



WDCA19-0008: Short-Term Rentals

(Trevor)



Photo: August 26, 2019 STR Workshop

BCC Feb. 23, 2021: Introduction & 1st Reading

- Outreach Update
- Overview of the proposed ordinance

Presenters: Trevor Lloyd, Chad Giesinger & Mojra Hauenstein

Panel: Sheriff, Fire Districts, RSCVA, IVGID, CSD: Planning & Building



Mission Statement

(Trevor)

Adopt simple, fair and enforceable regulations for short-term rentals that balance competing interests and maximize voluntary compliance.



Previous Actions

(Trevor)

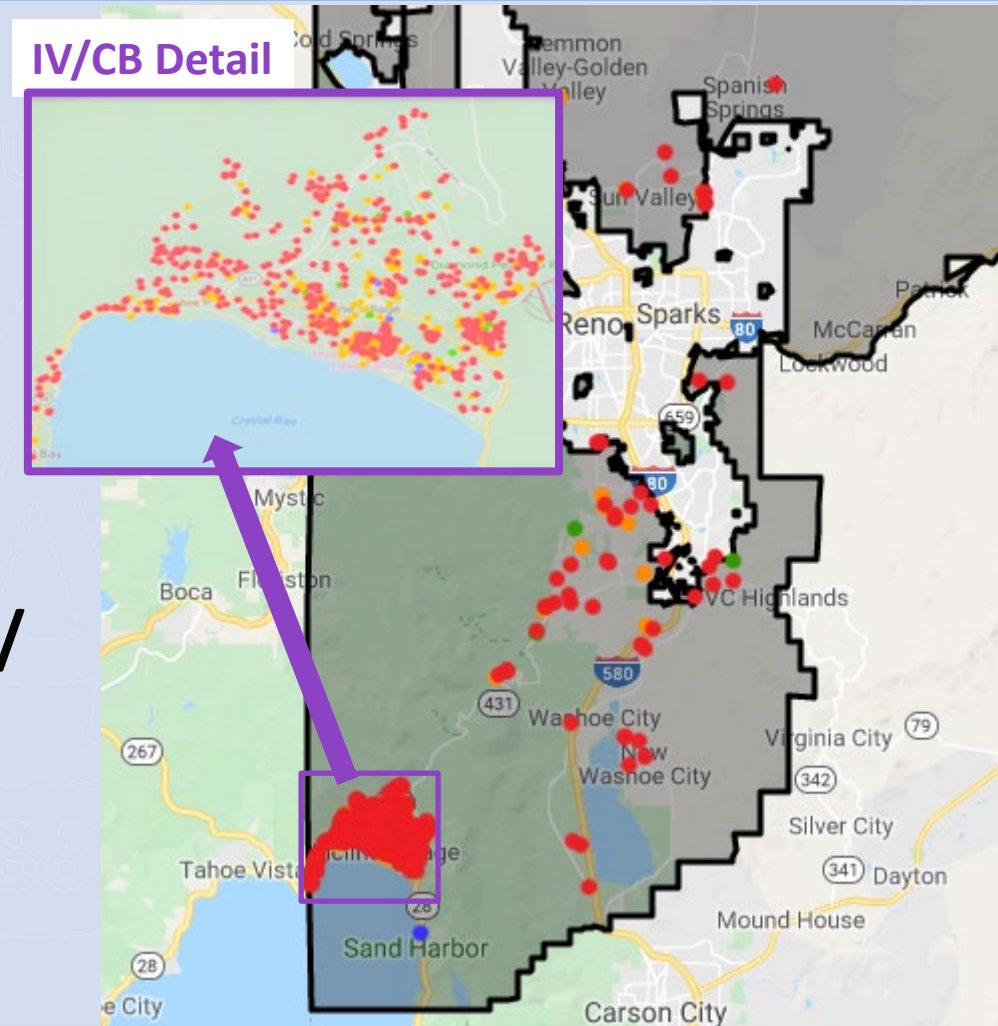
- **July 11, 2019:** Staff holds kick off meeting for the STR Agency Working Group (e.g. fire, health, building, sheriff, DA, RSCVA); Note: Staff research began in Jan. 2019
- **November 12, 2019:** The Board heard an update on the STR project, including staff's recommendations related to standards and a permitting process.
- **December 12, 2019:** Incline Village/ Crystal Bay CAB meeting presentation of proposed ordinance
- **January 7, 2020:** The Washoe County Planning Commission (PC) reviewed proposed changes to Chapter 110 and voted unanimously to recommend approval.
- **February 25, 2020:** The Board reviewed the proposed ordinances and provided direction to staff in lieu of conducting an introduction and first reading. **Draft Ordinance has been online since February 2020.**
- **August 25, 2020:** The Board was scheduled to hear the revised version of the proposed ordinance, with additional public comment, but the meeting was cancelled.



