



SHORT-TERM RENTAL ORDINANCE IMPLEMENTATION WORK GROUP AGENDA
Tuesday, September 14, 2021 - 1:00 PM
City Hall, Council Chambers, 169 SW Coast Hwy, Newport, OR 97365

This meeting will be held electronically. The public can live-stream this meeting at <https://newportoregon.gov>. To access the livestream, visit the Short-term Rental Implementation Work Group page at <https://www.newportoregon.gov/citygov/comm/stroiwg.asp>. Once there, an "in progress" note will appear if the meeting is underway; click on the "in progress" link to watch the livestream. It is not possible to get into a meeting that will be livestreamed before the meeting starts. The meeting will also be broadcast on Charter Channel 190.

Public comment may be made, via e-mail, up to four hours before the meeting start time at publiccomment@newportoregon.gov. To make a "real time" comment during a meeting, a request to speak must be received four hours prior to a scheduled meeting. The request to speak should include the agenda item on which the requestor wishes to speak. If the comments are not related to a particular agenda item, the request to speak should include a notation that the request is for general public comment, and the general topic. The request should be e-mailed to publiccomment@newportoregon.gov. Once a request to speak has been received, staff will send the requestor the Zoom meeting link. This link will allow a requestor to participate via video or telephone.

The agenda may be amended during the meeting to add or delete items, change the order of agenda items, or discuss any other business deemed necessary at the time of the meeting.

1. INTRODUCTIONS

2. PUBLIC COMMENT

This is an opportunity for members of the audience to bring to the Work Group's attention any item not listed on the agenda. Comments will be limited to three (3) minutes per person with a maximum of 15 minutes for all items. Speakers may not yield their time to others.

3. APPROVAL OF MINUTES

- 3.A May 07, 2021 STR Implementation Work Group Meeting.
[05-07-2021 STR Work Group Draft Minutes](#)

4. DISCUSSION ITEMS

- 4.A Update on Licensed Short-Term Rentals, Cap, and Waitlist.

[Memorandum](#)
[2020-21 STR Count Lists](#)
[2020-21 STR Waitlist Status](#)
[2021-22 STR Active and Inactive STRs](#)
[STR License Status Within Overlay Map](#)
[STR Dwelling Type Within Overlay Map](#)
[STR License Status Outside Overlay Map](#)

- 4.B Short-Term Rental Enforcement Update.

[Memorandum](#)
[Memo from CSO Folmar, dated September 09, 2021](#)
[GovOS Acquisition Notice](#)
[LODGINGRevs Feature Enhancement Summaries](#)

- 4.C Online Payment of Business License and Room Tax Assessments.

[Memorandum](#)

- 4.D Implementation of the STR Licensing, Inspection and Enforcement Program.

[Memorandum](#)

5. PUBLIC COMMENT

This is an opportunity for members of the audience to bring to the Work Group's attention any item not listed on the agenda. Comments will be limited to three (3) minutes per person with a maximum of 15 minutes for all items. Speakers may not yield their time to others.

6. FUTURE MEETING SCHEDULE

7. ADJORN

Draft MINUTES
City of Newport
Short-Term Rental Implementation Work Group Meeting
City Hall, Council Chambers by Video Meeting
Friday, May 7, 2021

Work Group Members Present by Video: Cynthia Jacobi, Spencer Nebel, Bill Branigan, John Rogers, Sandra Roumagoux, and Jamie Michel.

Work Group Members Absent: Dietmar Goebel.

City Staff Present by Video: Community Development Director (CDD), Derrick Tokos; Police Chief, Jason Malloy; Community Service Officer, Jim Folmar; Finance Director, Michael Murzynsky; and Executive Assistant, Sherri Marineau.

1. **Call to Order.** The meeting was called to order at 2:02 p.m.
2. **Review and Amend Agenda as Needed.** Tokos reported that Jacobi requested an additional agenda item be added regarding 4th of July Fireworks. This would be added as Agenda Item 6.F. No other additions were heard.
3. **Approval of Minutes.** Motion was made by Sandra Roumagoux, seconded by John Rogers, to approve the January 7, 2021 Short-Term Rental Implementation Work Group meeting minutes as written. The motion carried unanimously in a voice vote.
4. **Public Comment.** None were heard.
5. **Committee Discussion Items.**
 - A. **Update on Licensed Short-Term Rentals, Cap, and Waitlist.** Tokos reported that there were STR applicants for open licenses that were still being working through. The city had been working through the short-term rental (STR) waitlist, which was currently around 60. If the cap number wasn't adjusted, the thought was that they would work through a third of the waitlist every year. This meant it would be two to three years before someone on the list would get a license.

Roumagoux asked if people were upset when they were told that there were 60 people on the waitlist. Tokos reported that there weren't many were upset. Most people were looking to buy properties in Newport to use as investment properties as vacation rentals.

- B. **Short-Term Rental Enforcement Update.** Tokos reviewed the ordinance in respect to the STR at 1330 NW Spring Street that was a significant discussion at the previous meeting. He noted that the city needed to improve how people could paid fees online. Because there are limited online payment options, the city ran into instances where people tried to use them in a way they were not designed to use. The owner if 1330 NW Spring Street had made a large amount of payments through the utility payments, which were larger than what she needed to pay to cover the utility fees on her STR units. Also, the lump sum paid did not line up with the utility bills and the renewal fees totals. Since the owner had submitted all of the required paperwork for her renewal, the city determined her application was complete and requested she not pay her fees online again. The surplus from the utility payments she made were applied to her business license fees, and it was resolved. If this had been resolved earlier, there wouldn't have been problems with citations. There had been three citations for unpaid business licenses issued to the owner, and a court date was set. This went before the court judge before the city was able to confirm the payments had been made. The city's municipal code shows that you shouldn't enter a default judgement when someone hasn't been properly served, didn't know they had a citation, and didn't show up in court because of this. The city took a corrective step to set the court dates further out into the future. For someone who is served a citation and isn't cooperating, the resolution date with the municipal court would be a little later because the city needed proper confirmation that a citation has been served. When sending out letters certified

mail, it took some time to get either the confirmation card that it had been received, or the rejected certified mail back from the postal service. The city needed to be realistic with people in terms of resolution of issues based on a citation, particularly when the person was fighting the citation. It took some time to get these resolved and make sure the person getting the citation was getting their due process.

Malloy reported that he met with the municipal court judge after this incident, and they identified some immediate adjustments they could do on citations for court dates that were four weeks out. He explained the judge wasn't interested in seeing multiple citations for repeat offenders when the first citation hadn't been adjudicated yet and had an opportunity to go to court to plead their case. The adjustment had been made, and the Community Service Officers (CSOs) would make a note if things that were still occurring and be able to testify on them. They would then leave it up to the judge from there. Malloy reported that he had met with the City Attorney and determined there were multiple options to serve a citation. The easiest way was to deliver it in person. They also defaulted to doing certified mail, but there was no requirement that people had to accept certified delivery. The Police Department adjusted the processes so they would send both regular and certified mail, because they knew regular mail would be delivered. Malloy added that some people were uncooperative and would do everything they could to not be served. Until they are served, they would continue to operate no matter how many cease and desist letters were issued.

Tokos mentioned that the 1330 NW Spring Street property had an earlier citation they had entered an earlier plea agreement with the municipal court on, and was fined \$125. The fine had been paid before it went to collections.

Tokos reviewed the email from Carla Perry concerning the incident reports she had submitted and the Work Group comments at the previous meeting. He explained that from a staff perspective, STR issues were contentious and people could get upset or angry about them. When looked at on a staff or committee level, their job was to be as objective and level as they could, assume all comments made were done with good intentions, and approach it with that in mind. There was less control of how comments from property owners and their attorneys upset other audience members. The committee and staff should respond to their comments in an even keel and professional way as possible.

Roumagoux thought it really mattered that the Work Group and staff not discuss these items outside of the meetings because it could become a mess. Jacobi thought that when the code enforcement system was driven by neighbor complaints it was easy to target those who've complained. She hoped this would settle down and thought they should be able to make it work without contention. Rogers thought it was important to recognize that nobody wanted to have to express a complaint, and noted if it was an issue that was easy to resolve they would never see it. It was important to recognize these complaints and give the same considerations to them all.

