

Date: March 13, 2024

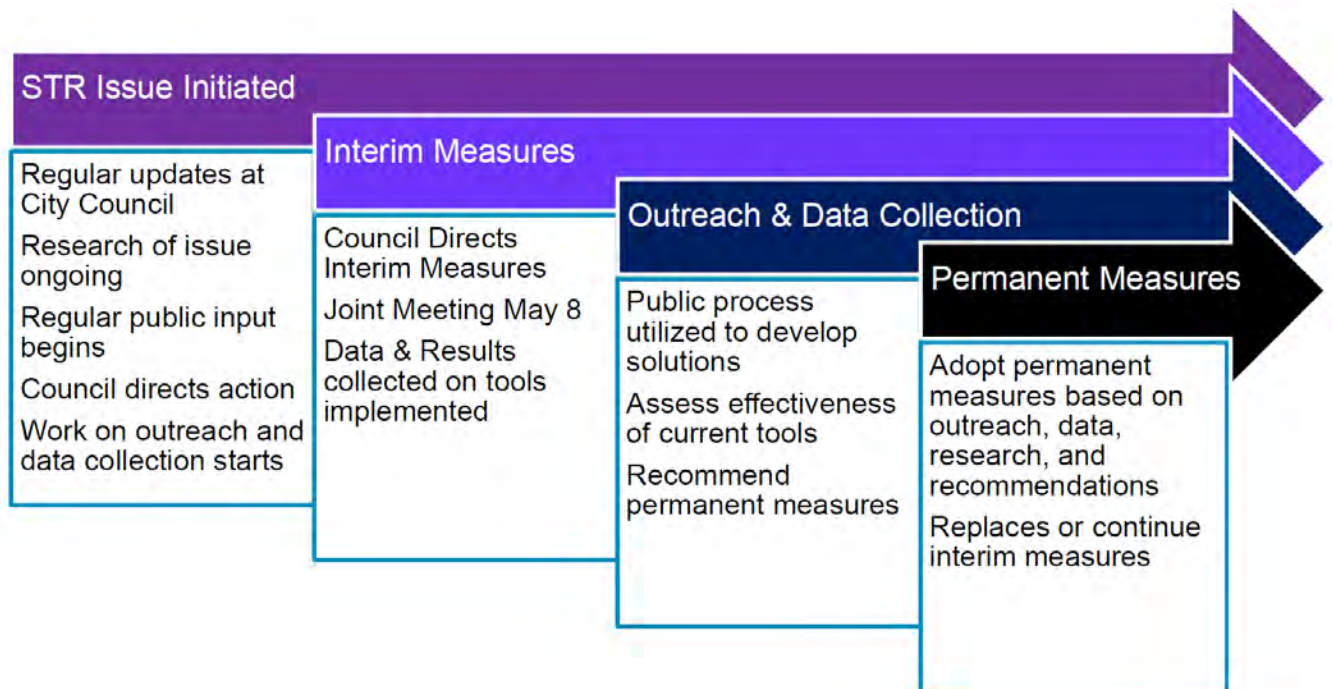
To: City Council

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

Subject: Short-term Rental Study Phase II Report and Sunset of the Short-term Rental Task Force

The topic of short-term rentals (STRs) has been discussed at Plano City Council (Council) or the Planning & Zoning Commission (Commission) since 2018. Council last received an update on February 26, 2024 ([agenda item](#) | [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 Outreach & Data Collection stage of the Study included two phases. Council received the Phase I Report on October 9, 2023 ([agenda item](#) | [video](#)). This report outlines Phase II, which includes recommendations from the Short-term Rental Task Force (Task Force) for Permanent Measures, to be considered by the Commission and/or Council, as appropriate for each topic.

Outreach & Data Collection: Phase I Results

At their third meeting, the Task Force had a majority agreement with three Findings and 15 issues and considerations that flow from those Findings:

Findings:

1. STRs do affect the quality of life in Plano and this effect is mostly negative.
2. There could be appropriate places for STRs in Plano, under certain circumstances.
3. The City should develop comprehensive, permanent regulations to govern STRs in Plano.

Critical Issues that Flow from Findings 1 and 3:

- A. Inconsiderate owners, users, and guests currently take advantage of the 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 the community fabric.

Considerations that flow from and inform Finding 2:

- A. The strongest concerns and problems voiced at the Task Force meetings and 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 are 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.

Outreach & Data Collection: Phase II

The goal of Phase II of the Outreach & Data Collection portion of the Study was to determine potential recommendations related to the Findings, Issues, and Considerations defined in Phase I. Phase II included:

- Data Collection: Continued monitoring and identification of short-term rentals in coordination with Deckard Technologies and city staff.
- Public Outreach: Gap Strategies continued facilitation of Task Force meetings and an additional open house.
 - Three meetings of the Task Force: The Task Force continued meeting to discuss potential solutions. This included two questionnaire “homework assignments” in advance of Task Force meetings, where the results were presented and a short list of items with tentative consent was agreed upon. These ideas were then presented at the open house, and public feedback was presented to the Task Force at their final meeting, where the results were discussed, and a final set of recommendations were adopted as part of the Phase II Report (Attachment A).
 - Open house: The Task Force’s initial recommendations for solutions were presented to the public for their feedback. The open house was offered in person on February 7, 2024, and the same open house was also offered virtually on the project website from February 5, 2024, through February 11, 2024. Over 1,200 people participated in the open house, with over 186 providing general comments. Of these participants, over 65% agreed or somewhat agreed that the Task Force was generally headed in the right direction with their recommendations.
 - Project Website and Advertising: www.PlanoSTR.com continued to host information about the project. Additionally, the open house was advertised via numerous city email newsletters and social media posts.

Short-term Rental Task Force Recommendations















The Short-term Rental Task Force has spent considerable time developing these recommendations, based on the data available, public feedback, and extensive discussion and debate at their meetings. While they were not charged with developing specific ordinance language, the Task Force's recommendations create a public record of the broader community's needs and desires regarding short-term rentals which provide the foundation for sound regulations.

At their final meeting on February 28, 2024, the Task Force voted 17-1 to approve the Phase II Report (Attachment A) with the following potential solutions in four categories:

1. Registration and Property Management Requirements: The basics of a registration program will be presented to Council on March 25, 2024. A full registration program is planned for consideration by Council on April 22, 2024.
2. Regulations That Affect Land Use and Zoning: The majority of these recommendations will be considered by the Planning & Zoning Commission as part of Zoning Case 2024-008, though some will be included in the registration program or as a separate project.
3. Consideration of Amortization and Buyouts of STRs in Certain Areas and Circumstances: If amortization or buyouts of STRs were to occur, this would be a Council decision. If Council chooses to require a nonconforming STR to stop operating, state requirements (Senate Bill 929) require specific procedures for amortization or buyouts. These procedures were adopted by Council through Zoning Case 2023-019 on February 26, 2024.
4. Training for New and Renewing STR Owners: Various topics were included for training for STR operators. The Task Force suggested that the City consider a combination of mandatory requirements and incentives, i.e., a reduced registration fee. Any required or incentivized training would be part of the registration program in the first category.

The specific recommendations in each category are listed beginning on the following page.

CATEGORY	RECOMMENDATION	NUMBER
Registration and Property Management Requirements	Require registration or licensing of STRs.	R1
	Prohibit listing an STR on a platform without registration.	R2
	Require regular renewals of registration.	R3
	Require posting of registration / license inside property.	R4
	Require hosts to post rules (including city noise ordinance).	R5
	STR registration must include links to all listings on all platforms.	R6
	Require liability insurance.	R7
	Require a local contact who can be available to address issues.	R8
	Require local property management who actively manages the site.	R9
	Hosts must be responsive to issues in a reasonable time.	R10
	Require STR operators of full-dwelling STRs to utilize city-directed technology as tools for property monitoring (e.g., noise level sensors and exterior cameras).	R11
	Multiple violations should result in escalating penalties.	R12
	Repeat violation of trash / debris results in penalties.	R13
	STRs should be subject to a one-year suspension of registration for one-time severe offenses that cause significant public harm.	R14
Regulations That Affect Land Use and Zoning	Prior to lifting the current interim ban on STRs, City Council, through the Planning & Zoning Commission, should update the Zoning Ordinance to identify districts or locations where new STRs may be appropriate or inappropriate.	Z1
	STRs may be permitted anywhere a hotel is allowed in commercial, mixed-use, and transit-oriented development areas.	Z2
	Limit the maximum density of new STRs in a specified area (limiting the total number of STRs in a given neighborhood or area), as a tool to refine zoning.	Z3
	A property must not be used for "commercial amusement" purposes (such as a party with a cover charge) unless permitted by zoning, and it has a Certificate of Occupancy from the City for the use.	Z4
	City Council, through the Planning & Zoning Commission, should update the Zoning Ordinance definitions that may relate to STRs for uses such as, but not limited to, Assembly Hall, Commercial Amusement (Indoor and Outdoor), Bed and Breakfast Inn, Rooming/Boarding House.	Z5

CATEGORY	RECOMMENDATION	NUMBER
Regulations That Affect Land Use and Zoning (continued)	Limit operation of some new STRs to a maximum number of rental nights per year, as a newly-defined use to provide flexibility for property owners. <i>(Note: No across-the-board maximum is recommended. However, the Task Force is recommending maximum stays per year may be a useful tool as a distinct land use to consider in reviewing zoning regulations. This option may be useful as part of a coordinated zoning effort to tailor solutions for different circumstances and areas of the City.)</i>	 Z6
	Require that STR stays must be for a minimum number of nights in certain areas or districts, as a tool to refine zoning.	 Z7
	Address onsite parking requirements as part of a larger analysis of street parking issues citywide.	 Z8
	It is appropriate to have some different regulatory standards for STRs with live-in management because they have less impact on the community fabric.	 Z9
Consideration of Amortization and Buyouts of STRs in Certain Areas and Circumstances	To reduce the number of existing (grandfathered) STRs.	 A1
	To close STRs with repeat violations.	 A2
	To close STRs with a single serious offense.	 A3
Training for New and Renewing STR Owners	Plano's STR Ordinance requirements.	 T1
	How to complete and submit STR registration.	 T2
	How to meet the city's noise standards.	 T3
	How to comply with the city's parking regulations.	 T4
	Trash and waste pick-up regulations and resources.	 T5
	Property maintenance training.	 T6
	Human trafficking awareness and prevention.	 T7

Implementation of Permanent Measures

At the Planning & Zoning Commission meeting on March 4, 2024, the Commission:

- Received a presentation of the Phase II Report.
- Called a public hearing to amend the Zoning Ordinance to extend or repeal the interim ban and permanently regulate short-term rentals and related land uses, including associated development regulations, initiating a zoning case (Zoning Case 2024-008).

- Received a presentation from city staff of a draft proposal for permanent measures intended to implement the Task Force's nine recommended *Regulations That Affect Land Use and Zoning*.

In order to have zoning and registration regulations in place prior to the expiration of the interim ban on May 15, 2024, upcoming meeting dates are planned for:

- March 18 - Planning & Zoning Commission: Work session with draft of Zoning Ordinance amendments for ZC2024-008
- March 19 - City Council: Phase II Report
- March 25 - City Council: Registration Program Overview
- April 1 - Planning & Zoning Commission: Public hearing for ZC2024-008
- April 22 - City Council: Public hearing for ZC2024-008 and consideration of registration program

Notices and Feedback Opportunities

Staff is working to mail notices for the zoning case citywide to all city residents and property owners. Information on the study, proposed regulations, and written feedback opportunities are available on the project website at www.Plano.gov/STR.

- **Zoning Case:** The Technology Services and Planning Departments have been working together to update the Zoning Case Response map to start collecting public responses to Zoning Ordinance amendments.
- **Registration Program:** Public responses regarding the draft registration program can be submitted through a SurveyMonkey form.

The draft zoning proposal and draft registration ordinance will be posted, when available, at the project website above. The public is encouraged to review both, where they can also find a link to the updated Zoning Case Response map and the SurveyMonkey form to provide feedback throughout the process.

Recommendation

Because the Short-term Rental Task Force has adopted the Phase II Report, their work is complete. Therefore, it is recommended that City Council:

1. Accept the Short-term Rental Study Phase II Report, and
2. Sunset the Short-term Rental Task Force.

Attachments: A – Short-term Rental Study Phase II Report



CITY OF PLANO
SHORT-TERM RENTAL STUDY

PHASE II REPORT

February 28th, 2024



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- Presentation and Minutes from January 17, 2024 meeting
- Presentation from the February 28, 2024 meeting

Introduction

In November 2022, the Plano City Council initiated a study of short-term rentals (STRs) in the City. This included data collection by staff, and outreach to seek resident opinions and comments.

In May of 2023, the City Council adopted an interim ban on new STRs, and appointed 22 residents to serve on a Short-term Rental Task Force. The Task Force work was divided into two phases. Phase I collected data and identified related problems and benefits of STRs. Phase II addressed potential changes in City regulations to address issues identified in Phase I.

In October of 2023, Plano City Council received the Phase I Report for the Short-term Rental Study, along with related findings and considerations. Later that fall, Task Force members commenced Phase II of the Study to investigate what regulatory concepts and general goals should guide the creation of new ordinance language to be considered by the Planning & Zoning Commission and City Council.

This report is the Study's Phase II Report, adopted by the Short-term Rental Task Force on February 28, 2024.

EXECUTIVE SUMMARY



The Task Force

Paula Boudreaux *	Amy Hanson	Scott Palmer	Jim 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		

** Denotes Task Force members who resigned before the end of the Study.*

Task Force Meetings

The Task Force met three times during Phase II deliberations, with the meetings facilitated by the City's outside consultant, Gap Strategies. The City's Planning Department coordinated staff support and research, which included work from several departments, including Plano Police, Neighborhood Services, Technology Solutions, Communications and Community Outreach, and the City Attorney's Office. Task Force members

also participated in surveys to provide feedback and ideas on possible solutions between meetings, with results included in meeting materials and used to expedite meeting discussions.

Dates of the Task Force Meetings (both in Phase I and Phase II) were:

- Task Force Meeting #1 - June 29, 2023 *
- Task Force Meeting #2 - July 18, 2023 *
- Task Force Meeting #3 - September 13, 2023 *
- Task Force Meeting #4 - November 15, 2023
- Task Force Meeting #5 - January 17, 2024
- Task Force Meeting #6 - February 28, 2024

** Denotes a Task Force meeting in Phase I*

There were also several reports to the Planning & Zoning Commission and City Council throughout the Study:

- Update to P&Z - August 21, 2023
- Update to City Council - August 28, 2023
- Phase I report to P&Z - October 2, 2023
- Phase I report to City Council - October 9, 2023
- Update to Council - January 22, 2024
- Update to P&Z - February 5, 2024

Public Outreach

The public had a number of opportunities to participate in the Study. Citizens were able to comment during Planning & Zoning Commission and City Council presentations about the Study. Task Force meetings were also open to the public and Task Force decisions were shared on a dedicated Study website linked to the larger City website.

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 as well as paper copies.

6,109 surveys were received. The results indicated that a large majority of survey respondents have concerns about at least some aspects of STRs in Plano and the way they are currently operated and regulated. Detailed results of the community survey are included in the Appendix to the Phase I report.

Public Outreach: Open House Meetings

The City and its outside consultant, Gap Strategies, conducted two Open House events for citizens to comment on the STR Study. The Open Houses were split between Report phases.

Phase I Open House

For Phase I, an in-person Open House was held in downtown Plano at event1013 on August 23. That 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 in-person event had 109 attendees, 53 of whom completed a polling exercise focusing on the three main initial findings laid out by the Task

Force. Eighteen written comments were also collected from the in-person Open House. The associated online event had 1,922 participants, 903 of whom completed the polling exercise. Additionally, 119 written comments were provided by online participants (see Appendix E of the Phase I Report). Responses showed strong support for Findings 1 and 3, and mixed support for Finding 2.

Phase II Open House

A second Open House event was held during Phase II. This included an in-person event in downtown Plano at event1013 on February 7. An associated online Open House ran from February 5 to February 11.

The in-person event had 103 attendees and 43 in-person comments were recorded. The associated online Open House had 1,128 participants, 87% of whom completed the entire Open House by clicking through and viewing every page. Virtual attendees provided another 143 comments (see Appendix A). When asked if the Task Force is generally headed in the right direction, 65.8% of all respondents – both in-person and online – answered “agree” or “somewhat agree.”

Phase II Work, Focused on Phase I Findings

In Phase I of the study, Task Force members outlined the following three findings, informed by data and public opinion. City staff and outside facilitators assisted the Task Force in this work:

Finding #1: STRs do affect the quality of life in Plano and this effect is mostly negative.

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

Finding #3: The City should develop comprehensive, permanent regulations to govern STRs in Plano.

Each finding was supported by specific issues and considerations detailing concerns and/or circumstances related to STRs in Plano.

Critical Issues that flow from Findings 1 and 3:

- 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.

Considerations that flow from and inform Finding 2:

- 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

How did the Task Force come to its recommendations?

In Phase II of the Study, Task Force members took the initial Findings, Issues, and Considerations and used them to create a list of recommendations/solutions intended to address specific issues identified in the Phase I Findings. This included two questionnaire “homework assignments” in advance of Task Force meetings, where the results were presented and the ideas were further refined.

Early on, Task Force members and the outside facilitators decided to focus primarily on those recommendations that had broad support from the homework results. In general, each idea was considered separately. Not all resulting recommendations were agreed to unanimously, though all had broad support. Most recommendations were supported by more than two-thirds of Task Force members, and all were supported by at least 60 percent of those present and voting.

Phase II Work: Recommendations of the Task Force

At its February 28, 2024, meeting, the Task Force voted to adopt this Phase II Report and the following recommendations.

The recommendations are divided into four categories:

1. Registration and Property Management Requirements
2. Regulations That Affect Land Use and Zoning
3. Consideration of Amortization and Buyouts of STRs in Certain Areas and Circumstances
4. Training for New and Renewing STR Owners

One of the overarching determinations of the Task Force expounds on Issue G from the Phase I Report that “Community fabric is a core value for the City of Plano.” The frequent turnover of residents in short-term rentals distinguishes this use from other residential uses. It impacts the ability of other residents to have predictability in resolving issues with neighboring properties. When there are longer-term renters or owners in a property the issues can be more readily addressed through relationships that cannot easily be built on a short-term basis. Risks cannot be assessed as easily

when unknown individuals and vehicles are regularly encountered. This lack of predictability and community-building leads to isolation and other psychological impacts that are negative to the well-being of residents.

In addition, Task Force members determined that the City should distinguish between “whole-home” and “partial home” STRs in regulatory approach. There was agreement on the Task Force that partial home STRs — those with live-in managers living in the home — are less disruptive to community fabric. Task Force members supported the idea of additional regulatory flexibility in addressing partial home STRs via a comprehensive approach that considers zoning, training, and regulation.

Specific recommendations for the four categories are:

Registration and Property Management Requirements

There are 14 recommendations related to registration and property management requirements.

1. Require registration or licensing of STRs.
2. Prohibit listing an STR on a platform without registration.
3. Require regular renewals of registration.
4. Require posting of registration / license inside property.
5. Require hosts to post rules (including city noise ordinance).
6. STR registration must include links to all listings on all platforms.
7. Require liability insurance.

8. Require a local contact who can be available to address issues.
9. Require local property management who actively manages the site.
10. Hosts must be responsive to issues in a reasonable time.
11. Require STR operators of full-dwelling STRs to utilize city-directed technology as tools for property monitoring (e.g., noise level sensors and exterior cameras).
12. Multiple violations should result in escalating penalties.
13. Repeat violation of trash / debris results in penalties.
14. STRs should be subject to a one-year suspension of registration for one-time severe offenses that cause significant public harm.

Regulations That Affect Land Use and Zoning

There are eight recommendations related to land use and zoning.

1. Prior to lifting the current interim ban on STRs, City Council, through the Planning & Zoning Commission, should update the Zoning Ordinance to identify districts or locations where new STRs may be appropriate or inappropriate.
2. STRs may be permitted anywhere a hotel is allowed in commercial, mixed-use, and transit-oriented development areas.
3. Limit the maximum density of new STRs in a specified area (limiting the total number of STRs in a given neighborhood or area), as a tool to refine zoning.

4. A property must not be used for "commercial amusement" purposes (such as a party with a cover charge) unless permitted by zoning, and it has a Certificate of Occupancy from the City for the use.
5. City Council, through the Planning & Zoning Commission, should update the Zoning Ordinance definitions that may relate to STRs for uses such as, but not limited to, Assembly Hall, Commercial Amusement (Indoor and Outdoor), Bed and Breakfast Inn, Rooming/Boarding House.
6. Limit operation of some new STRs to a maximum number of rental nights per year, as a newly-defined use to provide flexibility for property owners.

(Note: No across-the-board maximum is recommended. However, the Task Force is recommending maximum stays per year may be a useful tool as a distinct land use to consider in reviewing zoning regulations. This option may be useful as part of a coordinated zoning effort to tailor solutions for different circumstances and areas of the City.)

7. Require that STR stays must be for a minimum number of nights in certain areas or districts, as a tool to refine zoning.
8. Address onsite parking requirements as part of a larger analysis of street parking issues citywide.
9. It is appropriate to have some different regulatory standards for STRs with live-in management because they have less impact on the community fabric.

Consideration of Amortization and Buyouts of STRs in Certain Areas and Circumstances

The Task Force recommends that the City should consider buying out STRs in certain areas and/or under certain conditions. Task Force members

recommend that the City develop guidelines for acquiring these property rights, with rules tailored to three distinct categories:

1. To reduce the number of existing (grandfathered) STRs
2. To close STRs with repeat violations
3. To close STRs with a single serious offense

Training for New and Renewing STR Owners

Task Force members determined that STR operators should be required to undergo training about Plano's rules and best practices. Task Force members, again, identified distinctions between whole-home, off-site operators and live-in operators. In addition, Task Force members recommend that the City consider a combination of mandatory requirements and incentives to accomplish training goals. These would be developed by staff as part of an overall, coordinated effort to govern STRs in Plano.

Task Force members recommend seven topics that should form the basis of training for STR owners and/or operators:

1. Plano's STR Ordinance requirements
2. How to complete and submit STR registration
3. How to meet the city's noise standards
4. How to comply with the city's parking regulations
5. Trash and waste pick-up regulations and resources

6. Property maintenance training
7. Human trafficking awareness and prevention

Next Steps

This Phase II Report and the recommendations of the Task Force are scheduled to be presented to the Planning & Zoning Commission on March 4 and to Plano City Council on March 19, 2024. Both meetings will be open to the public and residents may sign up to give comments. The report will also be available on the City's Short-term Rental Study website, PlanoSTR.com.

City staff members plan to use the Report as the basis for draft language and more detailed recommendations that will then be considered as formal proposed regulations by the Planning & Zoning Commission and City Council.

APPENDIX

Appendix A

Open House 2 Report and Results

Appendix B

Presentations and Minutes from Phase II meetings

1. Presentation and Minutes from November 15, 2023 meeting
2. Presentation and Minutes from January 17, 2024 meeting
3. Presentation from the February 28, 2024 meeting

APPENDIX A

Appendix A

Open House 2 Report and Results



CITY OF PLANO
SHORT-TERM RENTAL STUDY

OPEN HOUSE 2 REPORT



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IN-PERSON OPEN HOUSE



On February 7, 2024, the City of Plano hosted an open house event in downtown Plano at event1013. This open house was also available online at PlanoSTR.com from February 5 to February 11.

The event provided residents an opportunity to learn about the progress of Phase II of 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

By the numbers:

Attendees: 103 *

Entered comments: 43

Signed-in attendees: 75

** This does not include members of City staff, the Task Force, or consultants. The number of attendees were counted using a handheld tally counter.*

ONLINE OPEN HOUSE



From February 5 to February 11, 2024, 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

Online Open House individual entries:	1,128 *
Percent of participants who completed the Open House	87% **
Number of entered comments:	205

* This number accounts for those that clicked “enter the open house.” The number of page views of PlanoSTR.com during this time is considerably higher (3,922).