Project Baseline

(Trevor)

- 500-1200+ STRs in unincorporated Washoe County
- But only 180 registered with RSCVA (TOT)
- Varies greatly by season
- Majority in Incline Village/ Crystal Bay (est. >90%)
- Information provided by Host Compliance





Neighboring Jurisdictions

(Trevor)

Surrounding Lake Tahoe Jurisdictions that have Short Term/Vacation Rental Ordinances

- Placer County, CA
- Douglas County, NV
- El Dorado County, CA
- South Lake Tahoe, CA

District	Commissioner	Count	% of Total
Commissioner District 1	Alexis Hill	1065	90.50%
Commissioner District 2	Bob Lucey	68	5.80%
Commissioner District 3	Kitty Jung	3	0.30%
Commissioner District 4	Vaughn Hartung	12	1.00%
Commissioner District 5	Jeanne Herman	29	2.50%
	Total	1177	



Accela & Host Compliance

(Trevor)

- **Accela Used for Permitting**
- **WC Contracted with Host Compliance in 2020**
- **Collects STR Info.**
- **Address Identification**
- **Complaint Hotline (24/7)**

The screenshot shows the GRANICUS website interface. At the top left is the GRANICUS logo. To the right are navigation links: Solutions, Services, Success Stories, Learning Center, and a new item "NEW: Virtual E". The main content area features the "govService" logo in orange, followed by the heading "Host Compliance" in large, bold, dark grey text. Below the heading is a short paragraph: "Short-term rental monitoring, compliance, and enforcement made simple. Get started with a complimentary assessment." At the bottom left of this section is a red button with the text "Free Assessment". The background of the page is a light-colored map with a red location pin.