- C. Online Payment of Business License and Room Tax Assessments.** Murzynsky reported they were working on a process for electronic payments through a service called Invoice Cloud. They would take in the visa, court, and business license payments. It would be a year out before the room tax payments could be done through the system. The system would help eliminate what had happened with the STR at 1330 NW Spring Street who paid their business license fees under their utility payment account online. Murzynsky thought the new system would stop this from happening.

Murzynsky noted that the State told jurisdictions that they wanted room taxes collected by the State like gas taxes were done. The city was in favor of this. The state would do the room tax collections, the enforcement of nonpayments, and audit when the audit team felt something was wrong. They would provide quarterly data on individual units, and would distribute the taxes back to the city. The cost was \$43 per person, per month. An ordinance would have to be changed for this to happen, and Murzynsky didn't know if this would affect the STR Ordinance. It would take about six to seven months to complete a signed IGA with the State.

Michel asked if the city would contract with the State at a cost of \$42,000 a year for room taxes from hotels, and not STRs. Murzynsky explained that it would be collected for anyone that paid room taxes. Michel wanted the city to be able to see the exact taxes being paid per unit and asked if this would do that. Murzynsky explained the

State would be able to give a specific address for customers filing a transient lodging tax return. The State worked with Airbnb to get the information on individual STRs that the city couldn't get directly from Airbnb.

Tokos asked if implementation of the business license payments would launch on the next renewal cycle. Murzynsky explained it wouldn't happen for business licenses that year because of a few problems understanding how it worked and to work through a security issue. They might be able to load it in July but the implementation issues meant he didn't have a deadline for this. Murzynsky hoped to start in July. Tokos noted if it launched early in the renewal period they should let the STR owners know. Murzynsky reported that as soon as they had a definitive deadline, they could start that side. Tokos asked when they thought the partnership with the State would be executed for room taxes. Murzynsky reported he didn't have an answer for that yet. The hardest part would be lining up the city's ordinance with the State ordinance.

D. 30-Day Rental Requirement. Tokos explained that in 2020 they built flexibility for the 30-day rental requirement into the ordinance for people who couldn't rent or shouldn't be renting early in the pandemic. The language allowed the City Manager to reduce the required days to 15 for all STRs in 2020, and entirely for the Nye Sands condos. There had been another request from a STR owner to ask for a reduction in the rental day requirement because of the continued pandemic. Rogers thought this made good sense. Michel was okay with this. She was in favor of rentals showing some use so that people didn't obtain licenses and hold them as a way to keep a license when there were caps in place. Branigan thought that since the pandemic was still going on, anything more than 15 days was an injustice for owners. He thought they should approve the 15 days. Tokos would pass this along to the City Manager and would look to send a formal memo with in the STR renewals.

E. Developing STR Ordinance Implementation Work Group Recommendations. Tokos reported that he didn't have the financials that Rogers requested because he needed clarification on what he was looking for. He understood that the Work Group wanted an outline of what it cost the city to administer the program. Rogers confirmed this was correct. Tokos explained this was hard to quantify and wasn't something they tracked. He could put the information together as best as they could so the Work Group could have a discussion on it.

Tokos noted that the Work Group didn't have a chance to give feedback concerning emails they had received in February 2020 from public members listing a set of recommendations. He asked the Work Group to think about if they needed to have a discussion on it at this meeting, but reminded that it was a loose end that needed to be revisited. Tokos reminded that any formal action taken on this would need to be done in a manner where the public members had a chance to participate. He added that if there was anything that needed to be discussed about Cheryl Connell's email they could do that as well.

Jacobi asked for clarification on the first bullet point about voluntary compliance instead of putting the hammer down. Tokos noted that the principal for voluntary compliance was generally a large percent of those who were in noncompliance would come into compliance when the issue was raised. It was important to approach it that people were acting in good faith until they were no longer acting in good faith. Tokos thought this was where the principal of voluntary compliance came from. This would then reserve city resources for when the city had to go the hard route on enforcement.

Michel asked if the language should be changed from voluntary to mandatory. Tokos thought Connell was expressing a frustration and wanted to see compliance resolved in a timely manner. Folmar pointed out that everybody's idea of "in a timely manner" was different. Michel thought that if voluntary compliance wasn't done in a specific time, then in her mind they had a strike against them. Tokos noted the STRs that were licensed had a very strict strike system. The leniency was on strike one. Strike two was suspension and strike three was revocation. Most of what was being vocalized was about why this complaint didn't get a strike. In situations that the CSO couldn't verify things, he couldn't give a strike. The unlicensed STRs were different. The cease and desist letter would be a first strike. Michel thought that if they weren't licensed they weren't a STR and felt the STR world took hits with things that happened with non-licensed activity. Michel thought the Work Group was the STR Ordinance compliance group and non-licensed rentals fell under business outside of this group. She wanted to give Connell the opportunity to clarify to make sure the Work Group was understanding her question

properly. Tokos explained voluntary compliance was in the realm of the unlicensed rentals, and the licensed rentals had a strike written into the ordinance for them.

Tokos reported that another issue was the question on if they were adequately staffed on weekends to address the issues that typically came up. Michel thought as a city they had to have compliance officers in place so they could respond in a timely manner. She was in full support that there be officers available in the evening and weekends. Michel asked if TCB Security could respond on the ground. Malloy noted contracts with them in the past were good but their contracts were expensive. Adding this to the cost of the contracted third party vendor and the CSO salary would put them too far into the red. Michel just wanted to make sure they had considered this as a possible idea. Malloy thought it was something to look at if the CSOs weren't able to keep up with the workload.

Jacobi asked how feedback was being given to those who put in complaints. Folmar explained they would give feedback if the complainant gave their contact information, and reviewed the steps he took to contact complainants.

Branigan wanted to talk about the comments about the five year phase out being too long. Tokos thought that Connell would be happy with a five year phase out because there currently was no phase out of licenses. The City Attorney thought that if the city gave less than a five year phase out it would mean a potential taking claims for those who had a licensed STR taken away from them. His view was that five years would provide sufficient time to recover investment backed expectations. Michel reminded that the city currently did not have a phase out of licenses. Tokos thought the Work Group might want to take a look at if without a fixed based phase out in place, were STRs naturally phasing out in a manner that the Work Group was comfortable with. Roumagoux thought it would be helpful to know this. A discussion ensued regarding sales of STRs and the licenses that had been processed out due to sales.

Rogers reported that he would have a hard time supporting most of the bullet points under policy and enforcement, and transparency reporting because they were vague and he didn't understand what it really meant. Some of the things in the bullet points were too vague for him, such as the question about at what point the hour to respond started. Rogers thought the second bullet item under enforcement seemed to be already addressed by the State system of collections.

Rogers also had questions about the bullet point on property owners submitting a complete log to be compared against the city log. He asked who would do this. Tokos thought that if there was a vast number of complaints to a particular issue, then this was something the Work Group needed to focus on and city staff needed to come up with solutions because it was a problem. The Work Group needed to ask themselves if when there was a relatively modest number of complaints, did the response warrant requiring people to submit logs and prepare complaints when there had only been a small number reported in the last quarter.

Tokos reported that the short-term rental waitlist wasn't something that had been vetted in the ordinance. He pointed out the list of the current procedures city staff took to offer spaces for new licenses. Tokos thought they should work on a framework to address this. He noted they calculated the open licenses annually and thought the annually timing worked well.

Branigan asked if there was any complaints on how the waitlist was currently being done. Tokos reported that one frustration was when applicants were hit with fees because they paid their fees early and then they were working to get their licenses issued close to the renewal period. It was difficult to know when an individual completed their licenses. Michel asked if they should prorate the fees. Tokos explained the city had prorated business licenses on a six month, half year rate because a floatable prorate could get complicated. They could look at a fee structure to prorate for those that rented fewer than six months before they had to pay their fees again. Roumagoux thought the fees were affordable and thought that if the fees were more expensive it would warrant this.

Nebel enter the meeting at 3:10 p.m.