** This number represents the participants who clicked on every page of the Online Open House and had the opportunity to see every exhibit

How people accessed the open house

Mobile	639 participants
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Desktop	480 participants
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Tablet	9 participants
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How people were directed to the open house

Direct URL (typing in PlanoSTR.com)	885 participants (78%)
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Plano.gov	99 participants
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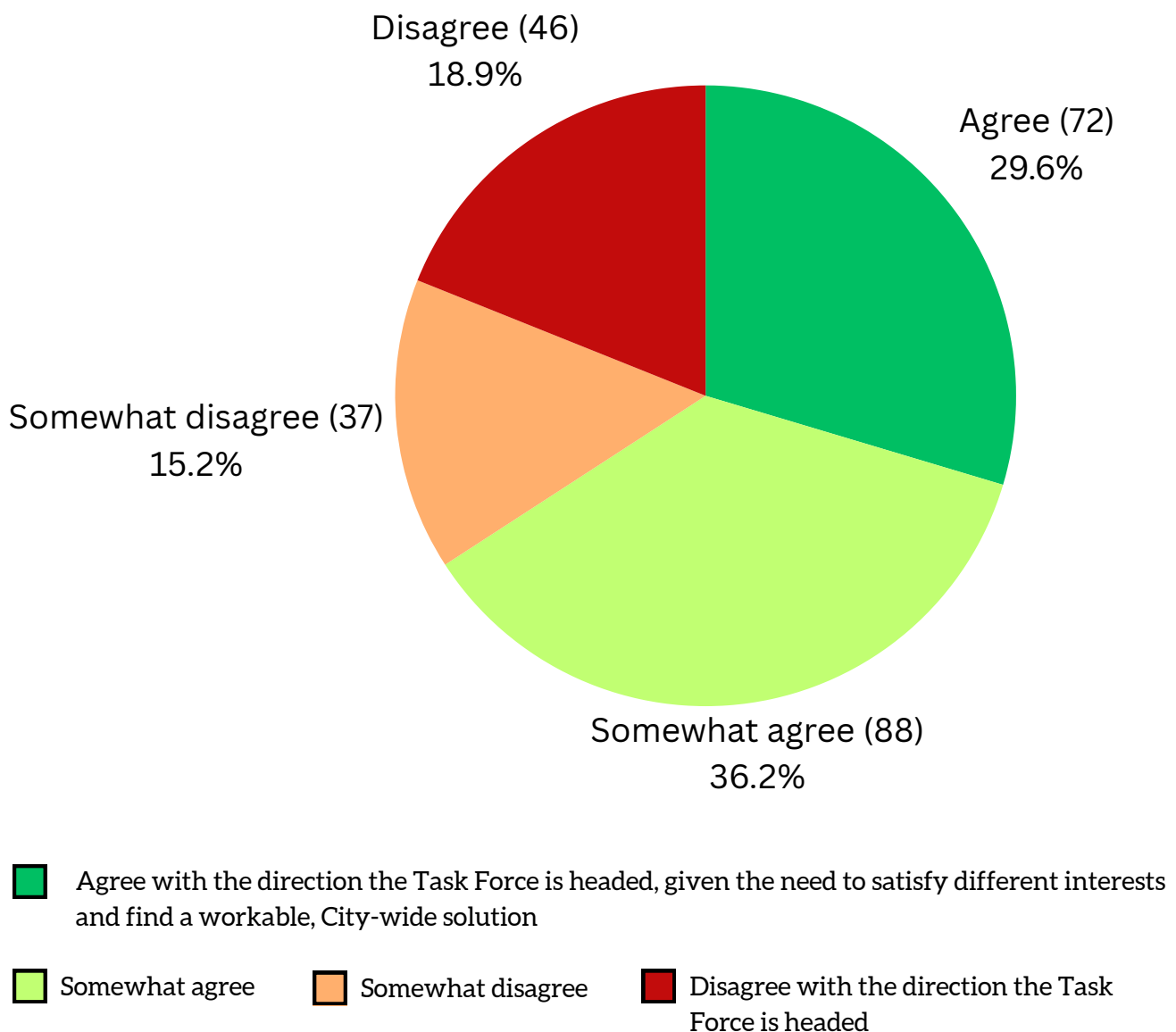
Forwarded from Social Media	98 participants
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Google	46 participants
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QUESTIONS FOR THE PUBLIC

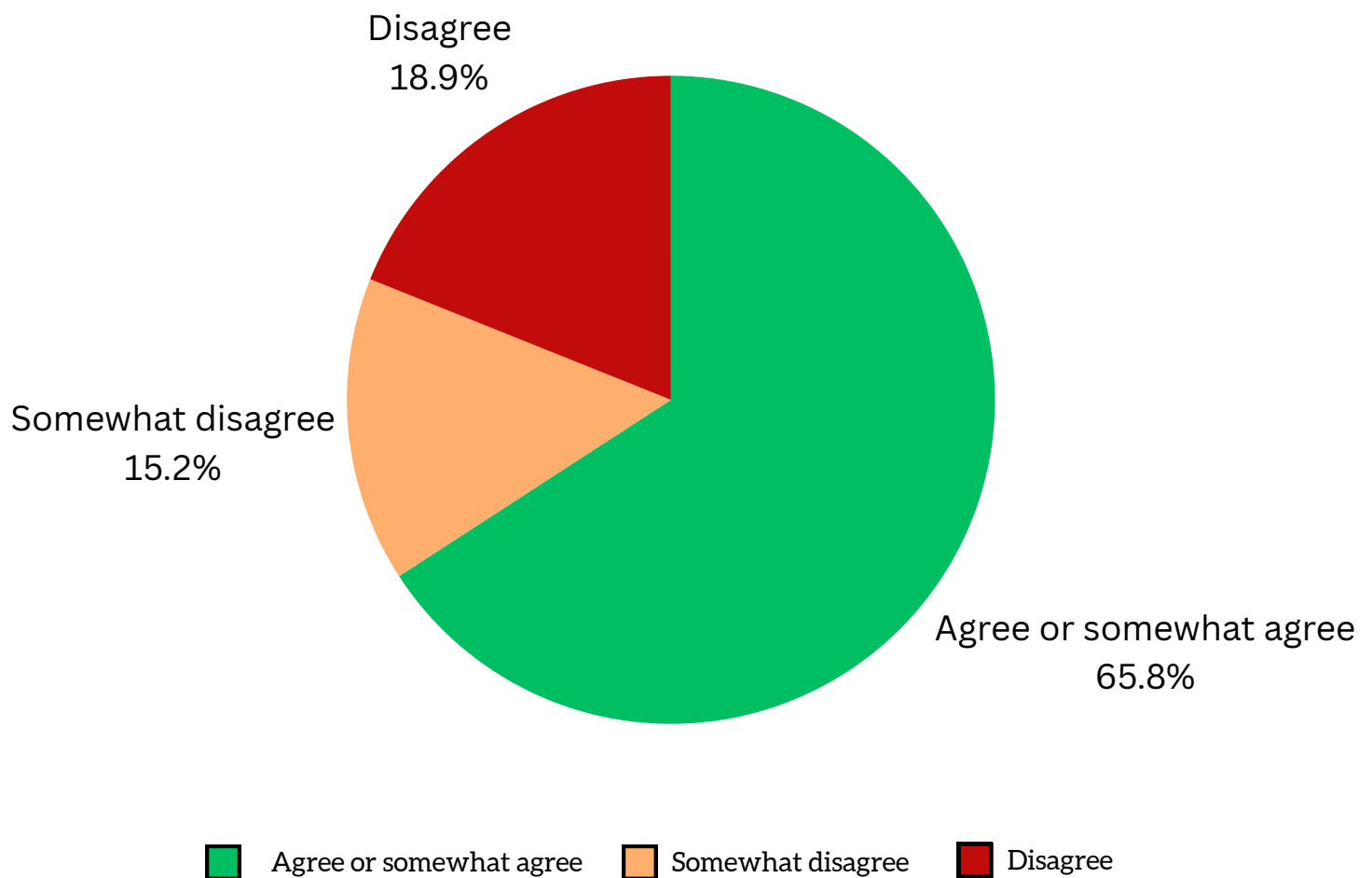
Is the Task Force generally headed in the right direction?

Given what you've seen and heard during the Open House – about balancing competing interests, legal considerations, and other constraints on this challenging topic – do you feel the Task Force is generally headed in the right direction with its tentative recommendations?



ANOTHER WAY TO LOOK AT IT...

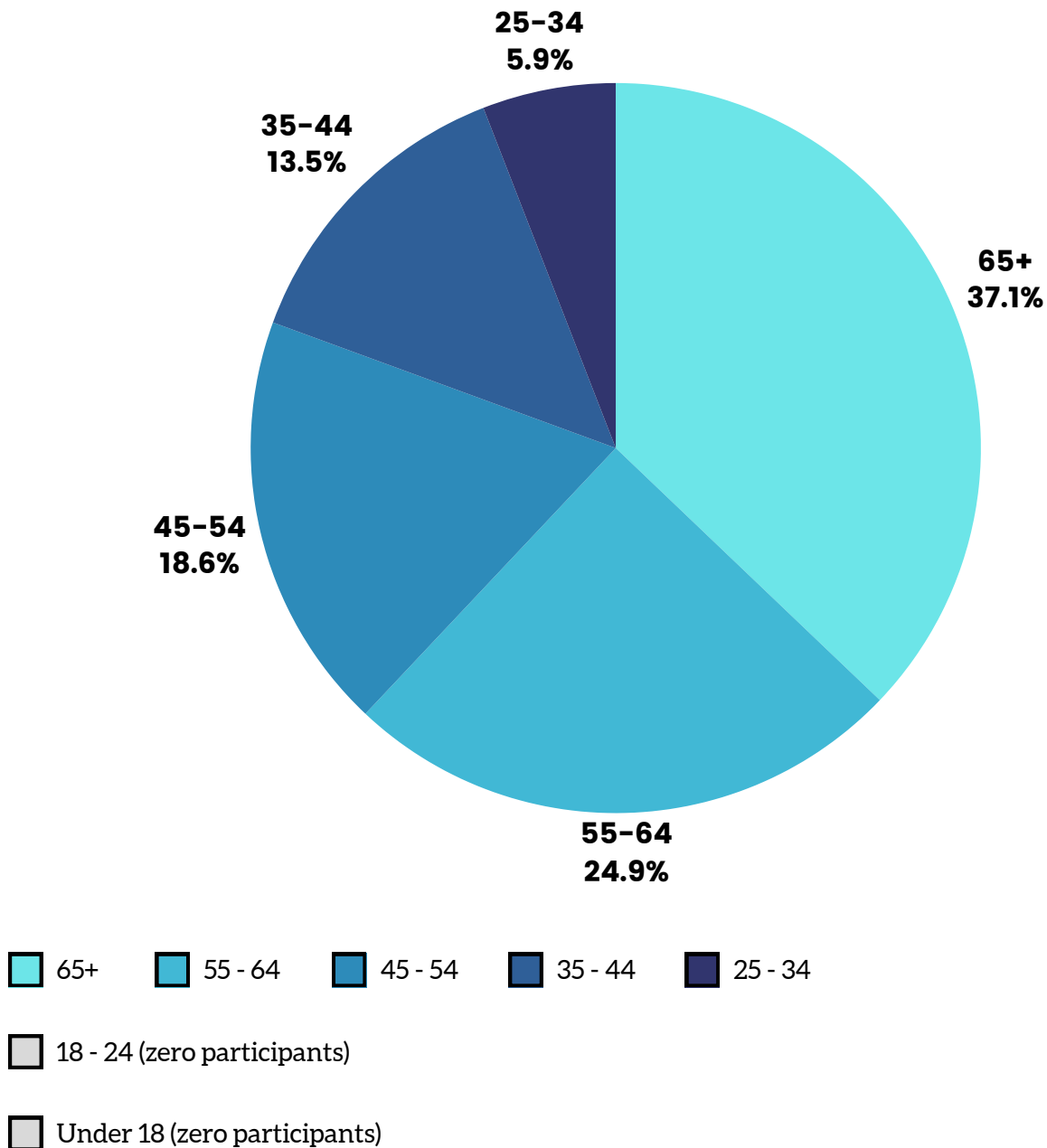
Is the Task Force generally headed in the right direction?



DEMOGRAPHIC QUESTIONS

What is your age range?

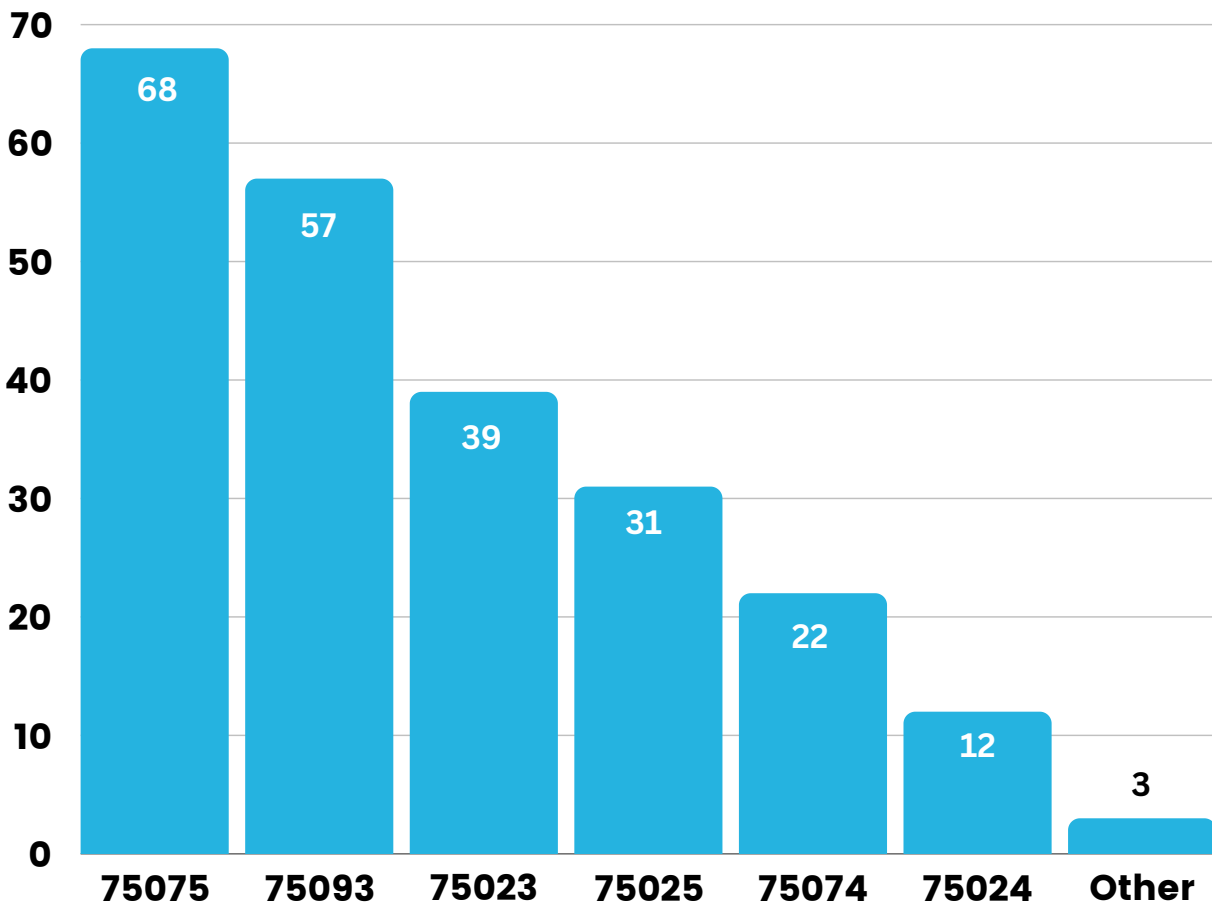
Total respondents: 237



DEMOGRAPHIC QUESTIONS

What ZIP code do you live in?

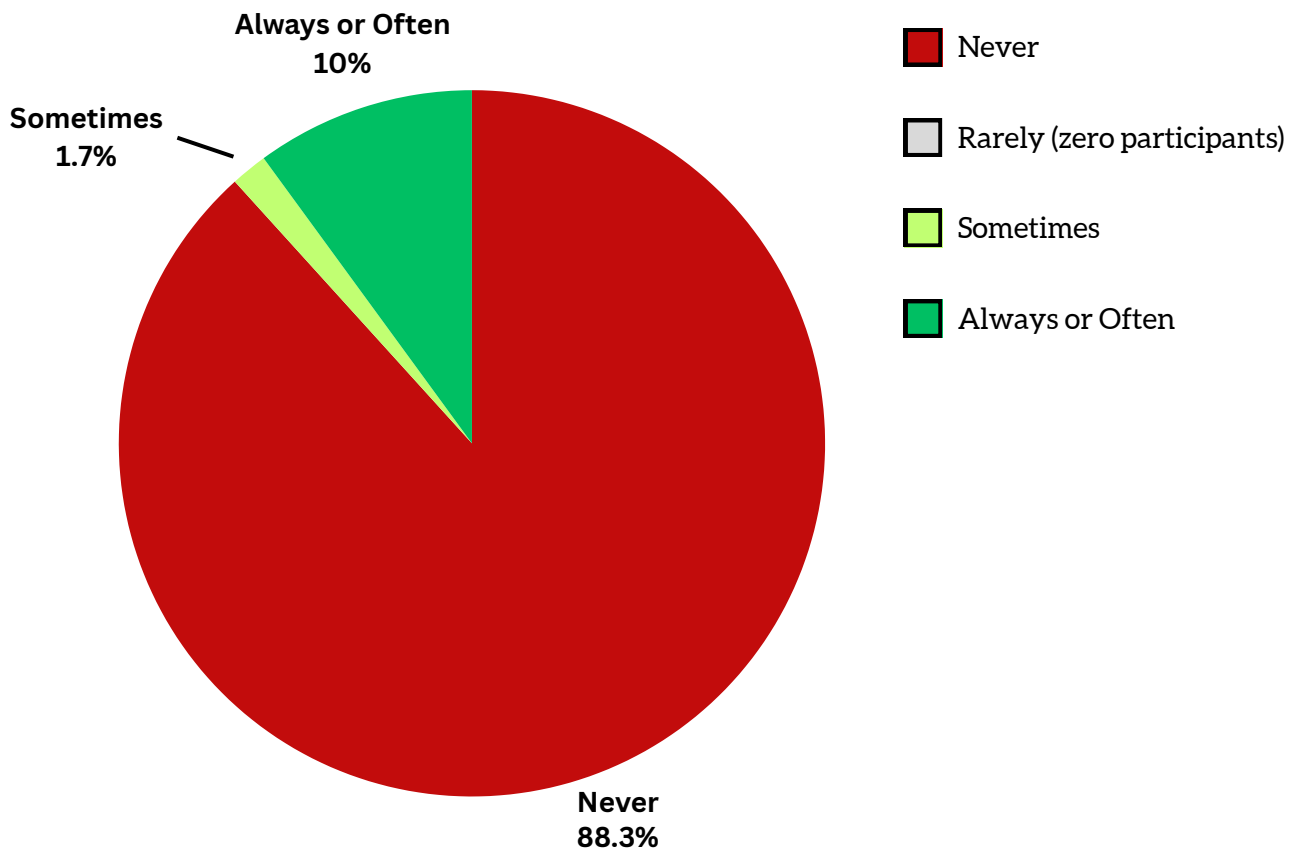
Total respondents: 232



DEMOGRAPHIC QUESTIONS, CONT.

Do you advertise property for short-term rentals?

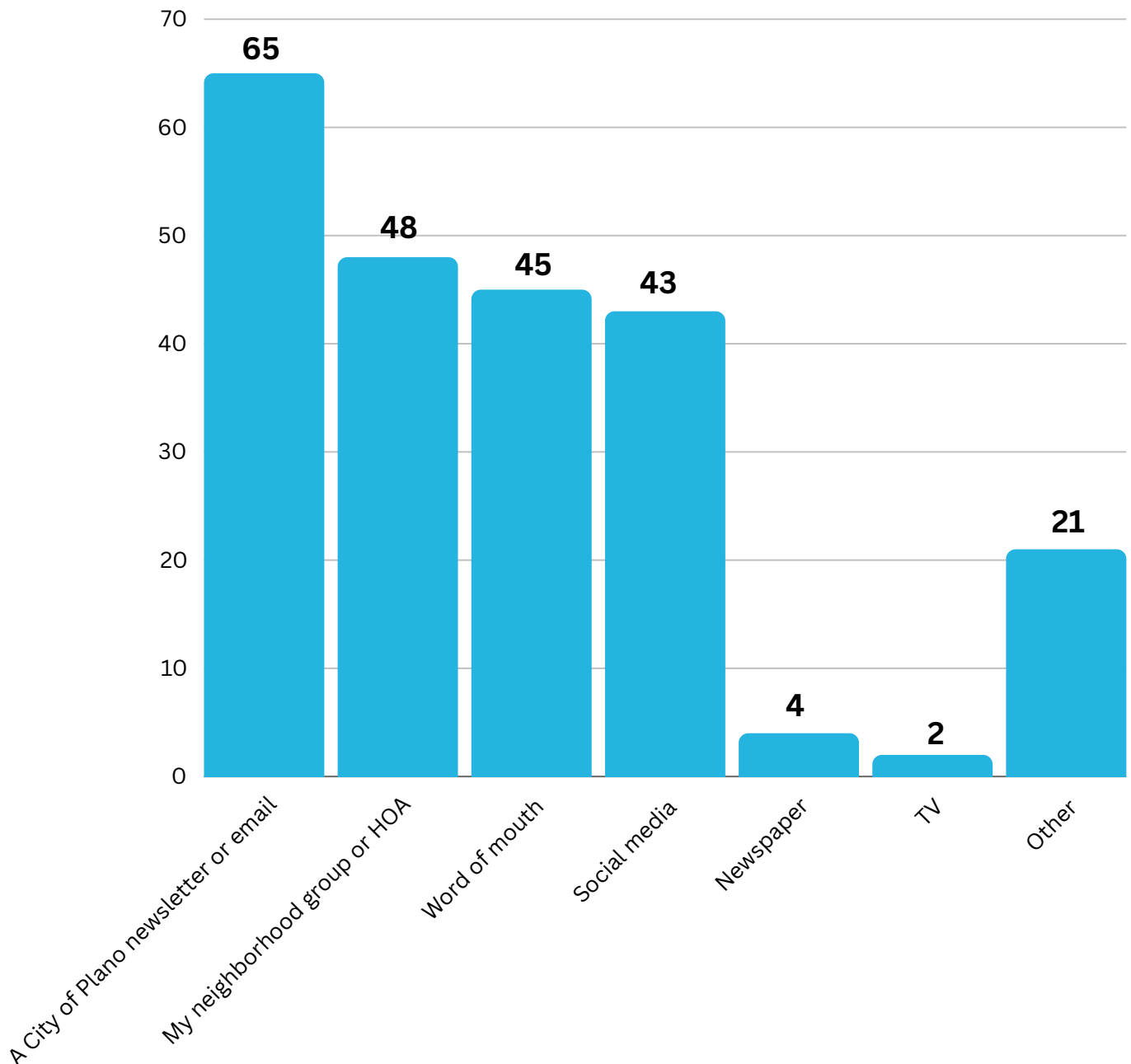
Total respondents: 235



DEMOGRAPHIC QUESTIONS, CONT.

How did you hear about the Open House?

Total respondents: 228



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.

Plano STR Feb 2024 Open House Comments

Given what you've seen and heard during the Online Open House — about balancing competing interests, legal considerations, and other constraints on this challenging topic — do you feel the Task Force is generally headed in the right direction with its tentative recommendations?	If you have any specific comments about the work of the Task Force or STRs in Plano, please use the space below.
Somewhat agree	STRs should not be allowed in any residential areas.
	<p>The data that has been collected does not address the benefits that STRs bring to Plano. Just a few benefits that come to mind:</p> <ul style="list-style-type: none"> *They provide homeowners with an additional source of income. Visitors who stay in these rentals are likely to spend money in the community, supporting local businesses like restaurants and shops *Guests in short-term rentals are more likely to engage with local communities than those staying in hotels. *Short-term rentals can attract a broader range of tourists, including those who prefer more personalized, home-like accommodations over traditional hotels. *Guests can experience living in a residential neighborhood and gain insights into local life, customs, and traditions, which is not always possible in hotel settings. *In times of crisis, such as natural disasters or personal emergencies, short-term rentals can offer immediate, flexible housing options. <p>Short-term Rental regulations should be fair and reasonable, and also based on data for the city. Some reasonable suggestions could include:</p> <ul style="list-style-type: none"> *A simple registration program *Penalties for repeat offenders of confirmed violations *Enforce existing noise and nuisance ordinances and property maintenance ordinances *Enforce the regulations that do not allow commercial amusement in residential areas *Have Occupancy Limits and set clear limits on the number of guests allowed per rental to prevent overcrowding and reduce neighborhood disturbances.
Disagree with the direction the Task Force is headed	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	My 10 year old son still sleeps with 6 blankets on his bed since the day there was a shooting at the STR on our street. My son's bedroom window is located in the front of the house and only 5 houses away from a house a bullet entered through the window of a child's playroom. He still asks me if the STR will be shut down. STR party occupants are living there lives with no clue they traumatized our street with their mindless acts.
Disagree with the direction the Task Force is headed	Task force seemed to be anti-str from the beginning. Evidence does not support that str's inherently negatively affect quality of life for the neighbors. A few problem houses doesn't discredit an entire industry.
Somewhat disagree	Residential zoning should be just that; areas for residents to live. It should not include what is basically a hotel. People buy into single family areas to create community. STRs are the opposite of this. The owners of these properties knew that when they bought them. Trying to appease them or work with them means working against the residents who are trying to create true communities.
Somewhat agree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Please continue to pursue legal avenues to prohibit and/or highly restrict STRs.
Somewhat agree	We don't know what we don't know as we move forward. I know I wouldn't want to live by a STR property. I think the STR owner should pay a fee, like those with home alarm systems to the Plano Police to cover the costs these properties are costing the City.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Disagree with the direction the Task Force is headed	<p>The data that is used by the Task Force should be made public so that others, outside of the task force, can provide additional insight.</p> <p>The task force objectively biased since the majority of the task force do not own STRs and/or have not used STRs. Since the majority of the findings are going to be against STRs, then suggestions should be taken with a grain of salt.</p> <p>As well, since there was not enough effort to inform current STR owners (since they are the minority and the ones who will be impacted the most), it appears that these suggestions for the city are one sided.</p>
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I would like to know more details about the amortization or buy-out idea, but will read the report to see if the answers are contained therein.
Disagree with the direction the Task Force is headed	The task force is doing a terrible job representing it's citizens, the needs of the citizens, the opinions of the citizens and reviewing the data for the citizens. It is clear that 17 out of 20 members are by definition not representative of the STR community
Somewhat agree	
Somewhat agree	Having had an STR next door for 3 years . Police got it shut down with Airbnb due to all the problems. Realtor told me I could not sell my house - only at big loss . They don't belong in residential areas. They are a business. Cars were always parked in front of my house . I always had to pick up trash. Plano only picks up trash once a week. You can have multiple renters in that time. Many times my camera caught clean up people and renters filling neighbors trash bins. Just ban them

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Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
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Somewhat agree	
Somewhat agree	I would like to see more specific language that STRs will not be permitted in single-family neighborhoods. There is a line item about about where they could be permitted, but there isn't anything specific about where they should not be permitted. And I think repeat offenders of grandfathered STRs should not only get increased penalties but be suspended. I also have concern about the definition of existing STRs. It shouldn't be that a house is listed on platform like Airbnb. Many of these houses have long-term renters in them, but still have their house on Airbnb but not available. That is not an existing STR.
Somewhat agree	Has the task force done any analyses looking at long term rentals vs STRs? Has the task force considered that most of the negativity around STRs is due to just a handful of STRs, yet the entire group will be subject to regulations? Do you have similar regulations in place for LTRs?
Somewhat disagree	Some of the efforts look good. Not sure the legal definition of abandoned cars, but it is the largest complaint. It is a problem citywide that is not a high priority for police. The idea that some places are better than others for an STR seems foolish and will be challenged and lost by the city based on legal cases in Texas already resolved. Asking should the city look at same efforts for apartments, same problems, cars and noise exist.
Somewhat disagree	<p>The task force erred in the phase I findings. There is insufficient data to support the conclusions in findings number 1 and 2.</p> <p>The data on quality of life impacts, based on calls for service, indicates that a small handful of STRs generate the bulk of complaints. When these properties are removed from the totals, the calls for service rates for STRs and single family properties in general are indistinguishable. The data also does not support the conclusion that there may be appropriate places for STRs (with the implied corollary the that there are places where they are not appropriate). STRs exist at relatively low and uniform rates throughout most of the city, the Legacy area being the main outlier with higher densities in multifamily and townhome properties. This data conflicts with the concerns of some who have stated that single family neighborhoods are being overrun by STRs.</p> <p>Registration can be appropriate. It should be used as a tool to hold problem listings accountable through enforcement of existing noise and nuisance regulations and occupancy limits based on property size.</p> <p>The task force should have sought more input from STR owners and operators as principal stakeholders in this process. STRs in Plano are operated by a small group of individuals (a few hundred or so). Many are fellow residents of the city. They represent a diverse range of age, life experience and background. Similarly, their reasons and style of STR operation varies greatly, from individuals renting a single room or in-law suite, to longtime residents renting their family home, to management companies running a portfolio of listings.</p> <p>Likewise, the purpose of STR stays in the city has not been probed in the data. It is incorrect to assume that STRs are for vacation rental only, Plano is not a vacation destination, and therefore STRs do not belong in Plano. The task force has failed to build a record of data that address how STRs are used in the city.</p> <p>This data is necessary to honestly evaluate the suitability of the recommendations being considered.</p> <p>Lastly, the task force has demonstrated an anti-STR bias from the outset. A majority of members stated their anti-STR position in the first meeting. While some have shown an openness to differing views (or acquiesced to the legal realities) the final products of their work still reflect these predispositions in spite of countervailing data. The task force process would have been better served if the group more closely matched the diversity of the city as a whole in terms of age, race/ethnicity, and geographic/economic distribution across Plano.</p>
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Is there a clear plan for existing STRs in areas where a new STR would not be allowed? If they are grandfathered in, then they could continue business indefinitely.
Disagree with the direction the Task Force is headed	
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Disagree with the direction the Task Force is headed	STR are destroying Plano. They are a cancer that should be cut out.