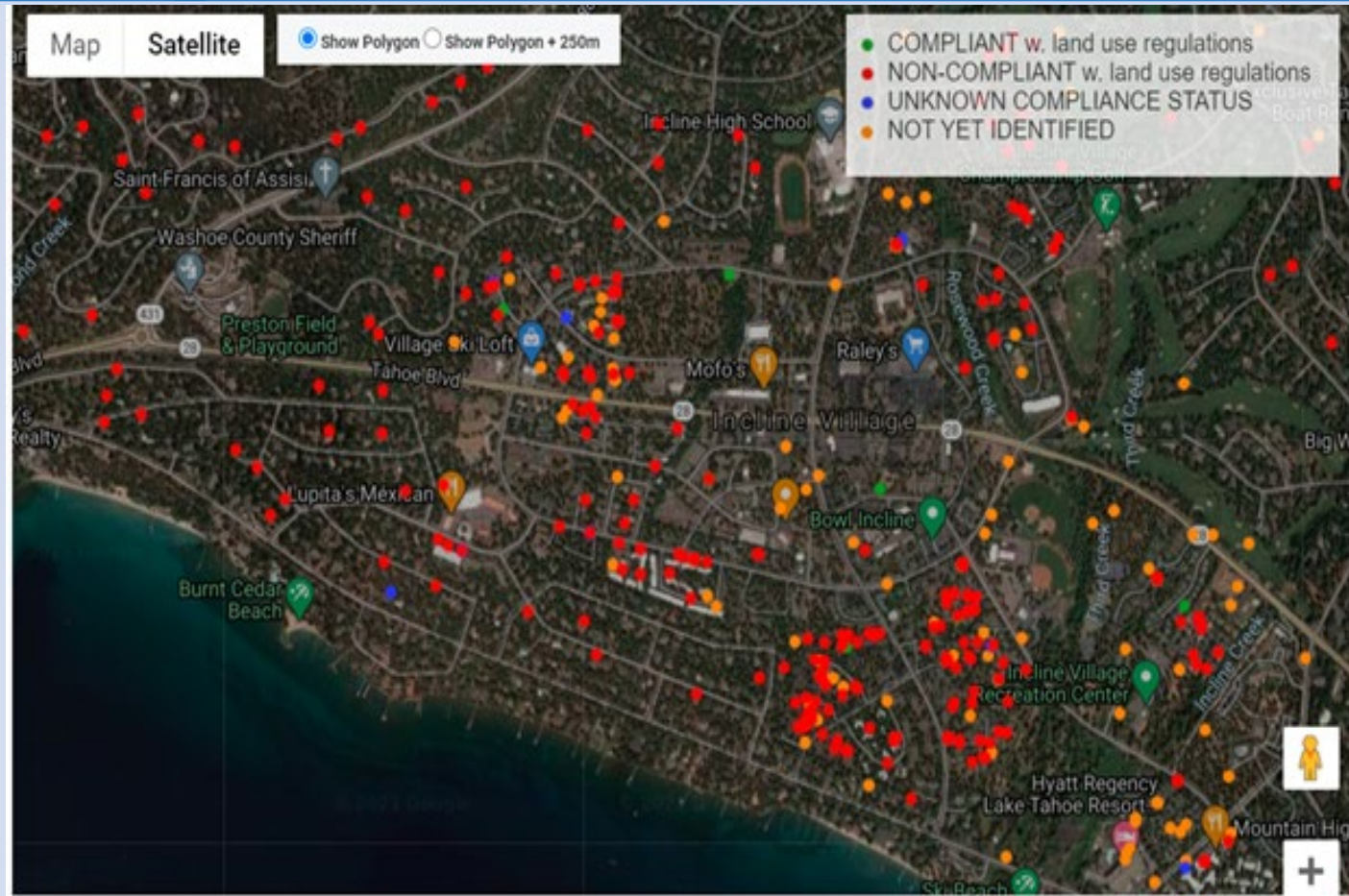
Host Compliance

(Trevor)

**STR Rental
Units: 898**

**STR Rental Units
with Street
Address
Identified: 77.2%**

**STR Rental Units
Added Last
Month: 30**



- Host Compliance snapshot of data as of 2-15-21



Host Compliance- Video

(Trevor)



Project Phases

(Trevor)

Phase 1
Planning &
Research

**Feb. – May
2019**

Phase 2
Public
Engagement

**June – Sept.
2019**

Phase 3*
Draft/Adopt
Standards

**Oct. – Mar.
2019 2020**

Phase 4**
Adopt Rev.
Ord. 3-23-21

**April 2021 – Create
Permit Process**

Phase 4**
3 Mo. Grace
Period

**May, 1 - July
2021 2021**

Phase 5**
Program
Launch/Enforce

**August, 1
2021**

**** This is a likely new schedule, if the ordinance is adopted on March 23, 2021**



Public Engagement

(Trevor)

- **Online Survey-** ±600 responses (see STR website for results)
- **Small Group Input**
 - Community Members
 - STR Host and Property Managers
 - Lodging Industry/Business Community
 - Regulatory Agencies/IVGID
- **Incline Village/Crystal Bay CAB (Dec. 2019)**
- **Planning Commission Meeting (Jan. 2020)**
- **County Commission Meetings**
- **Emails/Letters/Phone Calls-** over 300 pages, 100+ hours
- **Website/Press Releases**
- **Significant Staff Time Expended-** 4 staff over last 1.5 years



IV/CB CAB Meeting Feb. 1st, 2021

(Trevor)



- Corporate ownership/investments

- Density/Intensity- caps on total #'s and distance
- County emergency powers NRS 414
- Break on fees, financial hardship
- Noise
- Trash
- Parking
- Health & safety
- Reduced workforce housing



- Parties-events
- Enforcement concerns
- Inspections
- Response times
- Revocations
- Community impacts
- Property rights
- Too regulated/restrictive
- Promote strong economy
- Lower the fees
- Regulate stay length (nights)
- Make STR's for primary homes only