Michel asked how long owners had to get to their license after they were offered one. Tokos explained they had a period of time to apply, then another period of time within which to modify the unit to get the unit to a point that they can pass inspections and actually rent it. Michel thought this was too long a period of time for this. She asked if it was common to have physical modifications that needed to be done. Tokos confirmed that there were common issues that owners had to fix such as egress windows. Michel asked if an owner could get a license for the part of the unit that met the safety inspections and then add the other areas in the rental when they were brought up to par. Tokos confirmed this could be done. Michel thought the timing was too long and wanted to workshop this with the Work Group. Tokos noted that it sounded like the Work Group wanted to work out key pieces of the waitlist in the ordinance. Michel wanted to do this. Jacobi thought they wanted to be fair to people. Tokos reminded the Work Group to consider that sometimes owners would have tenants in the rentals that needed to be changed before they could use the unit as a STR. This took time to vet, and 30 to 60 days wasn't always enough time to do this.

Rogers reminded that the city already had a waitlist process in place that was being implemented. He thought they should look at the pieces when there were problems and felt it was already worked out. Rogers thought if city staff saw areas that needed to be worked out to make it more clear, they should do so. Roumagoux reported that she hadn't heard any gripes from the public and she agreed with Rogers.

- F. City Coordination with STR Owners Regarding Fourth of July Fireworks.** Jacobi thought fireworks had been problematic at all times of the night and she also had concerns about the fire hazards of fireworks. She felt this was a problem for people who lived in Newport year round. Jacobi thought they should ask renters to be respectful of fireworks in neighborhoods and during the fire season.

Roumagoux noted that fireworks typically started up in June. She did a ride along in the past with police officers who confirmed that fireworks were hard to enforce. Roumagoux wasn't sure what they could do because it was hard to find the people who were letting off fireworks. Michel asked if the police had any desire to put officers on beaches and in neighborhoods to try to be where the fireworks action was happening. Malloy reported this really couldn't be done because they didn't have enough officers to do it. They would respond to firework reports but it was difficult because when they responded they didn't know who let them off. They needed to catch the offenders red-handed. Malloy noted that the beaches already had a no fireworks rule. Michel noted that her management company had this in their rental agreements. She recommended the city require STRs post the fireworks law in their documents. Tokos thought they could talk to the Fire Chief to get information sent out to the STR owners to educate people. Michel thought this was a good idea and thought it could be somewhat helpful. Jacobi suggested putting something about this on the reader boards. Nebel noted they could look at renting a reader board in the future and see what kind of message they could get out for everybody. Michel asked if anything could be sent out in the reverse 911 service with a public announcement on concerns of fire season. Nebel thought they could have that discussion but it wouldn't be the city's call. This could be done during fire season and there needed to be an emergency to use the system. Nebel thought they could approach the County on this issue.

Michel reported that her management company required owners to have a landline at the rental so they would get a notification if there are any issues or emergencies. Malloy thought they had a few options to get messages out through social media and a monthly news letter from the city. He didn't think the reverse 911 would go over very well but they could ask. Michel suggested emailing flyers to STR owners and in utility bills. Murzynsky thought they could add something the May 21st mailing and they could do it in June and hit boxes on July 1st. Nebel thought June was a better option. Branigan assumed they would put this in the News Times. Tokos was concerned that the June mailing would get to owners too close to July 4th. Michel suggested talking to fireworks stands about the rules.

Branigan asked about people firing off guns. Malloy noted that a lot of complaints for gun shots were fireworks. Officers had to be present in order to be able to enforce.

6. **Future Meeting Schedule.** Tokos reported the next meeting would be a quarterly meeting that he would send out a poll for dates.
7. **Public Comment.** None were heard.
8. **Adjournment.** The meeting adjourned at 3:36 p.m.

Respectfully submitted,

Sherri Marineau
Executive Assistant

Memorandum

To: Short-Term Rental Ordinance Implementation Work Group
From: Derrick I. Tokos, AICP, Community Development Director
Date: September 10, 2021
Re: Update on Licensed Short-Term Rentals, Cap, and Waitlist

Enclosed is a list and summary table of licensed short-term rentals as of September 10, 2021. At this time, there are 191 licensed short-term rentals inside the city limits. Of that number, 145 are vacation rental dwellings inside the overlay, 38 are vacation rentals outside the overlay, and eight (8) are B&Bs or home shares. The City imposed a 176-license cap inside the overlay with Resolution No. 3850, when the current short-term rental regulation was put in place in May of 2019 with the passage of Ordinance No. 2144. That cap number can be adjusted up or down by Council resolution; however, the license limit cannot exceed 200 without an amendment to the ordinance. Vacation rentals outside the overlay are being slowly phased out as owners elect to relinquish their licenses or choose to sell their property.

There is a group of formerly licensed vacation rental properties inside the overlay that count against the cap number. They include eight (8) properties where the owners did not renew by the August 15, 2021 renewal deadline. Those units were non-conforming, having been established before Ordinance No. 2144 was adopted, and as non-conforming uses they must be discontinued for 12 consecutive months before the right to operate a vacation rental is extinguished. One of those units is within or adjacent to commercial zoned property and the new owners have 12 months to obtain their license. This means that there are 153 licenses within the overlay that are presently spoken for, leaving 23 licenses available to individuals on the waitlist.

Staff will be reaching out to individuals on the wait list in priority order. There are presently 78 properties on the waitlist, a few of which may not meet all of the City's standards (e.g. there might already be another vacation rental building on the street segment). We have also learned from experience that some on the waitlist may no longer be interested in a vacation rental license. That said, as things stand, it will likely take 3-4 years for a property owner on the waitlist to be in a position to obtain a license. This is a little bit worse than the 60-person waitlist that we reported in September of 2020.

For property outside of the overlay, there has been effectively no change in the number of units over the last year. The number of units has dropped from 45 to 38 licenses since November of 2019. There are two (2) inactive vacation rentals outside the overlay. These units are still owned by the same individuals and because they are non-conforming uses, we must wait 12-months before the right to obtain a license is extinguished.

There are presently two licensed B&Bs, and six licensed homeshares in the city. These numbers have not changed appreciably since Ordinance No. 2144 was adopted.

Attachments:

List and summary table of short-term rentals

Maps showing geographic distribution of short-term rentals by status and structure type

Short-Term Rental Counts as of 9/10/2021

Active Vacation Rentals INSIDE Overlay Zone	145
Inactive, Nonconforming Vacation Rentals INSIDE Overlay Zone Held Open 12 Months	7
Sold Transferable Vacation Rental Licenses INSIDE Overlay Zone Held Open 12 Months	1
Open Licenses Available to Waitlist Owners	23
Total STR Licenses INSIDE Overlay Zone	176

Active Vacation Rentals OUTSIDE Overlay Zone	38
Inactive, Nonconforming Vacation Rentals OUTSIDE Overlay Zone	2
Closed, Nonconforming Vacation Rentals OUTSIDE Overlay Zone	5
Active B&B and Home Shares Licenses	8

Status of 20-21 Open STR Licenses Offered Waitlist Applicants

	Address	Status
1	1018 SW Elizabeth St	License Issued 2/22/2021
2	1140 SW Abbey St	License Issued 2/26/2021
3	28 SW Brook St, Unit A	License Issued 1/21/2021
4	514 NW 10th St Apt B	License Issued 1/19/2021
5	619 NW Alpine St	License Issued 1/21/2021
6	701 NW Coast St, Unit 301	License Issued 1/21/2021
7	1000 SE Bay Blvd, Unit 202	License Issued 7/13/2021
8	1000 SE Bay Blvd, Unit 301	License Issued 7/13/2021
9	1000 SE Bay Blvd, Unit 302	License Issued 7/13/2021
10	1000 SE Bay Blvd, Unit L446	License Issued 7/13/2021
11	556 SW 5th St	License Issued 8/16/2021
12	1000 SE Bay Blvd, Unit 553/653 (P-8)	Didn't Apply by 11/30/2020
13	102 NW High St	Didn't Apply by 11/30/2020
14	109 NW Cliff St #3	Didn't Apply by 11/30/2020
15	1125 NW Spring St #C 301 (C-7)	Didn't Apply by 11/30/2020
16	217 SW 9th St	Didn't Apply by 11/30/2020
17	435 SW Minnie St	Didn't Apply by 11/30/2020
18	1004 NW Hurbert St	Didn't complete application process by 8/15/2021 deadline. Offer for license expired.