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Given what you've seen and heard during the Online Open House — about balancing competing interests, legal considerations, and other constraints on this challenging topic — do you feel the Task Force is generally headed in the right direction with its tentative recommendations?	If you have any specific comments about the work of the Task Force or STRs in Plano, please use the space below.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	STRs do NOT belong in single family residential neighborhoods. I moved to Plano 28 years ago from an apartment in Dallas because I wanted to live somewhere I felt safe and to belong to an established neighborhood where people knew their neighbors and felt a community spirit. Having strangers/transients come and go in a STR every few days makes people feel unsafe. STRs negatively impact safety concerns and are destroying neighborhoods and decreasing property values. STRs are not a charity, they are there to make money without caring how it impacts the neighborhood or property values. If the Plano P&Z and City Council doesn't put significant restrictions/regulations on STRs (especially future ones) and care more about Plano residents over transients, Plano will soon become an undesirable place to live and I will sadly move out of Plano because the reasons why I chose to live here will no longer exist.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Please remove these STR in our neighborhood. It takes away the ability to know and have great neighbors. It enables safety concerns with each new renter on a day to day basis. There is no reason to have a STR in the middle of a neighborhood other than for parties and sex trafficking all of which has occurred across the street from us and we want it gone.
Somewhat agree	STRs should be limited, the city of Plano should be transparent and make the public aware of which dwellings that are registered for STR and provide a link for the public to verify registration as well as report suspected unregistered STRs. Once approved for STRs, residents of the community should be notified for the protection of children.
Somewhat disagree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat agree	
Somewhat agree	
Somewhat agree	
Somewhat agree	
Somewhat agree	
Somewhat agree	The task force should consider homeowners their first priority & the neighborhoods that these STRs are location in. Perfect example house was rented with mother & 6 kids & just arrested for terrible acts & wanted for warrants. All kinds of things happen in houses that are rented. This was in Allen, but this could happen in PLANO..
Somewhat agree	We have a str 2 houses from us. They rented to a huge party which resulted in noise and shooting in front of our house. We had multiple people running in our yard and cars racing by. My husband and I had to drop on to the floor of our home to protect ourselves from the shooting and bullets that were flying. Our neighbor had a bullet go in their child's window. We called the police for help in stopping the party and noise before the shooting started but they didn't stop it. I'm fearful of future parties in this str. When we have fireworks in the neighborhood people are scared it is shooting. Str have changed our quality of life and feeling of safety. It isn't something we should have to worry about after living in our neighborhood for 24 years. Please end str in Plano and return it to the city it used to be.
Somewhat agree	
Somewhat agree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Disagree with the direction the Task Force is headed	Given a majority of respondents in the study want STR banned I think this is what should be done.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Please don't grandfather the existing STRs. The reason for this task force was because of the CURRENT STRs that are in our residential neighborhoods. The residents want these to go!! Rezone them to another area! Not our next door neighbors!
Somewhat agree	Please lean more firmly toward protecting residents, not promoting STRs in neighborhoods. I do not want one anywhere near my house, but suppose that is how we all feel!
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I have 2 STRs behind me & 1 on the next block. Apparently these would be grandfathered. Please address the density issue of existing STRs.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Disagree with the direction the Task Force is headed	NO STRs. PERIOD
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	We need to eliminate STRs from areas zoned single family residential.
Disagree with the direction the Task Force is headed	Short term rentals should be banned in residential neighborhoods

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Somewhat agree	We don't want STR in Plano period. So we don't need regulation for them because we don't even want them here, just ban them all together. They bring in prostitution and drug trafficking. We can be the first city that bans STR and gain a lot of respect. Ask law enforcement, they are the ones that's going to have to be helping protect us from short term rentals.
Disagree with the direction the Task Force is headed	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I would prefer that short term rentals not be allowed at all, regardless of grandfather situations, in residential zoning areas. If I wanted to live next to a hotel, I would have bought a house in a commercial zone.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat agree	No STR's in Residential Areas
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat agree	Due to length and formatting, comments will be submitted separately.
Disagree with the direction the Task Force is headed	The consensus seems to be that STR's are bad, yet the task force continues to look for a way forward to allow them. Why?
Somewhat agree	Please don't throw out baby with bath water. Allow corporate housing by owner (CHBO), furnished finder & insurance company client's temporary housing needs. All STRs are not airbnb
Somewhat agree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat agree	any eventual regulation should involve at least the mandatory HOA. STR registration should require approval letter from HOA, ensuring that STR is not in violation of HOA restrictions. our HOA has restrictions against leasing agreements of less than 12 months. We need to be in the loop
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Disagree with the direction the Task Force is headed	I agree that the the ideas are good with regards to NEW STRs. The problem I have is that for most of us living next to or in neighborhoods with already grandfathered STRs there is NOT enough being done to get rid of them. Even though the noise and trash and safety is not life-threatening (yet), ALL of the neighbors are unhappy, feel less safe and are stressed. But unless there is a shooting, or huge party, or repeated parking violations there is little in your plan to get rid of these STRs. Can you not ask all to re-register and as part of that registration have a neighborhood survey. And if the neighbors say NO, then they have to stop operating. Unless the committee comes up with ways to eliminate grandfathered STRs (before shots or or other harsh issues happen), then you are NOT DONE -- you need to keep working for a way to eliminate them from residential zoned areas.
Disagree with the direction the Task Force is headed	Please think about the people who live here - not the ones using their property to make money in our neighborhoods!
Somewhat agree	Still have concerns about STRs in residential neighborhoods. I bought into a neighborhood, not a commercial zone
Disagree with the direction the Task Force is headed	The majority of the citizens in Plano that responded to the survey clearly stated that STRs should not be allowed in residential neighborhoods, yet the recommendations from the task force do not line up with this stance at all.
Disagree with the direction the Task Force is headed	I want existing zoning to be defended and enforced
Disagree with the direction the Task Force is headed	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I hope city leadership values and acts upon the the recommendations by the majority of the task force members (and not the few that are profiting from STRs). City leadership needs to put Plano residents first and ensure our quality of life and safety is top of mind when making STR decisions. The City of Plano is obligated to doing the right thing for Plano residents. The City of Plano has no obligation to STR investors/operators who only care about making money.
Disagree with the direction the Task Force is headed	STRs should NOT be allowed, under any circumstances in single family residential neighborhoods
Somewhat agree	We need a clear process to enforce restrictions and to eliminate the bad actors. Party houses and event venues have no place whatsoever in our Plano residential neighborhoods. Our neighborhoods are not designed to accommodate the trash, traffic, noise, and potential violence that comes with these businesses. Can the proposed solutions remove the dangers of STRs from next door to me and my children?
Somewhat agree	
Somewhat agree	

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Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
	STRs are hotels do not belong in residential neighborhoods. STRs should be banned completely but the city may need to use the buyout to get rid of some of the existing and use very tight regulations, penalties, etc. to help facilitate the dying off of the others. All new STRs should be banned. STRs do not benefit the city or residents in any way. STRs are a not only a nuisance to neighbors but they bring crime and drugs to the neighborhood and create major safety concerns. STRs are a burden on city services (police, neighborhood services, etc) and cost the city and taxpayers more money. STRs take away much need housing inventory for those that want to live in Plano as a resident (homeowners and residents). Fewer kids in school means less school funding. Local businesses who rely on repeat business from residents will be negatively impacted and it's these businesses that drive the local economy. The only individuals that benefit from STRs are greedy investors (most of whom don't even live in Plano or Texas) who don't care about Plano and our neighborhoods. There is an easy transition for the STR owners - they can provide rentals for a shorter term (and provide options for those that may be displaced by fire, flood, renovation or need corporate housing) or convert to a long term lease. This transition will eliminate the weekly/weekend rentals which cause most of the issues. The City of Plano needs to do what's right for Plano residents who live here, support the local economy and VOTE.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat disagree	NO STR
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Working to keep neighborhoods safe and keep them neighborhoods, not hotels in neighborhoods
Somewhat agree	Thank you for all the work you have done. I don't believe STRs should ever be allowed in a neighborhood!
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Disagree with the direction the Task Force is headed	This type of over-regulation is ridiculous. Let capitalism and the Market work without this needless, expensive over-government.
Disagree with the direction the Task Force is headed	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat disagree	We must regulate STR's out of residential SF neighborhoods
Disagree with the direction the Task Force is headed	I think STRs should be completely banned in residential neighborhoods in Plano.
Somewhat agree	Limiting minimum nights per stay: I would think that the only way this could be fair would be to require a minimum 2 night stay but certainly nothing longer than that. As an owner operator, we specifically NO NOT allow 1 night bookings. Your "bad actors" that create the largest area of problems are those looking to rent a home for the one night party and for this reason, we simply do not allow one night stays. While I believe that the overall incidents of problematic STR rentals can be drilled down to and identified as a much smaller segment of STR operators, requiring a 2 day minimum stay would certainly mitigate the "House Party" mentality and its potential associated problem. This could ripe the greatest solution. Anything else, would be unfair to the good operator and yield the least amount of benefit to the community.
Disagree with the direction the Task Force is headed	Plano city is not able to enforce the regulations regarding boarding houses (aka multiple tenants in a house zoned for single family) so how is the city confident that they will be able to enforce all the rules being proposed? It is better to go for an outright ban on STR.
Somewhat agree	Limiting the number of days an STR can rent does not make sense or address the issue. Whether it's a 2 day booking, 31 day booking or 12 month rental, the issue remains the same. Plano should emphasize the importance of Good Neighbor policies. A 31 day tenant who is disruptive to others is no better than a 2 day disruptive guest except for the fact that the STR operator can exercise greater control over a short term guest than they can over a longer term renter. Good neighbor policies should be communicated to all guest prior to their stay and posted on inside front doors and in each kitchen of all homes being rented; regardless of frequency or length of stay. Good communication of neighborhood policies, and oversight on violators (regardless of length or frequency of stays) is the proper direction to identifying and addressing the issues.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	

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Somewhat disagree	Some people, especially due to the pandemic, have to have a source of income they did not have before as many lost some sources, and also due to other causes, such as job loss, medical loss, etc. The rights of a person to rent their home on an Airbnb platform or whatever should be their right, especially if it is NEEDED income. The right to survive financially is important. The statistics of 74,000+ single family homes that are not STR's versus the statistic on the 431 single family homes that are STR's - show very little difference in any crime, etc. stated. So little, in fact, that I wonder what all of the fuss to ban them are.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I see that noise monitors are an item listed on the recommendations. I'd like to suggest that the recommendations for noise monitors require them on the outside of the STR and not the inside. I personally AVOID renting STRs that have any interior monitoring. If we are going to allow STRs in Plano then there should not be any requirements such as inside monitoring that would make the rental potentially less desirable to people booking them. The other requirements such as registration, owner training, etc don't impact the desirability of a STR on a potential customer.
Somewhat agree	
Somewhat agree	I still believe residential neighborhoods are not for commercial use properties
Somewhat agree	Please check the police records for STR house at 3524 Sandy Trial lane. This house's daily rent is over one thousand dollars per day. During the summer months, it's a weekend party house. People rented this house for pool party which is 25 feet from my master bedroom and according to the law they allowed to party until 10 pm. Most of the people rents this house from Friday, Saturday to Sunday. One of the neighbor is already sold her house and moved. We need city of plano to regulate the weekend party house.
Somewhat disagree	Plano is a community of families. Limit str's to areas zoned for commercial or other use and remove them from all neighborhoods
Disagree with the direction the Task Force is headed	It looks like the majority of our citizens think having an STR in their neighborhood has a negative impact so we are going to allow STR's. Did the Task Force have the opportunity to recommend a permanent ban or were they just allowed to come up with a way to regulate them?
Somewhat disagree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Impressive work! STRs should be taxed similarly to a motel, to put on a level playing field. Should not be near schools or churches or daycare facilities, to keep convicted sexual predators away.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Would like to see STR totally forbidden in single home residential areas. The idea of having totally unknown people as a neighbor frequently is not conducive to a safe neighborhood.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I appreciate their time and effort.
Somewhat disagree	As a homeowner who lives across the street from a previous STR (since sold to full time residents) most guest were not an issue. What is the issue is the few "bad apples". The constant renting of the property where some "guests" would host parties where drinking, loud noise, excess trash, etc. may be addressed, but what of the renter themselves. Sex offenders, and other types of people are prohibited from buying/living in Plano. What guarantees are proposed to keep these individuals from renting a STR and putting our children and residents in danger?
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat agree	Thank you for your effort and serving on this task force. I'd like to make sure that the first priority is to restrict the location of STR's so they cannot be registered in single-family residential areas of Plano. I believe that they should be restricted to areas where hotels are within ordinance Rights or an entertainment district. The second priority after STR's are restricted from single-family residential neighborhood would be then to craft regulations much like the ones suggested by the task force.
Somewhat disagree	STR decisions by the city of Plano should not override HOA guidelines established within a community. HOA should have the right to vote to exclude STRs.
Somewhat agree	Prohibit STRs in Residential zoned neighborhoods. Only allow STRs to operate in zoning districts that allow hotels, motels, bed & breakfasts, boarding houses, and other similar uses. STR operators MUST comply with the city's ordinances or loose their license ... period. Make the STR restrictions and laws strong enough that Law Enforcement can shut the STR down on the spot. Give the P&Z Department the power to terminate STR licenses and to shut-down offensive STRs, especially where criminal activity is taking place. Do what NY did - require the STR Owner to be present in the STR unit while the STR is rented.

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	STR's should NOT be limited to commercial or mixed use areas. As a STR operator, who also relies on the income as part of my retirement, I either need to rent my home long term or short term and I have done both. My 12 month lease was found to be problematic for a couple of neighbors as the tenants had teenage children with lots of friends, loud voices, loud cars and unresponsive to neighbor complaints. It was problematic for me, my neighbors and the community. Now, we do short term rentals with much greater control for both my neighbors and myself. We screen and immediately resolve any issues that might arise. If there is an incident of noise (for example) at worst, it lasts days vs months or years and is quickly addressed. We provide our Good Neighbor policy prior to any guests arriving and offer immediate full refunds if any of it is felt to create a hardship for them. As a property owner in Plano since 1986, and a retired Plano business owner, I am keenly focused not only on my personal financial needs, but ensuring that none of it is at the sacrifice of the quiet enjoyment of my neighbors. Actually, I believe myself to be a bit noisier than my guests!
Somewhat agree	
Somewhat agree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Keep up the good work and continue to listen to residents.
Somewhat agree	
	While I believe that a registration/licensing requirement would be warranted (along with many of points under consideration, I would strongly disagree with points 9 requiring local property management. As a STR operator for the past 6 years of my primary residence, I have been approached and tested some of the property management companies and have found that none of them provide anywhere near the attentiveness to details, good guest experiences, or good neighbor communications that we as the property owner provides. We have specific knowledge of our home, our neighbors, our community and our commitment to providing an outstanding experience for our guests; making sure that they understand all aspects and requirements associated with the rental of our home. Good STR operators (which are most) are very focused on guest ratings and therefore work hard to set proper expectations on our good neighbor policies, our No party policy, and our maximum number of guests permitted. Unlike property management companies that (as a business) are more focused on maximum bookings, we elect not to rent to 10-15% of the inquiries we receive. We ask the good questions of our potential guests to gain maximum assurance of a good experience for all; guests, property owners and our beloved neighbors. Neighbors know they can call us any hour of the day and that we will personally address any issue immediately. They do not get an answering service or future resolution; they get immediate response and resolution. In the 6 years of hosting, we have had 2 incidents of a noise complaint; one of those happened to be me (the home owner) cleaning my pool while listening to music and the other was for loud laughter of kids playing in the pool after 10:00 PM. That neighbor called me and it was immediately addressed. STR operators, as well as all owners who rent their property for longer terms, should be held to quality standards, but the notion that a "for Profit" property management company would do a better job than most responsible property owners, is just not reality. Possibly those few problematic repeat offenders should be required to use a property management company if they do not demonstrate the ability to properly police and manage their properties, but that should be the exception and not the rule.
Somewhat disagree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Issue of training may need to specify who needs that training - must be all that are specifically responsible for the property if STR issues occur.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Everything makes sense. However, I would like to understand how many single family homes per neighborhood would be allowed. We have one in our quiet neighborhood and I don't want to see many more.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat agree	If a property pays the hotel sales tax it's a hotel and should only be in areas zoned for hotels.
Somewhat disagree	STRs should not be allowed in neighborhoods zoned as single family housing.
Somewhat agree	STR need to be strictly monitored. The cost of this should come from taxes and fines on STR
Somewhat agree	
Somewhat disagree	Too lenient. Regulating is not good enough, STRs need to be banned in perpetuity
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Make sure that the penalties and fines levied against STR owners for multiple or serious violations of City code are painful enough to make those owners seriously consider whether they want to own an STR in Plano in the first place! Then strengthen and enforce the heck out of the City codes.
Somewhat agree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Agree with limiting number of STRs in SFR neighborhoods and penalties for offending properties. The city should not however buy out offending properties, which would be rewarding the property owner for negligent management.

Plano STR Feb 2024 Open House Comments

Given what you've seen and heard during the Online Open House — about balancing competing interests, legal considerations, and other constraints on this challenging topic — do you feel the Task Force is generally headed in the right direction with its tentative recommendations?	If you have any specific comments about the work of the Task Force or STRs in Plano, please use the space below.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Disagree with the direction the Task Force is headed	As a resident of over 30 years in the same home. To have one of these homes turned into a neighborhood nightmare right across the alley. I do not want a balance or regulation. I want them ended and illegal.
Somewhat disagree	STRs do not belong in residential neighborhoods. STRs destroy the quality of life in residential neighborhoods, and pose a significant safety threat, witness the 2023 shooting in Plano, and the recent murder in Fort Worth committed by a naked man living in an STR, who beat a firewood delivery man to death with a piece of firewood. STR customers are not vetted by any process, thus becoming an easily-available base for committing crime; another example being the illegal brothel that was operating in Plano in 2023, using an STR as a cover. Beyond the crime issues, STRs generate parking congestion, piles of trash and garbage left outside collection bins, which attract vermin, and devaluation of property values that homeowners work so hard to maintain. The work of the task force has been a positive first step in ridding Plano's residential neighborhoods of the scourge of STRs; there is simply no place for STRs in residential neighborhoods. The only place possibly suitable for STRs is in areas of Plano previously zoned for commercial hospitality businesses.
Disagree with the direction the Task Force is headed	I don't think we should have to deal with STR's nextdoor PERIOD, it changes up the feel of the neighborhood, and the safety, because you don't know what is going on.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat disagree	Wasting effort in making something no one wants, work.
Somewhat disagree	That task force is trying to compromise. Zoning is clear. Short term rentals have no place in single family home zoning. Long term of 1-month is fine and other communities adopt this. Anything other than this solution is a failure.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Please keep working on the scourge on our neighborhoods ! Limits on locations in single home areas and follow zoning laws for commercial use. Please Do Not let these go on.
Somewhat agree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	APPRECIATE THE TIME OF THESE DEDICATED PEOPLE!
Somewhat disagree	None
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat agree	I think registration is helpful and repeated violators should be banned from STRs. It is useful to have a STR in our neighborhood because my family will use it when relatives visit and it is very convenient, so there shouldn't be restrictions to commercial areas.
Somewhat agree	I don't agree with a buy-back plan. And there should be forced to shut down if they have multiple police complaints.
Somewhat agree	Overwhelming evidence STRs are causing chaos in neighborhoods.
Disagree with the direction the Task Force is headed	Nowhere in the survey are respondents asked if they would support the city enacting a total ban on short-term rentals. Seems like that was omitted intentionally.
Disagree with the direction the Task Force is headed	There is no excuse for the length of time this issue has been discussed. Can't wait for elections so we can vote for members who can make a decision in a timely manner.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Support solutions that reduce current number of short term rentals in residential neighborhoods and prevent new ones going forward.
Somewhat disagree	The data collected tells us, overwhelmingly, the respondents do not want STRs. The recommendations seem contrary to the wish of the majority of those responding as they are looking at ways to allow or permit them.
Somewhat agree	I do not agree that SRT is totally harmful to the value of properties, since Long Term Rentals is more so, due to the lack of care of the tenants.
Somewhat agree	We want to live in peace in our residence living next to RESIDENTS not TRANSIENTS. We don't want Mini Hotels in our neighborhood. We want NEIGHBORS in our neighborhood. People who have a vested interest in the long term health, safety and wellbeing of their community. Please place STR's in areas where they will not interfere with the sanctity of our quality of life in our residential communities.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	

Plano STR Feb 2024 Open House Comments

Given what you've seen and heard during the Online Open House — about balancing competing interests, legal considerations, and other constraints on this challenging topic — do you feel the Task Force is generally headed in the right direction with its tentative recommendations?	If you have any specific comments about the work of the Task Force or STRs in Plano, please use the space below.
Somewhat agree	I think some of the ideas are good. However, I will need to see the final version of the rules before I can fully agree with them.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I know this feedback is a day late and a dollar short, but I'm not sure how the task force members were appointed. Nothing against them but I just feel (and I know I am basing this on names alone) that we could've gotten a better representation of Plano's current race and ethnicity makeup. Other than this, I applaud the work of the task force thus far. Thank you for a balanced output.
Somewhat agree	
Somewhat agree	Please just have short term rentals zoned into a condensed area. My neighborhood I once loved has gone downhill since a str moved next door. Property is unkempt and I don't feel safe not knowing who will be next door to me from one day to the next.
Disagree with the direction the Task Force is headed	The Task Force didn't mention how to ENFORCE the registration and requirements. Do you have enough staff to check upon all these STRs in Plano? Do you think people who run STRs will respect the rules and codes? They will continue to run STRs while violating rules as long as the cost of being caught is smaller than the benefits of doing so. The City or the plaintiff has the burden to provide the evidence of violations. It can be very difficult and time consuming to collect data and evidence to prove they violate codes. The recommendation goes into the wrong direction - it imposes heavy burden on the community and on the City staff; we are not the police and we are not the private investigators. As far as I know, the Police doesn't have the enforcement power. The City staff will be overwhelmed with all the complaints from STRs' neighbors. The City staff will face accountability pressure: how much information they must collect before determining a violation? You know the City's response can be very slow. By the time an action can be taken to restrict the violations, these violations have ruined the neighborhood.
Somewhat disagree	From the police data it looks to me like there is not much of a problem with STRs in Plano. I We have one on our block and the only way we would know it existed is a different car parked on the street. We all know the Task Force is made up of mainly people who didn't like STR to start with. The data they provided is steering towards more regulations for a nonexistent problem. Suggest they study noisy cars that plague our neighborhood instead.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I think restrictions that allow people to still operate the STRs while holding them accountable if that operation negatively impacts their neighbors is a good thing. I do not want to see the city using registration as a money maker though. Registration costs should be minimal, enough to cover the cost of adequately administering and enforcing the regulations, not a profitable thing.
Somewhat disagree	Question whether all survey comments were included in this report. I completed mine and did not see my zip code (75024) included in the report.
Somewhat disagree	The solutions don't address the single family home owner concerns for STR locations in their neighborhoods adequately.
Somewhat agree	
Disagree with the direction the Task Force is headed	I lived by one for 3 years before it was removed due to all police calls being reported to Airbnb . Airbnb does not listen to neighbor complaints . My family dealt with this HELL for 3 years . Not right - we have live in our house for 26 years. Never thought a hotel would be operating next door
Somewhat agree	Zoning ordinances for single family neighborhoods should eliminate any STRs in single family neighborhoods. STRs should be limited to commercial and multifamily zoned areas of the city, but only if they have to be allowed at all.
Somewhat disagree	Seems a big overreaction based on other more pressing problems for police or non police to cover

<p>Given what you've seen and heard during the Online Open House — about balancing competing interests, legal considerations, and other constraints on this challenging topic — do you feel the Task Force is generally headed in the right direction with its tentative recommendations?</p>	<p>If you have any specific comments about the work of the Task Force or STRs in Plano, please use the space below.</p>
<p>Somewhat agree</p>	<p>STRs will exist even if Plano installs regulations. Having a local manager of an STR doesn't mean that the manager will remain onsite all the time as would happen at a hotel. The property manager might be at risk along with neighbors if criminal background checks are not done on the potential STR tenants. This is not just about property values; it's about quality of life and the character of the community created by the people who have purposely purchased homes to live in Plano because it is such an outstanding place to raise a family, to enjoy their retirement, etc. When 75% of people surveyed said they feel very or moderately uncomfortable with the possibility of a hotel (STR) next door or on their block, the city council should listen. What kind of people are we wanting to attract to buy houses, etc. to live here for as long as possible? What about the reputation of Plano when a criminal commits an atrocity like the one a couple of years ago in Dallas when a woman opened her front door to help a bleeding man who had been shot or stabbed at the STR next door to her house? There are NO short or long-term benefits to Plano from allowing STRs except in commercially zoned areas. We have plenty of various types of hotel accommodations for visitors. Current owners of STRs can simply convert those homes to become long-term rentals and they will make a nice return on their investments. They will not suffer. They took a huge risk in buying homes to be STRs in the first place and now the homeowners and long-term rental landlords are being asked to ensure that STR owners' high-risk investments will pay off. And, all the residential owners of property in Plano have helped make Plano the wonderful city that it is. Their personal investments in civic life and in their properties have made the city attractive to short-term renters as well as potential homeowners and businesses. To allow STRs at all is to undermine current home owners' investments in Plano, which benefit everyone and has made Plano famous and admired. Why should the home owners in Plano have their neighborhoods damaged by people who are taking advantage of the desirability created by home owners to then be damaged by STRs? By the way, it is our understanding that Grapevine has outlawed STRs because they became a nuisance. Check it out. Allowing STRs means we need to hire more people in Plano to manage this situation. Just for policing alone the Phase I report says that it costs more than 3 times as much per house to respond to calls for service to take care of STRs than non STR properties. Why do we want to take on this financial burden? While there might be some revenue from owners of STRs, and if it might actually cover the cost of regulation, the main question is, are STRs good for Plano from the standpoint of quality of life, character of community, reputation as a place people desire to live and work on a long-term basis or is it just another place visit for a short time for some defined purpose - and then leave? Marriott and other hotel companies already own STRs in Dallas and no doubt will be salivating at the chance to bring "Marriott Houses in Plano" to the market. Then we will have neighborhoods of Hilton, Marriott, etc. houses for STRs. When people buy a house in a single family neighborhood with zoning that requires that these houses are "single family" and that they cannot be used as retain businesses, the owners have a contract with the city to abide by that zoning. Only when the zoning is legally changed can a new scenario evolve. "Leasing" doesn't mean STRs. The right to lease involves much more than offering a hotel rental. Leasing means that the landlord has done due diligence on potential renters before allowing them to rent. Due diligence is what landlords do when leasing property for 6 months or more (long term rental). The right to lease has nothing to do with STRs in single family neighborhoods or in any other type of residential zoning. Chuck & Mary Swensen in Zip Code 75075 for 55 years</p>
<p>Somewhat agree</p>	<p>It's impossible to please everyone, but I feel that there is a lack of acknowledgment that STRs contribute to the economic health of our city. The study seems to talk a lot about the negative effects of STRs when the data shows that the negative stems from a small percentage overall.</p>
<p>Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution</p>	<p>Can a HOA Home association prohibit to do STR? even if I follow all city rules?</p>
<p>Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution</p>	
<p>Somewhat agree</p>	<p>Task Force has not said anything about STR owners/managers doing criminal background checks on applicants. The case of a man delivering firewood in a Fort Worth neighborhood 2 weeks ago who was beaten to death by an STR renter who came out of his STR to beat the delivery man to death. See Dallas Morning News Jan. 19, 2024 "Man beaten to death delivering firewood" page 1B. A criminal background check could have prevented this STR renter from killing someone.</p>
<p>Somewhat disagree</p>	<p>Our household strongly prefers no short term housing in our residential neighborhood.</p>
<p>Somewhat disagree</p>	<p>Most important of the recommendations is that STRs only be allowed in very select areas, and generally not allowed in single family residential neighborhoods. If that is not possible, the # permitted per # of existing houses needs to be very restricted. This was not strong enough in the Recommendations. Registration and Regulations are bare minimum, and don't address the inappropriateness and potential # of these in neighborhoods.</p>
<p>Disagree with the direction the Task Force is headed</p>	<p>when renting an apartment you are being screened for many issues, residency, criminal background. The apartment complex need to notify renters, when there are STR in the unit. Any renter needs to know that he can end up with STR as neighbors'</p>

Plano STR Feb 2024 Open House Comments

Given what you've seen and heard during the Online Open House — about balancing competing interests, legal considerations, and other constraints on this challenging topic — do you feel the Task Force is generally headed in the right direction with its tentative recommendations?	If you have any specific comments about the work of the Task Force or STRs in Plano, please use the space below.
Somewhat agree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	From what I've read thus far, and after review of the thorough findings and studies to date, y'all are doing a FANTASTIC (!) job, and I couldn't be more proud of my city.
Somewhat agree	I agree that incentives for registered STR hosts to maintain neighborhood integrity is a good idea.
Somewhat agree	Looks like good work, but I must say that I don't know why STRs can't be eliminated in single family neighborhoods. My understanding is that the neighborhoods are not zoned for hotels. Would just like STRs to be eliminated based on the shooting that occurred about a mile or so from my house and reading complaints from owners on Nextdoor who have STRs in their neighborhood. The concept is incompatible with single family home ownership in my opinion.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I appose the allowance of short term rentals in the single family home zoned areas of the city.
Somewhat agree	
Somewhat disagree	Plano has ordinances on the books that need to be better enforced. Police can be called for any and no legitimate reason, so the metric "calls for service" is very biased against rental properties/section-8 housing/sex offenders/STRs/unpopular neighbors. How many of these calls were real violations? The truth is, most of the REAL problems with STRs can be solved with 1. better enforcement of existing ordinances and 2. the requirement that there be local STR management available to answer for complaints and to remove short-term tenants who create a nuisance. Air BnB has already banned "party houses."
Somewhat agree	I believe each SRT should be required to publicly post: 1. the name and contact information or the managment company, 2. the name and contact information of a 24-hour contact, and 3. the name and contact of the property owner. This public posting should be physically posted on the front ofmaile the housing unit as well as mailed via U.S. mail to all other home-owners within 500' (or more) of the external property lines of the property so that neighboring home-owners know the property is a STR and who to contact if they want to report issues or positive experiences.
Somewhat agree	Single Family Homes should be prohibited from being STR. These are residential areas with families, children, and schools.
Somewhat agree	STR should be banned completely in Plano city limit. Given the facts that STR creates more issues and crime risks, it should be banned completely since Plano already has so many hotels around the city.
Somewhat agree	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I can definitely see how you are trying to avoid any legal issues, but really trying to help the majority of Plano residents that do and will suffer having to live next to or near a STR.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	STRs should be banned in the city of Plano. They demean the quality of life within the city. The city of Grapevine , Tx banned them due to wild parties, and all kinds of trouble they were causing. They brought a bad element to an otherwise quiet, lovely city. Plano doesn't need the problems either.
Somewhat agree	I favor any regulations which get us as close as possible to a "virtual" ban since an outright ban may not be legally enforceable. Plano is not any kind of vacation destination and it seems to me the only other reason to rent one of these places is to throw a party. I wish that information had been included in the report as to what the characteristics were of the short-term rentals that had the highest calls for service to police, in comparison to the majority which had very few calls.
Somewhat disagree	Please, for the love of families, do not allow STRs in single family neighborhoods. See Arlington's locations for an idea that works. Only problem there is that Arlington has events and places where they are held to make people want to come there. Plano has none of that. When my husband and I moved here in 1971, Plano had around 17,000 people. We have obviously watched the town grow to the size it is today. All this growth brings on problems as well as prosperity. From reading the answers to the surveys, and yes, I read them all, it would seem that the large amount of people that answered, do not want SDR's anywhere. I understand that we will have them anyway. What a shame we can't do like that commercial and just say no.
Disagree with the direction the Task Force is headed	People should be able to utilize their assets and investments to generate more income or offset other costs. What about the entrepreneurial spirit and small business owner right to make additional income? City government or ho should not interference against it unless it violates any existing noise, smell, or parking ordinances.
Somewhat agree	Limiting locations or density could be a taking of private property rights, and could also contribute to an imbalance in property values (STR properties being valued higher than non-STRs); Has there been any discussion about the potential transfer of an STR permit/registration to a future owner in the event of density regulations?