Proposed Code: Highlights

(Mojra)

Tiered Permitting System (*annual permit) 319.05

- **Tier 1**: 10 occupants or fewer; basic STR permit (Ministerial); issued if requirements are met, no notice, reviewed by staff
- **Tier 2**: 11-20 occupants; **STR Permit + Admin Review Permit (Discretionary)**; 500 ft. notice, 30 min. surrounding properties; comment and rebuttal period, no public hearing, appeal process (to BCC)
- **Tier 3**: 21 or more occupants; **STR Permit + Admin Permit (BOA public hearing)**; 500 ft. notice, 30 min.; only in areas where hotels/motels allowed; commercial standards apply

STR Permit: Similar to Privileged Activity (319.30.a.1)

- Subject to stricter standards than other residential uses; Revoke without Board action; renew annually; no guarantee of renewal



Proposed Code: Highlights

(Mojra)

- Life-Safety minimum standards (smoke/CO detectors, exiting, if alarms, extinguishers) + inspections (319.20)
- Local responsible party able to respond 24/7 (319.15.a.3)
- 1 STR per parcel (2 with accessory dwelling) (319.15.a.6)
- Only rent to 1 group at a time (319.15.a.8)
- No parties/events/weddings (319.15.a.4)
- Noise standards (quiet hours 10pm-7am; decibel-device if 2 confirmed violations) (319.15.c)
- Parking standards (1 sp/4 occ.; no off-site)***Dir Mod** (319.15.b)
- Trash standards (incl. wildlife-resist.carts in bear areas) (319.15.d)
- Occupancy limits based on existing adopted Fire & Bldg codes, parking capacity, or self-limits (319.15.e)



Board-Directed Changes (2.20)

(Mojra)

■ External placards

- Originally: Display 8.5 x 11" with permit #, hotline #, responsible party #, and max occupancy
- Now: requirement removed

■ Clarify 30-minute response time

- Originally: response to complaint required within 30 min.
- Now: Clarifies that initial response can be by text or phone; if physical response needed, must be within 1 hr. after that (but exceptions for bad weather or traffic)

■ Per parcel limit

- Originally: limit of 1 STR per parcel
- Now: 2nd STR allowed if within permitted accessory dwelling



Board-Directed Changes (2.20) (Mojra)

- **Unscheduled inspections**
 - Originally: referenced where life safety issues present
 - Now: references removed
- **Safety & defensible space inspections**
 - Originally: required annually
 - Now: originally had contemplated self-certification, but per Comm Hill's request annual inspections are now proposed
- **Occupancy calculation**
 - Originally: Based on square footage of sleeping areas, room specific
 - Now: 1 occupant per 200 sq. ft. habitable space of overall home; not room-specific; based on existing adopted fire and building codes by NLTFPD, TMFPD and WC Building



Occupancy Calculations

110.319.15(e)(1):

(Mojra)