2021-2022 Active Nonconforming Vacation Rentals INSIDE Overlay Zone

	Street Address	VRD, B&B, or Homeshare
1	1000 SE Bay Blvd #117 (D-4)	VRD
2	1000 SE Bay Blvd #146 (G-8)	VRD
3	1000 SE Bay Blvd #208 (C-21)	VRD
4	1000 SE Bay Blvd #225 (E-10)	VRD
5	1000 SE Bay Blvd #308 (C-21)	VRD
6	1000 SE Bay Blvd #345 (G-19)	VRD
7	1000 SE Bay Blvd #405 (B-4)	VRD
8	1000 SE Bay Blvd Unit #140 (Bldg G)	VRD
9	105 NW Coast St	VRD
10	107 SW Coast St	VRD
11	109 NW Cliff St, Unit 6	VRD
12	109 NW Cliff St, Unit 7	VRD
13	109 NW Cliff St, Unit 8	VRD
14	1125 NW Spring St #A-103	VRD
15	1125 NW Spring St #C201	VRD
16	1125 NW Spring St Unit A 203 (A-6)	VRD
17	1125 NW Spring St Unit A-201	VRD
18	1125 SW Spring St #C303 (C-9)	VRD
19	1126 SW 8th St	VRD
20	1130 NW Hurbert St	VRD
21	1130 SW Martin St	VRD
22	1140 NW Hurbert St	VRD
23	1156 SW Mark St	VRD
24	129 SW Dolphin St Unit 129	VRD
25	129 SW Dolphin St Unit 133	VRD
26	129 SW Dolphin St Unit 137	VRD
27	129 SW Dolphin St Unit 139	VRD
28	134 SW Bay Blvd	VRD
29	134 SW Elizabeth St	VRD
30	135 SW Coast St	VRD
31	137 SW 12th St	VRD
32	144 SW 26th St #1	VRD
33	144 SW Elizabeth St	VRD
34	165 SW 26th St	VRD
35	232 SW 27th St	VRD
36	238 SW 27th St	VRD
37	242 SW 27th St	VRD
38	252 SW 27th St	VRD
39	255 NW Cliff St	VRD
40	257 NW Cliff St	VRD
41	258 NW Coast St, Unit C	VRD
42	258 NW Coast St, Unit D	VRD
43	2612 SW Brant St	VRD
44	2614 SW Brant St	VRD
45	2616 SW Brant St	VRD
46	2638 SW Brant St	VRD
47	28 SW Brook St #B	VRD
48	28 SW Brook St #C	VRD
49	28 SW Brook St #D	VRD

50	28 SW Brook St #E	VRD
51	28 SW Brook St #F	VRD
52	28 SW Brook St #G	VRD
53	29 SW Coast St Unit A	VRD
54	29 SW Coast St Unit B	VRD
55	29 SW Coast St Unit C	VRD
56	311 NW 58th St	VRD
57	325 NW Coast St, Unit E	VRD
58	33 SW Elizabeth St	VRD
59	39 SW Elizabeth St	VRD
60	4 SW High St	VRD
61	406 NW High St	VRD
62	407 NW High St	VRD
63	413 NW Hurbert St	VRD
64	419 NW Hurbert St	VRD
65	420 NW High St	VRD
66	423 SW Elizabeth St	VRD
67	424 SE 4th St	VRD
68	507 NW Alpine St, Unit 103	VRD
69	507 NW Alpine St, Unit 107	VRD
70	507 NW Alpine St, Unit 108	VRD
71	507 NW Alpine St, Unit 203	VRD
72	507 NW Alpine St, Unit 205	VRD
73	507 NW Alpine St, Unit 207	VRD
74	507 NW Alpine St, Unit 208	VRD
75	507 NW Alpine St, Unit 302	VRD
76	507 NW Alpine St, Unit 303	VRD
77	507 NW Alpine St, Unit 308	VRD
78	510 SW Minnie St	VRD
79	511 SW 3rd St	VRD
80	526 NW Coast St, Unit E	VRD
81	526 NW Coast St, Unit G	VRD
82	532 SE 2nd St	VRD
83	537 NW Alpine St	VRD
84	539 SW Woods St	VRD
85	540 NW Alpine St	VRD
86	543 SW 5th St	VRD
87	545 SE 4th St	VRD
88	546 SW Smith Ct	VRD
89	553 SW 5th St	VRD
90	554 SE 2nd St	VRD
91	580 NW 6th St	VRD
92	582 NW 3rd St	VRD
93	589 W Olive St	VRD
94	607 SW Woods St	VRD
95	610 NW 9th St	VRD
96	645 SE 4th St	VRD
97	700 W Olive St	VRD
98	701 NW Coast St #107	VRD
99	701 NW Coast St #108	VRD
100	701 NW Coast St #109	VRD
101	701 NW Coast St #201	VRD

102	701 NW Coast St #207	VRD
103	701 NW Coast St #209	VRD
104	701 NW Coast St #210	VRD
105	701 NW Coast St #211	VRD
106	701 NW Coast St #303	VRD
107	701 NW Coast St #305	VRD
108	701 NW Coast St #306	VRD
109	701 NW Coast St #310	VRD
110	707 NW High St	VRD
111	709 NW High St	VRD
112	715 NW 3rd St	VRD
113	723 NW 2nd Ct	VRD
114	731 NW 2nd Ct	VRD
115	736 NW 3rd St	VRD
116	745 NW Beach Dr	VRD
117	745 NW Lee St	VRD
118	748 NW Lee St	VRD
119	750 NW 2nd St	VRD
120	753 NW 2nd St	VRD
121	757 NW Coast St #5	VRD
122	757 NW Coast St #6	VRD
123	757 NW Coast St #7	VRD
124	757 SW 6th St	VRD
125	801 NW Coast St, #1	VRD
126	821 SW 12th St	VRD
127	890 SE Bay Blvd #205	VRD
128	902 SW Mark St	VRD
129	903 SW Coast Hwy	VRD
130	912 NW Coast St	VRD
131	914 SW 2nd St	VRD
132	927 SW 11th St	VRD
133	946 NW High St	VRD
134	955 NW Spring St	VRD

2021-2022 Active Conforming Vacation Rentals INSIDE Overlay Zone

	Street Address	VRD, B&B, or Homeshare
1	1018 SW Elizabeth St	VRD
2	1140 SW Abbey St	VRD
3	28 SW Brook St #A	VRD
4	514 NW 10th St, Apt B	VRD
5	619 NW Alpine St	VRD
6	701 NW Coast St #301	VRD
7	1000 SE Bay Blvd #202	VRD
8	1000 SE Bay Blvd #301	VRD
9	1000 SE Bay Blvd #302	VRD
10	1000 SE Bay Blvd #L446 (P-9)	VRD
11	556 SW 5th St	VRD

2021-2022 Active Vacation Rentals **OUTSIDE Overlay Zone**

	Street Address	VRD, B&B, or Homeshare
1	10 NW 42nd St	VRD
2	11 NW 42nd St (Unit A - upper)	VRD
3	11 NW 42nd St (Unit B - lower)	VRD
4	1235 NW Spring St	VRD
5	124 NW 54th St	VRD
6	1245 NW Spring St	VRD
7	125 NW 77th Ct, Unit A	VRD
8	128 NW 73rd Ct	VRD
9	1330 NW Spring St	VRD
10	1332 NW Thompson St	VRD
11	135 NW 77th Ct	VRD
12	140 NW 77th Ct	VRD
13	145 SW 27th St	VRD
14	1452 NW Spring St	VRD
15	1522 NW Spring St	VRD
16	1535 F NW Hubert St	VRD
17	1610 NW Spring St	VRD
18	171 NW 73rd Ct	VRD
19	185 NW 70th St	VRD
20	2003 NW Oceanview Dr	VRD
21	224 NE 55th St	VRD
22	2725 NW Pacific Pl	VRD
23	2755 NW Pacific Pl	VRD
24	3380 NW Oceanview Dr Unit B	VRD
25	411 NW 60th St	VRD
26	424 NW 59th St	VRD
27	435 NW 58th St	VRD
28	449 SE Scenic Loop	VRD
29	457 NW 56th St	VRD
30	457 NW 57th St	VRD
31	4718 NW Cherokee Ln	VRD
32	5053 NW Agate Way	VRD
33	520 NW 23rd St	VRD
34	535 NW 16th St	VRD
35	555 NW 56th St	VRD
36	556 NW 56th St	VRD
37	5608 NW Meander St	VRD
38	626 NW 54th Ct	VRD