Plano STR Feb 2024 Open House Comments

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Disagree with the direction the Task Force is headed	STRs should NOT be allowed in residential neighborhoods. Plano is collecting hotel tax revenue as i understand it. How is that legal when our neighborhoods are not zoned for hotels??? It's so maddening. We abide by all zoning regulations. I don't understand how this is allowed. Our neighborhood is over 30 years old and should be grandfathered in to NOT allow STRs. It isn't fair.
Somewhat agree	An owner should be allowed to do whatever he likes to do on his property
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	I know some people on the Task Force and one, especially, has a large group of people lobbying against Str's I think a lot of good is coming out of this task force because of hopefully other people who are on the Task Force that are not so vehemently against rentals. I do not own one myself, and I see on the map that there are very few over here in the West where so much polarization is going on with people who live here. I guess we shall see what ends up from this process. One thing that does concern me is having a neighbor in our HOA mention that the by-laws supersede anything the City of Plano or City Council decide. Then why all of this fuss if that is true. I do not believe it is. I believe it is an intimidation factor to get everyone worked up and to see it all their way. I would like to know the truth on that one.
Somewhat agree	
Disagree with the direction the Task Force is headed	Totally opposed to having ANY STRs in Plano, TX.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Would like to see code compliance enforce existing noise regulations.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	
Somewhat agree	boarding houses already are covered in the zoning ordinances for Plano. The zoning just needs to be enforced. Boarding houses go beyond a 2-3 week rental timeframe and rent the house by the room with 2-3 people per room in many cases leading to 15-20 people living in a single family home in a single family zoned area
Somewhat agree	Should work for quicker solutions.
Disagree with the direction the Task Force is headed	From my experience, the difficult STR owners will most likely not follow the regulations. Also, my guess is that they will be difficult to enforce.
Disagree with the direction the Task Force is headed	STRs should be banned from residential zoned neighborhoods and only allowed in zoned areas where hotels are allowed today. Use of a residential home for a for-profit STR, a concert venue, a night club, a gun range or a surgery center should be blocked by zoning. There exist sufficient places in the city for all of those to operate and none should be allowed in residential zoned neighborhoods, period. If Plano needs to fight this in court then they should join with other cities to do so to preserve the fundamental fabric of our excellent city.
Disagree with the direction the Task Force is headed	Why is there no option to outright ban STR's? Based on the phase 1 report, majority of people in the comments section do not want STR's in their neighborhoods. They are unsafe, noisy, and dirty. The city of Plano has been in the news recently about STR's being used for inappropriate business. All of the questions are skirting around the issue. We want them banned all together. They do not belong in neighborhoods.
Disagree with the direction the Task Force is headed	Where is the option to ban STR's as has been the overwhelming consensus of the comments to your feedback requests? Why have the questions/options been limited to specific viewpoints that do not include the bans? Has it not been clearly voiced enough by Plano residents at city council or even on the news?
Somewhat agree	I support banning short term rentals in Plano.
Somewhat disagree	
Disagree with the direction the Task Force is headed	<p>I feel that the Task Force has been largely biased against STRs and is not following the data for its recommendations and the "findings" from phase 1.</p> <p>Most of the recommendations do not address the issues with some STRs. Most of the issues could be addressed by enforcing existing ordinances or laws.</p> <p>Something that was not considered was max occupancy limits for STRs. Plano already has occupancy limits and this is something that could easily address some of the "party" houses. Require max occupancy limits based on number of bedrooms: 2 persons per bedroom + 2 with a max of 12 guests (i.e. a 3 bedroom listing would have a max occupancy limit of 8). Allen has similar requirements.</p> <p>Another thing to consider for limiting STRs in specific neighborhoods that choose to limit them, is to allow for overlay districts.</p> <p>Overall, I feel that the task force has been large biased against STRs and is not looking at the data.</p>

Given what you've seen and heard during the Online Open House — about balancing competing interests, legal considerations, and other constraints on this challenging topic — do you feel the Task Force is generally headed in the right direction with its tentative recommendations?	If you have any specific comments about the work of the Task Force or STRs in Plano, please use the space below.
Disagree with the direction the Task Force is headed	Why are commercial uses allowed in residential neighborhoods? Fines should start at first offense and increase for each offense. STRs should only be allowed in other commercial/ entertainment areas. If allowed, there should be sign out front with name/numbers of who to call for offenses - in addition to police being called. No homestead exemption should be allowed. Taxed higher as business w/o any tax breaks allowed for homes rented long-term or owner residing. How is Arlington only able to allow in entertainment areas? Copy that and then grandfather in current STRs but with very strict regulations-one serious offense and it's shut as STR. Why is STR any different than hotel????? It is no different and should be regulated as such so only in certain land use areas. Put on ballot and see if plano residents want to keep STRs in residential areas - bet not. Why can apartment complexes get to allow only year-long leases and STRs are allowed to rent for day or two??? This extra benefit for STR owners should not be legal - rent out the homes for year not day or two.
Somewhat agree	Many respondents have a strong opinion yet they don't even know if there are STRs near them. They are actually not known to lower property value, and I feel like more research could be done on this. Overall, as a STR owner, I support registration. I also support punishment for those who regularly cause problems (as determined by police or waste management). That is it. No training needs to be required. It's a sink or swim industry.
Disagree with the direction the Task Force is headed	STRs should not be allowed in single family home zoned areas.
Somewhat agree	Require Local contact for IMMEDIATE response to issues. Failure to have local contact available results in 1 year suspension.
	A: Registration & Property Requirements 9)You cannot require me to hire a property manager & what if I need to travel for only a few days? 10) What's reasonable ? and NO I don't want the city to Dictate to me when Reasonable is reasonable. 11) No. Sounds like the KGB. You can strongly encourage the participation but I'd expect an incentive to participate. 12) No, leave this to current code enforcement 13) Policies already in place. 14) No. What if the severe offense was between the tenants (Domestic Violence etc) How is that my fault? B: Regulators that Affect Land Use & Zoning 1) No. My home my business 2 & 3)no that only adds to the transient (roads. I should be allowed to do whatever I want with my residential home. 4) I agree. This policy should cover hours being Rented for overnight stages & not commercially produced events. 5) NO. Zoned Residential hours should remained zone as Residential. DO not tell me how many nights I can rent my home. 7) Ok I could be okay with a minimum of a 2 night stay. But I feel that only helps to reduce "parties" or unapproved by Me events in my home. 8) NO. If the developer was not required to give me more parking when the home was built then why should I have provide more than what was already approved by the city.
Somewhat agree	Who is going to enforce the regulations? How are you going to protect the neighbor who complains about garbage all over the area when the garbage cans are placed?
Somewhat agree	At least we are initially addressing there should be any STR in residential neighborhoods, why?? So the city can make money? Why would anybody want to ruin Plano residential neighborhoods.
	I've lived in Plano since 1977. I've owned a home here since 1995. I've had a STR across the street from me for 3 years now. Never any issues with them. With FIFA coming in 2026, I'm considering doing it for a month for extra cash.

Plano STR Feb 2024 Open House Comments

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Somewhat disagree	<p>A: Registration & Property Management Requirements</p> <p>1) No, I should be able to lease my house however long I want.</p> <p>2) Absolutely Not, show now you want to control what I am doing online? (Govt Over Reach!!)</p> <p>3) Should be strongly encouraged & NOT Required. Give an incentive to participate.</p> <p>4) NO. Have owners contact info list somewhere onsite NOT PUBLIC. I deserve privacy also</p> <p>5) NO. Strongly encourage but not require.</p> <p>6) NO NO. You are NOT going to troll my internet activities</p> <p>7) NO. Best Practice but NOT Required</p> <p>8) NO! None of your businesses where we aren't. You cannot force me to hire a property manager.</p> <p>C: Consider Authorization or Buyouts</p> <p>1) No 2) No 3) No</p> <p>All of these issues could be addressed with the few Bad landlords using current city rules & Policy</p> <p>D: Triangular New STR's</p> <p>Videos of Best Practices available and incentives should be offered to awesome STR owners</p> <p>Overall, I would be in favor of an accelerated eviction process the ability to intervene immediately when a lease term has been violated & need intervention & arrest tenants. The tenant should be penalized & not the STR owner.</p>
Disagree with the direction the Task Force is headed	<p>It is necessary to listen to the voice of STR owners in order to create a fair plan where all owners of the city of Plano are valued equally. Additionally, it is unfair to penalize all the STR for a few incidents, as many are responsible managing their STR's and always considering their neighbors. Many of the STR owner's rely need this income to continue living in their houses. A wider door should be opened for the citizens of this continued city who own properties here, so they can engage in dialogue and rich reach a compromise with those who oppose them.</p>
Disagree with the direction the Task Force is headed	<p>My concern is that the requirements will cause more cost for homeowners, & is an over-reaction to a few problem rentals. I support keeping our community healthy & well connected while giving homeowners the freedom to welcome people to Plano & do with their homes as they see fit. If registration of the property allows us, as homeowners to be more safe with police or fire department then that would be helpful.</p> <p>Recommendations</p> <p>A: Please read through the requirements for listing a property or room on the popular platforms (Airbnb & Vrbo) most of the concerns are addressed here.</p> <p>B. Due to the small amount of STRs restrict them to one district.</p> <p>C. What about the STR that are people's homes?</p> <p>D. We are not required to have any training to own our homes, & many of these regulations apply to all home owners.</p>
Disagree with the direction the Task Force is headed	<p>From the first meeting, the majority of the Task Force expressed their anti-STR sentiments. They continued to ignore the facts and data presented and let their emotions determine the "Findings" & "Recommendations." The findings should be viewed w/ skepticism. Plano should look at neighboring cities ordinances especially Allen's. They have a reasonable registration program & occupancy limits.</p>
Somewhat disagree	<p>- The issue is with STRs that are full. STRs where the host doesn't live there.</p> <p>- Hosts that live in the STR regulate the guests. They keep prices high and buy the nice sheets</p> <p>- I have had over 150 guests and have had no issues.</p> <p>- Have regulations and allow STRs with hosts that live on the property.</p>
Somewhat disagree	<p>Registration is acceptable as a tool to identify STRs and hold them accountable when they violate rules. Rules should be narrowly tailored to address specific issues (quality of life) that are supported by Data. Develop an overlay district that neighborhoods can adopt to control STRs if they feel the need — empower residents at the most local scale. Consider partial property listings (room rental + ADUs) as an "accessory use." Doesn't need to distinguish owner vs. renter occupied.</p>
Somewhat agree	<p>Limit the B&Bs to the defined locations. There should be no back and forth between long term rentals and short term.</p>
Somewhat agree	<p>1. I own STR. In some cases my guests were actually from my neighbors. When my neighbors have many visitors, they used my STR. How can you differentiate my neighbor's guest living in his own house with the one living in my STR? Do STR guests have the same legal right as regular sleeping over party's guests?</p> <p>2. Bh definition STR does not go to public schools. Can registered STR exempt from paying ISD tax.</p>
Somewhat agree	<p>Issues with new properties that popped during the ban. Ban is not enforced. Highly reviewed host should have priority Airbnb + Vrbo review should be vetted. Ban to single family neighborhoods will kill host. Market is not good, stop anything to hurt free markets.</p>

Plano STR Feb 2024 Open House Comments

Given what you've seen and heard during the Online Open House — about balancing competing interests, legal considerations, and other constraints on this challenging topic — do you feel the Task Force is generally headed in the right direction with its tentative recommendations?	If you have any specific comments about the work of the Task Force or STRs in Plano, please use the space below.
Somewhat agree	The owner or manager of the STR should sleep in the home. The number of people should be equal to the # of rooms. The number of cars should be equal to the number of rooms.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	We need to ban STRs totally
Somewhat disagree	Tentative recommendations Omit - A: 2, 4, 5, 6, 10 "reasonable" B: 3 (not ever in neighborhoods) Good - A: 3 (for grandfathered STR only) 8,9,10,12, 13, 14 B: 2, 5B, 6, 7, (more than 1, less than 10) 8 C. All good D. If training is coupled to cumulative offenses and therefore expulsion.
Somewhat disagree	The biggest thing I disagree with is dividing into districts. By doing so you limit private property right of owners that don't fall in the district designated.
	Plano is Not an event destination therefore should Not allow STR.
Somewhat agree	- No hotels in a Residentially zoned neighborhood. - Strong penalties if STR owners fail to register - Maintain their license - Cause property damage or bodily injury - Allow HOAs to deed restrict to prohibit STRs in its community - Provide sufficient laws that can be enforced by the City of Plano and the. Plano police dept
	I understand that the Task Force (and City) is caught between a rock and a hard place. I live next door to an STR. Thank God, we have not had the problems other residents have experienced. Realizing that STRs (probably) cannot be banned legally, tight controls and regulations need to be instituted. Like recommendations 8 (require a local contract...) and 9 (require local property management...)
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Neighbor property is an STR on Denver Dr — trash problems with rolling carts out on trash days. Thank you for your hard work!
Disagree with the direction the Task Force is headed	Seems like you have already decided what you are going to do with STRs. It already fits with the Bed & Breakfast Inn/Roaming house ordinance as a no go. Follow it!!! No STR in neighborhoods!!!
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Great job
	I think the recommendation wording needs to be more specific. Regular renewal of registration should be annual. The mention of one-year suspension of registration for one-time severe offenses might be too lenient. A shooting would fall into this category which, I would hope, we result in a revocation of registration and lifetime ban. Does "commercial amusement" including running a business out of an STR? I'd like to see more recommendations for enforcement and penalties.
Somewhat agree	All in all, it's a good start.
Somewhat agree	Would like to see more residents expressing their support or dissatisfaction regarding STRs. This would allow a more unanimous decision for moving forward.
Somewhat agree	Not enough people involved to make the right decision.
	Data is always helpful.
Disagree with the direction the Task Force is headed	Given the state laws (HB 2127), would appreciate comments on how the city's recommendations may need to change.
Somewhat agree	I really don't like spending taxpayer money to buy out STR owners. This feels like rewarding them for bad behavior using taxpayer funds.
Somewhat agree	It is very important for the city to consider the number of Calls For Service in comparison to the percentage of people who say they will or will not call the police. The number of CFSs is low compared to the number of problems that occur
Disagree with the direction the Task Force is headed	I have been doing STR for over 2 years now and have experienced ZERO issues. I think you all need to hone in on the 4 properties, which are very few that are causing the issues, and leave the rest of us alone!!!

Plano STR Feb 2024 Open House Comments

Given what you've seen and heard during the Online Open House — about balancing competing interests, legal considerations, and other constraints on this challenging topic — do you feel the Task Force is generally headed in the right direction with its tentative recommendations?	If you have any specific comments about the work of the Task Force or STRs in Plano, please use the space below.
Disagree with the direction the Task Force is headed	This work seems to be led by Anti-American, Anti-Texan, liberty haters. Messin with the free market and deciding who gets to participate in the market is wholly disgusting. We already have laws to protect the residents of our city. Further laws and regulations are completely unnecessary, and only add the the further spread of government control, monopolies, and makes a mockery of the constitution. We believe in liberty and justice for ALL. Give us all liberty, an punish those who are actually harming others. We already have laws that protect the community. Use those laws to protect. We don't need laws that harm the community like the regulations that this task force is suggesting.
Somewhat agree	As long as it removes STR's from Single Family Residential Neighborhoods it will be fine
Somewhat disagree	Several good host have cameras outside and keep their property I. Preston's condition often better than owners that live in the house. It's not fair to punish good host over bad hosts. Get the host. Please do not limit it to zoning for hotels and such. You will kill us. Grandfather existing. Define STR.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	Limit them to downtown and/or non-residential areas of the city.
Somewhat disagree	Limiting the zoning is going to kill several hosts. I think quality host should have certain immunity to this or at least grandfather existing ones. Define property manager. Host like me keep our property in otrstine condition.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	STR's don't belong in Plano
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	STRs do not belong in single family residential neighborhoods. Plano is carefully studying this issue and will hopefully make recommendations that bolster and are consistent with existing zoning that prohibits commercial activities and hotels/boarding houses in residential neighborhoods.
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	If we are trying to create a medium for them to operate they should pay the same hotel taxes daily as hotels
Somewhat agree	It's not clear to me whether the priority is excluding STR's from single family residential neighborhoods in Plano as a top priority, followed by a secondary priority of firm regulations as proposed. I recommend first limiting STR's to certain areas (entertainment districts and where hotels are already permitted etc.) but, excluding single-family neighborhoods as off-limited to STRs. Following that exclusion, I recommend clear regulations as described/outlined by the task force.
Somewhat disagree	STRs decrease the available housing supply which increases housing costs for all Plano residents. We have a housing shortage as is, so it seems counterproductive to allow long term housing units to be turned into STRs.
Somewhat agree	I would not like STRs in any areas that would otherwise be long term housing. I see hotels as a more appropriate solution to short term stays because of their density and commercial location.
Somewhat agree	Limits to number of occupants should be included.
Somewhat disagree	I think the task force needs to delineate between full house rentals when the owner is absent and a family home, where we're just renting out a room and serving breakfast for a short amount of time to one person or two
Agree with the direction the Task Force is headed, given the need to satisfy different interests and find a workable, City-wide solution	not enough pro ppl on task force

OPEN HOUSE BOARDS

The pages that follow are resized recreations of the boards featured at the February 7 Open House. This information was replicated on webpages during the Online Open House.



Welcome

Welcome to the second STR Study 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.
- The last set of boards will 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 and the Task Force 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



Why you're here

- This Open House (and a companion Virtual Open House online) is intended to report back to the general public about findings, progress, and potential solutions.
- The City, and Task Force members, want to know whether you believe the Task Force is headed in the right direction with its ideas and preliminary recommendations.
- Your opinions will help decide how Task Force members move forward at their next, final, meeting later this month.
- City staff will use the ideas and general direction from the Task Force to prepare proposed ordinance language and/or zoning changes for the Planning & Zoning Commission and City Council.
- Final decisions will be up to City Council, with recommendations from the Planning & Zoning Commission. Comments from this Open House will be shared with P&Z and Council members as well.



The Task Force

In May of 2023, City Council appointed Plano residents to study short-term rentals in the city.

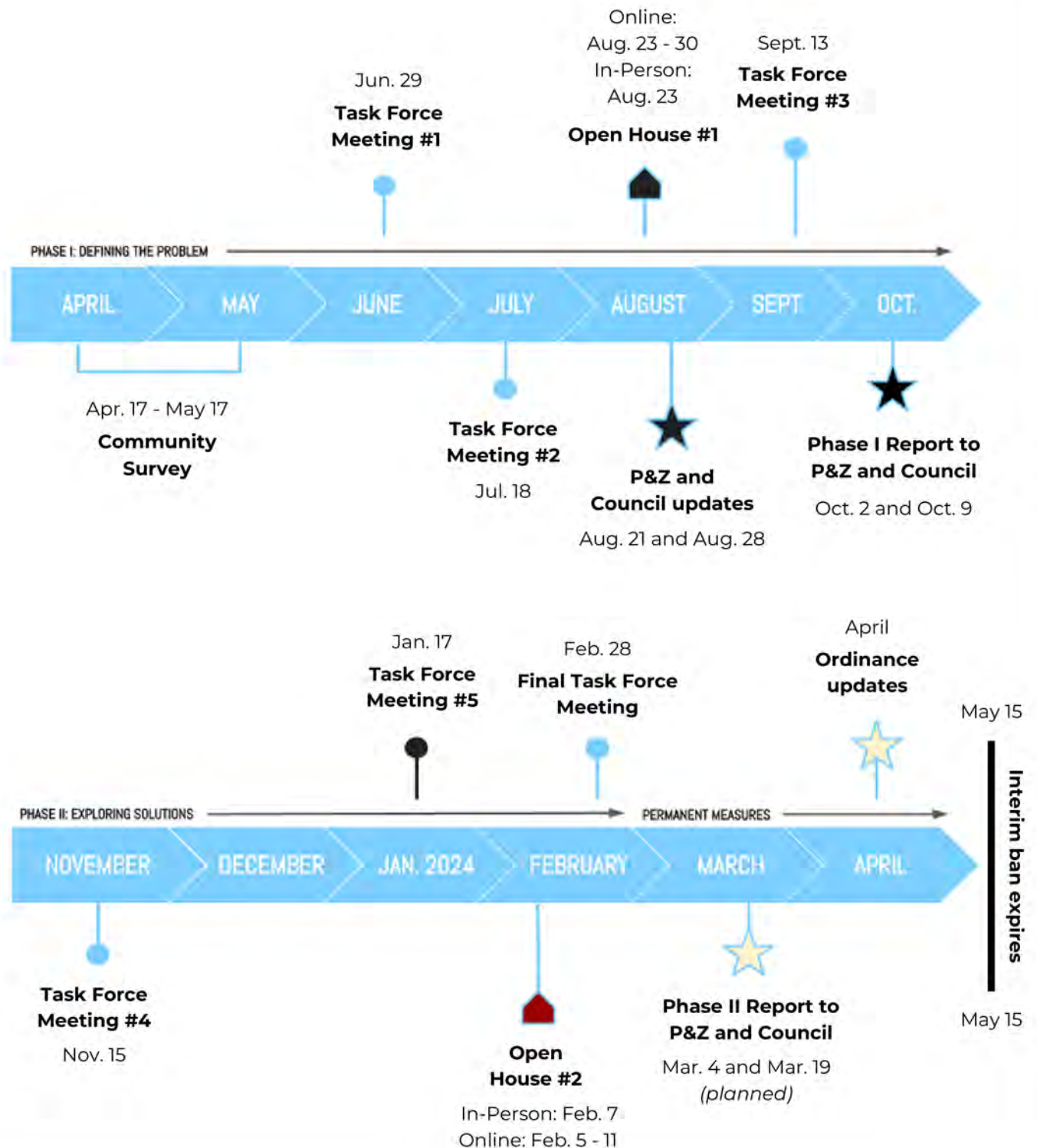
Mark Bower	Amy Hanson	Pat Morgan	Jim Skelly
Clara Damti	Anne Hill	Scott Palmer	John Skelton
Christy Davidson	Laura Jones	Janet Plotkin	Cristi Sliter
Phil Dyer, Chair	Ian Mattingly	Mark Pulliam	Glen Smith
William France	Lynn McClimon	Kristin Reinaker	

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

In their current work (Phase II), the Task Force is focusing 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.



Study timeline





Listening to citizens

Community survey

Public participation in the STR Study kicked off with a community survey in Spring 2023. The survey was available online and in paper copy, in multiple languages.

6,109

Responses to the community survey



Survey asked a number of questions, including comfort level with STRs and if you've experienced issues due to STRs in Plano.



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.





Listening to citizens

In-Person and Online Open House

In August 2023, the City hosted an in-person and online open house. The in-person event was held on August 23 at event1013, and the virtual event was available for the public to participate from August 23 - 30 on PlanoSTR.com.