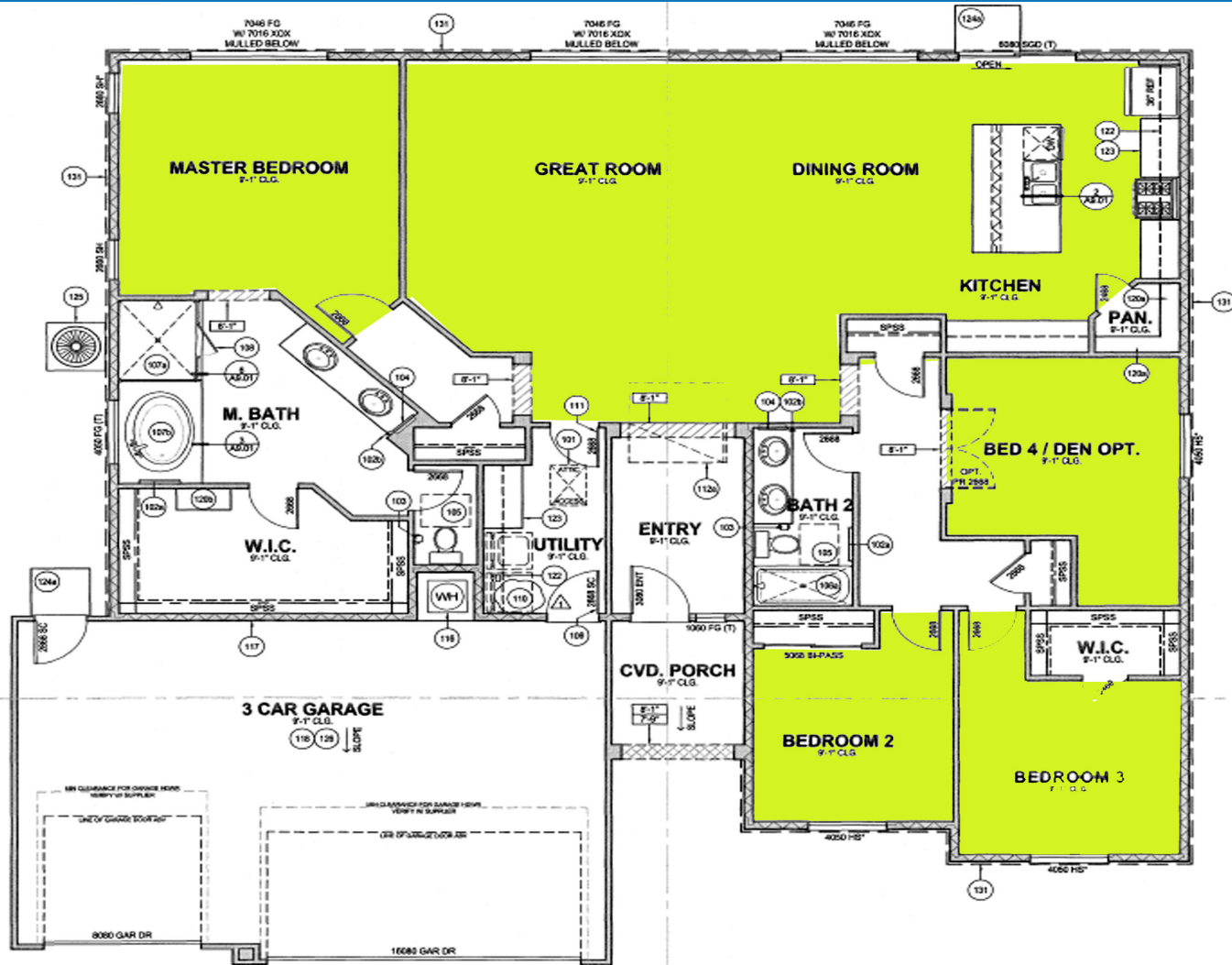
EX: 4 bdrm, 2,265 sf

Habitable space is defined in IBC Ch. 2: A space in a building for **living, sleeping, eating or cooking**. Bathrooms, Toilet rooms, closets, halls or utility spaces and similar areas are **not** considered habitable spaces.

1/200 Method:

4 bdrm, 2,265 sf yields
 $1,565 \text{ sf} / 200 \text{ sf} = 7.8$
= 8 occupants max

2bdrm +2 Method = 2 occ.
X 4 bdrm + 2 occ. = 10 occupants





Other Updates

(Mojra)

- **Defensible space inspections**
 - New: Conditional approval okay if snow obscures property
- **Emergency restrictions**
 - New: Ability to impose additional restrictions on STR operations during declared emergencies, to the extent allowed by law
- **Handout on STR cleaning recommendations**
 - New: To be created in coordination with Health District advisory only



Enforcement

(Chad)

- **Three-pronged enforcement approach:** proactively pursue licensing compliance; complaint investigations; 24/7 Host Compliance data and complaint hotline (responsible party)
- **Fines:** Admin. Enforcement scaled system; higher than current enforcement fines; expedited timeline
- **Violations:** Three affirmed (i.e. due process exhausted) violations in 12 month period = revocation and 1-yr cooling off period
- **Fee/fine recommendations:** to be heard at second reading of ordinance (WCC Ch. 125, master fee schedule)
- **Re-assess:** within first year and ongoing



Next Steps

(Chad)