2021-2022 Inactive, Nonconforming Vacation Rentals **INSIDE Overlay Zone Held Open 12 Months**

	Street Address	VRD, B&B, or Homeshare
1	748 SW Bay Blvd, Unit A	VRD
2	748 SW Bay Blvd, Unit B	VRD
3	748 SW Bay Blvd, Unit C	VRD
4	732 NW 2nd Ct	VRD
5	814 SW Bay St	VRD
6	832 SW 13th St	VRD
7	905 SW Coast Hwy	VRD

2021-2022 Inactive, Nonconforming Vacation Rentals **OUTSIDE Overlay Zone Held Open 12 Months**

	Street Address	VRD, B&B, or Homeshare
1	1542 NW Spring St	VRD
2	3749 NW Oceanview Dr	VRD

2020-2021 Inactive, Nonconforming Vacation Rentals **OUTSIDE Overlay Zone **Licenses Closed****

	Street Address	VRD, B&B, or Homeshare
1	3360 NW Oceanview Dr Unit A	VRD
2	3914 NW Cherokee Ln	VRD
3	640 NW 54th Ct	VRD
4	688 NE 20th Pl - Downstairs	VRD
5	375 NE 70th Dr	VRD

2020-2021 Inactive, Nonconforming Vacation Rentals **INSIDE Overlay Zone **Licenses Closed****

	Street Address	VRD, B&B, or Homeshare
1	1125 NW Spring St C-102	VRD
2	2622 SW Brant St	VRD
3	626 NW 3rd St	VRD
4	728 SE 5th St	VRD
5	35 SW Hurbert St	VRD
6	1125 NW Spring St #C-101	VRD
7	145 SW Hurbert St #1	VRD
8	145 SW Hurbert St #2	VRD
9	502 SW 7th St	VRD
10	524 SE 4th St, Unit A	VRD
11	13 NW High St	VRD
12	701 NW Coast St #111	VRD
13	701 NW Coast St #309	VRD
14	722 NW 1st St	VRD
15	859 SW Bay Blvd	VRD

2021-2022 Sold **Transferable VRD Licenses Inside Overlay Zone Held Open 12 Months For New Owner**

	Street Address	Date New Owner Has to Get New License
1	1000 SE Bay Blvd #532/632 (K-9)	VRD

2021-2022 Active **Homeshares and B&B's**





	Street Address	VRD, B&B, or Homeshare
1	2126 SE Marine Science Dr	B&B
2	4920 NW Woody Way	B&B
3	1144 SW Mark St	Home share
4	1224 SW Abbey St	Home Share
5	630 SW Fall St, Unit N	Home Share
6	758 NW Cottage St	Home Share
7	105 NW 77th Ct	Home Share
8	5518 N Coast Hwy	Home Share

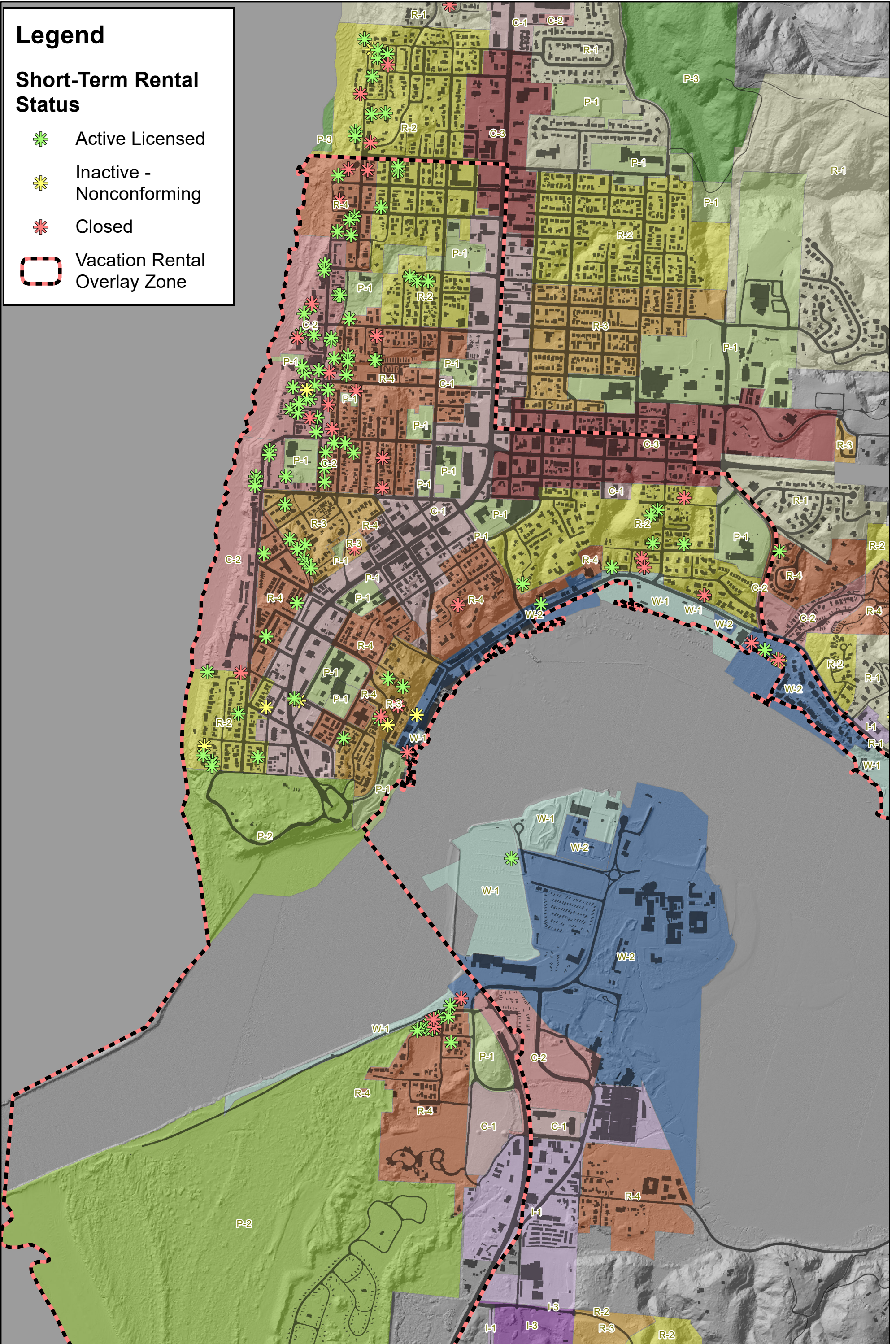
2020-2021 Inactive Homeshares and B&B's

	Street Address	VRD, B&B, or Homeshare
1	1346 SE Rio Vista Dr	Home Share
2	4925 NW Woody Way	B&B
3	7055 NE Avery St	Home Share
4	946 SW 8th St	Home Share