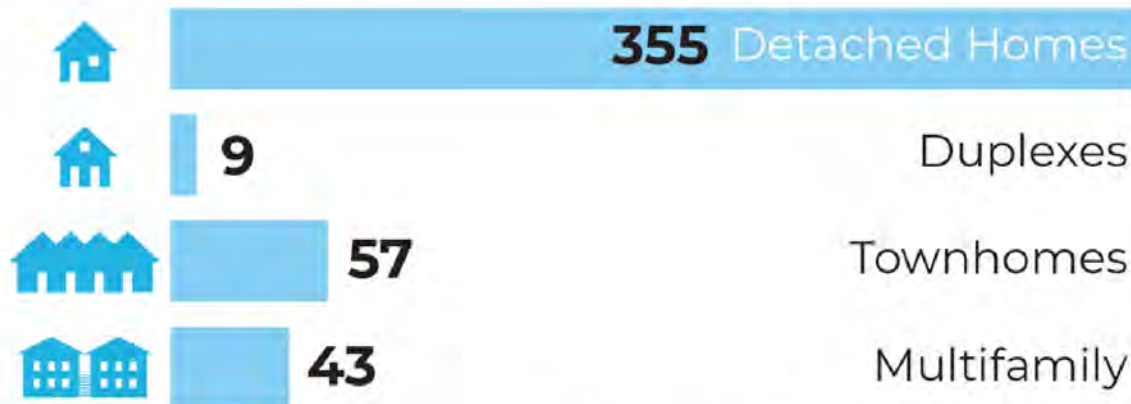
CITY OF PLANO

SHORT-TERM RENTAL STUDY

City data to date



STRs in Plano*



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

Scan the QR code
to learn more
about the data



Scan me





Single-family and Police data

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

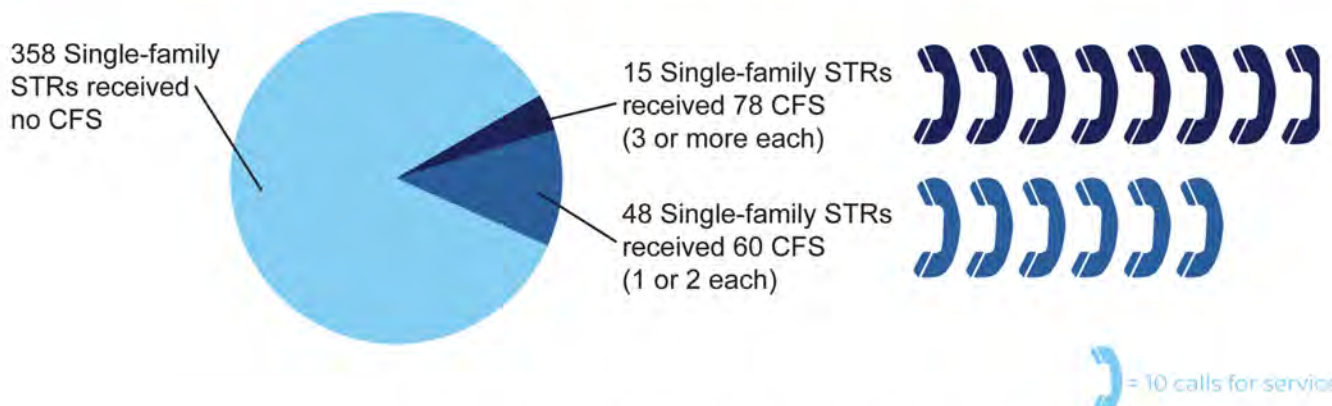


0.09 calls for service per
Single-Family Non-STR



0.33 calls for service per
Single-Family STR

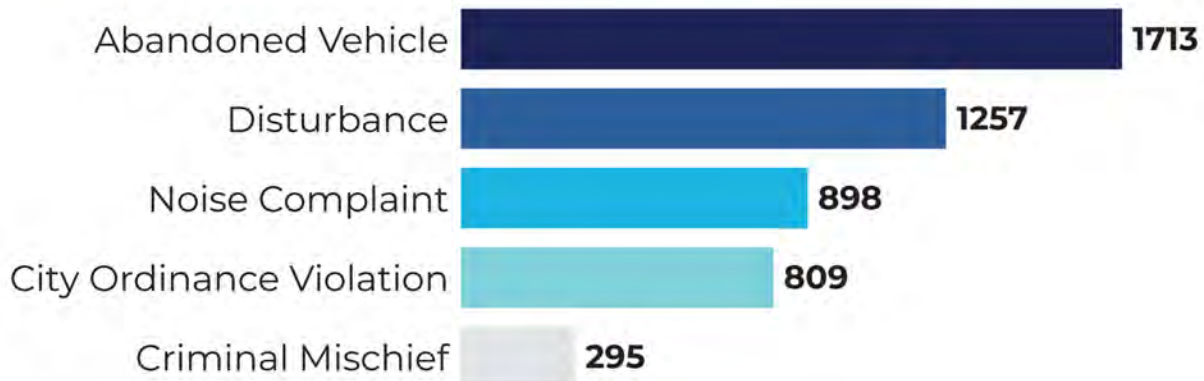
4% of the single-family short-term rentals received 57% of the calls for service



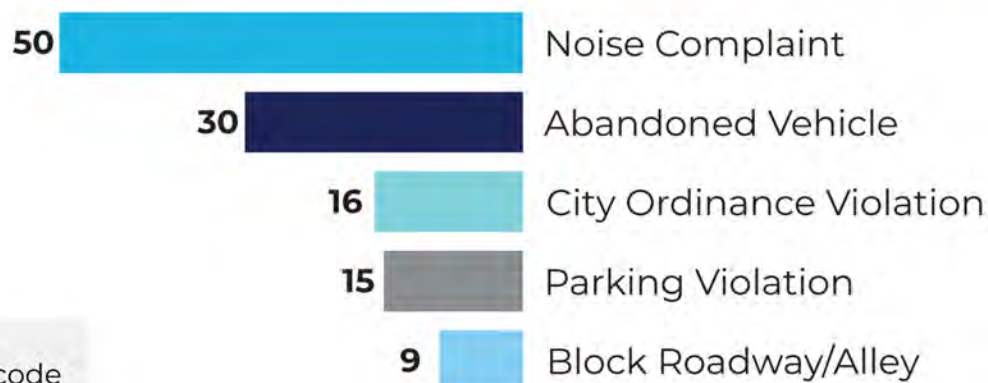


Single-family and Police data

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



Listening and final decision-making

Before presenting their final recommendations to the Planning & Zoning Commission and City Council, Task Force members will review findings and comments from this Open House, then consider small adjustments in direction at a final Task Force meeting. For the past eight months, Task Force members — all local residents, including STR operators and affected neighbors — have been hearing from police, planners, and code enforcement officers, as well as listening to the public and debating the matter among themselves.

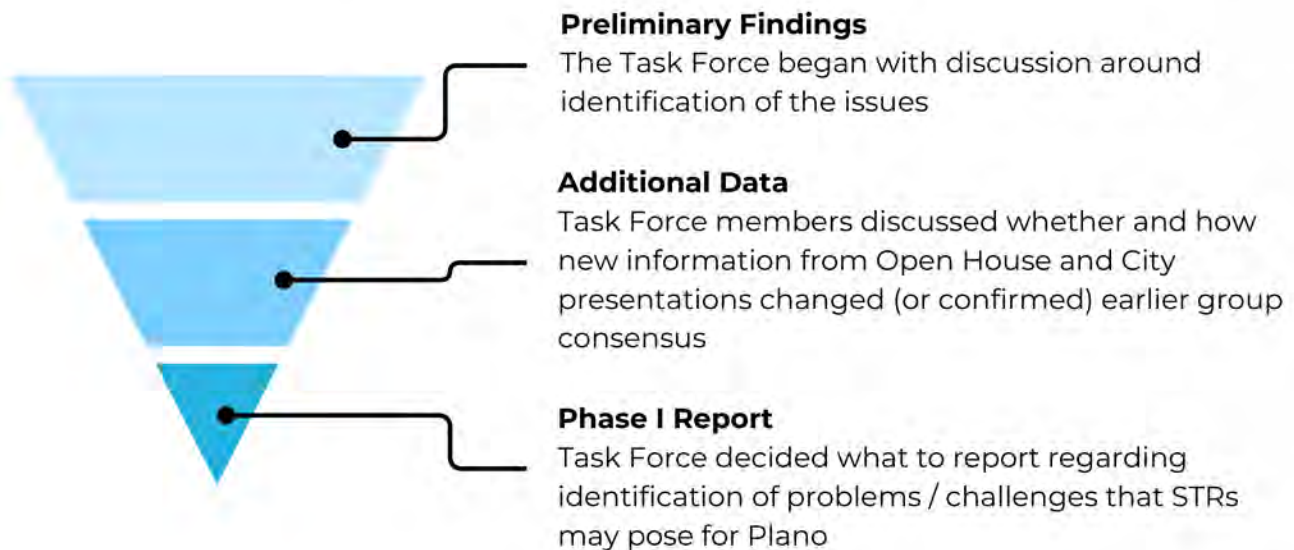
Task Force members have also had regular consultations with the City's legal team. Texas law recognizes rental of property as a fundamental right. The Texas Supreme Court has not made rulings about STRs, and the lower courts have not been completely consistent. But across the state, many STR regulations are currently being challenged, including a high profile case in Dallas where the trial court suspended the city's ordinance.

Regulation through generally-applicable nuisance ordinances, such as noise and trash disposal ordinances, are legally supportable. To date, the city that has been most successful in defending its STR ordinance relied on data and thorough, robust public input to demonstrate why regulations are needed and closely tailor those regulations accordingly.



Work of the Task Force in Phase I

Over the course of three workshop meetings, the Task Force reviewed data, listened to presentations by City staff, and engaged in vigorous discussion of the issues.



The Phase I Report was presented to the Planning & Zoning Commission and City Council in October 2023.



Using your phone's camera app,
scan the QR code to view the Phase I Report





Summary of Phase I Findings

The Task Force reached agreement on three major “findings” with issues and considerations that flowed from each finding.

1

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

2

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

3

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

These findings, and the issues and considerations that stemmed from them, were used to focus the discussion and work for the Task Force in Phase II.

Printed copies of the Phase I Report, including the findings, issues, and considerations, are available to view at this station (or by scanning the QR code at right).



Using your phone's camera app,
scan the QR code to view the Phase I Report



Tentative recommendations

Task Force members developed the following ideas to address STR management in Plano, and to promote a fair balance between individual property rights, neighborhood concerns, and community fabric. Members strove to address specific issues that were identified in Phase I of the study. Not all of these recommendations received unanimous support, but all had support of at least 60% of Task Force members, and most had two-thirds or more.

Task Force members will consider your comments before finalizing these recommendations, which then will be used by City staff to draft regulations for consideration by P&Z and City Council.

Take a look at the boards at this station to view the Task Force's tentative recommendations or scan the QR code below to view them on your phone.



Using your phone's camera app, scan the QR code to view the tentative recommendations



A: Registration and Property Management Requirements

- 1** Require registration or licensing of STRs
- 2** Prohibit listing an STR on a platform without registration
- 3** Require regular renewals of registration
- 4** Require posting of registration / license inside property
- 5** Require hosts to post rules (including city noise ordinance)
- 6** STR registration must include links to all listings on all platforms
- 7** Require liability insurance
- 8** Require a local contact who can be available to address issues
- 9** Require local property management who actively manages the site
- 10** Hosts must be responsive to issues in a reasonable time
- 11** Require STR operators of full-dwelling STRs to utilize city-directed technology as tools for property monitoring (e.g., noise level sensors and exterior cameras)
- 12** Multiple violations should result in escalating penalties
- 13** Repeat violation of trash / debris results in penalties
- 14** STRs should be subject to a one-year suspension of registration for one-time severe offenses that cause significant public harm



B: Regulations that Affect Land Use and Zoning

- 1** Prior to lifting the current interim ban on STRs, City Council, through the Planning & Zoning Commission, should update the Zoning Ordinance to identify districts or locations where new STRs may be appropriate or inappropriate
- 2** STRs may be permitted anywhere a hotel is allowed in commercial, mixed-use, and transit-oriented development areas
- 3** Limit the maximum density of new STRs in a specified area (limiting the total number of STRs in a given neighborhood or area), as a tool to refine zoning
- 4** A property must not be used for "commercial amusement" purposes (such as a party with a cover charge) unless permitted by zoning, and it has a Certificate of Occupancy from the City for the use
- 5** City Council, through the Planning & Zoning Commission, should update the Zoning Ordinance definitions that may relate to STRs for uses such as, but not limited to Assembly Hall, Commercial Amusement (Indoor and Outdoor), Bed and Breakfast Inn, Rooming/Boarding House

B: Regulations that Affect Land Use and Zoning
is continued on the next board





B: Regulations that Affect Land Use and Zoning

Limit operation of some new STRs to a maximum number of rental nights per year, as a newly-defined use to provide flexibility for property owners.

- 6** *Note: No across-the-board maximum is recommended. However, the Task Force is recommending maximum stays per year may be a useful tool as a distinct land use to consider in reviewing zoning regulations. This option may be useful as part of a coordinated zoning effort to tailor solutions for different circumstances and areas of the City.*
- 7** Require that STR stays must be for a minimum number of nights in certain areas or districts, as a tool to refine zoning.
- 8** Address onsite parking requirements as part of a larger analysis of street parking issues citywide

In addition to the recommendations above, the Task Force discussed the possibility of a distinction between an STR with on-site management and an STR with off-site management, which might make it appropriate to regulate them differently.



B: Regulations that Affect Land Use and Zoning
is continued on the previous board



C: Consider Amortization or Buy-Outs of STRs in the Following Scenarios...

- 1** To reduce the number of existing (grandfathered) STRs
- 2** To close STRs with repeat violations
- 3** To close STRs with a single serious offense

D: Training for New or Renewing STR Owners...

Task Force discussion around training included whether topics should be mandatory or offered with an incentive, such as reduced registration fees. Training could either be in-person or online.

- 1** Plano's STR Ordinance requirements
- 2** How to complete and submit STR registration
- 3** How to meet the city's noise standards
- 4** How to comply with the city's parking regulations
- 5** Trash and waste pick-up regulations and resources
- 6** Property maintenance training
- 7** Human trafficking awareness and prevention



Is the Task Force on the right track?

We want to hear from you. Please use one of the two options below:

1

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



Scan me

2

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



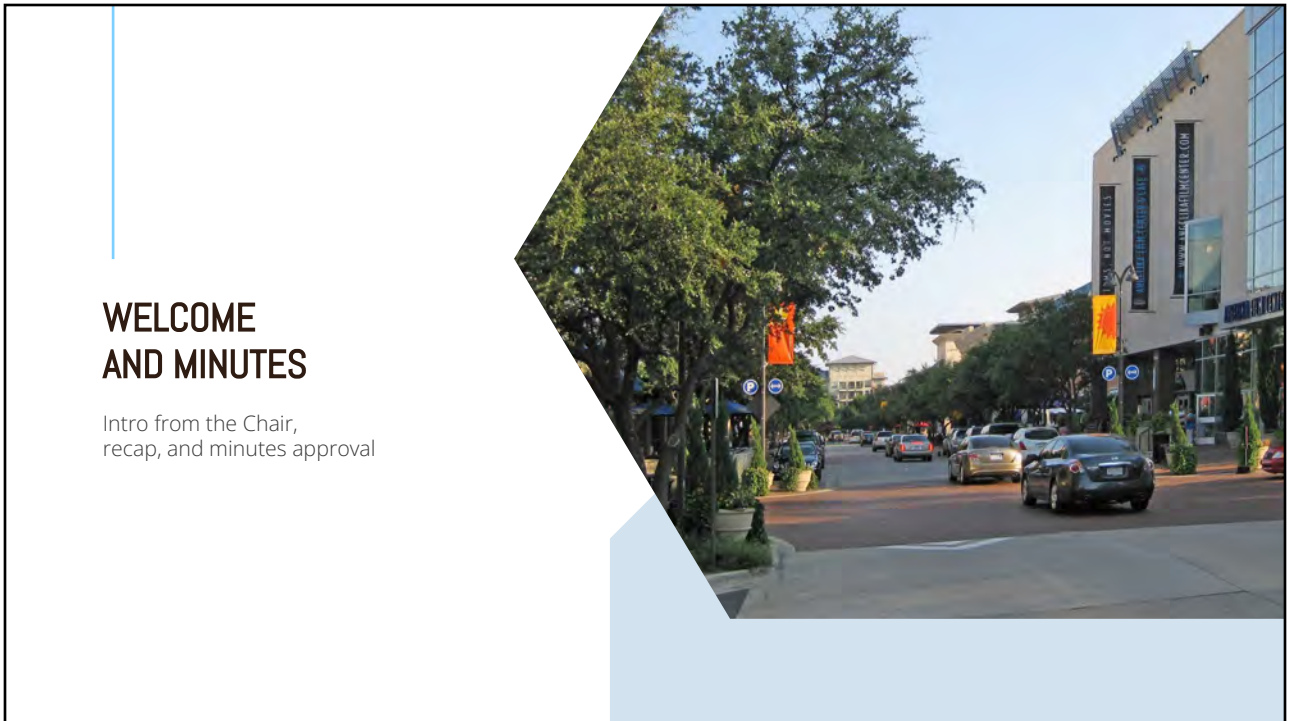
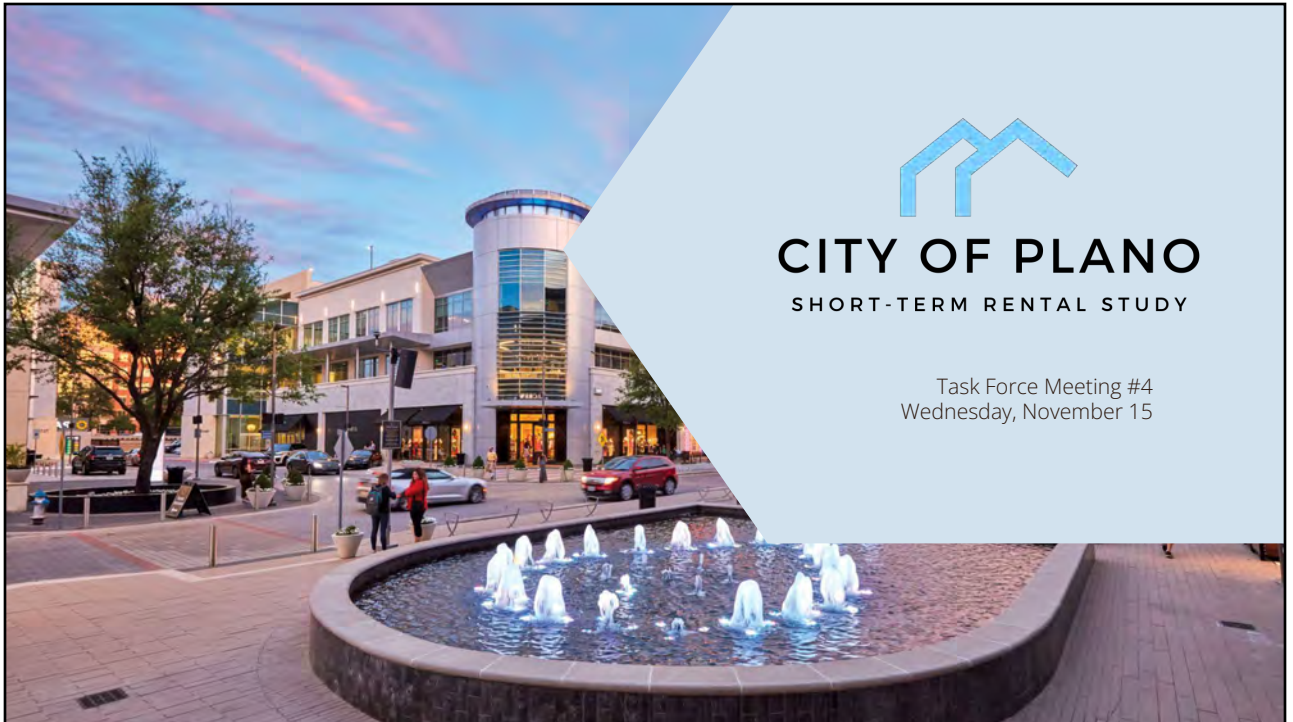
Your thoughts and opinions will be summarized and given to the Task Force, city staff, the Planning & Zoning Commission, and City Council.

APPENDIX B

Appendix B

Presentations and Minutes from Phase II meetings:

1. Presentation and Minutes from November 15, 2023 meeting
2. Presentation and Minutes from January 17, 2024 meeting
3. Presentation from the February 28, 2024 meeting



GOALS FOR TONIGHT



REFRESHER

Update on where we are, discuss final report to P&Z and Council, reminder of Phase I findings



DISCUSSION

Facilitated discussion on the homework results, the matrix of solutions, and tentative priorities



DECISIONS

Seek agreement on top priorities, get general direction and identify what data is needed to make decisions

REVIEW TIMELINE AND AGENDA

Review of the current timeline and agenda for this meeting



AGENDA

WELCOME AND MINUTES

Intro from the Chair, recap, and minutes approval (5 min)

REVIEW TIMELINE AND AGENDA

Review of the project timeline and agenda for meeting (5 min)

CLOSED SESSION

Legal advice regarding short-term rentals (30 min)

OBJECTIVES AND PROCESS

Outline goals and establish meeting guidelines (10 min)

01

02

03

04

AGENDA

HOMEWORK RESULTS

Initial results: Overview of Task Force solutions survey (15 min)

SOLUTIONS DISCUSSION

Discuss solutions from homework, voting exercise (60 min)

DISCUSSION RESULTS

Review what we've decided tonight (10 min)

ACTION ITEMS AND NEXT STEPS

Homework, action items and preview of next meeting (5 min)

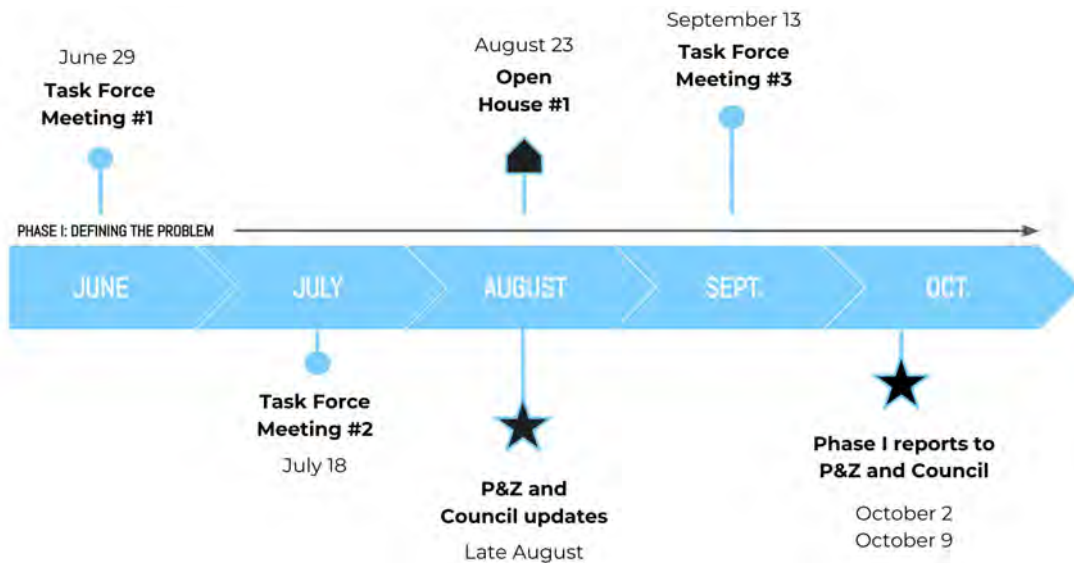
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06

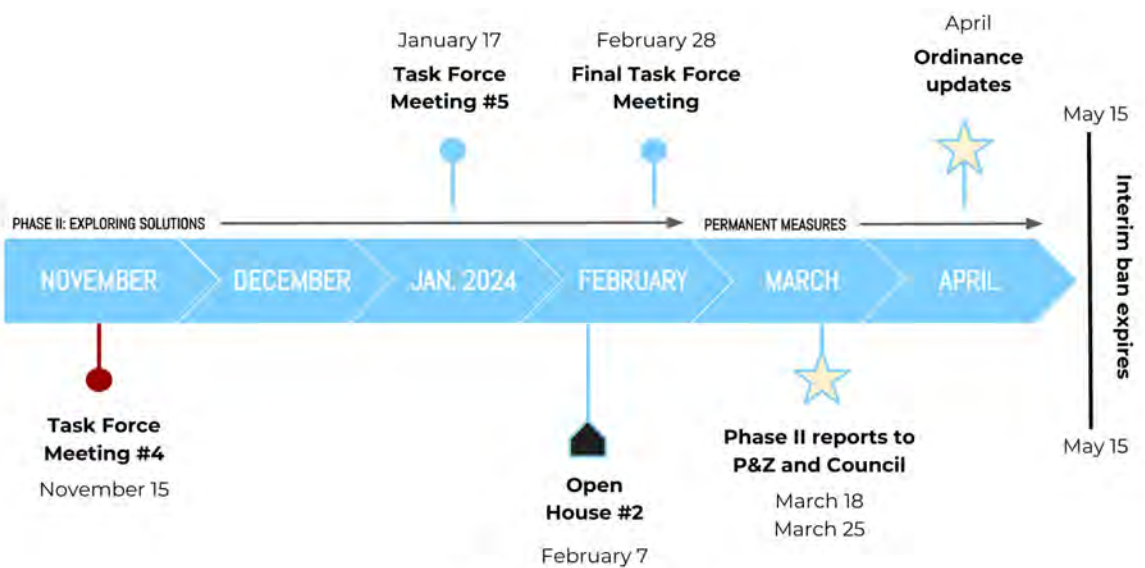
07

08

TIMELINE: PHASE I



TIMELINE: PHASE II



PHASE II OVERVIEW

TASK FORCE MEETING #5	Review information requested by Task Force <i>(if needed)</i>	Finish sorting potential solutions	Review what to present at Open House 2
OPEN HOUSE MEETING 2	Present findings from Phase I	Present potential solutions and implications	Survey participants regarding potential solutions
TASK FORCE MEETING #6	Review Open House results	Follow-up discussions or legal updates from staff	Facilitated decisions on final recommendations
FINAL REPORT	Present to Planning & Zoning	Present to City Council	

CLOSED SESSION

Legal advice regarding short-term rentals



OBJECTIVES AND PROCESS

Outline goals and
establish meeting guidelines



OBJECTIVE AND PROCESS



Phase I Findings

The Task force identified and reached agreement on 3 main findings, which flowed into two sets of related issues.



Phase II will tease out solutions

- Finding 1: How to mitigate effects on quality of life
- Finding 2: What conditions may be needed for an STR to be appropriate
- Finding 3: What sort of regulations might be most effective



Potential solutions

Facilitators have prepared a list of solutions that have been ranked as a part of the Task Force homework, tonight we will go over those results and vote on tentative priorities.

RECAP: MAIN FINDINGS

1

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

2

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

3

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

RECAP: ISSUES AND CONSIDERATIONS FROM FINDINGS 1 AND 3

The Task Force identified eight critical issues that flow from Findings 1 and 3:

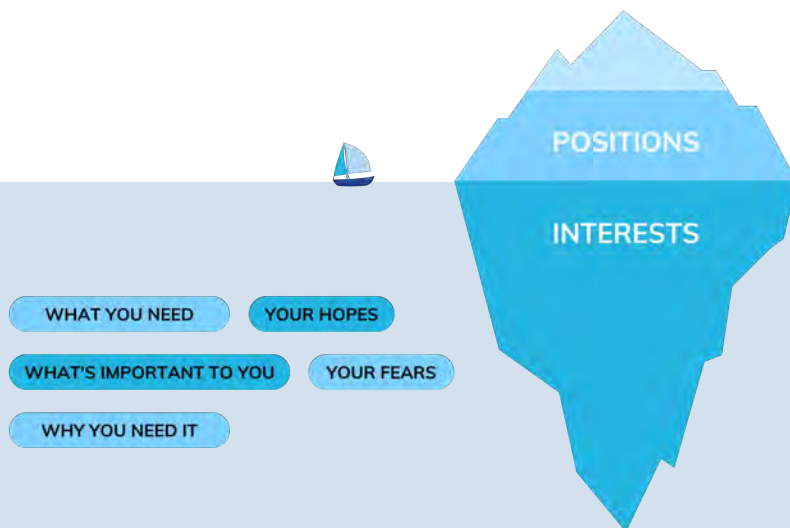
- A. Inconsiderate owners, users, and guests currently take advantage of lack of regulations
- B. Lack of strong management / lack of on-site management can make neighbor-to-neighbor discussions challenging at best
- C. Effect on neighborhood character, including unknown people coming in and out of neighborhoods, 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.