**March
2nd/Adoption
2021**

**May
Launch w/
Grace Period
2021**

**August
Full Enforcement
2021**



NOVEMBER 2021- STATUS UPDATE TO BCC ON STR ORDINANCE BASED ON DATA – POSSIBLE DIRECTION

**This represents the most aggressive timeline, assuming there are no substantial changes and the ordinance is adopted March 23, 2021.*



HOUSING DATA

(Chad)

Bedrooms / Bathrooms



- 0 bedrooms [1%]
- 1 bedroom [7%]
- 2 bedrooms [22%]
- 3 bedrooms [36%]
- 4 bedrooms [13%]
- 5+ bedrooms [7%]
- unknown [13%]

Housing Type	Number	Max Bed	Avg Bed	Avg YrBlIt	Sum_UNITS
Single Family	3,196	10	3.7	1979	3216
Condominium or Townhouse	3,954	6	2.7	1979	3955
Condo Valued as Apartment use	173	2	2.0	1989	173
Duplex	61	8	4.9	1977	122
Two Single Family Units	15	6	4.2	1968	30
Three to Four Units	39	15	7.8	1973	143
Five to Nine Units	4	11	8.3	1972	21
Five to Nine Units wOffice	1	6	6.0	1982	7
Ten or More Units	1	150	150.0	1964	75
Ten or More Units wCommercial	1	50	50.0	1966	28

- 53% of all houses are comdominiums
- 88% of all houses have 4 bedrooms or less
- 47% of all houses have 3 bedrooms (36% of STR's)
- Only 2.9% of all property owners own 3 or more properties
- The avg. 2-bedroom house in IVCB is 1,285 square feet



Baseline Data – Sheriff CFS

(Chad)

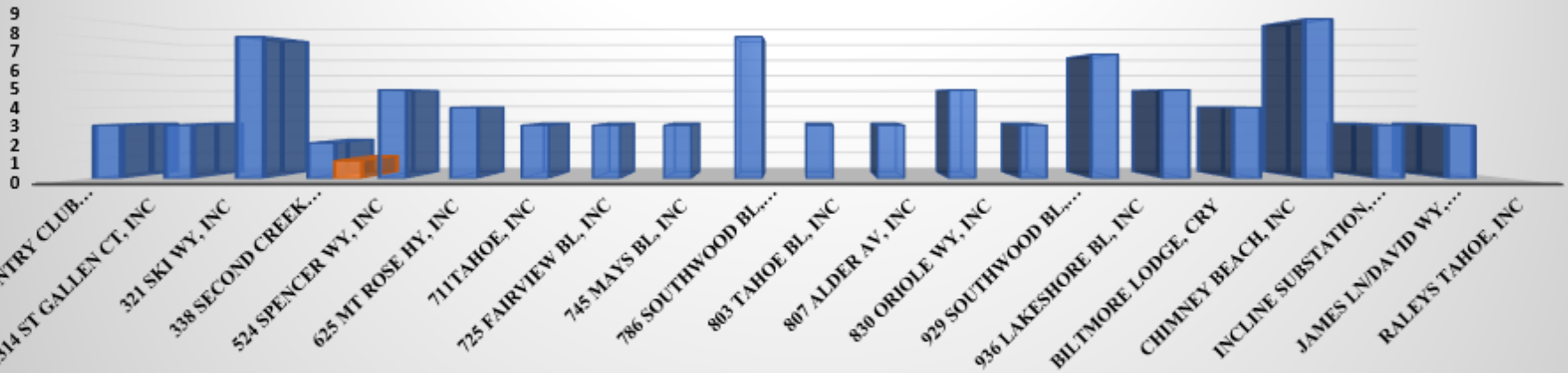
- In 2020 there were 12,298 Calls for Service (CFS) in the Incline/Crystal Bay area (Beat 7)
- The vast majority of CFS were to commercial nodes, businesses, casinos/hotels, beaches and other public areas
- Of these calls, 1,540 can be traced to a known STR (12.5%)
- The top 3 types of CFS to identified STR's were: Area Check (n264), Disturbance (n136), and Premises Alarm (n125)
- Note: The category of 'Disturbance' can include more than just noise complaints



Baseline Data – Sheriff CFS

(Chad)