Legend






Short-Term Rental Status

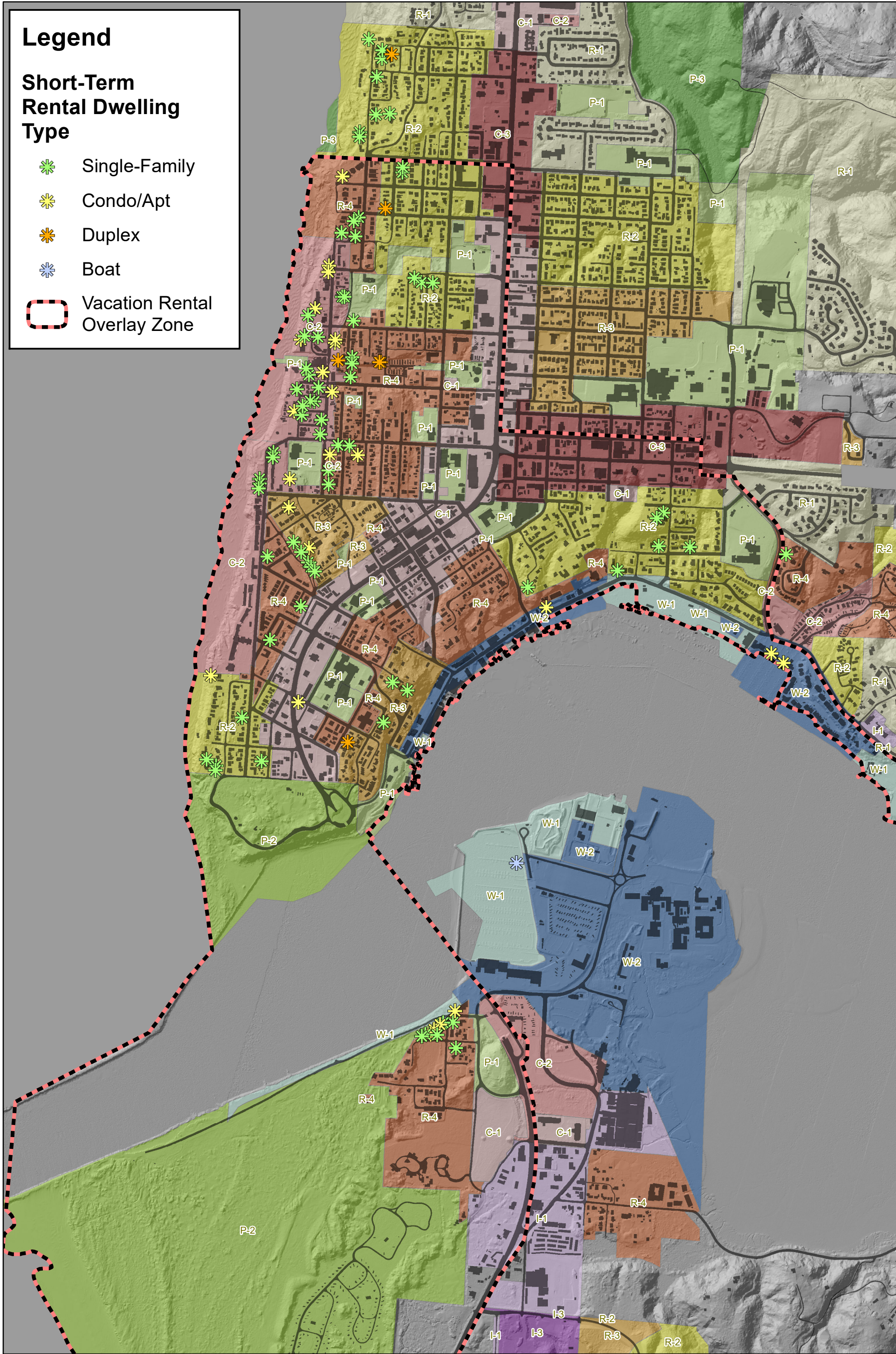
-  Active Licensed
-  Inactive - Nonconforming
-  Closed
-  Vacation Rental Overlay Zone



Legend

Short-Term Rental Dwelling Type





-  Single-Family
-  Condo/Apt
-  Duplex
-  Boat
-  Vacation Rental Overlay Zone

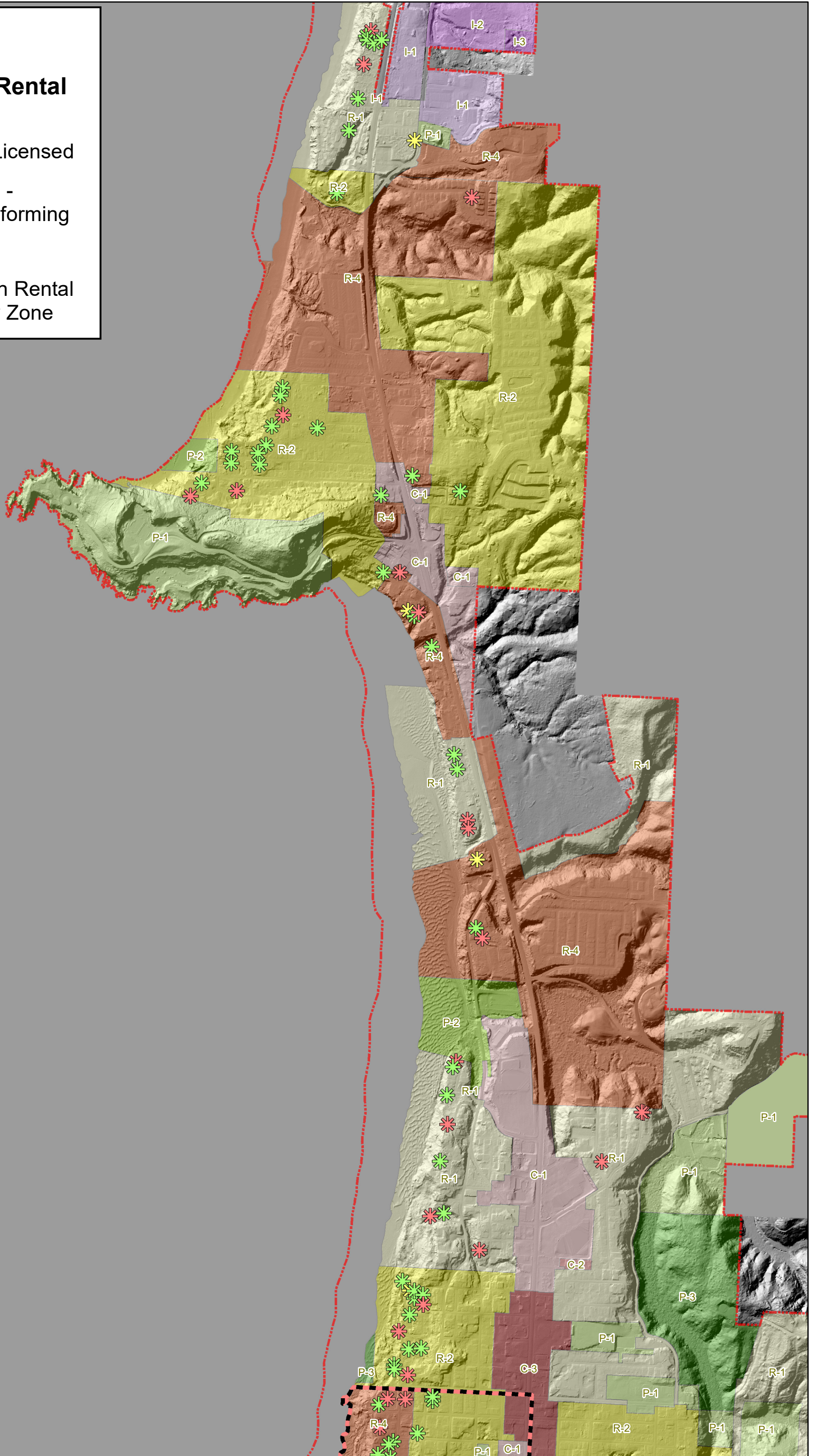


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Legend

Short-Term Rental Status

-  Active Licensed
-  Inactive - Nonconforming
-  Closed
-  Vacation Rental Overlay Zone



Memorandum

To: Short-Term Rental Ordinance Implementation Work Group

From: Derrick I. Tokos, AICP, Community Development Director 

Date: September 10, 2021

Re: Short-Term Rental Enforcement Update

Enclosed is a memo from Community Service Officer (CSO) Jim Folmar, summarizing incidents reported and enforcement actions taken since the last Short-Term Rental Ordinance Implementation Work Group meeting. CSO Folmar and/or Chief Malloy will be available at the meeting to field questions you may have related to enforcement of the City's short-term rental ordinance.