RECAP: ISSUES AND CONSIDERATIONS FROM FINDING 2

The Task Force identified seven critical considerations that flow from Finding 2:

- 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

POSITIONS VS. INTERESTS



POSITIONS VS. INTERESTS

POSITIONS

What people want; or think they want
as an outcome

POSITIONS

INTERESTS

INTERESTS

The underlying reasons why
demands are important to you

WHAT YOU NEED

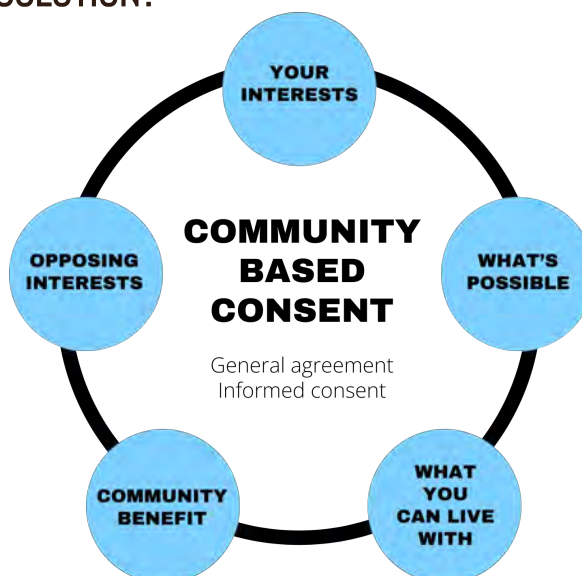
YOUR HOPES

WHAT'S IMPORTANT TO YOU

YOUR FEARS

WHY YOU NEED IT

WHAT MAKES A SOLUTION?



WHAT DOES CONSENSUS MEAN?

Consensus does not necessarily mean unanimity.

General consensus refers to general agreement and majority will, without a specific standard for what is required. It implies consent or general acceptance, “without strong or disruptive disagreement” even when some group members may be undecided or have reservations.

We will hope for unanimity on as many issues as possible. We encourage the search for unanimous agreement. But we will rely on general consensus and community-based consent (or group-based consent), using a strict vote where it's not clear there is consensus, or when it seems necessary or useful.

HOMEWORK RESULTS

Initial results: overview of Task Force solutions survey

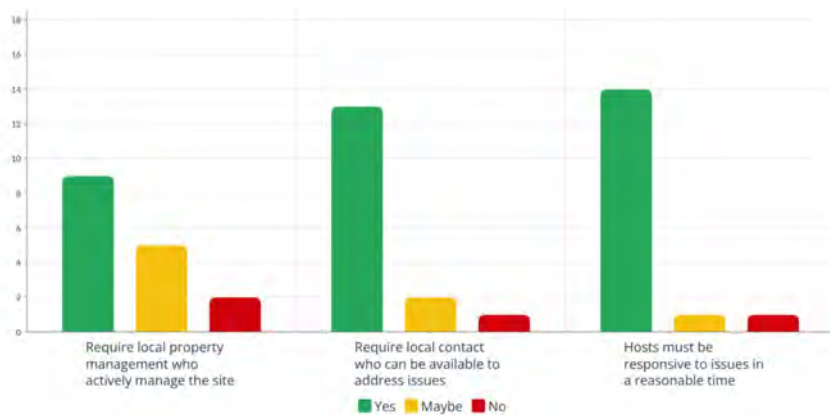


TASK FORCE HOMEWORK REVIEW

- A. Sent to Task Force members by staff
- B. Possible solutions were drafted based on Task Force and public comments so far, research of other communities, and considering what might be enforceable. Write-in opportunities were provided.
- C. Responses received from 16 of 22 Task Force members

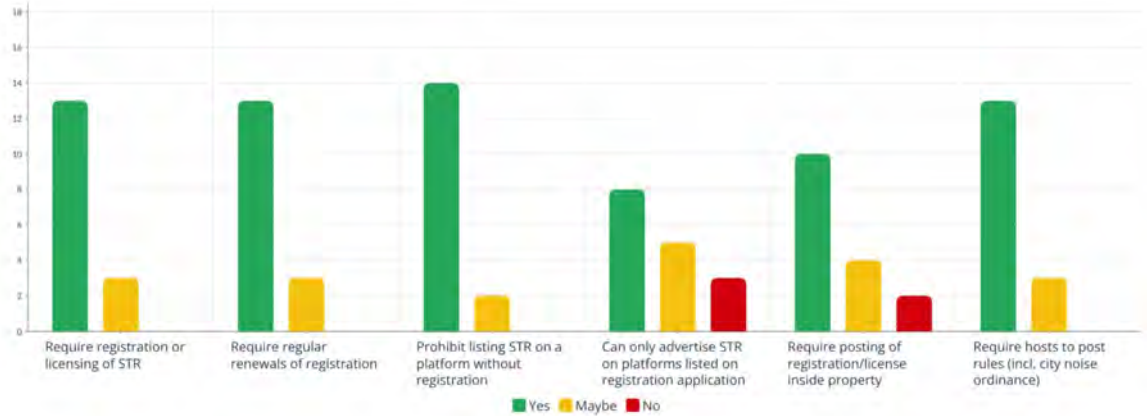
Q3. HOST REQUIREMENTS:

What potential solutions do you think would be helpful?



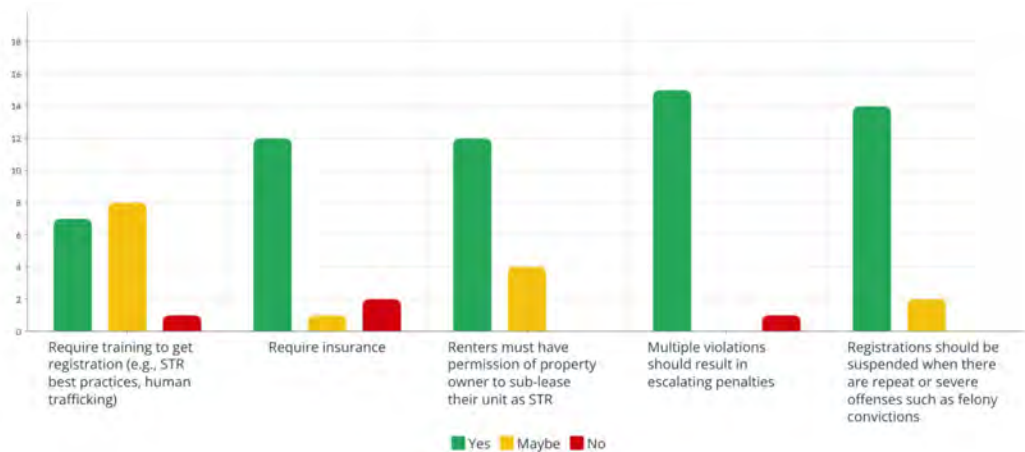
Q4. REGISTRATION:

What potential solutions do you think would be helpful?



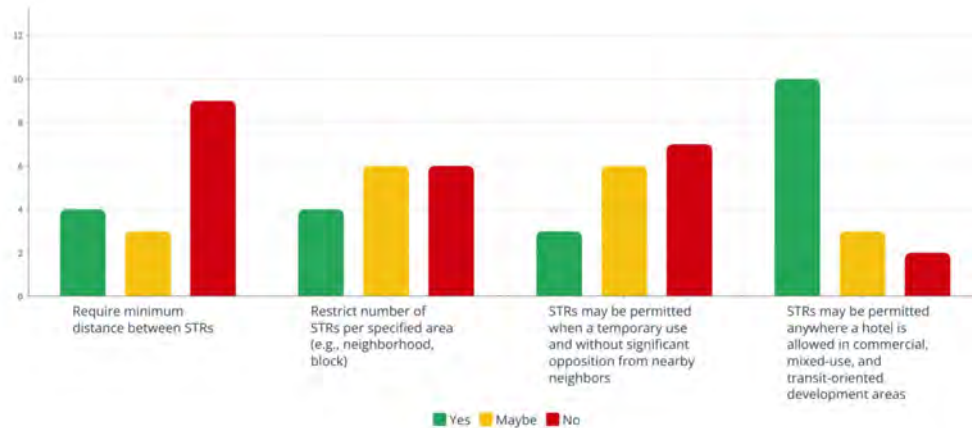
Q4. REGISTRATION:

What potential solutions do you think would be helpful? (*continued*)



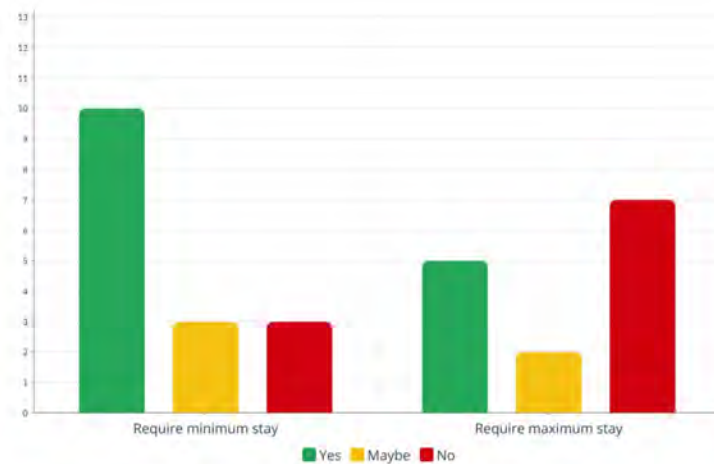
Q5. LOCATION:

What potential solutions do you think would be helpful?



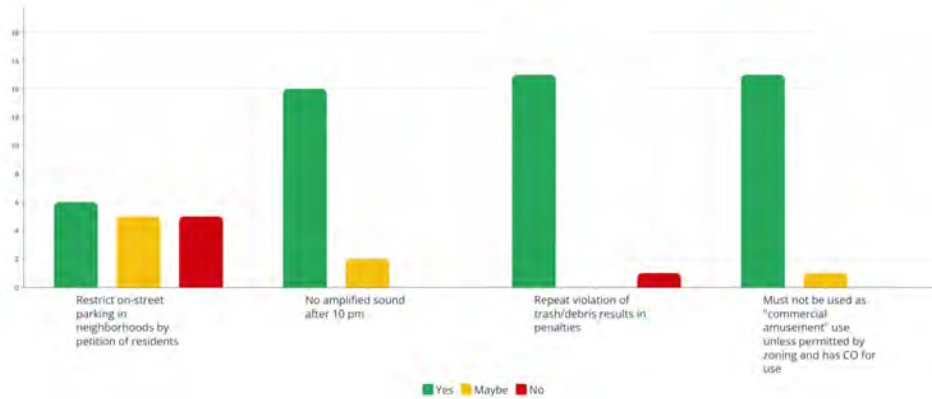
Q6. OCCUPANCY / STAY LIMITS:

What potential solutions do you think would be helpful?



Q7. PARKING / PARTY / NUISANCE:

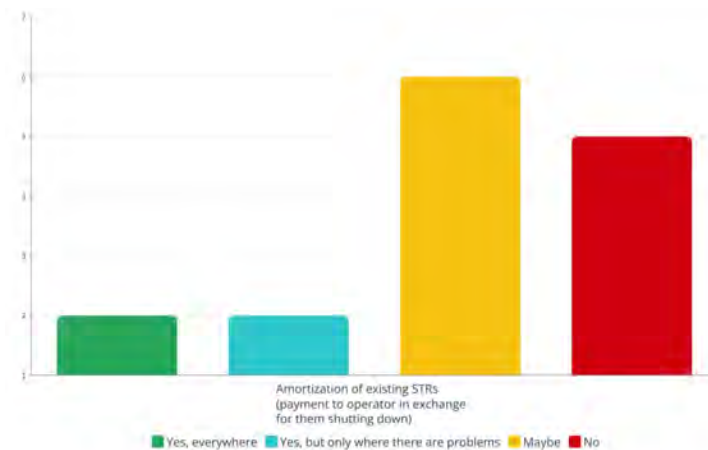
What potential solutions do you think would be helpful?*



* Note that any parking/party/nuisance restrictions for STRs would need to be applied citywide, no matter the occupant or length of stay.

Q8. BUY-OUTS:

What potential solutions do you think would be helpful?



HOMEWORK ANALYSIS

Higher agreement

CONSENSUS + (TWO-THIRDS OR MORE OF FULL TASK FORCE SUPPORT)

- Trash and debris, repeat violations bring escalating penalties
- Restrictions against commercial amusement, unless permitted by zoning or CO use
- Multiple violations should result in escalating penalties

CONSENSUS (TWO-THIRDS OR MORE OF HOMEWORK RESPONDENTS SUPPORT)

- Require local contact to address issues
- Hosts must be respond in a reasonable time
- Require registration/licensing
- Suspend registration for multiple or felony violations
- Prohibit listing an STR w/o registration
- Require hosts to post rules and city ordinances
- Require insurance
- Renters need property owner approval to sublease unit as an STR
- No amplified sound after 10 pm
- Require regular renewals of registration

HOMEWORK ANALYSIS, CONTINUED

Middle agreement

OPEN TO THE IDEA (2/3 OR MORE OF RESPONDENTS RESPONDED YES OR MAYBE)

- Require local property management
- Can only advertise on listed platforms
- Require minimum stay
- Require posting of registration/license
- Require training to get registered
- Permit STRS where hotels are allowed
- Restrict on-street parking by petition
- Amortization of existing STRs

INTERESTED? (A MAJORITY OF RESPONDENTS RESPONDED YES OR MAYBE)

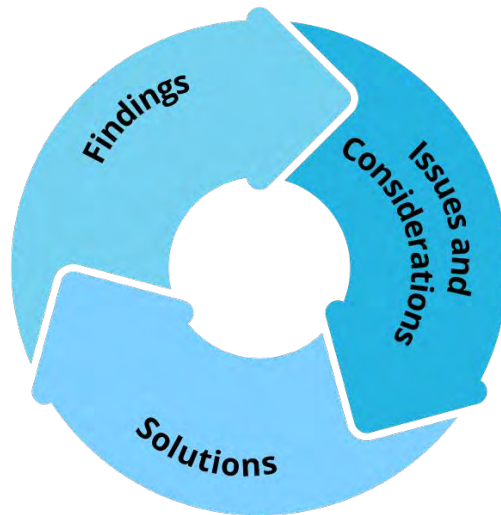
- STRs can be permitted when a temporary use, w/o significant opposition from neighbors
- Restrict the number per area or neighborhood

Low agreement

SKEPTICAL (LESS THAN HALF RESPONDED YES OR MAYBE)

- Require minimum distance separation
- Require maximum stay

WHICH SOLUTIONS SUPPORT WHICH FINDINGS?



SOLUTION DISCUSSION

Discuss solutions from homework, voting exercise



HOMEWORK ANALYSIS

Higher agreement

CONSENSUS + (TWO-THIRDS OR MORE OF FULL TASK FORCE SUPPORT)

- Trash and debris, repeat violations bring escalating penalties
- Restrictions against commercial amusement, unless permitted by zoning or CO use
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HOMEWORK ANALYSIS, CONTINUED

Middle agreement

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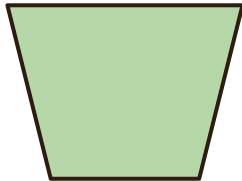
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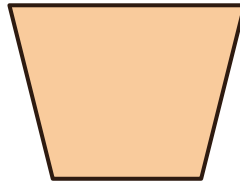
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- Require maximum stay

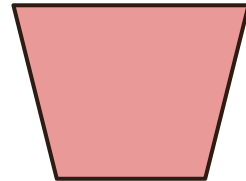
FACILITATED DISCUSSION: SOLUTIONS FROM THE TASK FORCE



TENTATIVE CONSENT



**NEEDS MORE
DISCUSSION OR
INFORMATION**



SET ASIDE

Will not move forward to
the Open House

DISCUSSION RESULTS

Review what we've decided tonight



CONSENT CHECK

*Do we have general consent
on these priorities?*

ACTION ITEMS AND NEXT STEPS

Homework, action items,
and preview of next meeting



ACTION ITEMS

- A. Identify what additional information or implementation ideas we need to pursue before next meeting
- B. Review what other information Task Force needs for next meeting
- C. Tease out major issues, such as conditions and/or placement of STRs
- D. Goals and/or homework for next meeting

THANK YOU

Questions? Don't hesitate to ask!

Jeff Barton, AICP
jeff@gapstrategies.com

Kara Bishop Buffington
kara@gapstrategies.com



Gap Strategies

SHORT-TERM RENTAL TASK FORCE
November 15, 2023

MEMBERS PRESENT

Phil Dyer, Chair
Mark Bower
Clara Damti
Christy Davidson
Bill France
Amy Hanson
Anne Hill
Lynn McClimon
Pat Morgan
Scott Palmer
Janet Plotkin
Mark Pulliam
Kristin Reinaker
John Skelton
Glen Smith
Cristi Sliter, Alternate

MEMBERS ABSENT

Laura Jones
Ian Mattingly
Joni Reed
James Skelly, Alternate

STAFF PRESENT

Michelle D'Andrea, Deputy City Attorney
Christina Sebastian, Land Records Planning Manager
Melissa Kleineck, Lead Planner
Jordan Rockerbie, Sr. Planner
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 Wednesday, November 15, 2023, at 6:02 p.m. at The Nature & Retreat Center at Oak Point Park, 5901 Los Rios Boulevard. 15 members and 1 alternate were present.

ITEMS FOR DISCUSSION

- I) **Minutes: September 13, 2023** –The Task Force had no amendments to the September 13, 2023, meeting minutes which were therefore approved as presented.
- II) **Agenda Overview** – Mr. Barton presented a review of the agenda and goals for the evening, including a closed session presentation from Michelle D’Andrea, Deputy City Attorney, and a facilitated discussion regarding potential solutions.
- III) **Closed Session for Legal Advice Regarding Short-term Rentals** – Ms. D’Andrea provided legal advice to the Short-term Rental Task Force.
- IV) **Objectives & Process** – Mr. Barton presented a review of the Phase I Findings, Issues, and Considerations and discussed the process for determining potential solutions during Phase II.
- V) **Facilitated Discussion: Potential Solutions** – Mr. Barton guided the Short-term Rental Task Force in a discussion regarding potential solutions based on the Task Force survey sent by city staff. The Task Force gave further direction on the potential solutions as follows:

Tentative Consent:

- 3a: Require local property management who actively manages the site
- 3b: Require local contact who can be available to address issues
- 3c: Hosts must be responsive to issues in a reasonable time
- 4a: Require registration or licensing of STR
- 4b: Require regular renewals of registration
- 4c: Prohibit listing STR on a platform without registration
- 4e: Require posting of registration/license inside property
- 4f: Require hosts to post rules (incl. city noise ordinance)
- 4j: Multiple violations should result in escalating penalties
- 5d: STRs may be permitted anywhere a hotel is allowed in commercial, mixed-use, and transit-oriented development areas
- 7c: Repeat violation of trash/debris results in penalties
- 7d: Must not be used as "commercial amusement" use unless permitted by zoning and has CO for use


Needs more discussion or information:

- 4d: Can only advertise STR on platforms listed on registration application
- 4g: Require training to get registration (e.g., STR best practices, human trafficking)

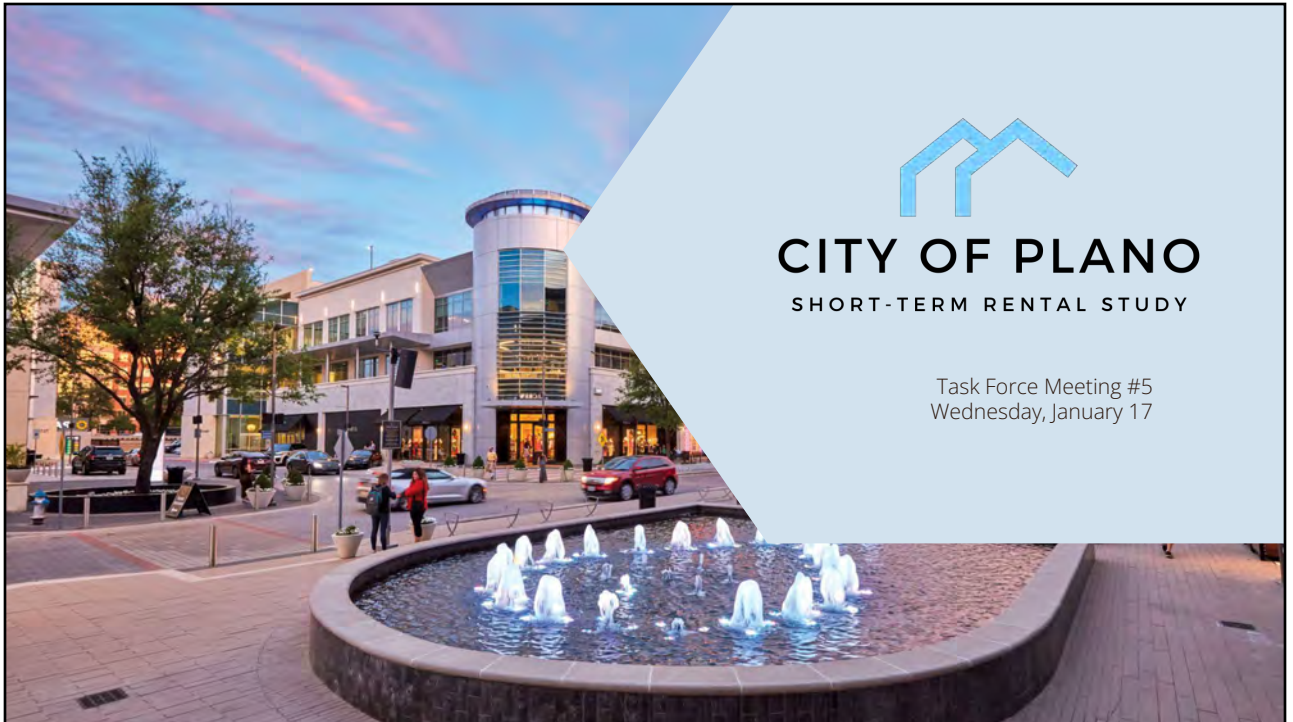
- 4h: Require insurance
- 4i: Renters must have permission of property owner to sub-lease their unit as STR
- 4k: Registrations should be suspended when there are repeat or severe offenses such as felony convictions
- 5a: Require minimum distance between STRs
- 5b: Restrict number of STRs per specified area (e.g., neighborhood, block)
- 5c: STRs may be permitted when a temporary use and without significant opposition from nearby neighbors
- 6a: Require minimum stay
- 6b: Require maximum stay
- 7a: Restrict on-street parking in neighborhoods by petition of residents
- 7b: No amplified sound after 10 pm
- 8a: Amortization of existing STRs (payment to operator in exchange for them shutting down)

VI) Action Items and Next Steps – Mr. Barton discussed the next steps for the Short-term Rental Task Force, which include identifying what additional information or implementation ideas we need to pursue and discussion of additional major issues, such as conditions and/or placement of STRs.

With no further discussion, Chair Dyer adjourned the meeting at 8:56 p.m.



Phil Dyer, Chair



AGENDA

WELCOME AND MINUTES

Intro from the Chair, recap, and minutes approval (5 min)

EXECUTIVE SESSION FOR LEGAL BRIEFING

(20 min)

AGENDA AND GOALS

Review tonight's agenda, set goals for this meeting (10 min)

COMMUNITY FABRIC

Define and discuss what makes up the community fabric of Plano (30 min)

01

02

03

04

AGENDA

HOMEWORK RESULTS

Review results of the Task Force homework assignment, discuss final items (60 min)

OPEN HOUSE #2

PREVIEW

A preview of the upcoming February 7th Open House meeting (15 min)

SUMMARY AND QUESTIONS

General questions and final comments from Task Force members (10 min)

MEETING RECAP

Decisions, deadlines, and upcoming events (5 min)

05

06

07

07

WELCOME AND MINUTES

Intro from the Chair, recap, and minutes approval



EXECUTIVE SESSION FOR LEGAL BRIEFING



AGENDA AND GOALS

Review tonight's agenda, set goals for this meeting



GOALS FOR TONIGHT

- A. Clarify priorities and define community fabric
- B. Integrate homework results with previous decisions
- C. Tease out feedback and provide direction to staff
- D. Review and approve plans for Open House #2

AGENDA

WELCOME AND MINUTES
Intro from the Chair, recap, and
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FOR LEGAL BRIEFING**
(20 min)

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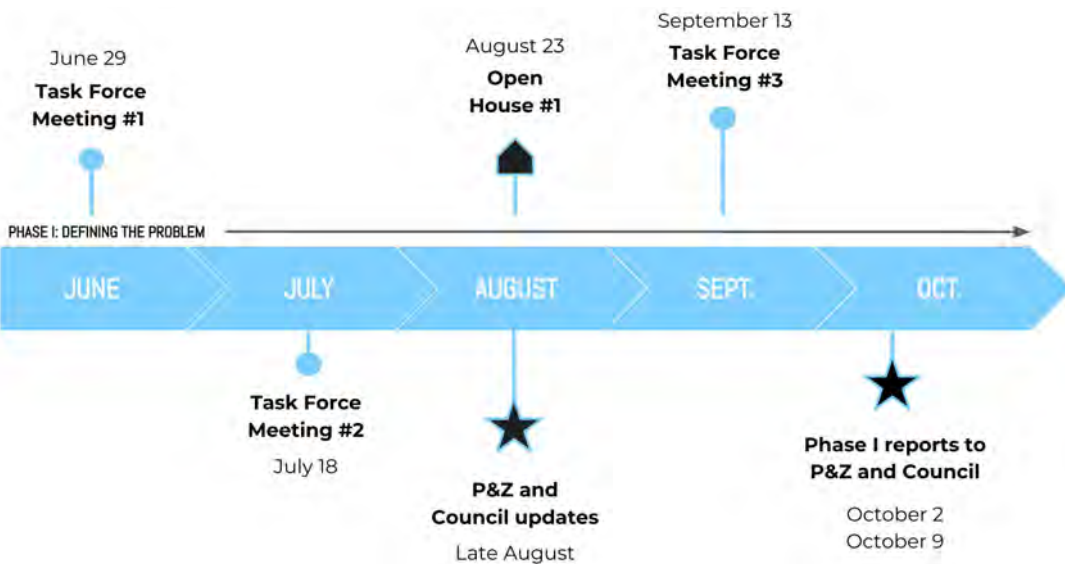
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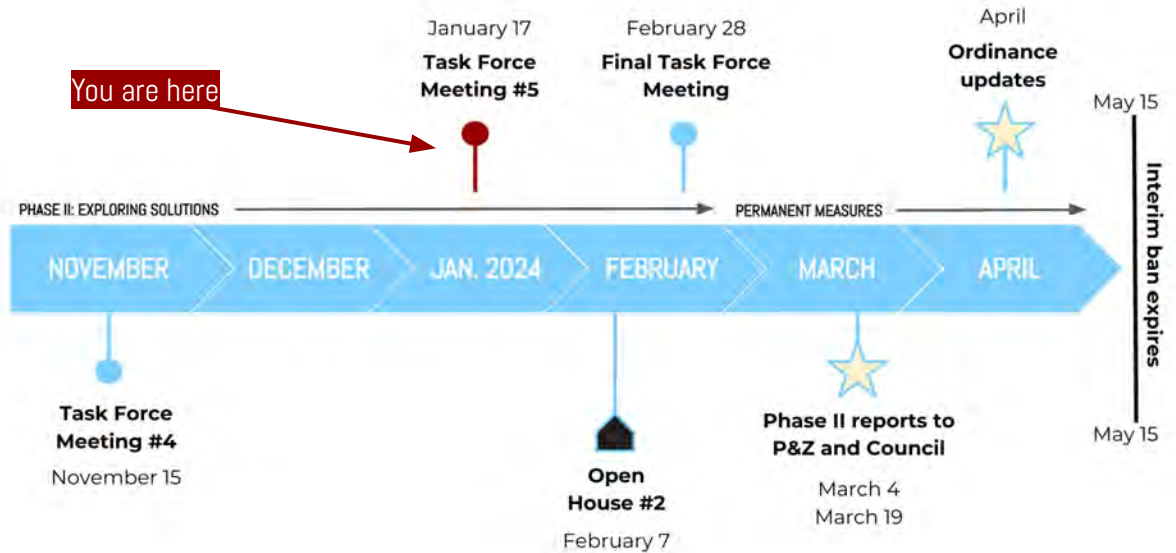
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07

TIMELINE REVIEW



TIMELINE REVIEW



UPCOMING DATES AND DEADLINES

<u>Jan. 17</u>	TASK FORCE MEETING #5	Finish sorting potential solutions	Review what to present at Open House 2	
<u>Feb. 07</u>	OPEN HOUSE MEETING 2	Present findings from Phase I	Present potential solutions	Survey participants regarding potential solutions
<u>Feb. 28</u>	TASK FORCE MEETING #6	Review Open House results	Follow-up discussions and legal updates from staff	Facilitated review of Final Report
<u>Mar. 01</u>	FINAL REPORT	Final report finished and sent to Task Force, P&Z, and Council		
<u>Mar. 04</u> <u>Mar. 19</u>	FINAL PRESENTATION	Present to Planning & Zoning	Present to City Council	

PHASE I REVIEW



Phase I Findings

The Task force identified and reached agreement on 3 main findings, which flowed into two sets of related issues and considerations.