2020 Top 20 Addresses for Disturbance / Party Calls (ALL CALLS FOR SERVICE)



	120 COUNTRY CLUB DR, INC	1314 ST GALLEN CT, INC	321 SKI WY, INC	338 SECOND CREEK DR, INC	524 SPENCER WY, INC	625 MT ROSE HY, INC	711 TAHOE, INC	725 FAIRVIEW BL, INC	745 MAYS BL, INC	786 SOUTHWOOD BL, INC	803 TAHOE BL, INC	807 ALDER AV, INC	830 ORIOLE WY, INC	929 SOUTHWOOD BL, INC	936 LAKESHORE BL, INC	BILTMORE LODGE, CRY	CHIMNEY BEACH, INC	INCLINE SUBSTATION, INC	JAMES LN/DAVID WY, INC	RALEYS TAHOE, INC
DISTR	3	3	8	2	5	4	3	3	3	8	3	3	5	3	7	5	4	9	3	3
PARTY				1																

Top 3 Calls for Service to Identified STR's

FREQUENCY	Call Type	Address
83	AREA CHECK	120 COUNTRY CLUB DR, INC
82	AREA CHECK	501 LAKESHORE BL, INC
30	AREA CHECK	400 FAIRVIEW BL, INC

Next Highest Categories of CFS by Address

FREQUENCY	Call Type	Address
11	EMERGENCY MEDICAL	111 COUNTRY CLUB DR, INC
8	DISTURBANCE	321 SKI WY, INC
8	PARKING PROBLEM	120 COUNTRY CLUB DR, INC



Baseline Data – Fire CFS

(Chad)

2019 NLTFPD out of 521 calls 116 STRs, 22%:

2019 NLTFD Calls Broken Down By Type of Call	
24	2019 Fire Calls Total = 24 (16 of which were False Alarms)
4	2019 Carbon Monoxide Total = 4 (100% false alarms)
35	2019 Smoke Detector Activation Total = 35 (100% Unintentional / No Fire)
3	2019 Gas Leak Total = 3
23	2019 EMS Calls Total = 23
27	2019 Public Assistance Calls Total = 27
116	Total 2019 NLTFD Calls related to an STR property

2020 NLTFPD out of 552 calls 112 STRs, 20%:

2020 NLTFD Calls Broken Down By Type of Call	
27	2020 Fire Calls Total = 27 (17 of which were False Alarms)
6	2020 Carbon Monoxide Total = 6 (4 of which were false alarms)
38	2020 Smoke Detector Activation Total = 37 (100% Unintentional / No Fire)
1	2020 Gas Leak Total = 1
15	2020 EMS Calls Total = 15
15	2020 Public Assistance Calls Total = 15
102	Total 2020 NLTFD Calls related to an STR property



CONCLUSION

(Chad)

- **Extensive public input has been received**
 - 660 pages of public comments, emails, research, etc.
 - Survey, large and small workshops, CAB, PC, BCC, agency
- **Extensive research has been conducted**
 - Dozens of other municipal codes analyzed
 - Interviews with other counties/cities
 - APA sessions, best practices, webinars, legal research
- **Based on Board direction and vision statement / guiding principles (balance interests, implementable, enforceable)**
- **Unique and designed to meet Washoe County needs and existing land use system (Washoe County's ordinance)**
- **Not perfect – continual review and improvement proposed**



Other Considerations

(Mojra)

Not ALL must be Codified

We Can Accommodate in Permit Protocols:

- Tier 1 courtesy notification: ask owners to provide notification to adjacent properties/good neighbor
- Cleaning- WCHD to provide advisory recommendations for owners
- Future Collecting Data, reports (inform November update)
- Break on fees (if it is a need) in November 2021



Questions ?

(Mojra)

Subject Matter Experts on Standby:

Planning: Trevor Lloyd & Chad Giesinger

Building: Mojra Hauenstein

North Lake Tahoe Fire PD: Chief Sommers & Fire Marshal Jennifer Donohue

Truckee Meadows Fire PD: Deputy Chief, Dale Way

Sheriff: Captain Don Gil

RSCVA: Robert Douglas, Senior Tax Auditor

IVGID: Indra Winquest, General Manager

WC Legal: Nate Edwards, DA

Thank you