The LODGINGRevs platform that the City uses to assist with enforcement was sold to GovOS in August (email enclosed). No changes are planned to the service and we will continue to work with the same staff. Also, since your last meeting LODGINGRevs announced three new feature enhancements, which include confirmation emails to complainants, hotline recordings, and complaint resolution emails. Summaries of each of these features are enclosed and we look forward to talking to you about how the City might utilize them.

Attachments:

Memo from CSO Folmar, dated September 09, 2021
GovOS acquisition notice
LODGINGRevs feature enhancement summaries



Noble
Professional
Dedicated

Newport Police Department
Memorandum

One Team - One Future

Date: September 09, 2021

To: Chief Malloy

From: CSO Folmar

Subject: STR Enforcement Activity 05/07/2021 to Present

This is a summary of STR Enforcement activities 05/07/2021 to Present.

- 1.) Cease & Desist Letters: 2
- 2.) Citation Letters: 1
- 3.) Complaints filed with LodgingRevs: 14

Noise Complaint. Date: 05/22/2021 @ 11:02 p.m. Hotline. 1000 SE Bay Bld. No complainant contact info provided. No noise call to Dispatch. Closed.

Parking Complaint. Date: 05/23/2021 @ 10:51 a.m. Hotline. 107 SW Coast St. Working with the RO as it is a shared driveway. Open.

Other Complaint. Date: 05/29/2021 @ 12:32 a.m. Hotline. 1140 NW Hubert St. Renter could not access STR. Emergency contact responded. Closed.

Occupancy Complaint. Date: 05/30/2021 @ 1:59 a.m. Hotline. 2616 SW Brant St. Vacasa evicted the renters. Closed.

Noise Complaint. Date: 06/06/2021 @ 12:27 a.m. Hotline. 145 SW 27th St. No complainant contact info provided. Was unable to verify complaint. No noise call to Dispatch. Closed.

Illegal Rental Complaint. Date: 06/08/2021 @ 10:51 p.m. Hotline. 220 SW 29th. No complainant contact info provided. Location is not an STR. Closed.

(Subject)
(Date)
Page 2

Illegal Rental Complaint. Date: 06/21/2021 @ 12:34 p.m. Online. 130 NW 77th Ct. Listed as a Long-Term rental. Requested more info from complainant. No response. Under Review.

Illegal Rental Complaint. Date: 06/21/2021 @ 2:43 p.m. Hotline. Same as 06/21 Online complaint. Under Review.

Parking Complaint. Date: 07/12/2021 @ 8:21 a.m. Hotline. 955 NW Spring St. No complainant contact info provided. Requested info from Meredith Lodging. No response. Under Review.

Illegal Rental Complaint. Date: 07/14/2021 @ 8:40 p.m. Hotline. 539 SW Park St. Citation.

Illegal Rental Complaint. Date: 07/24/2021 @ 1:01 p.m. Hotline. Same as the 07/14 complaint. Citation.

Other Complaint. 08/07/2021 @ 4:45 p.m. Hotline. 535 NW 16th St. Renter could not access STR. Emergency contact responded. Closed.

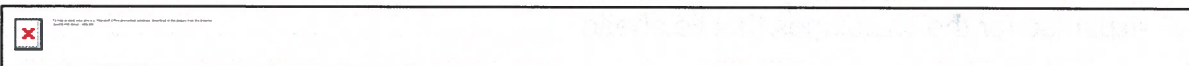
Other Complaint. 08/16/2021 @ 2:13 p.m. Online. 171 NW 73rd Ct. Not an STR issue. Complainant concerned that individuals from STR were accessing the beach improperly. Closed.

Other Complaint. 08/27/2021 @ 11:25 p.m. Hotline. 955 NW Spring St. Not an STR ordinance issue. Renter concerned that porch light and DVD player did not work. Closed.

Derrick Tokos

From: Kevin Lafeber <info@kofile.com>
Sent: Monday, August 9, 2021 10:32 AM
To: Derrick Tokos
Subject: MUNIRevs | LODGINGRevs is Now GovOS

[WARNING] This message comes from an external organization. Be careful of embedded links.



Hi Derrick,

We're once again excited to announce that MUNIRevs | LODGINGRevs has been acquired by GovOS, a leading provider of digital transformation solutions for local governments. Like MUNIRevs | LODGINGRevs, GovOS is committed to putting our local government partners first in everything we do.

Digital transformation in government agencies has never moved faster and has never been more critical. In this competitive market to retain and attract businesses and citizens—as well as ensure the safety of everyone—governments are investing heavily and rapidly in digital transformation.

GovOS has been working very hard over the last few years to ensure our partners in government have access to a best-in-class suite of digital services they can use to enrich and enhance the lives of constituents and businesses alike.

The addition of MUNIRevs | LODGINGRevs to the GovOS suite ensures that local governments have the modern solutions they need to maximize revenue from the 'Sharing Economy' and ensure businesses are compliant, without making it harder for them to conduct business. It also ensures that citizens

have a say in their community and have the peace-of-mind that comes from transparency and harmony with their fellow citizens and government.

The future presents a massive opportunity—and more challenges—to transform the local government experience. The combination of these two companies creates an entity that knows local government’s needs better than anyone else in the industry, and that can deliver you a greater depth of expertise for the challenges that lie ahead.

Your success manager should be reaching out to you soon to introduce themselves and give you more information on how this news impacts your business. Rest assured, nothing is changing with your current account!

So welcome to GovOS! We look forward to serving you and providing you with innovative solutions that will help at every step of your digital transformation journey.

Your Partner in Digital Transformation -
Kevin Lafeber, President, GovOS

[LEARN MORE](#)



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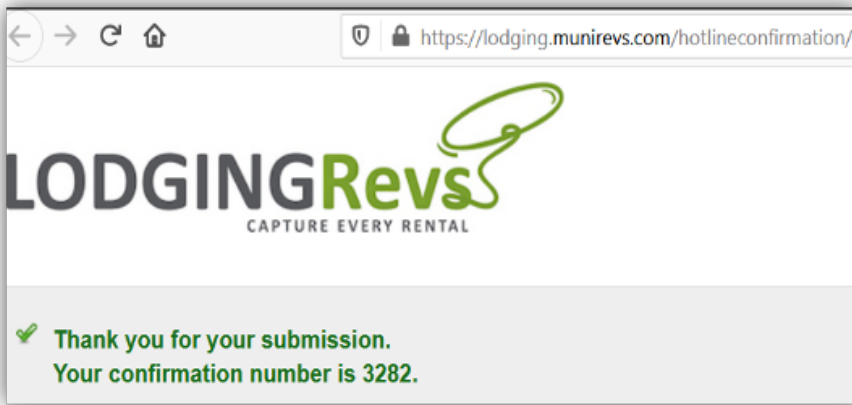
NEW FEATURE ANNOUNCEMENT

LODGINGRevs is excited to announce its latest feature enhancement:

Complaint Confirmation Number & Confirmation Email

CONFIRMATION NUMBER

We recently added a complaint confirmation number to submitted complaints. Users will receive their confirmation number after submitting their complaint and can use that number to inquire about their specific complaint with the city. The complaint confirmation number looks like this:



This number ties to the complaint ID in the complaints menu. You can search for the confirmation number from the complaints menu.

Complaint ID	Advertisement ID	Compliance Status ID	Business ID	Account #	Date Of Complaint	Property Address	Complaint Type / Reason	Type	Rep
3308			47646	047646	Yesterday, 10:24 am MDT	123 sunshine way Durango CO 81301	Noise	online	ORI
3282			47652	047650	Apr 30, 2021 2:38 pm MDT	361 East 6th Ave Durango CO 81301	Occupancy / Number of Guests	hotline	Alle
3280			47652	047650	Apr 30, 2021 7:06 am MDT	361 East 6th Ave Durango CO 81301	Noise	online	hale

CONFIRMATION EMAIL SENT TO THE COMPLAINANT

When an online or hotline form is submitted, LODGINGRevs can now send a confirmation email to the complainant letting them know their complaint has been received and provide them again with their confirmation number.

Your Contact Information:

Name *

Do you want to receive a confirmation email with a complaint confirmation number?

Email *

Please note: **The City must opt-in to enable this feature.**

When this feature is enabled, the above message will appear on the complaint forms. When the box is checked, the email is a required field.