Phase II will tease out solutions

- Re: Finding 1: How should Plano mitigate effects on quality of life?
- Re: Finding 2: What conditions may be needed for an STR to be appropriate?
- Re: Finding 3: What sort of regulations might be most effective?



Potential solutions

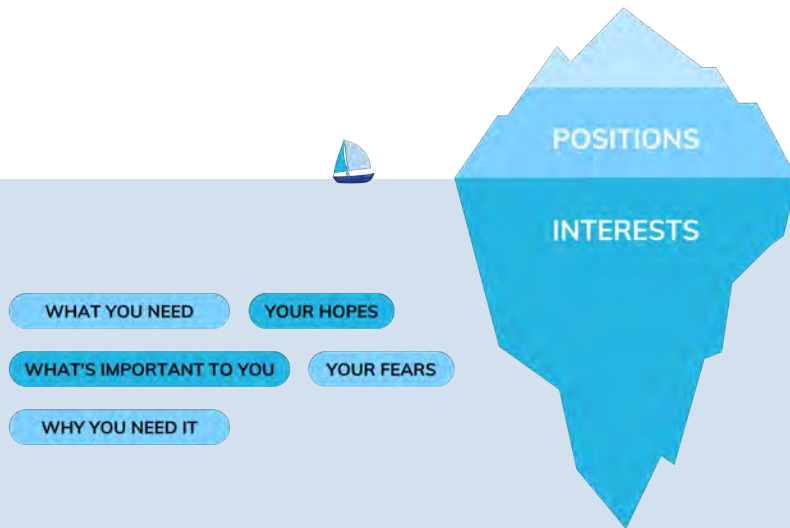
At the last meeting the Task Force grouped solutions into two buckets - tentative consent or needs more discussion or information, based on a list of solutions ranked as a part of the Task Force homework.

DECISIONS FROM LAST MEETING

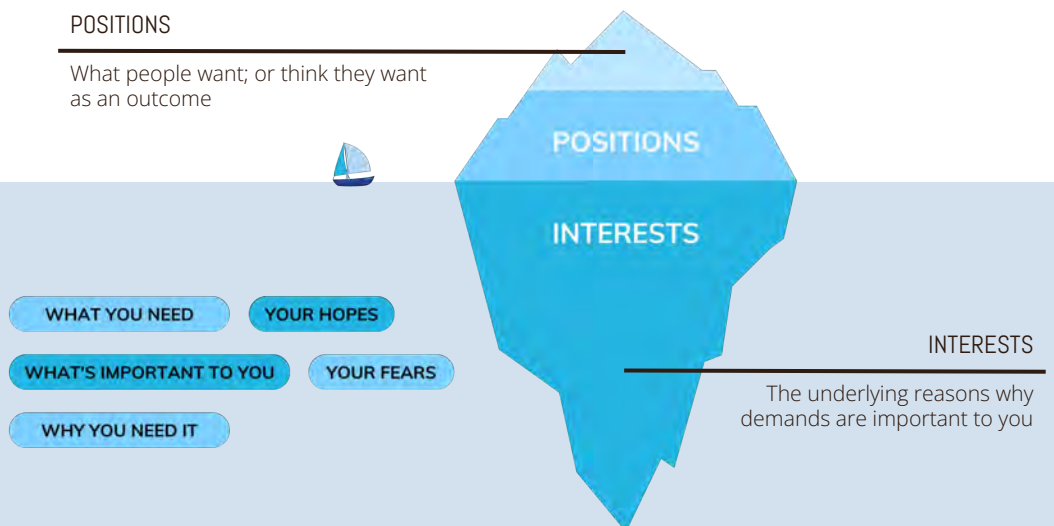
These are the solutions that received tentative consent at the November 15, 2023 meeting

- 3a: Require local property management who actively manages the site
- 3b: Require local contact who can be available to address issues
- 3c: Hosts must be responsive to issues in a reasonable time
- 4a: Require registration or licensing of STR
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- 4c: Prohibit listing STR on a platform without registration
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- 5d: STRs may be permitted anywhere a hotel is allowed in commercial, mixed-use, and transit-oriented development areas
- 7c: Repeat violation of trash/debris results in penalties
- 7d: Must not be used as "commercial amusement" use unless permitted by zoning and has CO for use

POSITIONS VS. INTERESTS



POSITIONS VS. INTERESTS



WHAT MAKES A SOLUTION?



COMMUNITY FABRIC

Define and discuss what makes up the community fabric of Plano



COMMUNITY FABRIC

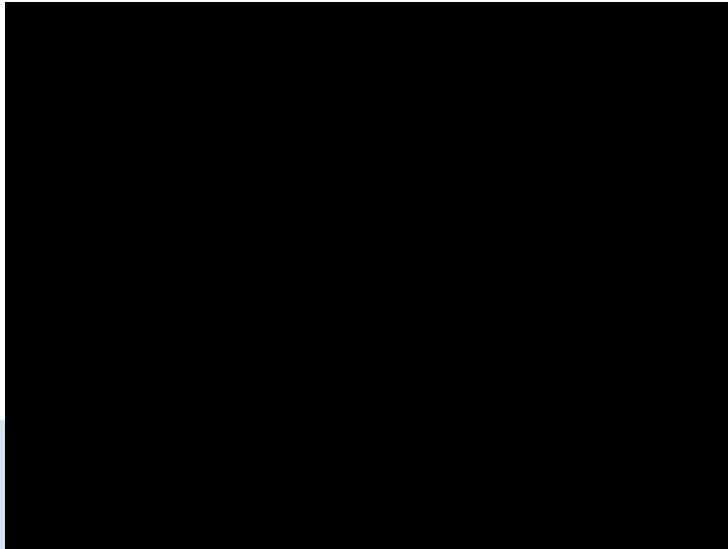
The following list includes elements that experts from Plano Police and Neighborhood Services think demonstrate Community Fabric in Plano. Neighborhood Services has provided a separate graphic included on the next slide.

1. Contact the Crime Prevention Unit to help you organize a Neighborhood Watch program.
2. Know your neighbors adjacent, across, and behind you.
3. Report suspicious activity
4. Form a neighborhood group and register for leadership training.
5. Organize inclusive events.
6. Help neighbors in need.
7. Communicate across multiple platforms and languages.
8. Foster volunteerism around a neighborhood project.
9. Be intentional with connecting with your neighbors.
10. Identify shared interests (book/cooking/walking club, play dates, etc...)
11. Discover your gifts, community assets, and resources.
12. Create a sense of belonging.

COMMUNITY FABRIC



COMMUNITY FABRIC - POLICE DEPARTMENT VIDEO



HOMEWORK RESULTS

Review results of the Task Force homework assignment, discuss final items



HOMEWORK SUMMARY

- A. The second homework assignment was shared with the Task Force on December 13th
- B. Homework #2 consisted of 13 survey questions and focused on teasing out support for potential solutions
- C. City Staff compiled and analyzed data from 20 responses

Short-term Rental Task Force Potential Solutions in Relation to Phase I Issues and Findings and Survey Results

Supported by 23+ of Task Force	<p>3a4a: STR registration must include links to all listings on all platforms – Grandfathered/New</p> <p>3b4b: Require liability insurance – Grandfathered/New</p> <p>3c4c: Violation citations result in publicly viewable lists with easy access for the public and potential STR renters (such as Environmental Health restaurant inspections/citations) – Grandfathered/New</p> <p>5: Should City Council, through the Planning & Zoning Commission, update the Zoning Ordinance to identify districts or locations where new STRs may be appropriate or inappropriate?</p> <p>6: Should City Council, through the Planning & Zoning Commission, update the Zoning Ordinance definitions that may relate to STRs for uses such as, but not limited to Assembly Hall, Commercial Amusement (Indoor and Outdoor), Bed and Breakfast Inn, Rooming/Boarding House</p> <p>7: Should STRs be subject to one-year suspension of registration for one-time severe offenses that cause significant public harm?</p> <p>9: What type of training for new or renewing STR owners is important?</p> <p>9a: Plano's STR Ordinance requirements</p> <p>9b: How to complete and submit STR registration</p> <p>9c: How to meet the city's noise standards</p> <p>9e: Trash and waste pick-up regulations and resources</p> <p>9g: Human trafficking awareness and prevention</p>	Supported by 13+ of Question Respondents	<p>4b: Establish a minimum distance separation between STRs – New</p> <p>8: The City should consider amortization or buy-outs of STRs in the following scenarios:</p> <p>8d: At the discretion of elected officials who weigh the specific situation given the costs and benefits</p> <p>10: Would you support the City developing a voluntary relocation program for existing, licensed STR owners in non-preferred areas to relocate their STRs into designated STR areas, providing financial incentives or partial amortization in return for the relocation?</p>
		Supported by Less Than 13 of Question Respondents	<p>3g: I do not think additional regulations are needed for grandfathered STRs besides what is already agreed to by the Task Force.</p> <p>4: I do not think additional regulations are needed for new STRs besides what is already agreed to by the Task Force.</p> <p>6: The City should consider amortization or buy-outs of STRs in the following scenarios:</p> <p>8e: I do not support amortization or buy-outs</p> <p>9: What type of training for new or renewing STR owners is important?</p> <p>9h: None of the above</p>
Supported by 23+ of Question Respondents	<p>3d4d: Address on-street parking requirements as part of a larger analysis of street parking issues citywide – Grandfathered/New</p> <p>8: The City should consider amortization or buy-outs of STRs in the following scenarios:</p> <p>8c: Closure of STRs with repeat citations</p>	Opposed by 23+ of Question Respondents	<p>11: In areas with mandatory HOAs, should it be the responsibility of the HOA to prohibit STRs and enforce the prohibition?</p> <p>12: If asked for your advice, would you recommend to a City Council member that they delay decisions until the Dallas lawsuit is decided, even if that means extending the temporary ban for a year or more?</p>
Supported by 12+ of Question Respondents	<p>3d4d: Require STR operators to utilize city-directed technology as tools for property monitoring (e.g., noise level sensors and exterior cameras) – Grandfathered/New</p> <p>3d4f: Require that STR stays must be for a minimum number of nights – Grandfathered/New</p> <p>4g: Maximum density of STRs in a specified area (limiting the total number of STRs in a given neighborhood or area) – New</p> <p>4c: Limit operation of new STRs to a maximum number of rental nights per year – New</p> <p>8: The City should consider amortization or buy-outs of STRs in the following scenarios:</p> <p>8a: To reduce the number of existing (grandfathered) STRs</p> <p>8c: Closure of STRs with a single serious offense</p> <p>9: What type of training for new or renewing STR owners is important?</p> <p>9d: How to comply with the city's parking regulations</p> <p>9f: Property maintenance training</p>	Received Tentative Consent on November 15, 2023	<p>i: Require local property management who actively manages the site</p> <p>ii: Require local contact who can be available to address issues</p> <p>iii: Hosts must be responsive to issues in a reasonable time</p> <p>iv: Require registration or licensing of STR</p> <p>v: Require regular renewals of registration</p> <p>vi: Prohibit listing STR on a platform without registration</p> <p>vii: Require posting of registration/license inside property</p> <p>viii: Require hosts to post rules (incl. city noise ordinance)</p> <p>ix: Multiple violations should result in escalating penalties</p> <p>x: STRs may be permitted anywhere a hotel is allowed in commercial, mixed-use, and transit-oriented development areas</p> <p>xi: Repeat violation of trash/debris results in penalties</p> <p>xii: Must not be used as "commercial amusement" use unless permitted by zoning and has CO for use</p>

Graphics provided by City of Plano Staff

CONSENSUS ITEMS

Supported by 2/3+ of Task Force	<p>3a/4a: STR registration must include links to all listings on all platforms – Grandfathered/New</p> <p>3b/4b: Require liability insurance – Grandfathered/New</p> <p>3c/4c: Violation citations result in publicly viewable lists with easy access for the public and potential STR renters (such as Environmental Health restaurant inspection/ratings) – Grandfathered/New</p> <p>5: Should City Council, through the Planning & Zoning Commission, update the Zoning Ordinance to identify districts or locations where new STRs may be appropriate or inappropriate?</p> <p>6: Should City Council, through the Planning & Zoning Commission, update the Zoning Ordinance definitions that may relate to STRs for uses such as, but not limited to Assembly Hall, Commercial Amusement (Indoor and Outdoor), Bed and Breakfast Inn, Rooming/Boarding House</p> <p>7: Should STRs be subject to one-year suspension of registration for one-time severe offences that cause significant public harm?</p> <p>9: What type of training for new or renewing STR owners is important?</p> <p>9a: Plano's STR Ordinance requirements</p> <p>9b: How to complete and submit STR registration</p> <p>9c: How to meet the city's noise standards</p> <p>9e: Trash and waste pick-up regulations and resources</p> <p>9g: Human trafficking awareness and prevention</p>
Supported by 2/3+ of Question Respondents	<p>3e/4e: Address onsite parking requirements as part of a larger analysis of street parking issues citywide – Grandfathered/New</p> <p>8: The City should consider amortization or buy-outs of STRs in the following scenarios:</p> <p>8b: Closure of STRs with repeat violations</p>

AGREEMENT?

*Do we have agreement on
high-consensus items?*

(2/3 or more support)

LOW SUPPORT

Supported by 1/3+ of Question Respondents	<p>4h: Establish a minimum distance separation between STRs – New</p> <p>8: The City should consider amortization or buy-outs of STRs in the following scenarios: 8d: At the discretion of elected officials who weigh the specific situation given the costs and benefits</p> <p>10: Would you support the City developing a voluntary relocation program for existing, licensed STR owners in non-preferred areas to relocate their STRs into designated STR areas, providing financial incentives or partial amortization in return for the relocation?</p>
Supported by Less Than 1/3 of Question Respondents	<p>3g: I do not think additional regulations are needed for grandfathered STRs besides what is already agreed to by the Task Force.</p> <p>4j: I do not think additional regulations are needed for new STRs besides what is already agreed to by the Task Force.</p> <p>8: The City should consider amortization or buy-outs of STRs in the following scenarios: 8e: I do not support amortization or buy-outs</p> <p>9: What type of training for new or renewing STR owners is important? 9h: None of the above</p>
Opposed by 2/3+ of Question Respondents	<p>11: In areas with mandatory HOAs, should it be the responsibility of the HOA to prohibit STRs and enforce the prohibition?</p> <p>12: If asked for your advice, would you recommend to a City Council member that they delay decisions until the Dallas lawsuit is decided, even if that means extending the temporary ban for a year or more?</p>

AGREE TO DISAGREE

Do we have consensus on items that won't move forward?

"MIDDLE GROUND" MENTIMETER EXERCISE



01

Grab your phone

www.menti.com

02

Go to www.menti.com



03

Enter the code:
5818 2528

MIDDLE GROUND

Are there any more issues to discuss?

OPEN HOUSE PREVIEW

A preview of the upcoming February 7th
Open House meeting



OPEN HOUSE: GOALS

- #1 Share current direction and tentative decisions with the public
- #2 Receive public comments on the emerging plan
- #3 Gather additional data to support the Task Force as it prepares its final report

OPEN HOUSE: OUTREACH



WEB

Advertised on the City website as well as Planostr.com



TRADITIONAL MEDIA

Press release through multiple outlets



SOCIAL MEDIA

Announcement made across City's social channels



CITY ASSISTANCE

Additional assistance from City's communication staff

OPEN HOUSE #2 OVERVIEW

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
- Summary of where we are today

DATA OVERVIEW

- What we've heard from the public
- Baseline STR data
- Legal + constitutional issues
- Project timeline

OPEN HOUSE #2, continued

PRELIMINARY FINDINGS AND DIRECTION

- Phase 1 findings
- Preliminary Phase 2 recommendations

PUBLIC INPUT

- Cell phone polling to gauge public opinion on the direction of the Task Force
- General comment table

OPEN HOUSE: DATES AND DEADLINES

- ✓ Advertising for the Open House began last week
- ✓ Located at event1013: 1013 E. 15th Street
- ✓ Open House runs from 6-8pm Wednesday, February 7, available online from February 5-11

SUMMARY AND QUESTIONS

General questions and final comments
from Task Force members



MEETING RECAP

Decisions, deadlines, and upcoming
events



THANK YOU

Questions? Don't hesitate to ask!

Jeff Barton, AICP
jeff@gapstrategies.com

Kara Bishop Buffington
kara@gapstrategies.com



Gap Strategies

SHORT-TERM RENTAL TASK FORCE
January 17, 2024

MEMBERS PRESENT

Phil Dyer, Chair
Mark Bower
Clara Damti
Christy Davidson
Bill France
Amy Hanson
Anne Hill
Laura Jones
Ian Mattingly
Lynn McClimon
Pat Morgan
Scott Palmer
Mark Pulliam
Kristin Reinaker
James Skelly
John Skelton
Glen Smith

MEMBERS ABSENT

Janet Plotkin
Cristi Sliter

COUNCIL LIAISONS PRESENT

Julie Holmer

STAFF PRESENT

Christina Day, Director of Planning
Michelle D'Andrea, Deputy City Attorney
Christina Sebastian, Land Records Planning Manager
Jordan Rockerbie, Interim Lead Planner
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

Chair Dyer convened the Short-term Rental Task Force on Wednesday, January 17, 2024, at 6:04 p.m. at The Nature & Retreat Center at Oak Point Park, 5901 Los Rios Boulevard. 17 members were present.

ITEMS FOR DISCUSSION

I) **Minutes: November 15, 2023**

The Task Force had no amendments to the November 15, 2023, meeting minutes which were therefore approved as presented.

II) **Closed Session for Legal Advice Regarding Short-term Rentals** – Ms. D’Andrea provided legal advice to the Short-term Rental Task Force.

III) **Agenda Overview** – Mr. Barton presented a review of the agenda and goals for the evening. At the request of Task Force members, Mr. Barton agreed to send the materials for the Open House to the Task Force prior to the start of the Open House, but noted that any substantive changes would be difficult to address due to the short time frame. There were questions from Task Force members regarding an outside survey circulating regarding short-term rentals, and it was confirmed this survey was not from the city nor part of the Short-term Rental Study.

IV) **Community Fabric Discussion** – Mr. Barton presented information provided by the Plano Police Department and Neighborhood Services that helped to demonstrate what Community Fabric is in the City of Plano. Discussion was held.

V) **Facilitated Discussion: Potential Solutions** – Mr. Barton guided the Short-term Rental Task Force through a discussion on support for potential solutions based on the Task Force survey sent by city staff. The Task Force worked to refine the potential solutions in relation to Phase I Issues, Findings, and Considerations.

a. **Consensus Items (supported by 66% or more of respondents in original survey):**

3a/4a: STR registration must include links to all listings on all platforms – Grandfathered/New

3b/4b: Require liability insurance – Grandfathered/New

3c/4c: Violation citations result in publicly viewable lists with easy access for the public and potential STR renters (such as Environmental Health restaurant inspection/ratings) – Grandfathered/New

3e/4e: Address onsite parking requirements as part of a larger analysis of street parking issues citywide – Grandfathered/New

6: Should City Council, through the Planning & Zoning Commission, update the Zoning Ordinance definitions that may relate to STRs for uses such as, but not limited to Assembly Hall, Commercial Amusement (Indoor and Outdoor), Bed and Breakfast Inn, Rooming/Boarding House

7: Should STRs be subject to one-year suspension of registration for one-time severe offences that cause significant public harm?

8: The City should consider amortization or buy-outs of STRs in the following scenarios:

8b: Closure of STRs with repeat violations

9: What type of training for new or renewing STR owners is important?

9a: Plano's STR Ordinance requirements.

9b: How to complete and submit STR registration.

9c: How to meet the city's noise standards.

9e: Trash and waste pick-up regulations and resources.

9g: Human trafficking awareness and prevention.

Result: The Task Force agreed to move the Consensus Items forward with the exception of Item 3c/4c. One member was opposed.

5: Should City Council, through the Planning & Zoning Commission, update the Zoning Ordinance to identify districts or locations where new STRs may be appropriate or inappropriate?

Result: The Task Force agreed to move Item 5 forward, adding "...prior to removing the ban." Three members were opposed.

b. Low Support Items (supported by less than 50% of respondents in original survey):

3g: I do not think additional regulations are needed for grandfathered STRs besides what is already agreed to by the Task Force.

4h: Establish a minimum distance separation between STRs – New.

4j: I do not think additional regulations are needed for new STRs besides what is already agreed to by the Task Force.

8: The City should consider amortization or buy-outs of STRs in the following scenarios:

8d: At the discretion of elected officials who weigh the specific situation given the costs and benefits.

8e: I do not support amortization or buy-outs.

9: What type of training for new or renewing STR owners is important?

9h: None of the above.

10: Would you support the City developing a voluntary relocation program for existing, licensed STR owners in non-preferred areas to relocate their STRs into designated STR areas, providing financial incentives or partial amortization in return for the relocation?

11: In areas with mandatory HOAs, should it be the responsibility of the HOA to prohibit STRs and enforce the prohibition?

- 12:** If asked for your advice, would you recommend to a City Council member that they delay decisions until the Dallas lawsuit is decided, even if that means extending the temporary ban for a year or more?

Result: The Task Force agreed to dismiss the Low Support Items from further consideration.

c. Individual Discussion Items:

3d/4d: Require STR operators to utilize city-directed technology as tools for property monitoring (e.g., noise level sensors and exterior cameras) – Grandfathered/New

Result: 14 Task Force members supported moving Idea 3d/4d forward for full dwellings only. Two members opposed and one abstained. Idea 3d/4d was dismissed for partial dwelling rentals.

3f/4f: Require that STR stays must be for a minimum number of nights – Grandfathered/New

Result: Nine Task Force members supported moving Idea 3f/4f forward as a tool to help refine zoning. Six members opposed.

4g: Maximum density of STRs in a specified area (limiting the total number of STRs in a given neighborhood or area) – New

Result: 12 Task Force members supported moving Idea 4g forward as a tool to help refine zoning. Three members opposed.

4i: Limit operation of new STRs to a maximum number of rental nights per year – New

Result: 10 Task Force members supported moving Idea 4i forward as a tool to provide some flexibility to residents who may need to rent out their home for unusual circumstances. Five members opposed. The Task Force agreed that there should be no maximum number of rental nights across the board.

8: The city should consider amortization or buy-outs of STRs in the following scenarios:

8a: To reduce the number of existing (grandfathered) STRs.

Result: 12 Task Force members supported moving Idea 8a forward. Five members opposed.

8c: Closure of STRs with a single serious offense.

Result: 11 Task Force members supported moving Idea 8c forward. Two members opposed.

9: What type of training for new or renewing STR owners is important?

9d: How to comply with the city's parking regulations.

Result: The Task Force agreed unanimously to move Idea 9d forward with a discount on registration fees.

9f: Property maintenance training.

Result: The Task Force agreed unanimously to move Idea 9f forward with a discount on registration fees.

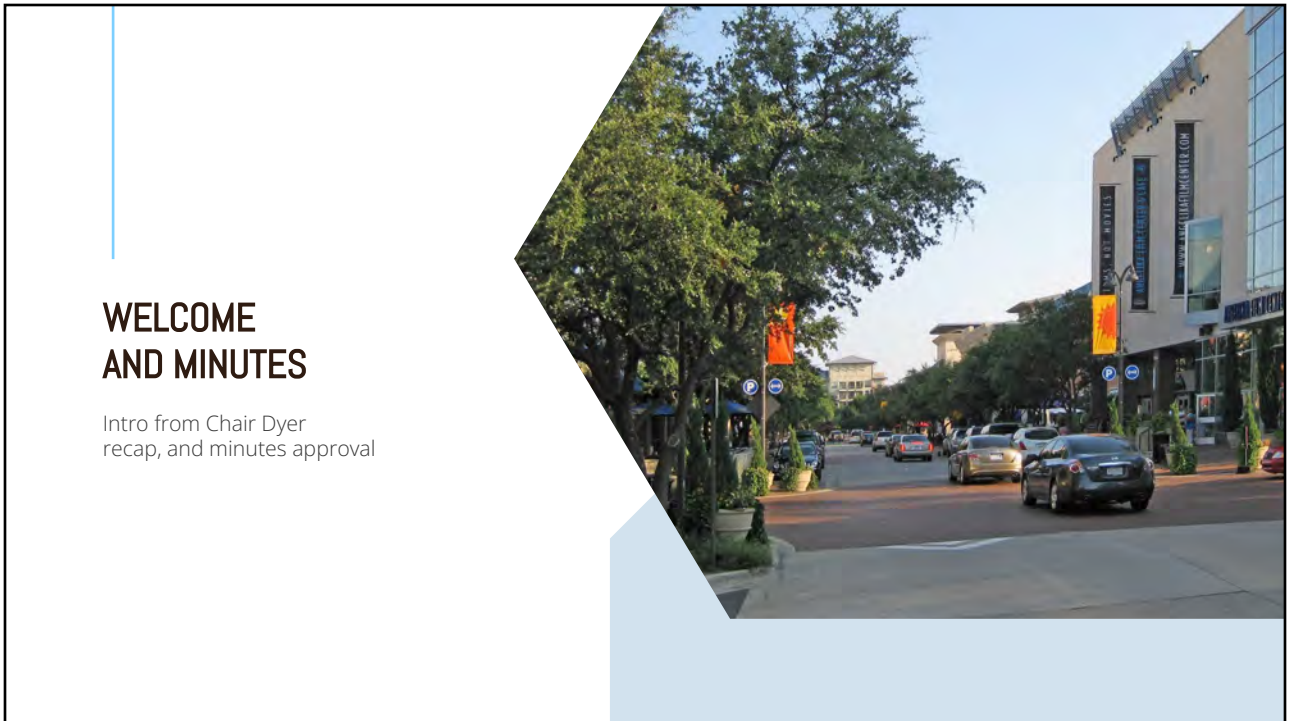
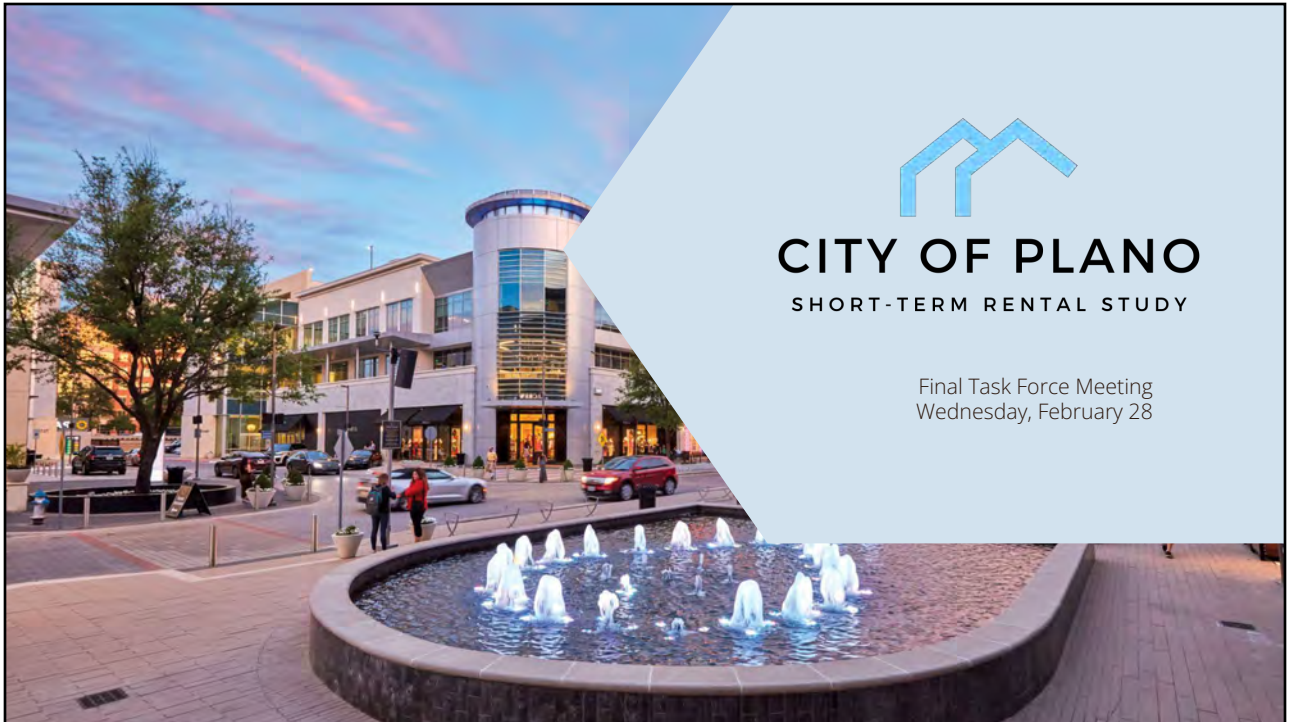
VI) Review of Open House Program – Mr. Barton provided a brief overview of the upcoming Open House including the goals for the evening, a preview of the outreach provided, and dates and deadlines around the virtual Open House.

