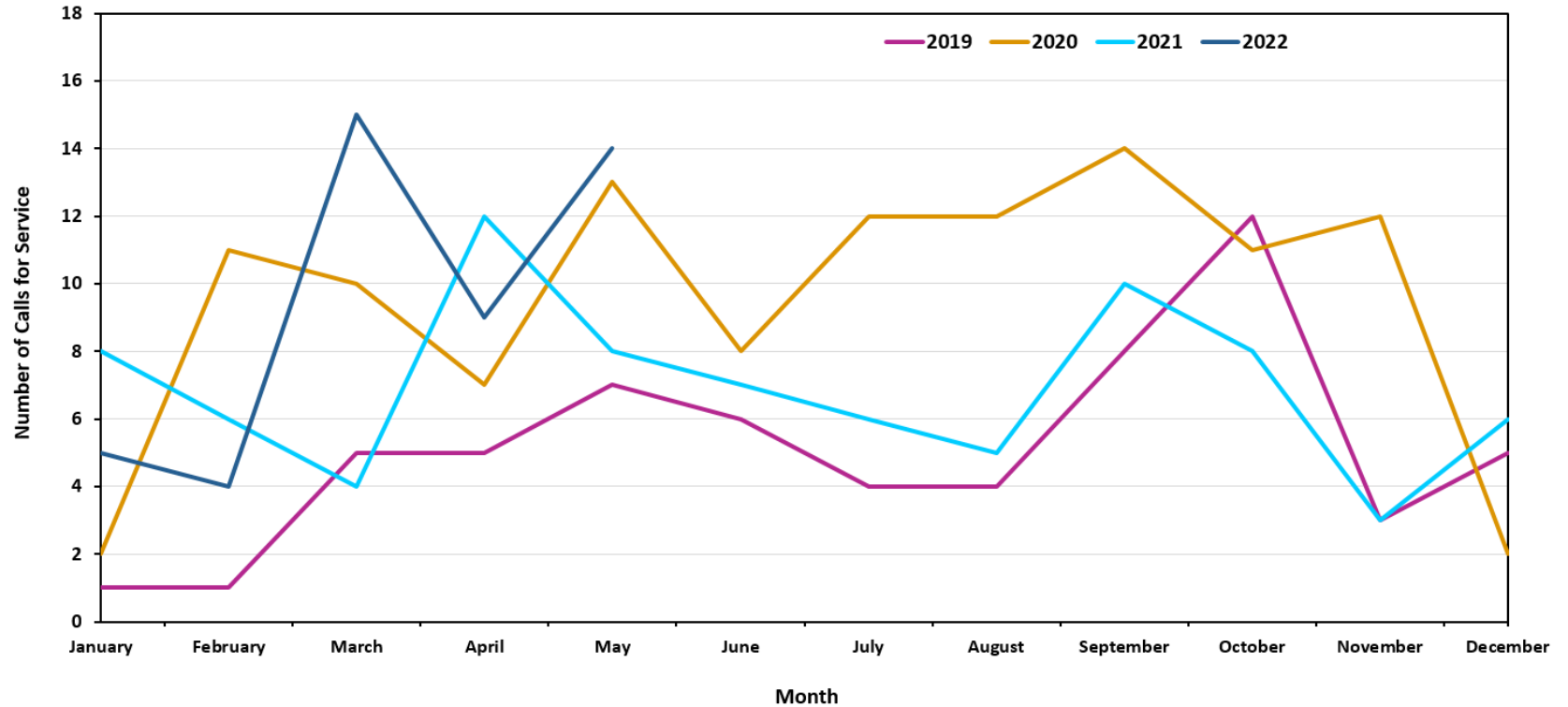
June 27, 2022 City Council Preliminary Open Meeting

Current Enforcement and Compliance Strategy

- Identify property locations based on:
 - a high number of complaints, or
 - calls for service (CFS) to a property with an immediate problem.
- Mitigate problems by:
 - gaining voluntary compliance, or
 - taking immediate enforcement action based violations of the law.
- Provide follow up, if necessary, by:
 - contacting and working with the owner,
 - contacting appropriate STR company, and
 - work with Property Standards to address chronic problems