WHAT THIS MEANS

The confirmation number on submitted complaints has been added to the online and hotline complaint form submissions.

Please let your Account Manager know if you would like to enable the complaint confirmation email functionality. This will present the sentence above on the hotline (if applicable) and online complaint forms. If you want to enable the feature, it will apply to both forms. The complainant will still be required to check the box if they want to receive the confirmation email.

If you would like to enable this feature, please let your Account Manager know what language you would like to use in the email. For example:

Confirmation Email Subject

Thank you for your Complaint Submission

Confirmation Email Body

Hello [name],

Thank you for submitting a complaint with the City of MUNIRevs. The City will review the complaint in the next three business days.

Your complaint confirmation number is 3298.

NEW FEATURE ANNOUNCEMENT

LODGINGRevs is excited to announce its latest feature enhancement:

Hotline Recordings Available in LODGINGRevs

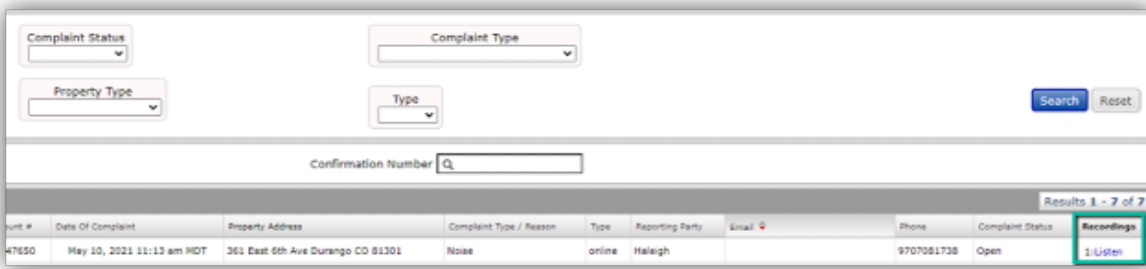
THE PROCESS

Your Account Manager receives an email when a complaint has been submitted. When they receive this email, they will log in to LODGINGRevs and add the recordings to the complaint. If you do not immediately see the recordings on the submitted hotline complaint, please be patient. It is likely that your Account Manager has not completed it yet. Please note that for complaints that come in over the weekend, the recording will be added to the complaint on the next business day.

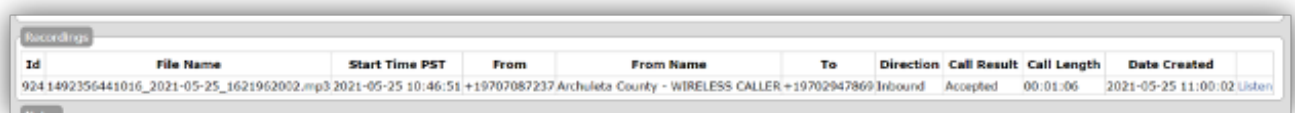
WHERE TO FIND THE RECORDINGS

You can find the recordings in two spots:

1. The first spot is on the **Complaints Menu**. You will see a new column on the far right hand-side called Recordings. If there is a recording attached to the complaint, you will see a “Listen” hyperlink. If the complaint has multiple recordings (i.e., one for the inbound call and one for the emergency contact outreach), you will see two “Listen” options.



2. The second spot is on the complaint itself. When you open the complaint, you will see a new section called Recordings. You will see the call detail here.



You can also download the recordings in MP3 format by clicking ‘Listen’ and then the three dots.



WHAT THIS MEANS

Look forward to the ability to listen and download hotline complaint recordings going forward!

NEW FEATURE ANNOUNCEMENT

LODGINGRevs is excited to announce the below enhancements to the complaint module:

- 1. **Complainant Resolution Email**
- 2. **Host / Emergency Contact Resolution Email**

COMPLAINANT RESOLUTION EMAIL

LODGINGRevs can send a “resolution” email to the original complainant when the complaint status changes. The email can trigger on any of the complaint statuses. MUNIRevs staff can set up which statuses send the email using a tool in LODGINGRevs:

Would you like a resolution email sent to the complainant and host when a complaint is resolved?

Status Options

Please choose what complaint statuses you would like to trigger the resolved email. You can choose more than one.

- Open
- Closed
- Under Review
- No Violation
- Violation
- Warning
- Citation

The email language can be customized as well. The email will always include the following sentence:

“This notice is to inform you that Complaint Confirmation Number XXXX is in a ‘Complaint Status Name (ex: Closed)’ status as of [Date Sent].”

The remaining email body and subject can be customized. Please see the below example.

Resolution Email Subject

LODGINGRevs Complaint Update

Resolution Email Body

Hello,

This notice is to inform you that Complaint Confirmation Number 3380 is in a "Closed" status as of 05-25-2021.

Please reach out to the city at 970-777-8888 with any questions.

HOST / EMERGENCY CONTACT RESOLUTION EMAIL

With this update, we can also send an email to the host / registered emergency contact. The email will send at the same time the complainant is notified. The language will be the same as well.

In order to utilize this piece of the enhancement, you must either:


- 1. Have an existing email field on the account details tab that you want to use as the emergency contact email, OR
- 2. You would like LODGINGRevs to create a new form and workflow asking users to provide an emergency contact email. Please note that option #2 requires a Change Order to implement.

WHAT THIS MEANS

Notifying the complainant of a complaint status change is ready immediately. Please let your Account Manager know what complaint statuses should trigger the email and what should make up the email body and subject.


Please schedule a meeting to review how best to utilize the host / emergency contact email functionality. Your Account Manager can walk you through the feature and discuss whether or not there is an existing email field that can be used for this purpose, or if we need to make a new workflow and assign it to all short-term rentals.

Memorandum

To: Short-Term Rental Ordinance Implementation Work Group
From: Derrick I. Tokos, AICP, Community Development Director 
Date: September 10, 2021
Re: Online Payment of Business License and Room Tax Assessments

Finance Director Mike Murzynsky will attend to update the Work Group on steps the City is pursuing to provide license holders with the option of making online business license fee and room tax payments. This may include an agreement with the State of Oregon to collect room taxes, and possibly business license fees, on the City's behalf. It is possible the City might have to make changes to its licensing processes in order for such an arrangement to work.

Memorandum

To: Short-Term Rental Ordinance Implementation Work Group
From: Derrick I. Tokos, AICP, Community Development Director 
Date: September 10, 2021
Re: Implementation of the STR Licensing, Inspection and Enforcement Program

Members of the short-term rental ordinance implementation work group have, in the past, requested information related to the amount of staff time required to implement the program. The level of effort varies depending upon the time of season; however, I can share the following observations.

Administrative Staff (Sherri and Kay):

License Renewal Period (Mid-June - September): 5 Hours a Day / 25 Hours a Week (16 wks.)
Open License Period (October - December): 3 Hours a Day / 15 Hours a Week (14 wks.)
Off Season (January - Early June): 1 Hour a Day / 5 Hours a Week (26 wks.)

Tasks include:

- Creating annual STR license renewal application materials
- Mail processing for renewal applications
- Processing new STR applications
- Doing intake and processing of STR applications
- Scheduling inspections
- Working with applicants to get missing application materials and to get inspections done
- Working closely with the Finance Department to issue licenses
- Creating and issuing STR endorsement license documents
- Updating STR webpage data
- File management of license documents
- Updating data spreadsheets for STR applications and active STR licenses
- Managing business license applications for department approvals
- Answering questions about STR rules on the phone and at the counter
- Attending STR Work Group meetings, creating reports for meetings, and taking minutes
- Working with CSO's to provide updates for STR licenses, and to confirm license status and contact information
- Providing data updates for the LODGINGRevs system

Code Enforcement (Jim Folmar): Enforcement during initial implementation was close to an FTE equivalency. Now that the new program has been in place for a while, demands have dropped to a 0.5 FTE consistent with how the position is budgeted.

Management Oversight (Derrick and Jason): The time commitment varies; however, it would be fair to say it is around 10-15% of the administrative/code enforcement staff time. This includes problem-solving site-specific issues, fielding inquiries, coordination with policymakers and the Municipal Court, GIS updates, and consultation with LODGINGRevs.