VII) Summary and Questions – Mr. Barton provided the Task Force with the opportunity to ask any other questions and to provide final comments. Discussion was held.

VIII) Action Items and Next Steps – Mr. Barton provided a review of next steps for the Task Force. Discussion was held.

With no further discussion, Chair Dyer adjourned the meeting at 9:38 p.m.

Phil Dyer, Chair



AGENDA AND GOALS

Review tonight's agenda,
set goals for this meeting



AGENDA

WELCOME AND MINUTES

Intro from Chair Dyer, recap,
and minutes approval (5 min)

AGENDA AND GOALS

Review tonight's agenda, set
goals for this meeting (5 min)

OVERVIEW OF OUR WORK TO DATE

Review the work of the
Task Force so far (5 min)

REVIEW OF OPEN HOUSE RESULTS

Review results from the second
Open House (10 - 15 min)

01

02

03

04

AGENDA

REVIEW PHASE II REPORT

Discuss, amend, and review the Draft
Phase II Report (30 - 45 min)

05

FINAL ADOPTION

Consideration and adoption of
the Phase II Report (10 - 30 min)

06

NEXT STEPS

Decisions, deadlines, and
upcoming events (5 min)

07

FINAL COMMENTS FROM THE CHAIR

Final comments from Chair Dyer
and adjournment (5 min)

08

GOALS FOR TONIGHT

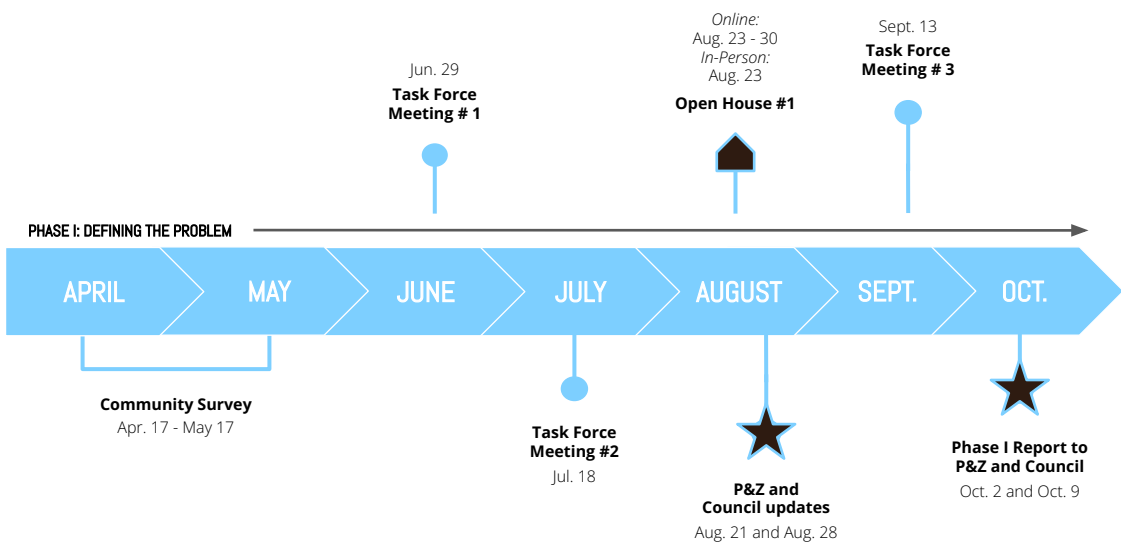
- A. Recap the Open House and results
- B. Confirm or revise preliminary recommendations
- C. Discussion and decision on full-home vs. live-in (partial-home) STRs, and any other issues/amendments raised by Task Force Members
- D. Approve final report

OUR WORK TO DATE

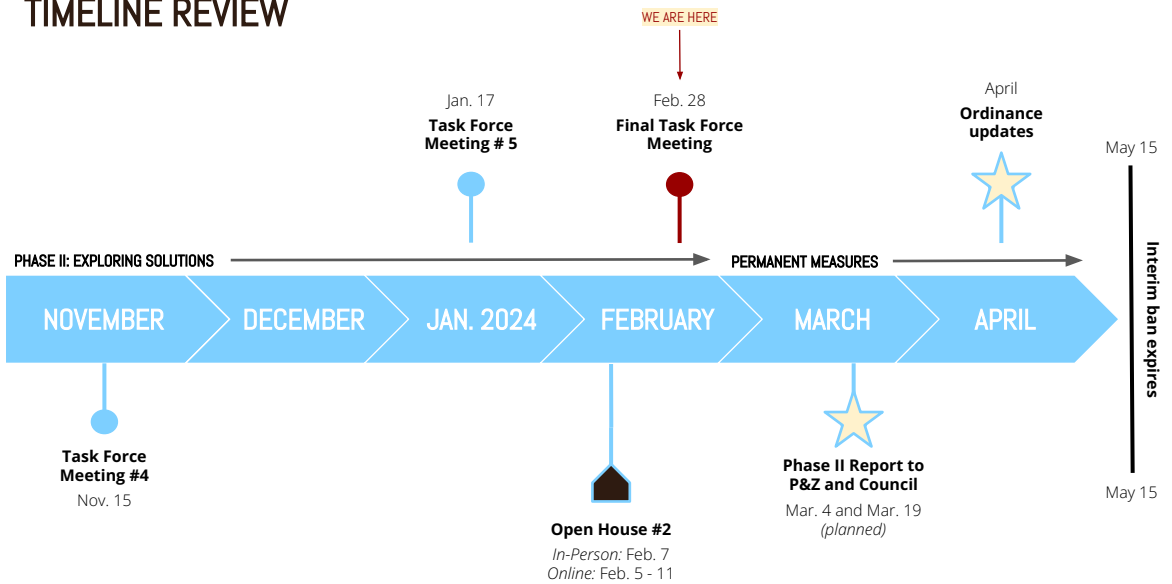
Review the work of the Task Force so far (5 min)



TIMELINE REVIEW



TIMELINE REVIEW



OPEN HOUSE RESULTS

Review results from the second Open House



REMINDER OF EARLY PUBLIC ENGAGEMENT



April 2023 community survey
with **6,109 respondents**



August 2023 open house with
109 in-person participants

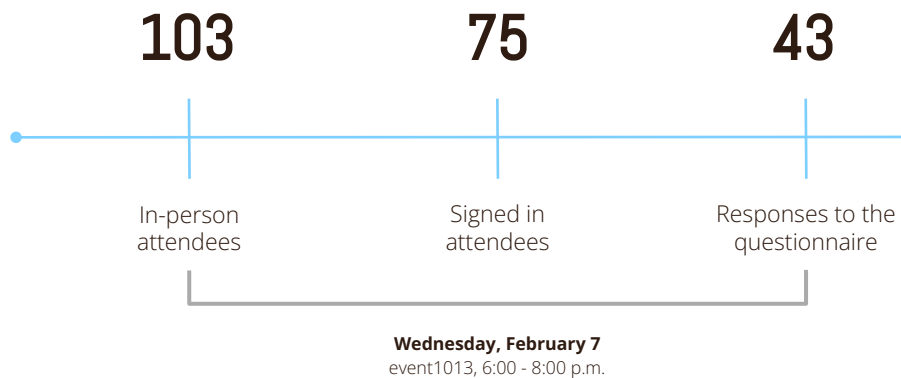


August 2023 open house with
1,922 online participants



Open House #1

OPEN HOUSE #2: IN-PERSON RESULTS



OPEN HOUSE #2: ONLINE RESULTS

1,128

Online
attendees

87%

Participant
completion rate

205

Responses to the
questionnaire

Monday, February 5 - Sunday, February 11
PlanoSTR.com

OPEN HOUSE FORMAT AND INFORMATION

1

Welcome video with introductory message about the STR Study

2

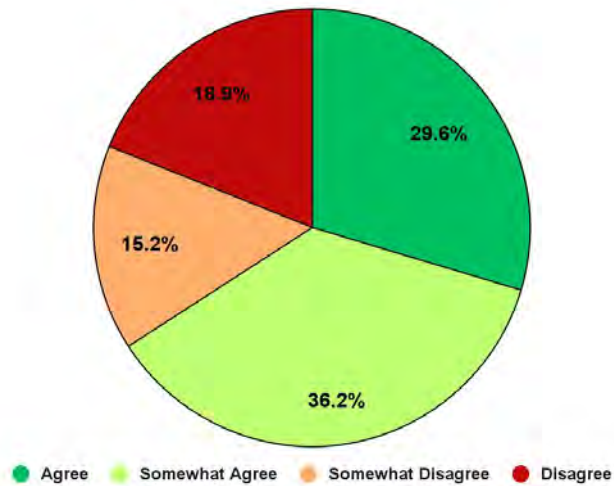
Boards for review that gave information about the study, what's happened so far, and the tentative recommendations

3

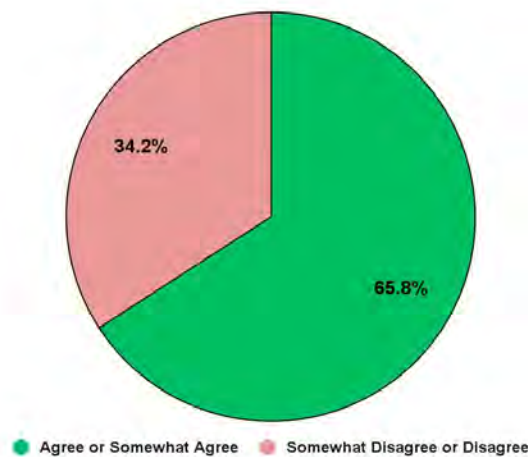
Opportunities to let Task Force know if they're on the right track and provide general comments



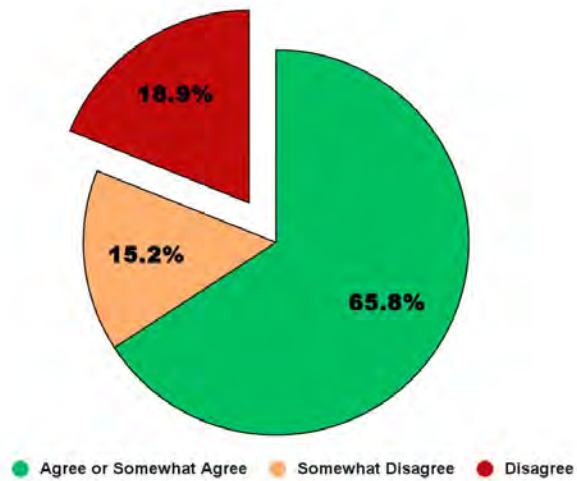
IS THE TASK FORCE GENERALLY HEADED IN THE RIGHT DIRECTION?



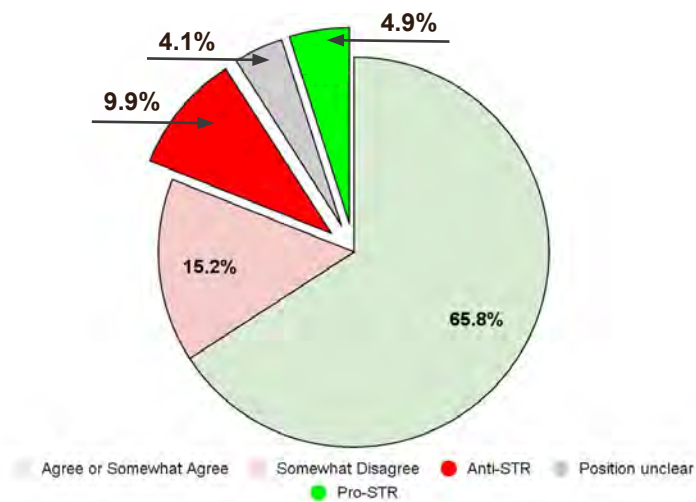
ABOUT 2/3 OF PARTICIPANTS AGREE OR SOMEWHAT AGREE



18.9% OF RESPONDENTS STRONGLY DISAGREE



DIFFERING OPINIONS AMONG THE 18.9% WHO DISAGREE



11



Journal Pre-proof

Discuss, amend, and review the Draft Phase II Report

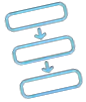


A RECAP OF PHASES I AND II



PHASE I FINDINGS

The Task force reported three main findings, which included a series of related “critical issues” that stemmed from each of the findings



PHASE II FOCUSED ON HOW BEST TO ADDRESS PHASE I FINDINGS

- Finding 1: How should Plano mitigate effects on quality of life?
- Finding 2: What conditions may be needed for an STR to be appropriate?
- Finding 3: What sort of regulations might be most effective?



PRELIMINARY RECOMMENDATIONS

Task Force members developed ideas for STR management to address specific issues that were identified in Phase I. Not all recommendations sent to the Open House received unanimous support, but all had support of at least 60% of Task Force members (and most had 75% support or more).

EXPLAINING OUR NEXT STEPS



First, we'll take a vote on how Task Force members feel about **STRs with “live-in” management** vs. those without.

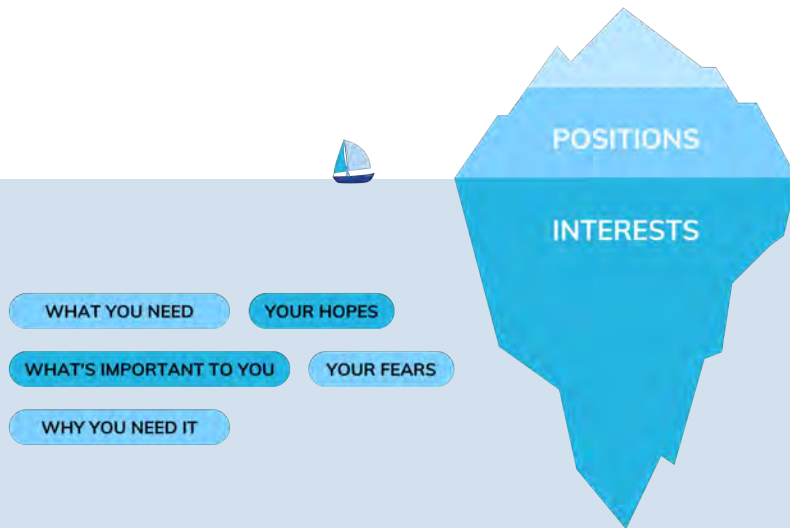


Next, members will be asked to **vote individually on the four categories of recommendations** that were presented at the Open House.

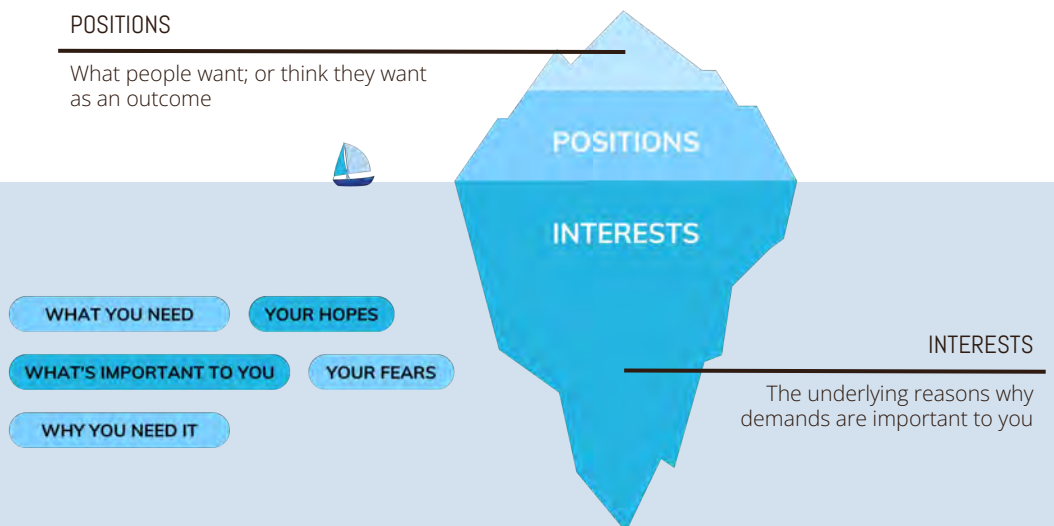


Finally, members will have a chance to vote on whether to **adopt the Phase II report** in its entirety, including any amendments.

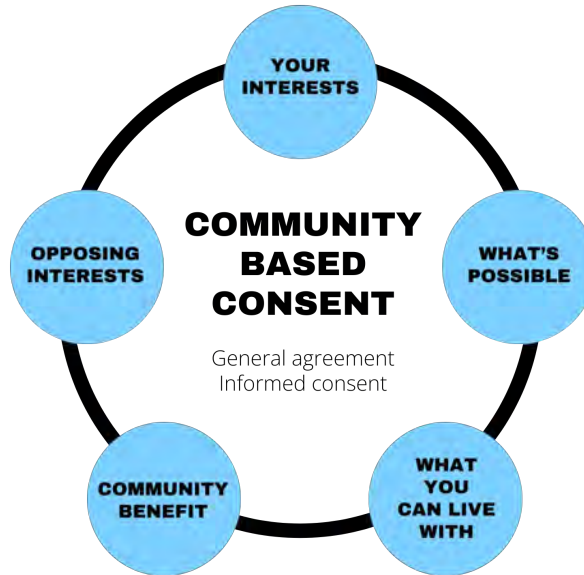
POSITIONS VS. INTERESTS



POSITIONS VS. INTERESTS



WHAT MAKES A SOLUTION?



LET'S GET YOUR PHONES READY



01

Please take your
phone out



02

Don't have a phone?
Raise your hand.



03

Make sure you have
service or are on the wifi

LET'S GET YOUR PHONES READY



04

Go to
menti.com



OR..

Scan the QR code above
(or the one on your paper)



5352 8886

05


Enter the code
5352 8886

INITIAL VOTES...

**IT'S TIME TO SWITCH TO
CELL PHONE VOTING...**

DIFFERENTIATING “LIVE-IN” STRS?

It is appropriate to have some different regulatory standards for STRs with live-in management because they have less impact on the community fabric.



REGISTRATION AND PROPERTY MGMT. REQUIREMENTS

1. Require registration or licensing of STRs
2. Prohibit listing an STR on a platform without registration
3. Require regular renewals of registration
4. Require posting of registration / license inside property
5. Require hosts to post rules (including city noise ordinance)
6. STR registration must include links to all listings on all platforms
7. Require liability insurance
8. Require a local contact who can be available to address issues

REGISTRATION AND PROPERTY MGMT. REQUIREMENTS, CONT.

9. Require local property management who actively manages the site
10. Hosts must be responsive to issues in a reasonable time
11. Require STR operators of full-dwelling STRs to utilize city-directed technology as tools for property monitoring (e.g., noise level sensors and exterior cameras)
12. Multiple violations should result in escalating penalties
13. Repeat violation of trash / debris results in penalties
14. STRs should be subject to a one-year suspension of registration for one-time severe offenses that cause significant public harm

REGULATIONS THAT AFFECT LAND USE AND ZONING

1. Prior to lifting the current interim ban on STRs, City Council, through the Planning & Zoning Commission, should update the Zoning Ordinance to identify districts or locations where new STRs may be appropriate or inappropriate
2. STRs may be permitted anywhere a hotel is allowed in commercial, mixed-use, and transit-oriented development areas
3. Limit the maximum density of new STRs in a specified area (limiting the total number of STRs in a given neighborhood or area), as a tool to refine zoning
4. A property must not be used for "commercial amusement" purposes (such as a party with a cover charge) unless permitted by zoning, and it has a Certificate of Occupancy from the City for the use

REGULATIONS THAT AFFECT LAND USE AND ZONING

5. City Council, through the Planning & Zoning Commission, should update the Zoning Ordinance definitions that may relate to STRs for uses such as, but not limited to Assembly Hall, Commercial Amusement (Indoor and Outdoor), Bed and Breakfast Inn, Rooming/Boarding House
6. Limit operation of some new STRs to a maximum number of rental nights per year, as a newly-defined use to provide flexibility for property owners.
7. Require that STR stays must be for a minimum number of nights in certain areas or districts, as a tool to refine zoning.
8. Address onsite parking requirements as part of a larger analysis of street parking issues citywide.

REGULATIONS THAT AFFECT LAND USE AND ZONING

Potential new item number 9

9. It is appropriate to have some different regulatory standards for STRs with live-in management because they have less impact on the community fabric.

CONSIDERATION OF AMORTIZATION AND BUYOUTS...

The Task Force recommends that the City should consider buying out STRs in certain areas and/or under certain conditions. Task Force members recommend that the City develop guidelines for acquiring these property rights, with rules tailored to three distinct categories:

1. To reduce the number of existing (grandfathered) STRs
2. To close STRs with repeat violations
3. To close STRs with a single serious offense

TRAINING FOR NEW AND RENEWING STR OWNERS

Task Force members determined that new STR owners, as well as owners who renew registration or licenses, should be required to undergo training about Plano's rules and best practices. These are the recommended seven topics that should form the basis of training for STR owners and/or operators:

TRAINING FOR NEW AND RENEWING STR OWNERS

1. Plano's STR Ordinance requirements
2. How to complete and submit STR registration
3. How to meet the city's noise standards
4. How to comply with the city's parking regulations
5. Trash and waste pick-up regulations and resources
6. Property maintenance training
7. Human trafficking awareness and prevention

PHASE II REPORT



FINAL ADOPTION

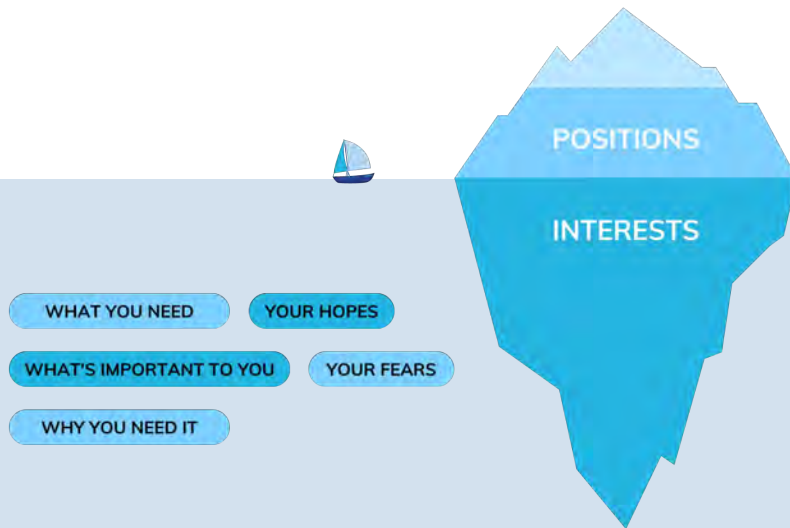
Consideration and adoption
of the Phase II Report



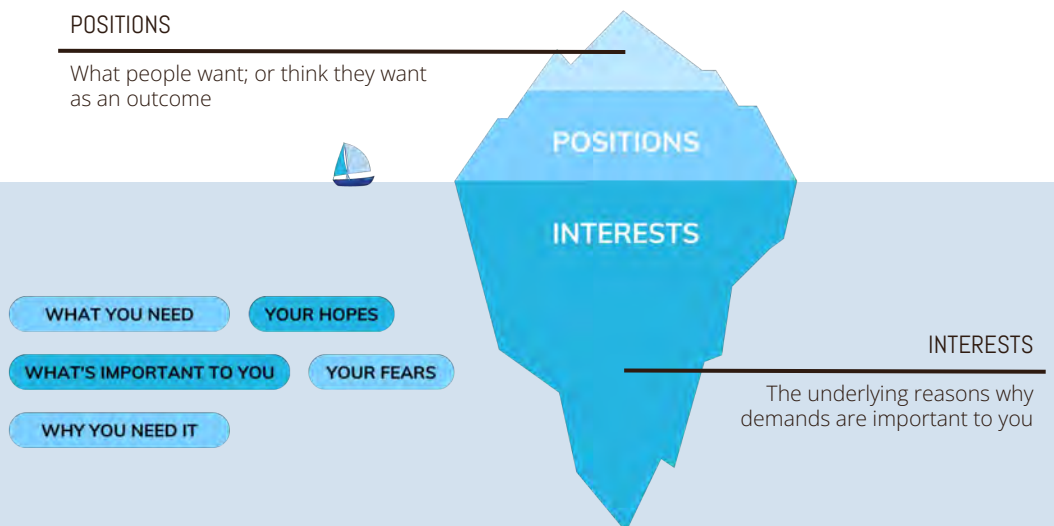
LET'S GO BACK TO MENTIMETER...

*It's time to vote on the study
in its entirety*

POSITIONS VS. INTERESTS



POSITIONS VS. INTERESTS



WHAT MAKES A SOLUTION?



LET'S GO BACK TO MENTIMETER...



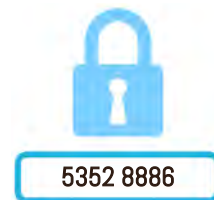
04

Go to
menti.com



OR..

Scan the QR code above
(or the one on your paper)



05

Enter the code
5352 8886

THE FINAL QUESTIONS

Do you believe the Task Force has reached a reasonable compromise to recommend to the community as a basis for potential regulations?

VOTE ON THE PHASE II REPORT

Do you support formal adoption of the City of Plano STR Study Phase II Report (including any amendments added tonight)?

NEXT STEPS

General questions and final comments from Task Force members



NEXT STEPS...

- A. The Phase II report and recommendations will be presented to the Planning & Zoning Commission on March 4 and Plano City Council on March 19
- B. P&Z will review and make recommendations to Council
- C. Final decisions will be made by Council members at a public meeting where residents have the opportunity to comment before a final vote.

THANK YOU

Questions? Don't hesitate to ask!

Jeff Barton, AICP
jeff@gapstrategies.com

Kara Bishop Buffington
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Gap Strategies