Calls for Service by Month and Year



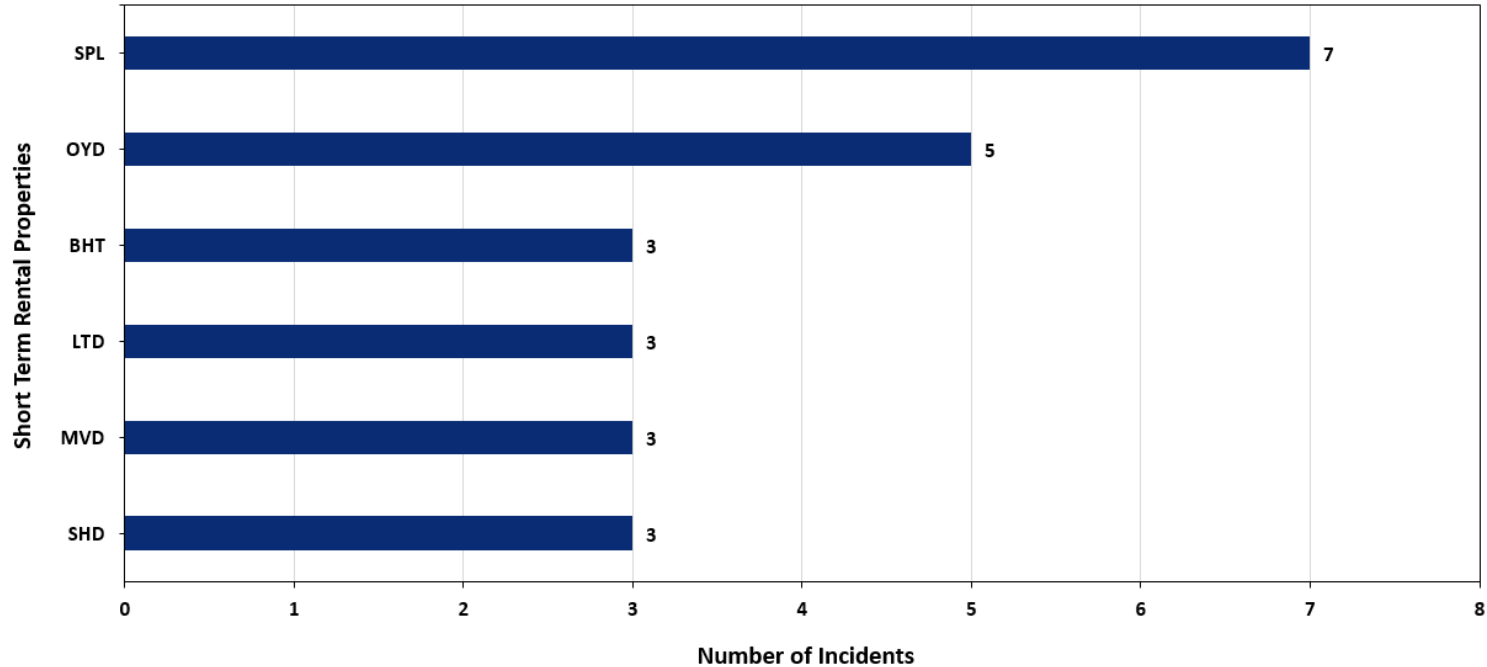
PD Short-Term Rental Data

January 1, 2022 – May 31, 2022

- There were 47 CFS from January 1, 2022 – May 31, 2022
- The CFS involved 23 properties
- 6 properties involved 24 (51%) CFS



Properties with 3 or more CFS: January 1, 2022 – May 31, 2022



Calls for Service Jan – May 2022 by Incident Type

Incident Type	Number of Incidents	
Noise Complaint / Party / Alcohol / Drugs	34	} 89 %
Civil Problem / Dispute	4	
Parking / Traffic Issue	4	
Open Building / Welfare Concern	2	
Suspicious Person / Vehicle	2	
Theft / Fraud	1	
Grand Total	47	



Reported Noise Complaint Incidents January 1, 2022 – May 31, 2022

- There were 1,428 noise complaint incidents reported in Plano
- Of those 1,428 incidents, 23 (1.6%) occurred at known STR locations



Registration/Inspection Registration

- City could begin a registration program in FY22-23.
- Registration would allow:
 - Local contact information for STR property owners to allow us to report problems;
 - Tracking of STRs to help us collect data, make sure taxes are paid, and understand whether more regulation may be needed; and,
 - Education of owners re: current city rules on noise, occupancy, etc.
- We would use a third-party to monitor.
- Proposed Property Standards Technicians to oversee registration applications.



Registration/Inspection

Inspection

- Inspections would be focused on meeting safety standards.
- Standards would be similar to expectations for hotel operators and multifamily housing management.
- Could require them to provide house rules to guests with information about local services, etc.
- Inspections would be complaint-based for existing, adopted codes or initiated by monitoring agency for unregistered properties.



Next Steps

- Review registration program progress at the end of the first year.
- Analyze data for any necessary modifications to programs or ordinances.
- Determine recommended next steps for City Council review and approval.





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Thank you
